



Nurse Triage Service

Available 24/7

1-866-453-5216

Appropriately Address Non-Emergent Workplace Injuries From the Jobsite

30%

of Idaho callers were
able to return to work
without needing
medical care

The SIFCare Advantage

- Many calls are resolved with first aid, reducing the number of claims reported and the time and expense of visiting a medical facility.
- Translators are available in over 200 languages.
- All calls are recorded to aid in claim processing and fraud prevention.
- SIFCare does not replace 911 for an emergency or life-threatening injuries.

Frequently Asked Questions

- **Who should place the call?**

Supervisors should call SIFCare with the injured worker as soon as possible after the injury. Once initiated, the triage nurse may ask to discuss the injury with the worker privately.

- **What information will the triage nurse need?**

It's best to have the insured's business name and location, the injured worker's information, and details about the cause and nature of their injury.

- **Where should the call be placed?**

We recommend a quiet, private space to allow the injured worker privacy to discuss their injury and health concerns.

- **What is the average call time?**

On average, calls to SIFCare last about 20 minutes.

- **What if the injured worker's symptoms worsen?**

They may call SIFCare back with questions, concerns, or if symptoms worsen. Injured workers may visit a doctor after the call even if the triage nurse recommends self-care.

- **Can the injured worker still see a doctor?**

Yes. While the Triage Nurse will provide medical recommendations based on the cause and nature of the injury, injured workers may also seek medical care if they so choose.

- **When is SIFCare available?**

SIFCare is available 24/7, including holidays.

- **Will I still need to complete a First Report of Injury (FROI)?** The SIFCare Triage Nurse will begin filling out a FROI form. Your SIF Claims Examiner and the Supervisor will receive a copy of the partially completed FROI. SIF may call to confirm some information.



Ready to get started with SIFCare? Talk to your Claims Examiner or Business Development Executive today.

Reliable. Innovative. Relationship Driven.

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