

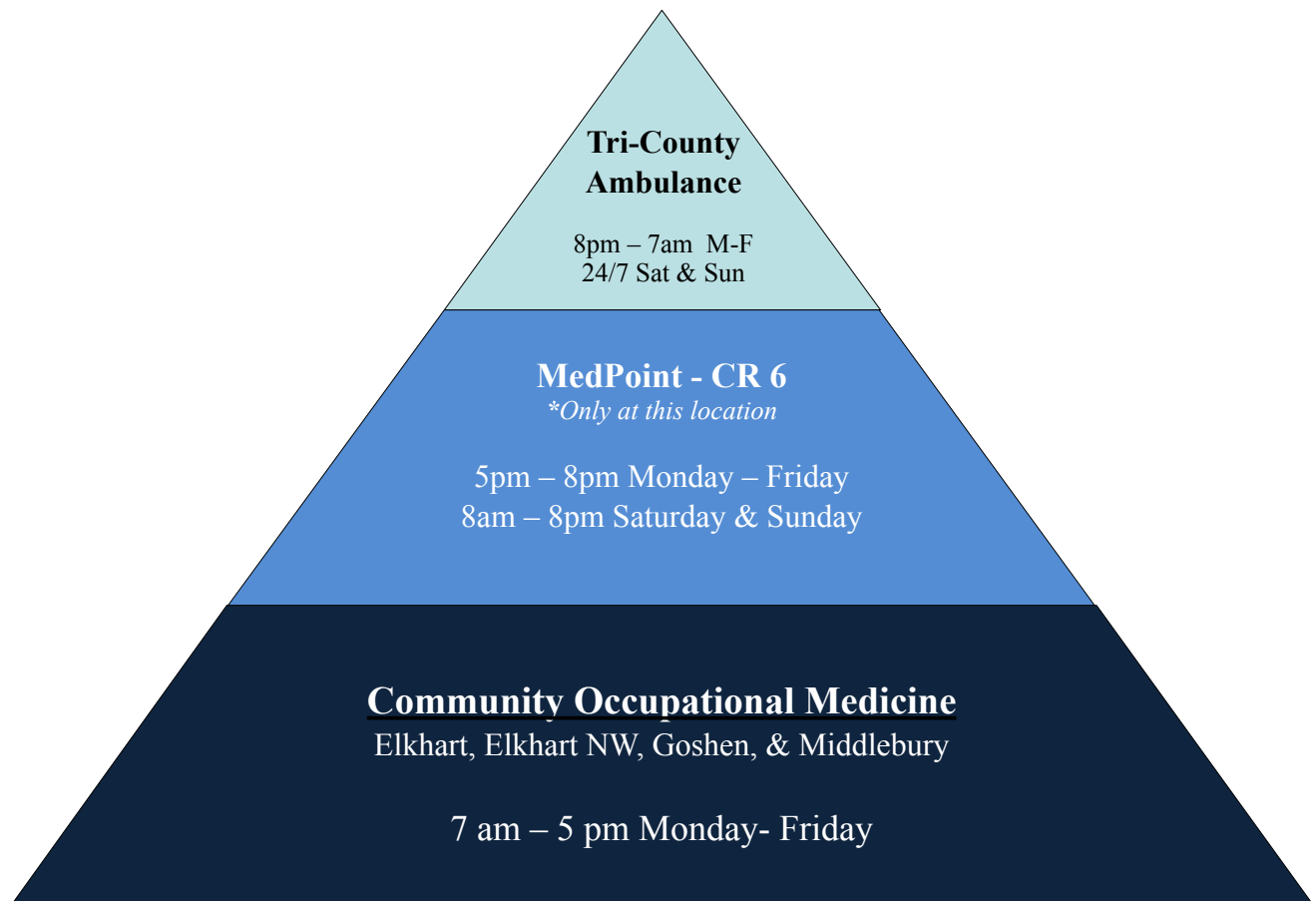
Summary of **AFTER HOURS SERVICE** – ELKHART COUNTY

Phone Triage Onsite Medical Care Drug & Alcohol Testing

Community Occupational Medicine has partnered to provide the best available **After Hours Services** for our clients. Our goal is to assist clients with solutions for Business Medicine™ when you need it.

