

# Telehealth Services for All Injury Types

## MedCall Telehealth Best Practices

An average 84% of non-fatal workplace injuries can be treated or managed through physician telehealth. That's a staggering 86% savings over an emergency room visit.

Physician telehealth plays a huge role in containing workplace injury costs and ensuring the fastest and safest possible return to work.

Through a virtual physician visit qualified doctors can treat common injuries like sprains, strains, contusions, lacerations, pulled muscles, and more. But did you know that they can also handle injuries and illnesses previously thought to be only handled in person? Let's explore a few below:

- 1. Needlesticks:** Accidental puncture wounds from used needles carry a high risk of bloodborne pathogen exposure. MedCall assesses the injury, creates a care plan, and guides the worker following their company's needlestick protocol.
- 2. Pathogen Exposure:** We also treat bloodborne pathogen exposure beyond needlesticks, such as contaminated aerosol inhalation and accidental contact with blood, mucous membranes, or other infected fluids. If not immediately triaged, these exposures can put workers at risk.
- 3. Motor vehicle accidents:** In many industries we serve, vehicle accidents are the leading cause of injury. Our physicians quickly assess injuries, determine next steps, and provide reassurance in a stressful situation.
- 4. Lacerations:** As our fourth most common injury, lacerations are often easy to triage. Our photo tool helps physicians assess depth, length, and severity while a structured evaluation determines contamination risk and next steps.
- 5. Foreign body in eye:** A common injury, eye issues are quickly assessed for pain, redness, and tearing. Flushing may help, but embedded objects may require in-person care.

When assessing an injury, we consider the work environment, job tasks, and repetitive movements to better understand the risk and cause. Even if in-person care is necessary, MedCall takes interim steps to manage the issue and provide an appropriate care plan.

### Worker Experience



If a worker is injured just call MedCall



Immediate access to injury intake



Real-time connection to an Emergency physician



Complete care plan and data capture



MedCall gets your workers on the job faster and reduces risk