



24/7 WORK INJURY LINE

## Helping Your Employees Get the Care They Need Faster

Streamline your employees' care and reduce costs with MEM's 24/7 work injury line, offering nurse triage powered by Medcor who partners with Concentra to provide telemedicine services. As an MEM policyholder, your injured workers receive quick access to quality medical care, reducing costs and minimizing lost work time for your business.

### KEY BENEFITS:

- **Fast and Easy Access:** No registration required. Injured workers simply call our **24/7 work injury line (800.442.0593)** and speak to a registered nurse, **regardless of the time or day.**
- **Expert Guidance:** Experienced nurses will **evaluate the injury and recommend the best course of action**, including:

#### NURSE TRIAGE

- Self-care instructions for minor injuries.
- Referral to a qualified provider within MEM's network, ensuring familiarity with workers compensation.
- See a doctor now with telemedicine.



#### TELEMEDICINE

Consultation with a physician for minor injuries:

- Upper/lower extremity strains/sprains
- Minor neck and back strains/sprains
- Bruises/contusions
- Minor burns
- Abrasions/scrapes
- Contact dermatitis/rashes
- Tendinitis/repetitive-use injuries
- Bloodborne pathogen exposures



### TESTIMONIAL

Using triage regularly, we've sent fewer people to the ER. From speaking directly with a nurse to MEM's follow-up calls, our employees really feel cared for if an injury occurs. Nurse triage has significantly improved injury management in our schools and throughout the organization."

Joe Braddock, CFO, Catholic Diocese of Jefferson City

### ADDITIONAL INFORMATION

**Policyholder Exclusive:** This NurseAid 24/7 Work Injury Line is an exclusive benefit for current MEM policyholders.

**Preferred Provider Option:** If you wish to designate specific providers for your employees, please contact [nurseaid@mem-ins.com](mailto:nurseaid@mem-ins.com) for more information.

### Free Materials for Your Employees:

Tell your employees about the NurseAid 24/7 Work Injury Line with posters and wallet cards shipped to you for FREE.



- **Seamless Claim Reporting:** The nurse triage report initiates the **First Notice of Loss process**, ensuring timely and efficient claim handling.
- **Employee Satisfaction:** Providing quick and convenient care can help employees feel **supported and valued** during an injury.

# NURSEAID REDUCED COSTS & IMPROVED OUTCOMES

**<1%**

ER REFERRAL RATE

**40+%**

OF INJURIES RESOLVED  
WITHOUT OFFSITE CARE

**97%**

OF TELEMEDICINE CASES RECOMMENDED  
FOR RETURN TO WORK

## HOW IT WORKS



**1**

Immediately tell your supervisor  
you've been injured.



**2**

Call the MEM **NurseAid+**  
24/7 WORK INJURY LINE  
together for non-emergent injuries.  
Make the call even if the supervisor is unavailable.



**3**

Personalized treatment and care coordination by  
a registered nurse.  
Learn the best course of action - self-care, clinic referral, or telemedicine.



**4**

See a doctor now with telemedicine.  
Injuries are evaluated, diagnosed, and treated via video.



**5**

First report of injury automatically sent to MEM.  
MEM claims experts will follow up via phone or email to obtain missing  
claim information.