The **Process**

Workplace Incident Occurs → **Injured Employee Contacts the Incident Contact Center** → **Intake Coordinator or Lin Takes Incident Report** → **Employee Receives Expert Medical Triage from an RN**

Medical Referral

Self-Care

Approved Medical Provider Receives Provider Alert
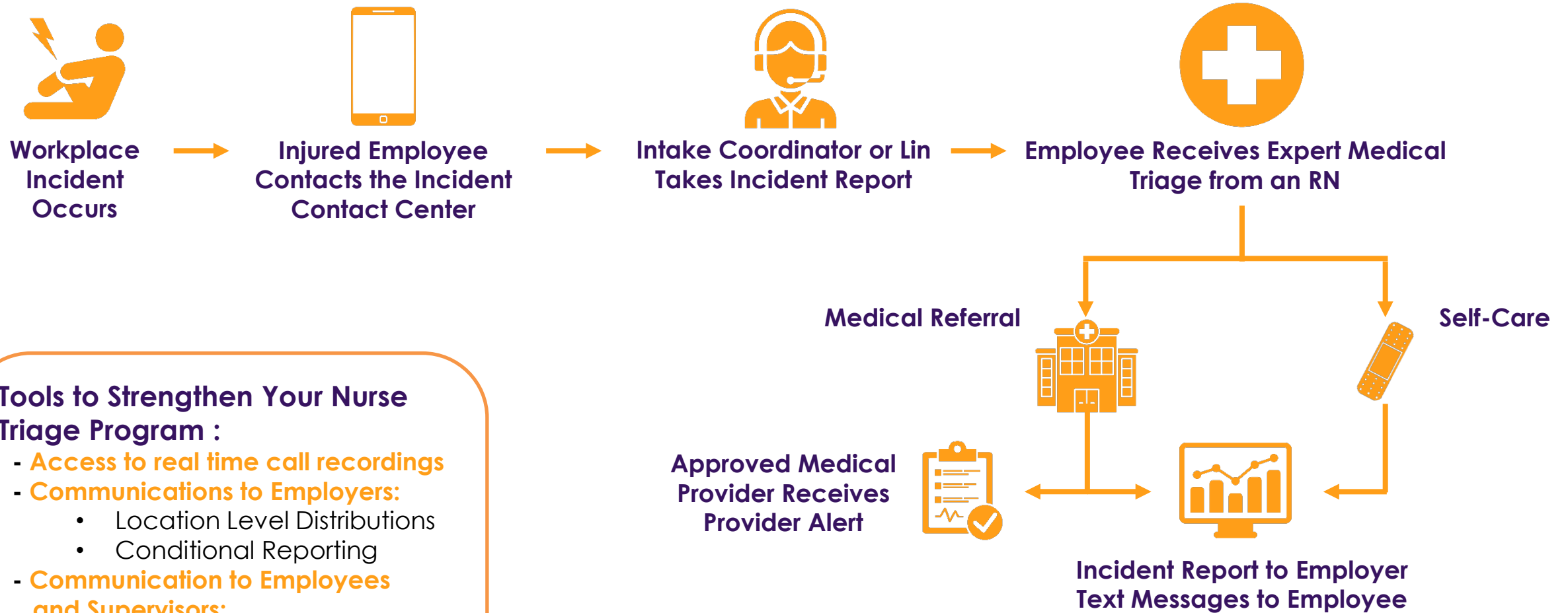
Incident Report to Employer Text Messages to Employee

Tools to Strengthen Your Nurse Triage Program :
- **Access to real time call recordings**
- **Communications to Employers:**
  - Location Level Distributions
  - Conditional Reporting
- **Communication to Employees and Supervisors:**
  - Check-In Text
  - Custom Text
  - Supervisor Message