

MedCall FAQ and Solution Benefits

Q: What is the MedCall platform and why is it needed?

A: MedCall is a unique platform that puts **Emergency Physicians** in the hands of an injured worker at the time of an accident or injury. Accidents at the workplace are unexpected, and it is stressful enough without having to look for the closest urgent care facility or Emergency Department. With MedCall, our highly trained Intake Specialist staff can record the details of the injury, connect the employee with an Emergency Physician via phone or video, available 24/7/365, and setup claims in claims management systems in real time where applicable via APIs.

Q: How does the MedCall service work?

A: It could not be simpler. MedCall staff and physicians are available by phone by dialing, **toll-free, 855-963-3225**, any time day or night. In addition, MedCall offers an easy-to-use app available in both app stores. Visit <https://medcalladvisors.com/download-apps> to download the app in English or Spanish.

Each incident call is answered by an Intake Specialist, who is qualified to report the injury and connect the employee with an Emergency Physician licensed in that state.

Q: Does MedCall offer referrals to specialists?

A: No, MedCall physicians handle the initial visit for a workplace injury. If the MedCall physician determines an in-person visit is needed, the MedCall Telehealth Intake Specialist will provide location information for an approved urgent care, walk-in clinic, or occupational medicine clinic convenient for the employee.

Q: How is this service different from nurse triage?

A: With MedCall, the employee (or manager/supervisor) is connected directly to an Emergency Physician contracted to work with MedCall. **MedCall believes speaking with an Emergency Physician first will deliver positive and quick outcomes for injured workers.**

Physicians have a greater scope of capabilities than nurses, including prescription writing when necessary. In addition, Emergency Physicians (compared to primary care or general practice) are experienced in all kinds of accidents and injuries that are commonly seen in workplace accidents.

Q: Can we use MedCall in partnership with our nurse triage service?

A: Yes. Several MedCall clients have added MedCall to their service offering for their insureds. When the nurse triage service determines a physician consult is needed they direct the employee to MedCall for assessment. Because MedCall physicians are a set fee, and are trained in workers' compensation injury consults, the carrier and employer are assured of a consistent level, quality, and cost of care.

Q: So you are saying MedCall physicians can write prescriptions?

A: Yes, our physicians are able to write **prescriptions**, though they rarely do (only about 1% of physician visits include a prescription). Also, MedCall physicians do not prescribe controlled substances. Uniquely, MedCall physicians are trained on the impact of prescription writing on "medical treatment beyond first aid" for OSHA injury and illness recordkeeping purposes

Q: Does everyone who calls MedCall see a physician?

A: No, MedCall also handles first reports of injury. In fact, only about 30% of employees who call MedCall see a physician. Our full-service offering provides both services to clients.

Q: If the employee speaks with a MedCall physician, can they still be seen in person?

A: Speaking with a MedCall physician does not prohibit in person medical treatment. The physician will evaluate the injuries of the worker to determine if in-person treatment is needed and what type of facility would be most appropriate.

Q: Do employees need a smartphone to contact MedCall?

A: No. MedCall can be reached toll-free at 855-963-3225 for an audio only call.

Q: Can we roll out MedCall to specific insured, locations, or departments?

A: Yes, you can deploy MedCall to the exact clients, departments, and locations you determine.

Q: Are reports and consult notes stored? For how long?

A: All reports and physician calls are recorded and stored for seven (7) years. This includes all audio and video files, photo attachments, and the injury reports themselves.

Q: What information is shared with the carrier? The employer?

A: MedCall Telehealth Intake Specialists can create a claim on behalf of the insured, and all information is then shared with the carrier (or TPA or broker as appropriate). Employers will receive a Work Status Report as well, containing all pertinent information with personal health information redacted.

Q: What information is shared with the employee?

A: After a physician triage call, the employee will be provided their report number, carrier information, claim number and referral information if appropriate.

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Contact us at **888-379-1277** or email marketing@medcalladvisors.com