Chaffey Community College  
Safety & Risk Management  
INJURY REPORTING PROCEDURES  
COMPANY NURSE ON CALL®

Introduction: Company Nurse On Call® is an innovative management service for work-related injuries or illnesses. Within minutes of an on-the-job injury, employees are provided the services of RN’s and medical professionals to assist with triage and self-care advice.

Benefits: Company Nurse On Call® program is a 24/7/365-day service. Company Nurse® gathers injury/illness information over the telephone and helps the injured worker access appropriate medical treatment.

A. Reporting an Injury/Illness
1. Employees are required to immediately report all work-related injuries/illnesses to their supervisor (whether minor or serious in nature). The injured employee and supervisor will contact Company Nurse® to report the injury/illness (1-888-375-0280). In the event the supervisor is not available, employees are required to contact Company Nurse® directly; and, report the injury to the supervisor by leaving a telephone voice-mail message. Once the supervisor has knowledge of the injury, the supervisor is required to follow-up by contacting Company Nurse® (1-888-375-0280).
   Note: Company Nurse® does not diagnose injuries. The nurse utilizes a triage process that will guide the employee to the appropriate level of care for treatment given the information obtained during the telephone call.
2. Supervisor and/or employee must be ready to provide the following information when reporting an injury/illness to Company Nurse®:
   --Date, time and place of accident.
   --Date and time incident was reported to supervisor.
   --Description of medical complaint/injured part of body.
   --How did the accident happen (provide all details)?
   --Specify machine, tool, substance or object most closely connected with the accident.
   --What was the employee doing when accident occurred?
   --What actions, events or conditions contributed most directly to the accident?
3. In all life- or limb-threatening situations, the supervisor or witness must call campus police (652-6911) or 911, so injured worker can be transported immediately to a hospital Emergency Room. Once the situation has stabilized, it is the responsibility of the supervisor to report the injury/illness to Company Nurse® with detailed information (1-888-375-0280).

B. Medical/Work Status Report
After the incident:
1. Employees are required to submit a copy of the medical/work status report to their supervisor immediately following medical treatment.
2. If the doctor visit extends beyond operating hours, employees are responsible for submitting the medical/work status report to their supervisor on the next business day.
3. If the day after medical treatment falls on a weekend or holiday, the report must be submitted to the supervisor the next business day.
   Note: Employees will not be allowed to return to work without documentation from the treating physician.

C. Release to Return to Work with Restrictions
If the treating physician releases the employee to return to work with restrictions, employees must contact their supervisor before returning to work.
   Note: Employees will not be allowed to return to work without documentation from the treating physician.

D. Safe Work Practices
In order to avoid accidents or injuries, it is the responsibility of all employees to use proper safe work practices and appropriate protective equipment while performing their duties.

For questions or additional information, please contact:
Risk Management Office at (909) 652-6531  
Date Revised: 01/08; 04/10; 04/10;12/12

***** PLEASE POST *****