



WORKPLACE INJURY TRIAGE

Two options. 24/7 support.
Fewer clinical visits.

It's no secret that workplace injuries that lead to clinic, urgent care, or emergency room visits usually evolve into workers' comp claims that come with high costs to employers. Meanwhile, these incidents risk an increase to your EMR score, more OSHA recordables, and more time potentially spent facilitating treatment and return to work.

The answer? Comprehensive injury triage that can identify and mitigate injuries and their effects without the need for costly clinical treatment. DORN's dual triage service is operated by specialists who ensure all incidents are properly evaluated, whether you're dealing with a musculoskeletal injury or any other health condition. Our aim is to resolve your issue in-house through on-site support partners, keeping claims down and costs low.

Option 1: Nursing Triage

DORN's nurse-operated triage service offers general medical assessments around the clock, providing coverage and assessment for a wide range of health and safety concerns that could lead to costly claims.

Staffed by experienced Registered Nurses (RNs), our 24/7 hotline is ideal for any employer experiencing health-related incidents that require expert medical analysis. This option is particularly well suited to organizations with mixed or low-exertion workforces where a broad array of health issues may exist and require escalation to a physician.

Features & Benefits

- Protocol-driven assessments evaluate any combination of symptoms, from headaches and dizziness to fevers, coughs, and fatigue
- Emphasis on general care with an escalation path to physicians ensures proper treatment is provided at minimal cost
- Professional clinical documentation supports compliance and auditability, helping prevent regulatory infractions
- Up to 4 visits for any incident to ensure issue is fully resolved or deferred to proper care



About DORN Companies

For nearly 25 years, DORN has led the cutting edge of workplace safety solutions, offering holistic, proactive strategies to help organizations in all sectors reduce injuries, cut costs, and boost productivity. With a whole-person approach to safety that evaluates Body, Behavior, and Environment, DORN deploys custom-built solutions based on trusted science and the expertise of a nationwide team of workplace safety specialists. Whether through ergonomic assessments, PainFree treatments, biomechanics programs, technology solutions or coaching and training, DORN solutions significantly enhance organizational efficiency and employee effectiveness while improving the overall culture of the organization. With an annual ROI of nearly 600% and a reach of over 120,000 employees, we have saved employers over \$150 million in workers' compensation and healthcare claims and costs.

Empowerment through Education & Engagement

Contact us to learn more:

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Option 2: Athletic Trainer Triage

Specializing in triage for musculoskeletal and ergonomic incidents, this 24/7 hotline is operated by certified athletic trainers who provide real-time assessment and guidance for incidents that occur at facilities or sites with manual-labor workforces. MSDs remain one of the most common injury types in industrial environments such as construction, manufacturing, warehousing, logistics, and field-based settings, and sending injuries to clinical or emergency settings usually results in high claims costs.

Features & Benefits

- Injury triage specializing in assessing sprains, strains, repetitive motion injuries, and other ergonomic incidents—perfect for industrial, construction, or other heavy-labor fields
- Hands-on biomechanical evaluations focus on first-aid solutions that aim to keep employees at work and out of clinical settings; hotline available to integrate with on-site support
- Reduces OSHA recordable incidents while providing return-to-work resources to minimize lost work days
- One price for unlimited visits

Both of these services are fully integrated with DORN's onsite Injury Prevention Services to ensure employees receive timely care and follow ups both virtually and in person as needed to work towards keeping incidents as first aid resulting in lower costs, stress levels and absenteeism as well as higher productivity, morale and employee engagement.



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