

# 360°

## INJURY RESPONSE & RECOVERY PROGRAM



# WHY FIRSTCALL

At FirstCall Telehealth, we specialize in serving first responders and high-risk industries where the cost of mistakes is high — and the stakes for morale are even higher. Our licensed providers deliver evidence-based medical decision-making aligned with best practice guidelines, ensuring every evaluation supports a safe, defensible, and efficient return-to-work process.



Through our HIPAA-compliant, audit-ready Agency Portal, agencies gain real-time access to injury reports, TeleFCE results, recovery updates, and fit-for-duty documentation — allowing leadership to make faster, smarter, and legally sound decisions. Supervisors and HR teams stay connected to each case in real time, strengthening communication, reducing administrative burden, and preventing costly delays or errors that could escalate into workers' comp disputes or negative public scrutiny.

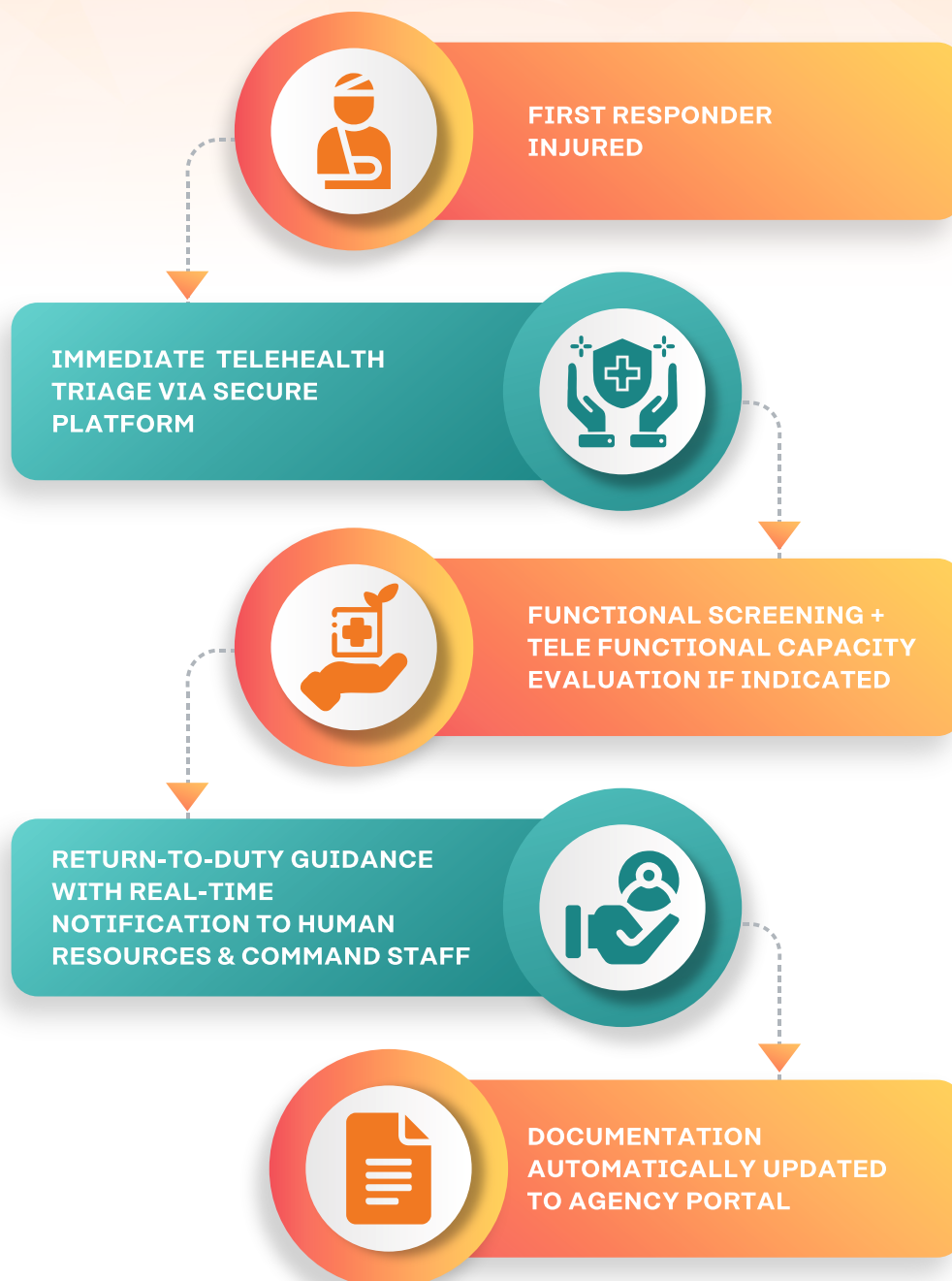
**In a profession already stretched by high burnout, trauma exposure, and retention challenges, immediate, respectful access to trusted medical care plays a critical role in boosting morale, reinforcing trust, and showing employees their health and service are valued. FirstCall not only reduces time out of service — it protects careers, preserves operational strength, and safeguards the public trust agencies work so hard to earn. With FirstCall, your agency doesn't just get care — you get a fully integrated injury management system designed to protect your people, your operations, and your reputation when it matters most.**

