



INJURY & ILLNESS TRIAGE ACCESS LINE

The CityMD Injury and Illness Triage Access Line is designed to assist employers at the point of injury to ensure injured employees receive the most appropriate and cost-efficient level of care, avoiding unnecessary ER visits. The CityMD focus is to help in two ways:

ACCESS:

CityMD has over 130 convenient locations with extended weekday hours, open weekends and holidays. Select locations are open until midnight.

ACUITY:

CityMD provides a range of medical services for your employees: X-Ray, Wound Care, Orthopedic, Rapid Testing and much more.



Our AfterCare team will ensure that the employee's Post Injury Evaluation Form will be communicated back to the employer.

HOW IT WORKS

1. INITIAL CALL

- Employers call the dedicated number to speak directly with a CityMD clinician to discuss the course of care for their injured employee (Patient name, Date of Birth and Insurance info required).
- If the case is appropriate for urgent care, CityMD providers will document the agreed upon work/protocol and the CityMD staff will be prepared for the employee's arrival.

2. ENTRY/IDENTIFICATION

- Patients can walk into any CityMD site, no appointment needed. At arrival, the employee will be identified as a referred patient from the triage access line.
- If the patient does not show, CityMD will inform the employer the next day.

3. TREATMENT/REFERRALS

- CityMD physician treats the patient on site and determines next steps in care.
- When appropriate, CityMD provider will refer the patient to a provider/specialist if follow up care is needed.
- When appropriate, the site will refer the patient to the ER, if the case is emergent.

4. AFTERCARE/COMMUNICATION

- Follow up communication and the transmission of Post Injury Evaluation Form occurs within 24 hours.

833-ACCESS-0
(2 2 2 - 3 7 7 0)

Injury & Illness Triage Access Line Mon-Fri 8am-8pm Sat-Sun 9am-6pm

CITYMD
A Summit Health Company