Injury Triage

Injury triage service offers timely intervention and personalized support for individuals facing workplace injuries. Trained triage professionals reach out to injured clients within one working day of referral, comprehensively assessing their situation, including injuries, treatment needs, and functional status. Based on this assessment, we tailor a self-management program, monitoring plan, or recommend further assessment. We provide a concise report summarizing findings and recommended pathways to the referring parties.

Who is it for?

- Organizations lacking the internal capacity to manage return-to-work processes or seeking to augment their existing capabilities.
- Companies with decentralized injury management teams or those operating across multiple locations.

What it involves?

- **Comprehensive assessment:** Our consultants conduct a thorough risk assessment considering physical, environmental, and social factors to evaluate the likelihood of delayed or challenging return to work.
- **Risk quantification:** Following the assessment, we quantify the level of risk and provide detailed insights accordingly.
- **Tailored plans:** For low-risk cases, we offer guidance on straightforward return-to-work plans, emphasizing necessary support for a smooth transition back to work. In high-risk scenarios, we highlight potential challenges and recommend interventions, including the possibility of worksite assessments.

What to expect:

- **Expert guidance:** Access to expert support for both injured employees and their managers, focusing on facilitating return to work.
- **Risk identification:** Identification of risk factors affecting return-to-work outcomes, along with tailored advice on potential challenges and required interventions.
- **Flexible management:** Flexibility to choose between managing return to work internally or leveraging external support, depending on specific circumstances.

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When might you need this service:

- **Employer discussions:** When employers discuss injury management and return-to-work processes.
- **Remote sites management:** Frustrations expressed by employers in managing remote or multiple sites effectively.
- **Supervisor engagement:** Decreased supervisor engagement in return-to-work management.
- **Delayed notifications:** Delayed injury notifications from sites to central injury management teams.

Benefits:

- **Informed decision-making:** Equips employers with critical insights during the recovery period, enabling proactive return-to-work planning.
- **Optimized resource allocation:** Directs investment where it can yield the most significant impact, ensuring timely and effective support for employees.