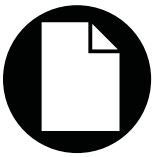
TeleCompCare® Workflow

Workplace Injury

Employee reports injury to supervisor. Supervisor completes internal investigation.

Employee calls Nurse Triage

Employee references Employer's account number



First Report of Injury is sent to Accident Fund via nurse triage report

Nurse discusses treatment recommendations with employee

First aid and self-care recommended

Employee returns to normal working duties

Triage nurse will follow up with employee within 24 hours as needed

Referred to face-to-face physician visit

Telemedicine virtual physician visit

Physician will prescribe treatment, prescriptions and return to work recommendations as necessary

Employee provides return to work recommendations to supervisor/HR

If applicable, supervisor directs employee to drug testing facility

Employee follows up with physician if required

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