

MedExpress: 541-228-3111

MedExpress: is a convenient and timely service provided by Cascade Health Solutions. When contacted, EMTs and paramedics go to an on the job injury where they:

- Assess the severity of an on the job injury
- Treat injury, up to first aid
- Transport the injured worker to a physician, if needed.

Benefits of MedExpress: reduces the total claims filed each year. When MedExpress is dispatched to an on the job injury and the injured worker is treated and not transported to a medical facility, a claim does not need to be filed.

MedExpress: When to Call 911

Abdominal Pain

- MedExpress may respond to a patient with abdominal pain, if there has been no recent injury and the patient has not experienced recent vomiting.
- 911 must be called for every patient who has abdominal pain and is vomiting or has had a recent injury.

Allergic Reaction

- MedExpress may respond to a patient with minor or local allergic reactions.
- 911 must be called for a patient experiencing difficulty breathing or a patient with a history of severe allergic reactions.

Altered Mental Status (confusion, disorientation or unconsciousness)

- MedExpress will not respond to any patient who has experienced altered mental status.
- 911 must be called for any individual who has had any period of unconsciousness or semi-unconsciousness, confusion, disorientation or the inability to walk due to dizziness.

Amputations

- MedExpress may respond to an injury involving amputation of fingers or toes.
- 911 must be called for an individual who has severed anything more than finger or toes.

Bleeding

- MedExpress may respond to a call involving minor bleeding or moderate bleeding that can be controlled by applying direct pressure to the wound.
- 911 must be called for any profuse bleeding that cannot be controlled with constant direct pressure on the wound.

Burns

- MedExpress may respond to minor burns that do not involve large areas of the body or severe pain.
- 911 must be called for patients with significant facial burns, severe burns, burns covering area larger than the size of the patient's hand or severe pain.

Chemical Burns

- MedExpress may respond to a patient with a chemical burn smaller than the size of the patient's hand.
- 911 must be called for a patient with a chemical burn larger than the size of the patient's hand.

Chemical Exposure

- MedExpress may respond to a patient who has experienced a chemical exposure, if there is a MSDS available and if the patient has no difficulty breathing.
- 911 must be called for a patient who has experienced a chemical exposure if there is no MSDS available or if the patient is having difficulty breathing.

Chest Pain

- MedExpress may respond to a patient with chest pain, if the chest pain can be easily explained by a recent injury.
- 911 must be called for patients with chest pain that is not obviously the direct result of a recent injury.

Crush Injury

- MedExpress may respond to a patient who has crushed hands, forearms or feet.
- 911 should be called for a patient with a crush injury that involves more than a hand, forearm or foot.

Electric Shock

- MedExpress may respond to minor electric shock injuries, if no exit wounds are present and if the patient is alert and acting appropriately.
- 911 must be called if an exit wound is present or if the patient is unconscious, not alert or acting inappropriately.

Eye Injuries

- MedExpress may respond to minor eye injuries, eye pain or foreign bodies in the eye.
- 911 must be called if the eye is impaled with a large object, not in the socket or exposed to toxic or caustic chemicals.

Fracture/Dislocation

- MedExpress may respond to a patient with a fracture/dislocation involving the hands, forearms or feet.
- 911 must be called if the fracture/dislocation involves more than the hands/forearms or feet or if the fracture is open and involves more than the hands or feet.

Fall

- MedExpress may respond to a patient who has had a minor fall and is conscious and alert.
- 911 must be called if the height of the fall is greater than five feet, if the patient is unconscious, not acting appropriately or not alert following the fall.

Head Injury

- MedExpress may respond to patients who have experienced minor head trauma with no loss of consciousness or changes in level of consciousness.
- 911 must be called for all patients who are unconscious, have experienced periods of unconsciousness or are not acting alert and appropriate.

Impaled Object

- MedExpress may respond to patients with objects impaled in the extremities.
- 911 must be called for all patients who have large objects impaled in the head, neck, torso and upper thigh.

Non Ambulatory

- MedExpress will not respond to a patient that is unable to get up or has to be transported lying down.
- 911 must always be called for all patients who are unable to get up or have to be transported lying down.

Pain

- MedExpress may respond to a patient experiencing minor to moderate pain.
- 911 must be called if the patient is having severe or uncontrollable pain.

Respiratory

- MedExpress cannot respond to a patient with difficulty breathing.
- 911 must always be called for a patient who is having difficulty breathing.

Seizure or Unconscious

- MedExpress cannot respond to a patient who is unconscious, having a seizure or recently had a seizure.
- 911 must always be called for a patient who is unconscious, having a seizure or recently had a seizure.

Vomiting

- MedExpress cannot respond to a patient who is vomiting.
- 911 must be called for a patient who is vomiting **and** has experienced a recent injury.
- Patients who experience vomiting that is related to an illness, not an injury, should find alternate transportation home, to urgent care or to a personal physician.