GETTING STARTED GUIDE FOR EMPLOYERS

ortholive

REMOTE INJURY CARE

WELCOME TO ORTHOLIVE REMOTE INJURY CARE. FOLLOW THIS 8-STEP GUIDE TO SUCCESSFULLY LAUNCH AND ROLL OUT ORTHOLIVE REMOTE INJURY CARE TO YOUR TEAM

1. KICKOFF CALL

Your OrthoLive Remote Injury Care sales representative will schedule a call with you to review this guide, demo the OrthoLive platform, and provide an overview of the program with any team members.

2. LIVE TRAINING

When you're ready, reach out to us to schedule a 30-minute training session with your leadership and management teams to talk through best practices and connection protocols.

3. SELF-TRAINING AND EDUCATION

A. Getting Connected: Review and train all supervisors and managers who will be connecting injured employees to OrthoLive to ensure they understand how to get connected when an injury occurs.

B. Employer Platform Overview: Review and train the leadership team or all those who will have access to medical reports.

WATCH EMPLOYER PLATFORM OVERVIEW VIDEO

4. EMPLOYER PLATFORM SETUP

A. You'll receive an email to create your account. Once you receive it, click the link and set up the platform within 24 hours.

B. In the portal, set up all locations and permissions to ensure the right users get the right medical reports when an injury occurs.

   I. Remind users to check their email to finish creating their accounts.

   II. Make sure your corporate firewall and spam filters allow mail from the "ortholive.com" domain.

C. Verify all billing details are entered correctly for invoicing.

5. EMPLOYEE EDUCATION

A. Make sure all employees have access to materials in the Employee Engagement section.

B. Print out flyers and put them throughout the facility, including in break rooms and triage or nursing rooms.

   I. If workers are remote, print out business cards and magnets for trucks and remote work stations. Contact us if you'd like us to handle this for you!

DOWNLOAD THE EMPLOYEE ENGAGEMENT RESOURCES

24/7/365 ACCESS TO THE BEST CARE   **WHENEVER AND WHEREVER WORK HAPPENS**

Support@OrthoLive.com

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6. ORTHOLIVE FIRST AID CLINIC SETUP

A. Refer to the Recommended Supplies list

B. Access OrthoLive using the Chrome web browser on a computer with a camera, a microphone, and speakers.

C. Set up a television to cast video from a smaller device using Chromecast or AirPlay (optional).

D. Other IT requirements:

    I. On mobile devices, use Wi-Fi when possible.

    II. On computers, connect to ethernet when possible.

    III. See our Firewall Settings document to enable video meetings.

SEE RECOMMENDED SUPPLIES LIST

7. TEST CALL

Prior to your first injury, coordinate a test call with your sales representative to verify all cameras and microphones are working.

8. GOING LIVE

Pick a "go live" date, and prepare all shift leaders and supervisors to start using OrthoLive for any and all qualified injuries.

REMEMBER, THE MORE ORTHOLIVE IS PROMOTED INTERNALLY, THE MORE SUCCESSFUL THE PARTNERSHIP WILL BE.
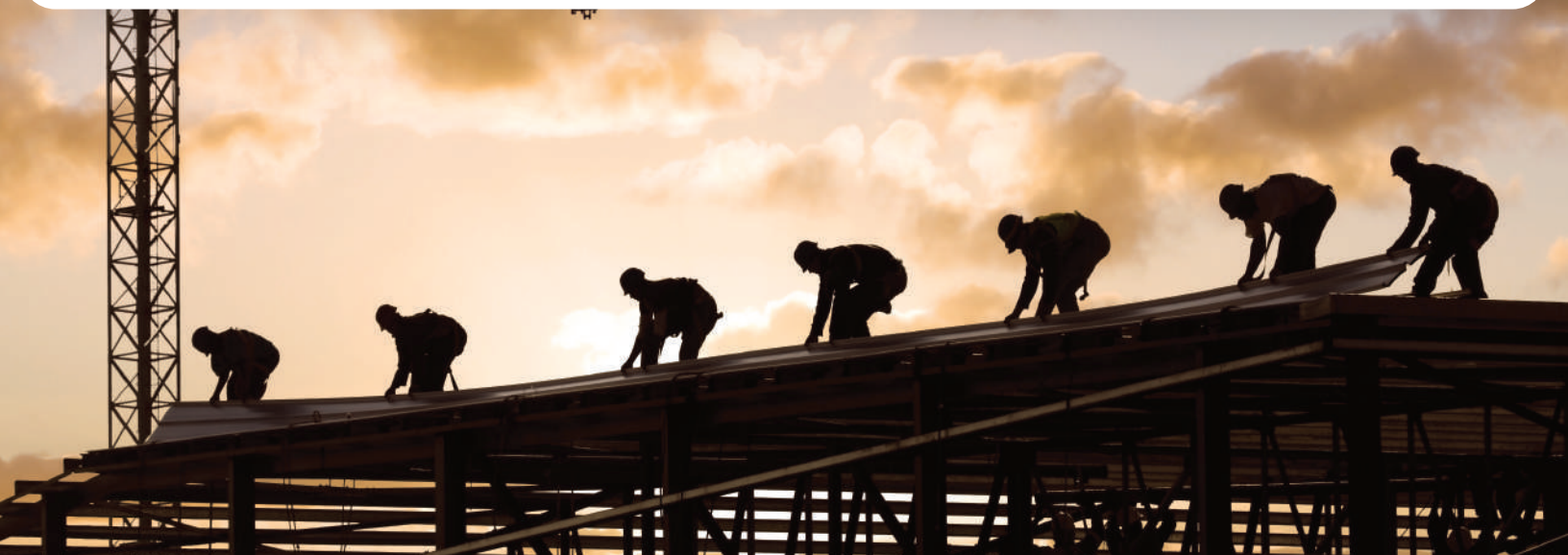
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PERMISSION DESCRIPTIONS FOR EMPLOYERS

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REMOTE INJURY CARE

Permission Description	Admin	HR	Finance	Safety Lead	Safety Staff	HQ
Edit the role of another user.	x	x				
Create a user.	x	x				
View all the details of another user.	x	x				
Edit the details of another user.	x	x				
Delete a user.	x	x				
View an injury evaluation.	x			x	x	x
Comment on an injury evaluation.	x	x		x	x*	x
View the details of an employer.	x	x	x	x		x
Edit the details of an employer.	x					
View/edit the billing details of an employer.	x		x			
View the plan (contract) details of an employer.	x		x			
View the employer dashboard.	x	x		x	x	
Edit the employer injury information.	x	x	x			

Only for locations they are responsible for.

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