



# REMOTE INJURY CARE ONBOARDING GUIDE



# TABLE OF CONTENTS

Company Summary

---

Mission & Vision

---

Scope

---

Booking Appointments

---

Medical Records

---

Process Flow

---



Formerly Known as



HealthcareLive was founded in 2017, by an orthopedic surgeon to improve access to high-quality healthcare. The vision for the company at that time was to provide a telemedicine service for surgeons and create a network of providers who could provide comprehensive medical services across the country.

In 2019, after creating a nationwide footprint of over 1200 surgeons, and HealthcareLive's proprietary electronic health record system, scheduling system and telemedicine platform, HealthcareLive began partnering with employers to triage injured workers. HealthcareLive garnered accolades for its highquality, low-cost care and has expanded to cover many Fortunes 100 and 500 companies including Coca-Cola, Unilever, Bobcat, Energizer, Chewy.com, Volvo, Royal Caribbean, and Carnival Cruise lines.

HealthcareLive saves employers hundreds of millions each year and has an industry leading total cost per case of \$482/injury. HealthcareLive now serves 4 million lives both nationally and internationally and has expanded outside of orthopedics to now cover all specialties.

Our vision, mission and values are what makes us different from our competitors. We work together to fight healthcare injustice so you can have access to the highest quality care possible.

## Mission

“Fighting injustice in healthcare – providing the right care at the right time, for a fair price”.

HealthcareLive’s mission is to improve healthcare for patients and organizations through improved patient access, accurate diagnoses, honest decision-making, innovative technology, value-based services, and high-performing providers delivering positive experiences, cost savings and excellent patient outcomes.

## Vision

"To become the healthcare ecosystem’s most outstanding provider through technological consolidation, comprehensive medical solutions, pricing transparency, value-based care, data-sharing, and AI.”

## Values

**Quality** - We uphold the highest level of patient care.

**Integrity** - We are fully transparent in everything we do.

**Responsiveness** - Our team will never miss an opportunity to respond quickly to a patient question, comment or concern.

## WHAT YOU SHOULD SEND TO HEALTHCARELIVE

---

### MSK Injuries

---

If you experience any pain while on a job site you can contact your supervisor and they will schedule an appointment with one of our specialists. Within minutes you'll have a virtual visit to triage, diagnose and treat your injury. It's that easy. Below is a list of all we cover:

Ankle Pain/Injuries, Arm Pain/Injuries, Hand Pain/Injuries, Back Pain/Injury, Bone, Joint & Tissue Injuries, Chest Trauma, Extremity Injury, Finger and Toe Pain/Injuries, Cavus Foot, Plantar Fasciitis, FlatFoot, Achilles, Tendonitis, Medial Gastric Tear, Neuroma, Finger Tip Injuries, Dupuytren's, Dequervain's VS CMC, Trigger Finger, Rotator Cuff, Carpal Tunnel, Hip Pain/Injuries, Joint Swelling, Knee pain/Injuries, Muscle Cramps, Shoulder Pain/Injury and more.

### Minor Cuts, Scratches & more

---

Abrasions, Allergic Reactions, Bites, Bleeding, Blood/Body Fluid Exposure, Ganglion Cysts, Head Injuries, Lacerations, puncture wounds, and more.

## WHAT YOU SHOULD NOT SEND TO HEALTHCARELIVE

### Medical Emergencies

---

If you feel you're having a heart attack or have a major laceration, please do not send this to HealthcareLive. Serious lacerations should be sent to the to in person care as well as heart attack.

### Eye Injuries

---

Eye injuries are a very specific case that you should send to in person care. We do not treat eye injuries because we cannot triage, diagnose and treat these injuries virtually. It is recommended to be seen in person.



As always should you experience any **life threatening emergencies please call 911**.

**We are available 24/7/365 so please if you have any questions, comments or concerns about an injury don't hesitate to reach out to us.**

Thank you for choosing HealthcareLive Remote Injury Care as your workplace injury care provider! To help ensure you're taking full advantage of the program, it's important to build awareness with your employees.

Click on the titles below to open dedicated resources designed to help you achieve high levels of employee engagement and utilization as you roll out HealthcareLive Remote Injury Care.

