Nine benefits of injury triage services for employees and employers.

An injury triage service gives employees and supervisors an immediate source of medical advice when someone is injured on the job. If your company has workers compensation coverage with Frankenmuth Insurance, there is a free Injury Triage Hotline you can call 24/7. The benefits of injury triage include better health outcomes for employees, cost savings for employers, and more.

Benefits to employees:

1. **Faster diagnosis and care.** When injuries are evaluated immediately onsite, diagnosis and the first steps of treatment are not delayed. This improves health outcomes for injured employees.
2. **Improved employee morale and safety.** Knowing that their employer has systems in place to protect their health helps employees feel safer and reduces stress and anxiety about potential accidents.
3. **Reduced burden on employees.** Taking the first steps of evaluation and treatment for the employee relieves them of uncertainty about their next steps and also helps them avoid unnecessary emergency room visits for less serious injuries.
4. **Reduced burden on supervisors.** When supervisors have professional healthcare advice on call, they are relieved of the responsibility of making healthcare decisions for injured employees.

Benefits to employers:

5. **Faster returns to work.** Injured employees who are evaluated by triage services typically return

to work more quickly than those who must deal with injuries on their own.

6. **Fewer unnecessary ER visits.** Employers who use injury triage services see up to 40% fewer ER visits for non-emergency employee injuries.
7. **Lower costs.** Employees directed to appropriate care through injury triage generate significantly lower claims costs than those who seek treatment on their own.
8. **Accurate documentation for compliance.** The triage service provides your business with detailed documentation for each encounter. This documentation can also help your business track injury trends, allowing you to see where safety improvements should be made.
9. **Reduced litigation.** Providing employees with professional, compassionate healthcare advice immediately after an injury gives them greater peace of mind and improves health outcomes, both of which reduce the likelihood of litigation. Relieving supervisors of healthcare decision-making also reduces the chances of errors in evaluation and immediate treatment that could lead to a lawsuit.

Want more details about how injury triage services work? Read our blog, How triage services help resolve common workplace injuries.

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