ThirdCoast Underwriters
Part of the AF Group

TeleCompCare® Workflow

Workplace Injury

Employee reports injury to supervisor. Supervisor completes internal investigation.

If no medical treatment is desired, OR if treatment was already received, report claim through 3CU policyholder portal.

Employee calls Nurse Triage

First Report of Injury is sent to 3CU via nurse triage report

Nurse discusses treatment recommendations with employee

First aid and self-care recommended

Employee returns to normal working duties

Triage nurse will follow up with employee within 24 hours as needed

Referred to face-to-face physician visit

Telemedicine virtual physician visit

Physician will prescribe treatment, prescriptions and return to work recommendations as necessary

Employee follows up with physician if required

Employee provides return to work recommendations to supervisor/HR

If applicable, supervisor directs employee to drug testing facility

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