## HERE'S WHAT'S INCLUDED

	<p><b><u>Poster/Flyer</u></b></p> <ul style="list-style-type: none"><li>• Provides 3-step instructions to register and use the platform</li><li>• Post in common areas (break rooms, etc) or send digitally</li></ul>
	<p><b><u>Email Templates</u></b></p> <ul style="list-style-type: none"><li>• Announces the launch and availability of the telemedicine technology</li><li>• Send to employees through company email announcement</li></ul>
	<p><b><u>Table Tent Card</u></b></p> <ul style="list-style-type: none"><li>• Encourages/reminds employees to use Remote Injury Care</li><li>• Display on tables or countertops in common areas</li></ul>
	<p><b><u>Postcards</u></b></p> <ul style="list-style-type: none"><li>• Highlights Remote Injury Care features and benefits</li><li>• Leave on employee desks/workstations or in common areas</li></ul>
	<p><b><u>Intranet Announcement</u></b></p> <ul style="list-style-type: none"><li>• Explains Remote Injury Care + features and benefits</li><li>• Post on company intranet</li></ul>
	<p><b><u>Newsletter Article</u></b></p> <ul style="list-style-type: none"><li>• Walks through the program and what employees can expect</li><li>• Post in your employee newsletter or send reminder via email</li></ul>
	<p><b><u>Supply List</u></b></p> <p>Having medical and safety supplies readily available on-site helps protect employees, reduce the severity of injuries, and promote a safer work environment</p>

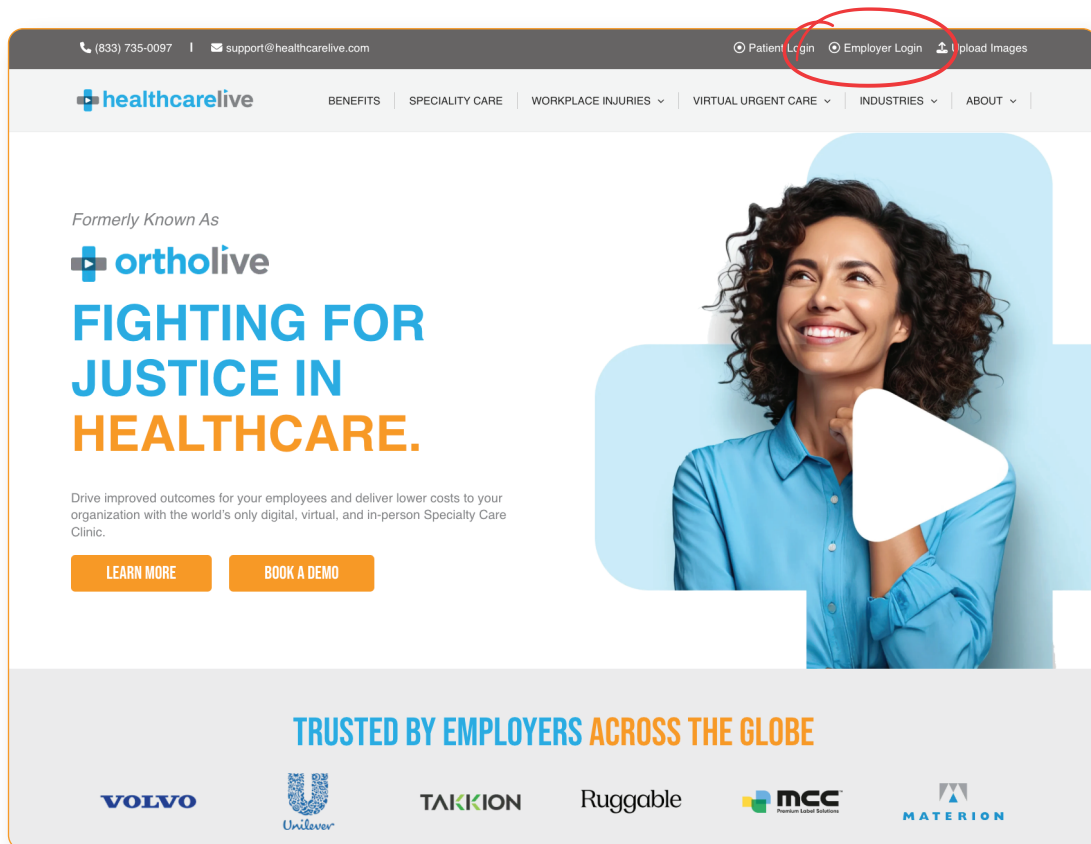
# TOOLKIT MATERIALS

# BOOKING APPOINTMENTS

## EMPLOYER

There are three different methods for scheduling an appointment with HealthcareLive.

