

INJURY TIER PROCESS



ORTHOLIVE OFFERS ALL MEMBERS 24/7/365 ACCESS TO INJURY TRIAGE, FIRST-AID, AND TREATMENT PLANS FOR ACUTE AND CHRONIC MUSCULOSKELETAL INJURIES. APPROPRIATE TREATMENT IS DETERMINED BASED ON OUR INJURY SEVERITY SCALE.

INJURY SEVERITY SCALE

0-6

● 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

7-8

● TIER 2: DIAGNOSTICS & ORTHOLIVE ORTHOPEDIC 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

9-10

● TIER 3: IN-PERSON ORTHOPEDIC REFERRAL

After diagnostics and MD visit, the OrthoLive 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 OrthoLive
- 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 OrthoLive MD Network
- An Injury Severity Score of 10 is considered an emergency and is referred to ER immediately

24/7/365 ACCESS TO THE BEST CARE

WHENEVER AND WHEREVER WORK HAPPENS

Support@OrthoLive.com

TIER 2: DIAGNOSTICS & ORTHOLIVE ORTHOPEDIC MD TRIAGE

1. After ATC initial visit(s), if agreed, institute Tier 2:

- ATC lets the patient know to expect a call from OrthoLive scheduling
- Diagnostics are approved by overseeing MD
- Employer receives a medical report via email and uploaded Physician's Request for Medical Services form to OrthoLive portal with claim number attached and patient portion complete

2. OrthoLive schedules test(s):

- OrthoLive calls team member to notify of test type/date/time/location
- Diagnostic order details are added to the patient's chart and an email is sent to the employer like a normal report

3. If imaging is not accessible by OrthoLive portal:

- OrthoLive has team member secure imaging via disc or CD
- Safety lead or team member uploads it into OrthoLive's website portal by clicking "Upload Images" from the top of the website

4. Once a radiologist report is viewed by the OrthoLive physician, an appointment is then scheduled with team member directly

- OrthoLive documents the date and time of the MD telemedicine appointment

5. Diagnostic review & MD appointment are then completed through OrthoLive telemedicine platform

- After MD sees patient, Physician's Request for Medical Services form is uploaded by OrthoLive and pushed similarly to a medical report, indicating 'for diagnostic purposes' to satisfy OSHA non-recordability

6. If the MD diagnosis and plan of care does not require additional care, the patient is released back to work or back to ATC for follow-up care.

7. If the MD diagnosis is significant, the case turns recordable or requires additional care such as a prescription or physical therapy, the case is referred to an in-person orthopedic provider or managed by OrthoLive Medical Group (OLMG)

- OrthoLive has a list of in-person Ortho Group(s) for referral
- OrthoLive institutes a Tier 3 referral and documents in-person provider contact info (name, appt date/time) the this referral order is uploaded to the patient's chart and a push email is sent

TIER 3: IN-PERSON ORTHOPEDIC REFERRAL

1. The "In-person Referral Form" is filled out if the Physician's Request for Medical Services form is incomplete

2. Employer sends the completed form back to OrthoLive

- Once the form is received, the patient is scheduled with the in-person orthopedic provider
- OrthoLive sends all necessary paperwork to the in-person provider to provide a seamless continuum of care

3. The new in-person orthopedic provider takes over the case and OrthoLive is no longer involved in the patient's care or monitoring at this point



NIGHT & WEEKEND REFERRAL POLICY

- If Tier 2 is needed during overnight hours, this is processed the next day
- If an MD is available the next day, and the patient can be alerted, they will be seen by MD the next day
- Patient will be contacted in the morning to confirm appointment time
- Imaging is based on availability and scheduling times can vary
- Weekend imaging and MD visits are based on availability and can be scheduled as needed

REMEMBER, THE MORE ORTHOLIVE IS PROMOTED INTERNALLY, THE MORE SUCCESSFUL THE PARTNERSHIP WILL BE.

