Bulletin

WORKERS' COMPENSATION BULLETIN 20-2
Date: August 2019

Subject: CorVel 24/7 Work Injury Nurse Line and Telehealth Services

Now that we have passed the one-year anniversary of the CorVel 24/7 Work Injury Nurse Line (**844) 235-2055** and Telehealth services, here is an overview of each along with several reminders on how to help employees access these services.

CorVel 24-7 Work Injury Nurse Line:

- Immediately allows employees to speak with a Registered Nurse who provide an initial evaluation of the injury
- Triages initial care for injuries with a focus on quickly delivering the most appropriate level of medical care
- When indicated, offers immediate self-care treatment recommendations

Telehealth:

- Provides a one-time option at the onset of an injury for a medical visit with a medical doctor via Telehealth
- Offers comparable medical services that is accessible through any other type of medical visit, such as prescriptions, physical therapy, other treatment recommendations, etc.
- If necessary, follow-up care is coordinated by CorVel with a medical provider in a clinic setting

As part of the First Report of Injury (FRI) reporting process, we want all employees to call CorVel's 24/7 Work Injury Nurse Line as soon as possible after reporting an injury and **before** they seek medical care.

As mentioned above, CorVel's 24/7 Work Injury Nurse Line (**844) 235-2055**, serves as the initial triage call to help employees quickly access the appropriate level of medical care. The triage nurse can help determine the type of care, can offer suggestions for self-care to employees, can refer the employee on to a medical doctor via Telehealth or can refer the employee to a medical clinic.

If there is a referral to a medical clinic, CorVel's 24/7 Work Injury Nurse Line will connect employees with CorVel's medical network service to find a medical provider close to the employee.

CorVel's 24-7 Work Injury Nurse Line has resulted in over 1000 calls, with over 25% of employees being advised to try self-care only. In all cases involving self-care, employees receive a follow-up call the next day by a Registered Nurse to assess the status of their injury and the effectiveness of the self-care treatment. If the self-care treatment is not effective, employees are advised to seek medical treatment from a medical provider.