# WHY FIRSTCALL TELEHEALTH EXISTS AND WHY IT MATTERS

Service	What We Do	Why It Matters
<b>Injury Triage</b>	Immediate tele-evaluation of on-duty injuries via HIPAA-compliant platform.	Reduces unnecessary ER visits and enables faster, more efficient medical decision-making.
<b>Functional Capacity Evaluations (TeleFCE)</b>	Remote assessment of physical/functional status using ACOEM/MDGuidelines standards.	Supports safe, timely, and evidence-based return-to-work decisions.
<b>Return-to-Duty Clearance</b>	Real-time clinical decision support to determine readiness to resume duty.	Minimizes delays, improves legal defensibility, and ensures safety of the officer and their team.
<b>Case Management &amp; Follow-Up</b>	Longitudinal recovery support, coordination with specialists, and status updates.	Reduces claim duration and cost, improves communication, and prevents administrative gaps.
<b>Occupational Exposure Evaluation</b>	Rapid triage and medical guidance following needlesticks or blood/body fluid splash.	Ensures OSHA compliance, timely intervention, and reduced risk of infectious exposure.
<b>Agency Portal Access</b>	Real-time dashboard for viewing clinical notes, TeleFCE results, and return-to-duty status.	Equips command staff and HR with up-to-date, legally sound information for smart personnel decisions.



# 360° INJURY RESPONSE AND RECOVERY PROGRAM



\* For a detailed breakdown of program components, workflows, and case examples, see Appendix A: 360° Injury Response & Recovery Program – FirstCall Telehealth Version.



# SUBSCRIPTION PACKAGES OVERVIEW

## AGENCY SUBSCRIPTION INCLUDES



Access to  
licensed providers  
via telehealth



Integrated  
injured on duty (IOD)  
injury management



Remote functional  
capacity evaluations  
to support  
return-to-duty  
decisions



Post-exposure  
tracking system  
ensuring OSHA-  
compliant follow-up  
and documentation



Full HIPAA-  
compliant portal  
access



Real-time  
reporting &  
supervisor  
communication



Flexible pricing based  
on agency size and  
call volume



Call us  
for a quote

## APPENDIX A:

# 360° INJURY RESPONSE & RECOVERY PROGRAM VERSION 2.0\*

### Incident Reported

- Work related injury or occupational exposure sustained
- Report submitted to supervisor or agency contact
- FirstCall Telehealth services triggered

### Intake Submitted

- HIPAA compliant digital form completed
- Clinical details, symptoms, and duty status logged
- Case routed to licensed occupational health provider

### Clinical Triage & Documentation

- Injury classified: mild, moderate, or severe
- Orders for imaging or specialty referral issued when needed
- Medical summary delivered to agency securely

### Telehealth Evaluation

- Virtual evaluation within 30 to 60 minutes
- Evidence based assessment using ACOEM, OSHA, MDGuidelines
- Disposition: return to duty, modified duty, or referral

### Case Management

- Follow ups coordinated by FirstCall case manager
- Ongoing communication with HR and command staff
- Recovery milestones tracked through secure dashboard

### Functional Capacity Evaluation (If Indicated)

- Virtual TeleFCE or in person FCE conducted
- Functional benchmarks compared to job demands
- Results guide clearance decision

### Return to Duty Clearance

- **Provider authorizes:**
  - Full duty
  - Modified duty
  - Continued recovery
- Return to duty report issued with legal and medical compliance



# LET'S TALK

## BOOK A 20-MINUTE WALKTHROUGH

WE'LL SHOW YOU HOW THIS  
WOULD WORK IN PRACTICE.



[www.firstcalltelehealth.co](http://www.firstcalltelehealth.co)



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