- 24/7 Access to medical care
- Conservative Treatment
- Cost Containment
- Customizable Options specific to your business needs

24 / 7 Access is easy! COM will complete a client service profile of information to respond to your needs during the **weeknights & weekends**. The service profile created for COMConnect™ serves as a source of communication for your company contacts and drug testing instructions.





TRI-COUNTY AMBULANCE

(8pm-7am Weekdays; 24/7 Weekends)

A toll free number for **Tri-County Ambulance** will be provided to client customers that elect to participate. You will have access to a skilled paramedic operating under the direction and protocol of COM's Medical Director.

1. Contact COM to elect and establish the After Hours service profile.
2. Educate and instruct those in your organization that will summon the service.

What to expect using TRI COUNTY AMBULANCE? You can depend on access to a competent medical professional to assist with your non emergent medical needs. Medical emergencies need to be directed to 911 and this after hours service is not to replace or to respond to these situations. Many client companies will find this as alternative to using the emergency room for a simple sprain or strain, or a post accident drug test. Below are a few practical scenarios that can be used as an example.

Scenario A:

At 10:00 p.m. an employee has tripped on an air line and has injured their ankle and wrist from a ground level fall. The 888 number is called and phone triaged by a paramedic that suggest due to the nature of the fall and multiple body parts affected they will visit the patient on site. The right wrist and knee show some abrasions and some swelling. Range of motion is present in both extremities and pain appears to be manageable with over the counter medicine. Patient's injuries are cared for with splinting and restrictions until they can be seen at COM the following morning. The patient is provided with a number to call if they have any further questions. A report of the incident will be sent directly to COM to follow up with the patient in the morning.

Scenario A+:

The employee in scenario A has been at home now since 12:15 a.m. and at 2:30 a.m. has noticed that the swelling and pain have increased in the right knee and begins to wonder if they should be seen by the doctor. At 3:15 they decide to call the 888# provided to speak with the paramedic that seen him earlier. It is determined that the employee has not taken any over the counter pain meds since 10:00 p.m. and has not kept the leg elevated and iced. The instructions are provided and the patient manages the injury until the following morning when they arrive at COM for treatment.

Scenario B:

An employee has cut their finger opening a box stocking shelves at 4:00 a.m. the after hours number is called. The paramedic phone triage determines that the wound seems likely to need sutures and determines that bleeding is controlled; no loss in motion and the wound has been cleaned and bandaged by the company's first aid responder. The paramedic suggest that the employee be seen at COM when they open at 7a.m..



MEDPOINT - County Road 6

(5PM-8PM M-F; 8AM-8PM Weekends)

MedPoint is open (8am-8pm) 7 days a week (excluding holidays) and serves as a secondary resource for medical treatment and drug testing after 5:00pm Monday – Friday and 8am-8pm Saturday and Sunday. Community Occupational Medicine will provide Med Point with the client service profile via. COM Connect. COM Connect will provide company contacts, phone numbers, address and instructions for selecting the drug panels and alcohol testing protocols. Med Point CR6 will be a convenient cost effective option to expand employee medical treatment vs. the emergency room. Expand your options for pre-employment drug testing using later hours and weekends.

What to expect using MedPoint? You can depend on access to a competent medical professional to assist with your employees needed Medical Treatment. Many client companies will find this as alternative to using the emergency room for a simple sprain or strain, lacerations, post-accident or a pre-employment drug test. Below are a few practical scenarios that can be used as an example.

Scenario A:

At 6:30 p.m. Friday evening an employee has tripped over an airline and has injured their ankle and wrist from a ground level fall. The company completes authorization form and is taken to MED POINT CR 6. The right wrist and knee show some abrasions and some swelling. Patient's injuries are treated by the practitioner at MED POINT. COM will follow up with the company the next business day to address work restrictions and or follow up appointment.

ScenarioA+:

The employee in scenario A wakes up Saturday morning and has noticed that the swelling and pain have increased in the right knee and begins to wonder if they should be seen by the doctor. At 3:15 pm Saturday afternoon they decide to return to Med POINT CR6. Using COM Connect the company contact is called for authorization. Treatment is authorization is obtained and medical care provided.

Scenario B:

Sunday afternoon an employee working in the kitchen at the local nursing home has cut their finger with a knife. The company completes authorization form and is taken to MED POINT CR 6 . The laceration is repaired. COM will follow up with the company on Monday to schedule or follow up appointment for suture removal.