



# Injury Triage Pre-Claim Process For Supervisors

## STEP 1

### Assess the Injury



**Assess the Injury**  
Immediately call 911.

#### Non-emergency

Supervisor contacts Medcor at  
**1-872-260-6022**



Use a quiet, private area for calls whenever possible.

## STEP 2

### Call **Medcor**



#### Provide Initial Details

The supervisor should share their name, company name, & location.

#### Medcor Assessment

The nurse will assess the injury by speaking with the supervisor first & then the injured employee.



Avoid speakerphone for confidentiality & clear communication.

## STEP 3

### Follow Medcor's Recommendations for Care



#### First Aid / Self-Care

The nurse may provide on-site first-aid instructions for minor injuries, enabling the employee to return to work without a workers' comp claim.



Supervisors should assist with first-aid supplies if needed.



#### Referral for Further Care

If needed, the nurse will refer the employee to:  
**ER:** For urgent, non-life-threatening cases.  
**Clinic:** Directed to a PCM MPN Provider.  
**Telemedicine:** For non-urgent consultations.

## STEP 4

### Report Incident to PCM via Occlink



Report all injuries electronically, even if Medcor recommends self-care.

[cis.occlink.com](http://cis.occlink.com)

## STEP 5

### Review & Follow Up



#### Verify Report Details

Ensure Medcor's report details align with the incident.

#### Contact Medcor Again if Needed

For reassessment or additional instructions.



## Key Reminders



#### Prompt Reporting

Notify your supervisor and call Medcor when an injury occurs.



#### Accurate Info

Be prepared with employee and location details.



#### Confidentiality

Use a private space and avoid speakerphone.



#### Documentation

Always report through Occlink, even if only self-care is needed.

## Key Contacts



Medical Injury Triage:  
Medcor  
1-872-260-6022



CRMBC Group Administrator:  
The PATH Alliance  
559-558-4800



Claims Management:  
Pacific Claims Mgmt  
559-432-9400