

# Physician HealthLine™

Physician HealthLine (PHL)™ gives your employees a direct connection to a physician consultant at times of immediate medical need. Staffed 24 hours a day, seven days a week, PHL maintains a 15-second average time to answer and a two-minute physician response time for consultation.

Using a PHL wallet card or laminated visor card, employees gain quick access by phone to physician consultations for information on self-care or first-aid treatment for minor illnesses or injuries. For more significant injuries or illnesses, PHL physicians provide recommendations for appropriate next steps to obtain medical evaluation and treatment. Other key features include:

## Physician consultation

- » **Personalized advice.** Our physicians consult one-on-one with employees for better decision making, which minimizes time and productivity loss, improves employee health and satisfaction, and lowers costs for your organization as well as the employee.
- » **Expert guidance.** Physician consultations have been shown to produce higher rates of satisfaction, compliance and improved outcomes than nurse consultations. Doctors tend to suggest urgent or emergency care less frequently than nurses, which results in more significant cost reductions.
- » **Job-specific knowledge.** When providing information to an employee, the PHL physician also considers the specific job duties and work demands as described in the current job analysis.
- » **Early intervention.** By contacting PHL for physician consultation at the first sign of injury or illness, employees can often prevent more serious conditions from developing.

## Network support

- » **Network setup and maintenance.** We develop a network of clinics and qualified providers to meet your needs, and we expand the network as your organization grows.
- » **Definitive care.** The employee receives prompt access to the most appropriate and cost-effective care based on the PHL physician's impression of the information provided, the specifics of the injury or illness, and relevant aspects of the employee's job.
- » **Post-accident services.** Following an incident, PHL coordinates any government-mandated or company-required steps, such as drug and alcohol testing or fitness for duty evaluations.

## Case management

- » **Initial assessment.** When PHL is contacted for medical information, the call is answered by a highly trained Operations Coordinator, who opens a new case record, obtains key details from the caller, and initiates a conference call between the PHL physician and the caller.
- » **Physician consultation.** The PHL physician speaks with the employee or caller and provides appropriate health information. If the injury or illness is reported to be life-threatening, the physician recommends that the caller hang up and dial 911. For less severe situations, the physician provides information on self-care or first aid, or recommends that the employee seek care from a network clinic or other qualified provider.
- » **Care coordination.** Once the PHL physician completes the phone consultation, the Operations Coordinator remains on the line to provide further assistance to the caller as needed, such as helping to arrange an appointment with a network clinic or other provider, and supplying the caller with driving directions and other necessary information.
- » **Client notification.** When a PHL physician suggests an injured or ill employee consider seeking treatment from a network clinic or other provider, we provide "first notice" to your organization's designated contact person so he or she is aware of the situation as early as possible.
- » **Provider follow-up.** After the employee is seen by a medical professional, the PHL physician contacts the provider, seeks information on the employee's anticipated course of treatment, recovery and return-to-work status, and then reports that information to your designated contact person.



*Physician HealthLine allows employees to speak directly with a HealthForce physician at any time the need arises.*



*Even in the most challenging industries and work settings, our physicians consult on minor injuries and illnesses, as well as more serious events.*

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- » **Logistic support.** For critical incidents, we provide complete logistic support to ensure that the injured or ill employee's case is handled efficiently from the initial call until the case is resolved.
  - » **Tracking.** Special features of our case-management system enable PHL™ staff to monitor critical tasks and keep activities for each case on track.

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### Risk management and reporting

- » **Case documentation and recording.** Each PHL interaction with a client, provider or individual employee is documented using our proprietary case-management system, and calls are digitally recorded for quality assurance and to meet client-specific protocols.
- » **Aggregate, trend and custom reports.** We provide your designated contact person with regular updates summarizing all PHL activity, as well as detailed medical case records and work-related outcomes for each employee who receives PHL consultation or assistance. Additional custom reports are available upon request.

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### Quality assurance

- » **Physician case review.** The HealthForce Medical Director routinely reviews cases to ensure quality of care. He also identifies opportunities for proactive interventions to promote better health among your employees.
- » **Controlled access.** As the employer, you define the employees who will access PHL, and our staff authenticates callers according to your specifications.
- » **Confidentiality.** To protect the injured or ill employee's privacy and ensure compliance with the Health Insurance Portability and Accountability Act (HIPAA), each employee's personal health information is kept strictly confidential at all times.

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### Customer benefits

PHL helps employers and their employees make wise medical decisions in the event of injury or illness.

Our service also yields:

- » increased productivity due to the 24/7 availability of prompt, expert, expedited care for work-related injury or illness,
- » quick, efficient access to specialty care when needed,
- » reduced treatment costs, made possible because our physicians assess and manage each case in the most cost-effective way rather than simply sending the employee to the emergency room, and
- » increased employee attention to health and safety issues, including self-care and first-aid options.



*Each call to Physician HealthLine is handled individually by a highly trained Operations Coordinator, who initiates a new case, gathers key details from the caller and assesses the situation to identify who can best assist the injured or ill employee.*

### About HealthForce

HealthForce is a single-source provider of workplace health solutions, serving thousands of local, regional and national employers. We are an innovator in employee health, offering superior care to injured and ill employees, and designing and delivering workplace health services to improve employee health and productivity.

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HealthLine Physicians do not provide medical diagnosis, recommend therapies or prescribe medication. No physician-patient relationship is formed between the HealthForce physician and the caller. Medical diagnosis and treatment require a personal visit with a physician who can make professional judgments based on personal observations and diagnostic tools. Consultation with a HealthLine physician should not be a substitute for a personal visit with a qualified medical provider.