- LOGIN** - When you sign up with HealthcareLive you will receive a unique login and password so that you can login our Electronic Medical Records platform. (EMR) Employer Login is located in the top **RIGHT** hand side of the [www.healthcarelive.com](http://www.healthcarelive.com) browser.



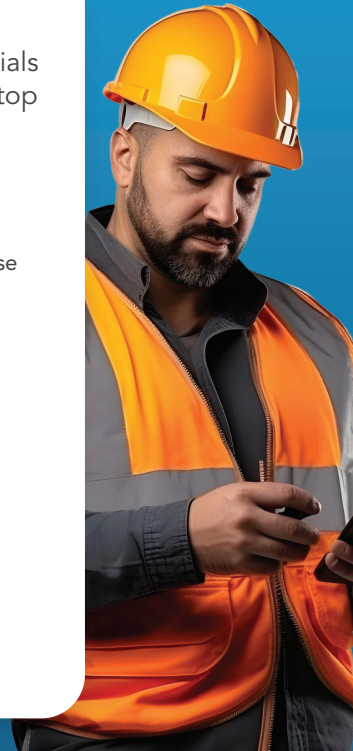
# BOOK AN APPOINTMENT WITH AN INJURY EXPERT IN SECONDS

## YOUR BOOKING OPTIONS

1. Login to your profile using your credentials and select "Book Appointment" in the top right of web browser.
2. Visit [www.healthcarelive.com](http://www.healthcarelive.com) or scan the "QR Code" below.  
Note: Please **BOOKMARK** the link above for ease of booking in the future.



3. Call **833-573-6683** to schedule.



**FAST**



**SECURE**



**CONVENIENT**

Powered by  **healthcarelive**

- SCAN** - Healthcare Live will supply a unique QR poster for your employees in the field. This will ensure easy booking access.
- CALL** - Simply call the number at the below and the HealthcareLive team will assist you with scheduling.

# 833 - 573 - 6683

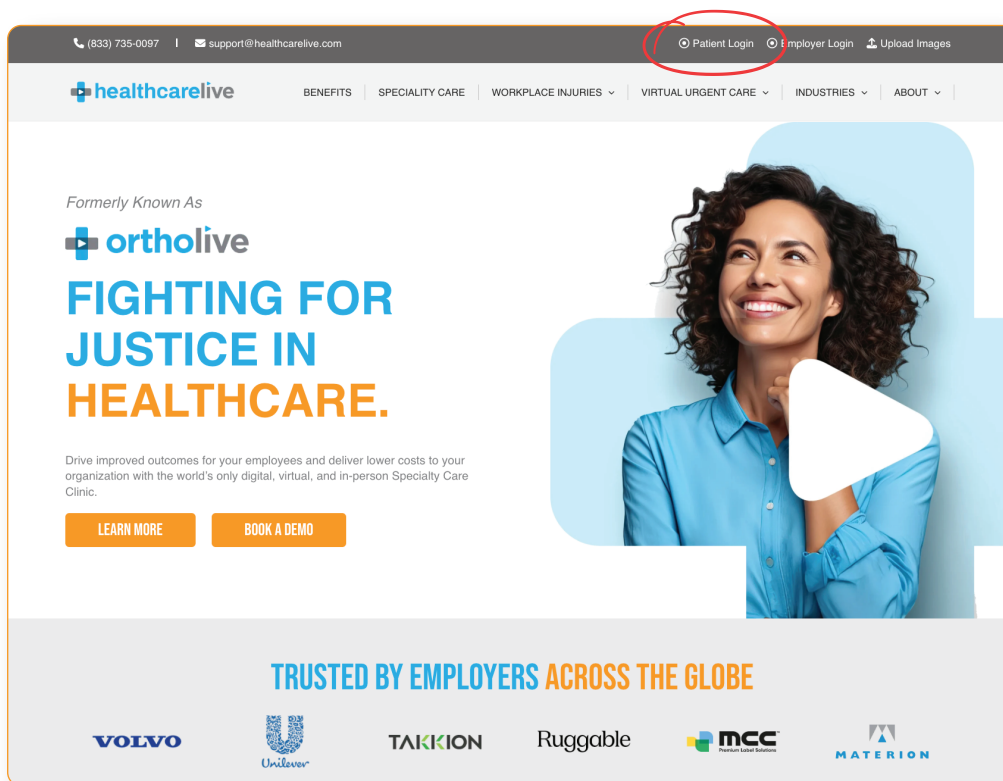
For an easy how to guide for booking appointments you can watch [THIS](#) video for a quick demonstration on how to navigate the EMR.

