

IN CASE OF WORKPLACE INJURY:
ACCION a seguir en caso de un accidente en el trabajo



1-877-518-6711

▶ 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.

GROUP NAME
(NOMBRE DEL GRUPO)

SEARCH CODE
(CÓDIGO DEL BÚSQUEDA)

**Special District Risk
Management Authority**

SDRMA

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



EASY REFERENCE GUIDE

The Right Call for Workplace Injuries®

1-877-518-6711

STEP-BY-STEP INSTRUCTIONS FOR THE CALLER:

Company Nurse is open 24/7/365

In case of life – or limb – threatening injuries, always call 911.

Step 1

PREPARE TO MAKE THE RIGHT CALL!

- If possible, find a quiet place to call the Injury Hotline
- Have the following information available:
 - Name of employer/worksites information
 - Search code displayed on posters or wallet cards
 - Location of injury
 - General information for injured worker (name, address, date of hire, etc.)
 - Date / Time of injury
 - Injury details: Who? What? When? Where?
- Listen carefully to the menu to select the proper option

OPTIONS	SELECT THIS OPTION TO:	IS IT POSSIBLE TO LEAVE A VOICE MESSAGE?
1	Report a workplace injury and speak with a nurse	NO
2	Report an injury not requiring treatment or for injuries already treated by a physician	NO
3	Seek billing, claims or other information	YES

Notes:

- **Post-Treatment Reporting:** If the injured employee has already obtained medical care, the employee and / or supervisor should still report the injury to the Hotline as soon as possible
- CN will support employer’s post incident drug testing policies when applicable. These protocols may only apply to specific departments
- Translators are available, if needed

Step 2 REGISTERED NURSES REFERRAL OPTIONS

These are the potential outcomes after talking with a nurse:

- Emergency Care – 911 or Immediate Emergency Room referral
- Referral to Occupational Health or Urgent Care
- Home care or basic first aid advice

Note:

* Call Confirmation Numbers are provided to every caller – The caller needs to be ready to write this down

Step 3 REPORT DISTRIBUTION

- **Injury Report**
 - Pre-Designated recipients will receive injury reports after every call by e-mail or electronic data transfer. Recipients could include:
 - RTW Coordinators
 - Claims Adjusters
 - Supervisors
 - Human Resources
 - Safety Personnel, etc.
- **Provider Injury Alert**
 - Medical providers will receive advanced notice via fax, alerting them of:
 - Patient’s pending arrival
 - Injury/Medical information
 - Claims billing data
 - Employer information/specific protocols

Note:

- Company Nurse will use employer’s preferred network or medical clinic whenever feasible and appropriate

Step 4 FOLLOW-UP CALLS

When calling back to follow-up on a particular employee injury, be prepared to provide the appropriate Call Confirmation number. Examples of follow-up calls include:

- **Additional Nurse Advice:** Injured employees are invited to call our nurses back if injuries become worse or new symptoms develop, for which they may require additional nurse advice and injury triage services
- **Medical Bills:** After treatment, if a medical provider sends a bill to the employer or employee, advise the facility to contact Company Nurse’s Client Services Department at 888-817-9282. Company Nurse will ensure that all claims are properly reported and insurance information provided