

New Injury Triage Service

October 2022



Protect | Prevent | Support | Promote



Monash
Health

Agenda



- What is the Injury Triage Service?
- Benefits of Injury Triage
- Partnership with Cogent Thinking
- How it works
- Expected outcomes
- Further information





What is the Injury Triage Service?

A dedicated **24/7 phone line** to provide immediate access, treatment advice and support for Monash Health employees for all work-related injuries.

This is an opt-in service and a benefit for our employees, if injured at work



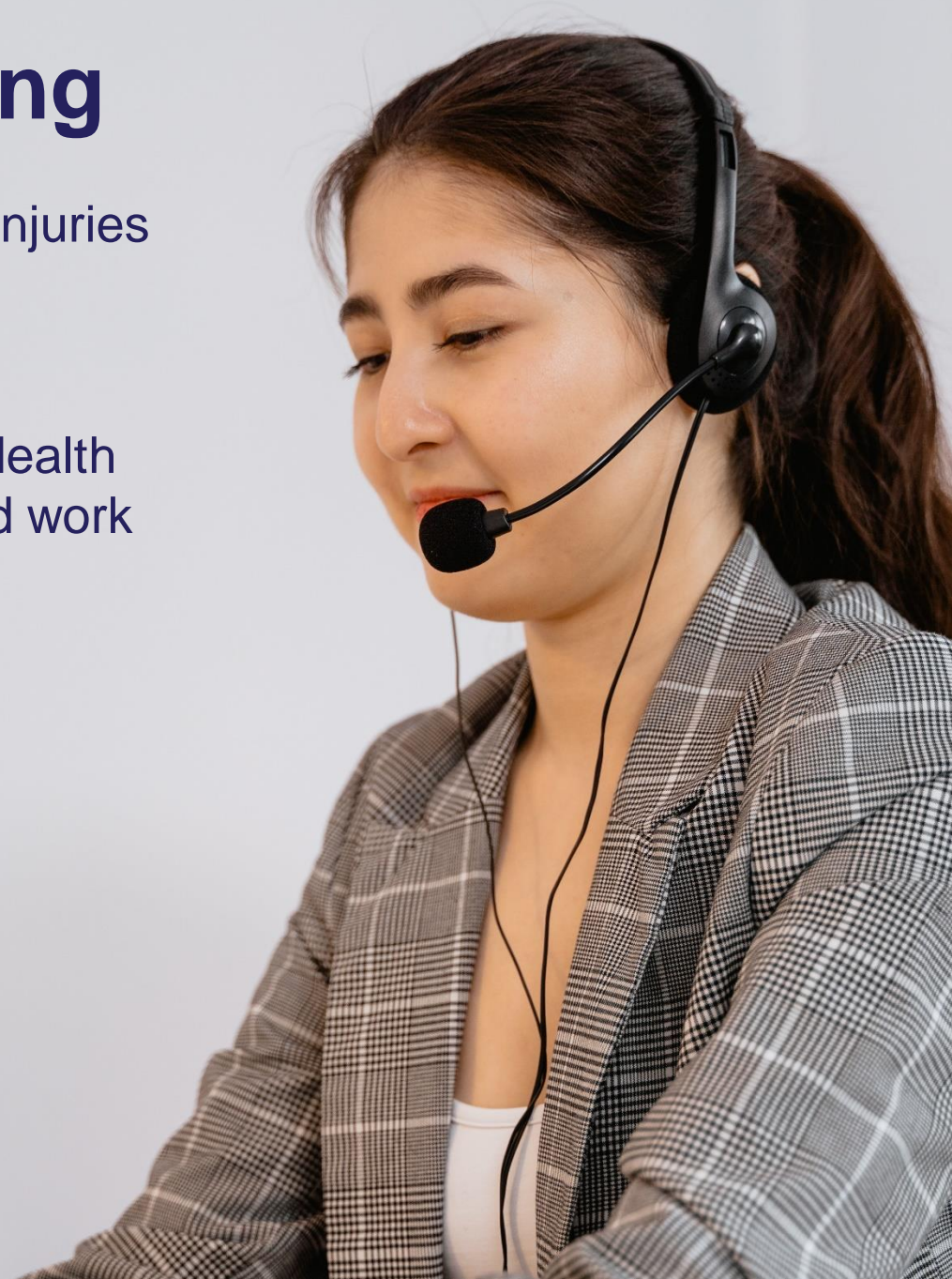
Benefits of Injury Triage

- Provide immediate medical advice and support after an injury at work
- Provide advice on suitable duties, recovery and return to work recommendations
- Organise a medical appointment with a general practitioner or triage as appropriate (employees may also may still elect to see own Doctor)
- Improve immediate support for supervisors and managers to help any employees injured at work



Partnership with Cogent Thinking

- Leading provider in preventing and managing workplace injuries and illnesses
- A team of Nurses and Allied Health professionals
- A national network of treating General Practitioners and Health Professionals who understand the dynamics of health and work
- Current hospital clients include:
 - Mercy Health
 - St Vincent's Private
 - Ballarat Health Services
 - Epworth HealthCare



Injury Triage: How It Works



CALL

At the time of the injury, worker and manager to call



TRIAGE

Your call will be answered by Triage Professional.
If required, a medical appointment can be organised for you.



FOLLOW UP

The triage professional will undertake a follow up phone call.



SUPPORT

Ongoing support will be provided by Cogent.

Injury Triage: Points to note

- Not an emergency phone service
- Not mandatory – employees can opt-in/opt-out
- Independent clinical network of medical practitioners and physiotherapists
- No impact on the right to lodge a WorkCover claim





Expected Outcomes

- Provide immediate treatment advice and support for injured employees, **24 hours a day, 7 days a week**
- Increase the resources for managers/leaders to support injured employees to recover and return to work
- Increase incident reporting and subsequent incident investigation, to identify root cause of incident and mitigating action
- Improve return to work outcomes by providing immediate support and access to treatment post injury
- Provide the offer of immediate access to medical practitioner appointments or telehealth appointments where requested by employees

Further Information

- HSRs and Safety Committees have been consulted on the new program
- Engagement at the Employee Forum on the 18 October
- Engagement at the Manager Forum on the 19 October
- Available promotional material distributed across the organisation
- **Injury Management Advice Line**
 - (03) 9554 1852, Mon – Fri, 8:30-17:00 or
 - Via e-mail at: wcadmin@monashhealth.org

