



## With United Heartland's TeleCompCare<sup>®</sup>, Medical Help Is Just a Call Away

As an expert in workers' compensation, United Heartland is committed to providing our customers the resources necessary to help keep their employees safe and assist them when injuries occur at work.

Our newest service, **TeleCompCare<sup>®</sup>**, provides injured workers quick 24/7 access to triage nurses who are trained to offer assessments, refer them to medical care when appropriate and give them a convenient option to connect with an occupational physician via live video conference over their computer, tablet or smart phone.

# 24/7

Availability of TeleCompCare's nurse triage hotline, ensuring injured workers can receive access to medical care whenever and wherever an incident occurs.

[UnitedHeartland.com](http://UnitedHeartland.com)

**UH** UnitedHeartland

*Part of the AF Group*

United Heartland is the marketing name for United Wisconsin Insurance Company, a member of AF Group. Insurance policies may be issued by any of the following companies within AF Group: Accident Fund Insurance Company of America, Accident Fund National Insurance Company, Accident Fund General Insurance Company, United Wisconsin Insurance Company, Third Coast Insurance Company or CompWest Insurance Company.



1

minute or less is the average wait time to speak to a triage nurse



15

years of experience in primary and urgent care held by TeleCompCare® doctors



0

number of opioids prescribed when using telemedicine provider

## How TeleCompCare® Works

When a workplace injury occurs, and the employee requests medical treatment, supervisors will direct the injured worker to call UH's TeleCompCare® contact line. A triage nurse will answer, provide an initial assessment of the injured worker and evaluate the type of medical care that is appropriate.

If further medical care is deemed necessary, injured workers can be referred to one of TeleCompCare's certified occupational physicians, who can conduct a virtual appointment online via computer, tablet or smart phone. Telemedicine doctors are dedicated occupational physicians who average 15 years in primary and urgent care experience and are board certified, licensed and credentialed.

If an injured worker chooses not to pursue the telemedicine option, they will be referred to an appropriate occupational clinic or advised to see their own physician (depending on state jurisdictional laws).

## The Benefits of TeleCompCare®

- Immediate treatment can occur via a virtual doctor's visit for many workplace injuries, eliminating the need for scheduling and attending an in-person appointment.
- Injured workers avoid lost time from work for driving to and from appointments and dealing with waiting room delays.
- Increased use of our provider network physicians can lead to lower overall claim costs.
- Virtual doctor visits allow for the ordering of any needed prescriptions or the scheduling of physical therapy to be done promptly and efficiently.
- By connecting employees to appropriate quality care, TeleCompCare® can help prevent a minor injury from becoming more complicated and help you keep focused on returning your employee to wellness.

## Learn More About TeleCompCare®

Contact your United Heartland representative today to learn more about the benefits of TeleCompCare® and to see if it would be a good fit for your business. For more information about any of our workers' compensation products and services, visit [UnitedHeartland.com](http://UnitedHeartland.com).