# CONNECTING TO YOUR APPOINTMENT

## PATIENT

In this section we will go through how your staff/patients can access their appointments.

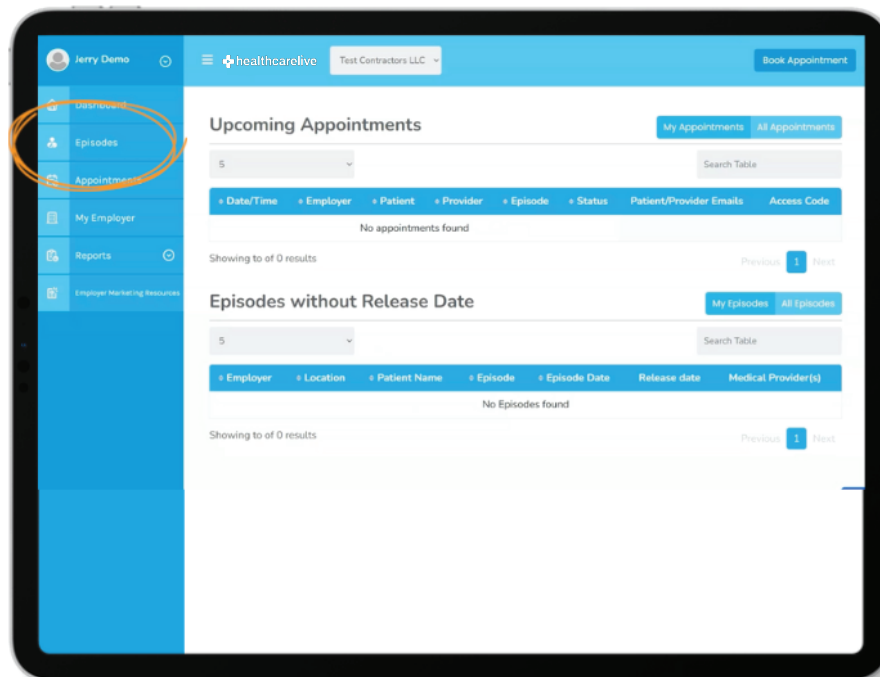
- LOGIN** - Once the appointment is created the patient can visit [www.healthcarelive.com](http://www.healthcarelive.com) and click in the top **RIGHT** corner. There they will be asked for their name, and a specific "ACCESS CODE" that the patient and manager will receive via text and email.



- TEXT** - The patient will receive a text notifying them that the appointment has been created. There will be a link that they can click to join the waiting room. This text will also include their unique ACCESS CODE.
- EMAIL** - The patient will receive an email notifying them that the appointment has been created. There will be a link that they can click to join the waiting room. This email will also obtain their unique ACCESS CODE.

In this section we will show you how to access medical records for your patients within the EMR.

1. Visit [www.healthcarelive.com](http://www.healthcarelive.com)
2. Click on **EMPLOYER LOGIN** in the top right corner.
3. Once logged into the EMR there are navigation tabs along the left hand side of the portal. There you'll find the tab **"EPISODES"**. Here is where you can review all patient records.



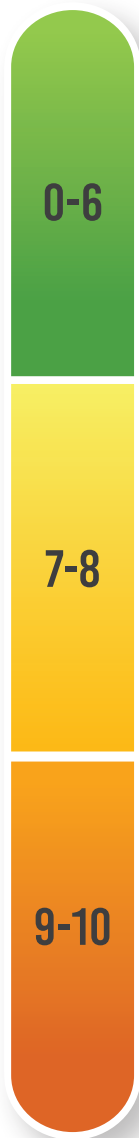
## FOR INQUIRIES, CONTACT US:

[www.healthcarelive.com](http://www.healthcarelive.com)  
[scheduling@healthcarelive.com](mailto:scheduling@healthcarelive.com)  
833.573.6683

## INJURY TIER PROCESS

HealthcareLive offers all members 24/7/365 access to injury triage, first-aid, and treatment plans for acute and chronic MSK injuries. Appropriate treatment is determined based on our injury severity scale.

