Virtual Triage Injured Worker Use Case

When a workplace injury occurs in the field, the next steps are not always clear. Can the injury be safely managed with first aid and follow-ups? Does the worker need to leave the job site for medical attention? Who should be involved, and how quickly can the right support be accessed?

This use case follows John, a 42-year-old journeyman electrician working on a remote job site approximately 1.5 hours from the nearest hospital. Through John's experience, we will walk through how Baron's Virtual Triage service provides timely access to a Registered Nurse with emergency room experience, helping both John and his supervisor move forward with greater clarity and confidence.

Please note this use case is a fictional example created for informational purposes to demonstrate how Baron's Virtual Triage service can support a common workplace injury.

Step 1:
Worker Experiences an Injury

While carrying his tool bag across the job site, John steps into an area of wet mud. His foot slips, causing him to twist his right ankle. John feels immediate discomfort in his ankle and it is clear that he has injured it. However, he is able to get himself up and walk to the job site trailer.

Step 2:
Immediate Connection with a Nurse

John notifies his supervisor about the injury upon arriving at the job trailer. From there, his supervisor follows the pre-established company notification protocol and contacts Baron to request a Virtual Triage assessment.

A Registered Nurse from Baron receives the incident notification from John's supervisor and quickly begins the connection process. The nurse passes along a secure link to join a virtual session alongside the intake forms. Within minutes, John completes his intake forms and connects directly with a nurse through a secure video platform.

This step gives John timely access to clinical support while ensuring his employer has the right people involved from the beginning, as opposed to trying to diagnose the injury and facilitate the appropriate next steps himself.

Step 3:
Targeted Assessment

Once connected, the nurse begins by explaining how Baron's Virtual Triage process works and asks John to walk her through what happened. John explains that he slipped on mud while carrying his tool bag and seems to have twisted his right ankle.

The nurse moves onto confirming the mechanism of injury. She asks John whether he felt dizzy, lightheaded, or experienced chest discomfort before the fall. These questions help rule out the possibility that a cardiac event or other medical issue may have caused him to fall. John denies all of the above, confirming that the fall was a direct result of slipping on mud.

The nurse also asks whether John hit his head or is experiencing any neck pain. This helps rule out concerns such as a head injury or whiplash received from the fall. John confirms that he did not hit his head and does not have any neck pain.

From there, the nurse reviews additional risk factors that could change the level of concern. She asks whether John has had a previous injury to the area, is taking medications such as blood thinners, or has any relevant past medical history. John denies each of these.

The assessment then proceeds to focus on John's injured ankle. While on camera, John removes his boot and shows the nurse the injured area. The nurse guides him through several movements to assess his range of motion, pain level, swelling, bruising, redness, and any obvious deformities. These observations help the nurse determine whether there are signs that could indicate a fracture, dislocation, internal bleeding, or more significant structural damage.

John identifies slight swelling over the outside of his ankle, but no noticeable bruising or redness. He rates his pain as a 2/10 at rest, increasing to a 4/10 with movement. The nurse also has John bend and extend his knee to confirm there is no pain, swelling, or limited range of motion in the joint above the ankle.

To further assess circulation, the nurse shows John where to feel for his pulse on the top of his foot and asks him to compare his pulse on both the injured ankle and the healthy ankle. John confirms that his pulse feels strong and equal on both feet. He is also able to stand and walk with minimal discomfort.

By the end of the assessment, the nurse has gathered a clear understanding of how the injury happened, what symptoms are present, and whether any red flags require immediate and escalated medical attention.

Step 4:
On-the-Spot Support

Based on the virtual assessment, the nurse confirms that no immediate red flags have been identified. With John able to bear weight, move his ankle, and manage his pain, John agrees that he does not feel he needs to see a doctor at this time. The nurse then proceeds to discuss next steps with him.

She explains that, based on the way the injury occurred and the symptoms John is experiencing, he may notice increased pain or swelling over the next 24-72 hours as part of the body's natural inflammatory response. To help manage these symptoms, she provides guidance around Rest, Ice, Compression, Elevation, and the appropriate use of over-the-counter anti-inflammatory medication.

John confirms that he has Advil with him and has never been advised by a doctor not to take it. His supervisor brings him a tensor bandage from the first aid kit, and John applies it to his injured ankle while still on the video call so the nurse can walk him through proper application. He also applies ice and elevates his ankle on a chair while still on the call.

The nurse then reviews the red flags John should watch for, including severe or worsening pain, increased swelling or bruising, difficulty walking or bearing weight, and limited range of motion. John repeats this information back to the nurse, confirming that he understands when he should seek further medical attention or reconnect directly with Baron.

Before ending the call, the nurse confirms that John does not have any additional questions or concerns. She lets him know that she will send an information sheet summarizing the guidance discussed and asks about a preferred time for a follow-up the next day. John confirms that he will reach out to the nurse during one of his coffee breaks the following day, or sooner if his symptoms worsen or if he has any concerns.

After the call, the nurse sends an update to the pre-determined company representatives, outlining John's disposition and the plan moving forward. This ensures that the employer is informed on the injury and severity of it, the worker has clear guidance, and everyone involved understands the next steps.

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Step 5:
Ongoing Follow-Ups

John has no further concerns with his ankle for the remainder of his shift. The following day, he reaches out to the Baron nurse during his coffee break as previously discussed.

During the first follow-up call, the nurse reassesses John's symptoms and reviews the same key areas from the day before. John reports slight worsening swelling, which was expected based on the inflammatory response discussed during the initial call. He also shows the nurse some slight bruising around the ankle but confirms that his pain has not increased. Finally, John confirms that he has been taking his over-the-counter pain medication to manage his symptoms and has been icing and elevating the injured ankle as directed by the nurse.

The nurse has John demonstrate that he still has full range of motion in the ankle and can bear weight with minimal discomfort. With no new red flags identified, John confirms that he does not feel the need for in-person medical treatment at this time.

A plan is made for continued follow-ups over the next two days. After each check-in, the nurse sends an update to the company representatives, keeping them informed of John's progress and inviting them to reach out to her directly with any questions or concerns they may have.

On the third day, John confirms that his symptoms have resolved and that he does not require further follow-up. The nurse agrees this is reasonable based on his progress and no new red flags are present. However, the nurse reminds John to reach out to her or his supervisor if his symptoms return and includes this final guidance in her update to the company representatives.

Outcome

Through Baron's Virtual Triage service, John received timely support from a Registered Nurse with emergency room experience without having to immediately leave his job site and travel 1.5 hours to the nearest hospital. His employer gained clarity on the situation, John understood how to manage his symptoms safely, and all parties were kept informed through clear follow-up communication. Instead of uncertainty, unnecessary travel, and reactive decision-making, the process created a structured path forward starting only minutes after the injury occurred.

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