

# EMPLOYEE INJURY?

## ALLIANCE NURSE TRIAGE PROGRAM

**A** INJURED  
EMPLOYEE  
AND  
SUPERVISOR  
CALL THE  
TRIAGE NURSE

**B** INJURED  
EMPLOYEE  
CALLS THE  
TRIAGE NURSE

**C** INJURED  
EMPLOYEE  
GOES DIRECTLY  
TO THE  
MEDICAL  
FACILITY



**A**

INJURED EMPLOYEE  
AND SUPERVISOR CALL  
THE TRIAGE NURSE

CALL IS TRIAGED



INJURED  
EMPLOYEE  
IS PROVIDED  
WITH AT-HOME  
CARE ADVICE

INJURED  
EMPLOYEE  
IS REFERRED  
TO DISTRICT  
PREFERRED  
MEDICAL FACILITY



TRIAGE  
ENCOUNTER  
REPORT IS  
SENT TO  
DISTRICT  
CLAIMS  
CONTACT,  
NOTIFYING  
CONTACT  
THAT THE  
CALL TOOK  
PLACE

TRIAGE  
ENCOUNTER  
REPORT IS SENT  
TO DISTRICT  
CLAIMS CONTACT;  
FORM 101 IS  
COMPLETED AND  
SENT TO DISTRICT



CLAIM  
ADJUDICATION  
PROCESS BEGINS



**B**

INJURED EMPLOYEE  
CALLS THE TRIAGE  
NURSE

CALL IS TRIAGED



INJURED  
EMPLOYEE  
IS PROVIDED  
WITH AT-HOME  
CARE ADVICE

INJURED  
EMPLOYEE  
IS REFERRED  
TO DISTRICT  
PREFERRED  
MEDICAL FACILITY



TRIAGE  
ENCOUNTER  
REPORT IS  
SENT TO  
DISTRICT  
CLAIMS  
CONTACT,  
NOTIFYING  
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THAT THE  
CALL TOOK  
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TRIAGE  
ENCOUNTER  
REPORT IS SENT  
TO DISTRICT  
CLAIMS CONTACT;  
FORM 101 IS  
COMPLETED AND  
SENT TO DISTRICT



CLAIM  
ADJUDICATION  
PROCESS BEGINS



**C**

INJURED EMPLOYEE  
GOES DIRECTLY TO THE  
MEDICAL FACILITY



DISTRICT CLAIMS  
CONTACT AND/OR  
INJURED EMPLOYEE  
CALLS ALLIANCE 888  
LINE TO REPORT CLAIM  
(AVAILABLE BETWEEN  
7 A.M. AND 4 P.M.)



FORM 101 IS  
COMPLETED AND  
SENT TO DISTRICT



CLAIM  
ADJUDICATION  
PROCESS BEGINS

IF YOU ARE AN INJURED EMPLOYEE OR ARE REPORTING A CLAIM, PLEASE  
CALL THE ALLIANCE ON-CALL TRIAGE NURSE AT 1 (888) CLAIM-89.

**The Alliance**  
The Arizona School Alliance for Workers' Compensation, Inc.