BARON
Health & Safety Consultants

Virtual Triage Information Sheet

Your Partner for Occupational Injury Management & Risk Mitigation

Baron Health & Safety Consultants is a Calgary-based firm that helps companies strategically navigate workplace injuries and broader health and safety challenges. As consultants, we pride ourselves on working *with* companies as opposed to *alongside them*, establishing consistency together for how incidents are managed and offering peace of mind for all of those involved. Our distinctive emergency medicine approach is backed by clear guidance, attentive support, evidence-based solutions, and a team that **truly cares**. Working with Baron means bringing structure and confidence to your unique health and safety needs, regardless of how complex or simple they may be.

Understanding Baron's **Virtual Triage Service**

When a workplace injury occurs, the initial response directly influences every step that follows. Our Virtual Triage service is designed to quickly connect injured workers with a Registered Nurse who assesses the situation promptly through a secure and compliant platform. Using targeted questions and informed clinical judgement, our nurses accurately determine the appropriate level of care and advise whether the injury should be addressed through first aid, medical aid, or emergency care.

The result empowers injured workers with immediate answers on how to proceed with their workplace injury, while helping to prevent injuries from worsening as they would in the absence of early guidance. In addition, this service facilitates open communication with pre-appointed internal personnel to ensure that they are kept in the loop, right from the outset of our involvement with an occupational injury.

The Registered Nurse **Difference**

What sets Baron's Virtual Triage service apart is the level of medical expertise behind every call. **Each virtual assessment is led by a Registered Nurse with real emergency room experience**, bringing valuable first-hand insight into how workplace injuries present, escalate, and should be managed in the moment. These are nurses who have worked in high-pressure environments and are equipped to ask the right questions, recognize important details, and deliver informed guidance on-the-spot.

Other companies that offer similar virtual triage services may not make it clear who is on the other end of the call, however, **we do**. Baron is committed to ensuring that every interaction is handled by a Registered Nurse so injured workers and employers consistently receive a high standard of clinical support.



Scan the QR code to schedule a free 30-minute consultation!

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From **Common Pain Points** to **Clear Solutions**

Workplace injuries often create more than just a need for medical direction. They can also introduce a variety of operational and communication challenges for any company. Below are some of the most common pain points we have seen amongst internal decision makers and injured workers, paired with how Baron solves each one.

Common Pain Points	Baron's Solution
1 High number of Recordable Incidents.	A natural byproduct of early intervention by Virtual Triage is a reduced number of Recordable Incidents. By getting involved immediately when an injury occurs, we help mitigate lost time claims, recommend treatments that prevent a first aid classification transitioning into a recordable, and discuss symptom management that do not require prescriptions.
2 Administrative burdens grow as workplace injuries increase.	Our Registered Nurses remove administrative burdens from Safety and/or Supervisors by liaising between the worker and employer. We spearhead the communication, provide update emails, arrange medical appointments as needed, and send the worker any required paperwork associated with injury.
3 Injuries "get worse" due to lack of guidance and early intervention.	When a worker engages with our nurses through Virtual Triage, they are provided with immediate education and resources on how to optimize injury healing. This helps prevent the injury from inadvertently worsening, and regular follow ups performed by our team ensure any developing "red flags" are caught early in the key days following an injury. One of our many goals with this service is to keep injuries as First Aids, whenever possible, in order to keep them off your recordables.
4 Productivity is disrupted by unnecessary hospital visits.	By determining the appropriate level of care right off the bat, our Virtual Triage service reduces unnecessary trips to emergency rooms. Injured workers no longer have to wait for hours in an emergency room only to be told to "come back if things get worse". Our team provides them with accurate answers, next steps, and follow ups as needed.
5 General lack of confidence amongst internal decision makers when managing injuries as the first point of contact.	Our Virtual Triage service empowers internal decision makers with a newfound degree of confidence in knowing that injuries are being handled correctly. This has proven to directly mitigate stress from pressure-driven decisions that these key individuals are often faced with when an injury occurs.
6 Remote job sites make timely care difficult to access.	Our Virtual Triage service closes the gap between remote jobsites and the nearest medical facility by quickly connecting injured workers with a Registered Nurse. This gives workers immediate medical direction without losing valuable time required to travel to the nearest hospital.
7 Workers are unsure of "what to do next" when an injury occurs.	Our team proactively works with your company representatives to confirm the exact processes workers should follow when an injury occurs. No guesswork, no assumptions, just clear-cut steps that align with your unique company requirements.

Disclaimer: This document is provided for informational purposes only and does not constitute medical advice, diagnosis, or treatment. Always seek guidance from a qualified healthcare professional regarding any specific injury, symptoms, or concerns. If you believe you may be experiencing a medical emergency, call 911 or go to your nearest emergency department. Baron Health & Safety Consultants is not responsible for any loss, injury, or damages resulting from reliance on the information contained within this document.