

What are Virtual Triage Services?

Services provided by Nurse Practitioners (Providence Health Services or PHS) through live two-way video to determine if an injury sustained at work is best treated with self-care or medical attention.

Why is CESD participating in this program?

When our employees experience injuries at work, one of the biggest decisions to make is whether or not the injury rises to the level of requiring medical attention. Since most staff are not medically trained, CESD has partnered with PHS to give employees medical advice when the next course of action is not clear. We hope this will further demonstrate that CESD is invested in our employees' health and wellness.

Who pays for this service?

CESD pays 100% of the cost for this service when related to a workplace injury. Should you be asked for payment, tell them you are with Clackamas ESD and they are covering all charges.

How does it work?

Because registration is required, the best thing to do is register before you ever need to access the service. That way, when you experience an injury, your account will already be created and you will be able to connect with a provider right away. When an employee experiences a workplace injury, simply access PHS via computer, tablet or smartphone and consult with a PHS provider about your injury. The provider will offer their expert opinion about treatment.

Is everyone who is injured required to use this service?

No. It is recommended for those contemplating seeking care, but not required. Also, if your injuries are substantial (obvious broken bones, bleeding, etc.), this service may not be appropriate. However, our claims history suggests that the vast majority of our injuries can benefit from this service.

What should I say when connected to PHS for help?

"My name is Jane Doe, I am with Clackamas ESD and I was injured on the job. I am seeking Triage Services." Providence staff will ask you questions and get you connected to a medical provider promptly.

What about my medical privacy rights?

As a medical provider, PHS is bound by all applicable Health Insurance Portability and Accountability Act (HIPPA) requirements that help safeguard your medical information. Providence will not share your private medical information with your employer.

What should I do after the virtual visit?

Follow the medical provider's instructions for aftercare, and meet with your supervisor to fill out the Accident Analysis form as soon as possible. This form should be submitted to HR promptly.