INJURY SEVERITY SCALE



### ● TIER 1: ATHLETIC TRAINER INJURY TRIAGE

Employer initiates an appointment. Once the appointment is requested:

- Instant access details for a telemedicine visit with an orthopedic expert are sent to the employee
- Direct patient status communication occurs after completion of the evaluation
- Continual updates are available for employers on our Employer Platform
- Depending on injury severity, or if mutually agreed upon, patients advance to Tier 2 as needed

### ● TIER 2: DIAGNOSTICS & HEALTHCARELIVE MD TRIAGE

Athletic Trainer (ATC) and Safety Manager agree a Tier 2 injury (MD visit and/or diagnostics) is indicated based on the following criteria:

- High pain levels
- Suspected fracture or suspected significant injury
- Lack of improvement over 7-14 days of ATC Monitoring
- Sudden increase in pain, swelling, numbness, or tingling
- Malingering or patient not wanting to get better

### ● TIER 3: IN-PERSON ORTHOPEDIC REFERRAL

After diagnostics and MD visit, the HealthcareLive MD treating the patient is responsible for deciding if the patient needs to be seen at an in-person orthopedic facility or if the injury can be managed conservatively.

Criteria for in-person orthopedic referral include:

- Significant injury
- Fractured bone(s)
- Ruptured ligament(s) or tendon(s)
- In-person treatment needed in addition to telemedicine

- Scheduling for diagnostics, Tier 2 telemedicine appointment, and/ or in-person referral is completed by HealthcareLive
- Tier 2 can be utilized at any time; however, an Injury Severity Score of 7-9 indicates a possible referral to diagnostic center and/or HealthcareLive MD Network
- An Injury Severity Score of 10 is considered an emergency and is referred to ER immediately

## UNDERSTANDING TIER 2

Athletic Trainer (ATC) and Safety Manager agree a Tier 2 injury (MD visit and/or diagnostics) is indicated based on the following criteria:

### TWO PATHS:

# 1

Start with an Orthopedic or MD visit through Telemed and possibly imaging thereafter.

- Path approved/authorized by Designated Safety Team Member(s).

# 2

Complete imaging and meet with Orthopedic MD/PA through telemedicine.

### EXPECTATIONS

- *XR/MRI/CT will need to be read by a radiologist, and HealthcareLive must receive this report before scheduling.*
  - *Xray radiology report can take up to 24+ for a radiology read on rare occasions.*
  - *MRI radiology report can take several days*
- *We are working behind the scenes to expedite this - thank you for your patience.*

### INJURED EMPLOYEE(S)

- *Communication for location and timing of imaging will be directly with the employee from the HealthcareLive scheduling team.*
  - *If the employee is unresponsive or problematic, the safety manager will be contacted by HealthcareLive scheduling team.*
  - *Once images are complete a CD must be uploaded*
    - *(See CD Upload Instructions Flyer)*

## SAFETY MANAGER

- *In the EMR/Portal, the safety team can follow along with where the case is within Tier 2 status by scrolling down and looking at "ORDERS":*
- *After the MD/PA telemedicine appointment is complete. Only the primary Safety Contact labeled in the portal will be called by MD/PA.*
  - *Work restrictions, Modifications, referral status, causation guidance*
- *Once evaluation is completed- all safety team members connected to the employees location will receive a push notification in real time, to view the medical note(Work notes will be completed by the end of the day the evaluation was completed.)*
- *The Safety team can also follow the case in the portal and should once again look to the ORDERS section located at the bottom of the episode for next steps or discharge status.*

## UNDERSTANDING TIER 3

HealthcareLive MD/PA evaluation uncovers “Significant Findings” and has deemed the injured employee as needing in-person care as the next step.

### HEALTHCARELIVE SCHEDULING

*An email is sent from the HealthcareLive Scheduling team to the injured employee’s safety team asking for the HealthcareLive’s Work Comp/Self Pay Form be completed, if you would like the HealthcareLive scheduling team to help schedule with an-in-person provider.*

### LETTER OF AUTHORIZATION

*If the Adjuster/Carrier /TPA would like expedited scheduling with a Specialist, they will need to provide HealthcareLive’s scheduling team with an Open and Billable Letter.*

*This letter will need to have:*

- Be on Payor’s Letterhead*
- Payor Information & Address*
- Confirmation of Payment and terms of payment Appropriate Signature*

## ORTHOLIVE’S CLINICALLY INTEGRATED NETWORK (CIN)

*HealthcareLive has a network of over 5,000 Orthopedics Surgeons across the country and we can help expedite the scheduling process here for quicker orthopedic specialist appointments.*

## EXPEDITED SCHEDULING

*Once this letter is completed appropriately by the payor/adjuster and received, the injured employee will be scheduled as quickly as possible by the HealthcareLive scheduling team.*

THANK YOU FOR CHOOSING

