

IN CASE OF WORKPLACE INJURY:

ACCION a seguir en caso de un accidente en el trabajo



1-855-921-9501

▶ AVAILABLE 24 HOURS A DAY

- 1▶ Injured worker notifies supervisor.**
Empleado lesionado notifica a su supervisor.
- 2▶ Supervisor / Injured worker immediately calls injury hotline.**
Supervisor / Empleado lesionado llama inmediatamente a la línea de enfermeros/as.
- 3▶ Company Nurse gathers information over the phone and helps injured worker access appropriate medical treatment.**
Profesional Médico obtiene información por teléfono y asiste al empleado lesionado en localizar el tratamiento médico adecuado.

EMPLOYER NAME
(NOMBRE DE COMPANIA)

SEARCH CODE
(CÓDIGO DEL BÚSQUEDA)

Tehama County

Q149

Notice to Employer/Supervisor:

Please post copies of this poster in multiple locations within your worksite. If the injury is non-life threatening, please call Company Nurse prior to seeking treatment. Minor injuries should be reported prior to leaving the job site when possible.

Visit us online: www.CompanyNurse.com



Frequently Asked Questions

- Q. Should I call Company Nurse® after every workplace injury?**
- A.** Yes, every injury should be called in to Company Nurse®. **CALL COMPANY NURSE® BEFORE THE EMPLOYEE LEAVES THE JOB SITE.** This will immediately provide injury information to Safety and Risk Management personnel on every injury. This is a 24/7 service, including all holidays.
- Q. What about obvious emergency situations for severe injuries?**
- A.** In all life- or limb-threatening situations, **call 911 or transport directly to the ER immediately.** Call Company Nurse® with any information that you have once the situation has stabilized.
- Q. How can Company Nurse® diagnose an injury over the telephone?**
- A.** We do not diagnose injuries. We perform a triage process that will guide the employee to the appropriate level of care for treatment given the information we are able to gather during the call.
- Q. The employee and I do not think this injury needs to be treated, should I send him/her in anyway?**
- A.** Yes. It is always best to follow the advice of the RN and get treatment sooner rather than later. Minor injuries are often referred to seek treatment within 48-72 hours. If the employee refuses to seek treatment, that will be documented in the incident report.
- Q. The employee does not want to call Company Nurse®. Should I call it in myself?**
- A.** Yes. Call with the information that you have; try to include where the employee was treated if that is the case. The reports will be forwarded to your Risk Management and/or Human Resources department and the claims adjuster for appropriate action.
- Q. What about injuries that occurred before the Company Nurse® service started, or injuries to employees who no longer work there?**
- A.** Call Company Nurse® with the information that you have, including the date of injury.
- Q. The Employee has already been treated by their own physician. Should I call it in?**
- A.** Yes. It is best to have the employee with you and get as much information as possible about where the treatment took place so the Nurse can include that information in the report.
- Q. What about medical advice from the current treating physician?**
- A.** Once a patient is under a physician's care, we cannot contradict the treating physician's advice; the Nurse will remind the employee to follow the physician's instructions and answer any questions they may have.



Frequently Asked Questions

Q. Will Company Nurse® provide general health care advice to my employees?

A. No. Company Nurse® is to be called for work-related injuries only.

Q. I think this is a fraudulent claim. Should I tell the Nurse?

A. Yes, tell the Nurse that you think this claim should be questioned along with any information you have that may support your opinion.

Q. Will I get a call confirmation number when I speak to the Nurse?

A. Yes, the protocol is to provide a call confirmation number and the Nurse's name to each caller. This is not the same as the claim number assigned by your insurance.

Q. Does Company Nurse report the claim?

A. Company Nurse does report all injuries to your HR/Risk Management or Insurance Carrier via an automated process as directed by the employer.

Q. What will I hear when I call Company Nurse®?

A. After the 911 message, you will have the following options:

Option 1 for English or Option 2 for Spanish...

Then LISTEN carefully to all options that will then guide you to the appropriate agent.

Q. What happens if the Nurses are flooded with calls? I don't want to be on hold forever.

A. The protocol is to answer every call that comes in – there is no voicemail box on the line. Most calls are initially answered by a medical clerk or Injury Care Coordinator (ICC). During unexpected high volume time periods, the clerk will take your phone number and have a Nurse call you back as soon as possible, typically within a few minutes.

Q. Is Company Nurse® my Workers Comp Insurance?

A. No. Company Nurse® provides the initial injury triage, offers care advice and initiates the injury reporting process. Your employer is responsible for Workers' Compensation claims processing and administration.

For more information:

Please visit our website at www.companynurse.com

Or call us at 888-817-9282