



## With CompWest's TeleCompCare<sup>®</sup>, Medical Help Is Just a Call Away

As an expert in workers' compensation, CompWest is committed to providing our customers the resources necessary to help keep their employees safe and assist them when injuries occur at work.

Our newest service, **TeleCompCare<sup>®</sup>**, provides injured workers quick 24/7 access to triage nurses who are trained to offer assessments, refer them to medical care when appropriate and give them a convenient option to connect with an occupational physician via live video conference over their computer, tablet or smart phone.

# 24/7/365

Availability of TeleCompCare's nurse triage hotline, ensuring injured workers can receive access to medical care whenever and wherever an incident occurs.

[CompWestInsurance.com](http://CompWestInsurance.com)

**CompWest**

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1

minute or less is the average wait time to speak to a triage nurse



15

years of experience in primary and urgent care held by TeleCompCare® virtual doctors



0

number of opioids prescribed when using telemedicine provider

## How TeleCompCare® Works

When a workplace injury occurs, and the employee requests medical treatment, supervisors will direct the injured worker to call CompWest's TeleCompCare® contact line. A triage nurse will answer, provide an initial assessment of the injured worker and evaluate the type of medical care that is appropriate.

If further medical care is deemed necessary, injured workers can be referred to one of TeleCompCare's certified occupational physicians, who can conduct a virtual appointment online via computer, tablet or smart phone. Telemedicine doctors are dedicated occupational physicians who average 15 years in primary and urgent care experience and are board certified, licensed and credentialed.

If an injured worker's injury requires a face to face visit with a physician or if they choose not to pursue the telemedicine option, they will be referred to a physician within the Medical Provider Network (MPN).

## The Benefits of TeleCompCare®

- Immediate treatment can occur via a virtual doctor's visit for many workplace injuries, eliminating the need for scheduling and attending an in-person appointment.
- Injured workers avoid lost time from work for driving to and from appointments and dealing with waiting room delays.
- Increased use of our provider network physicians can lead to lower overall claim costs.
- Virtual doctor visits allow for the ordering of any needed prescriptions or the scheduling of physical therapy to be done promptly and efficiently.
- By connecting employees to appropriate quality care, TeleCompCare® can help prevent a minor injury from becoming more complicated and help you keep focused on returning your employee to wellness.
- Using TeleCompCare® serves as the first report of injury and a claim will be created in CompWest's claim system — eliminating the need for policyholders reporting claims

## Learn More About TeleCompCare®

Contact your CompWest representative today to learn more about the benefits of TeleCompCare® and to see if it would be a good fit for your business. For more information about any of our workers' compensation products and services, visit [CompWestInsurance.com](http://CompWestInsurance.com).

