COMPANY NURSE ON CALL®
FREQUENTLY ASKED QUESTIONS

Q. Should I call Company Nurse® after every workplace injury?
A. Yes, every injury should be called in to Company Nurse®. COMPANY NURSE® SHOULD BE CONTACTED BEFORE THE EMPLOYEE LEAVES THE JOB SITE. This will immediately provide injury information to Safety and Risk Management 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 6911; injured worker will be transported immediately to a hospital Emergency Room. The supervisor will call Company Nurse® once the situation has stabilized.

Q. How can Company Nurse® diagnose an injury over the telephone?
A. 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 call.

Q. The employee and supervisor do not think this injury needs to be treated, should Company Nurse® be contacted 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 for treatment within 48-72 hours of the injury.

Q. What about injuries that occurred before the Company Nurse® service started?
A. Call Company Nurse® with the information, including the date of injury.

Q. Will Company Nurse® provide general health care advice to the employees?
A. No. Company Nurse® is to be called for work-related injuries only.

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 the third-party administrator (SCRMA).

Q. What will I hear when I call Company Nurse®?
A. Option 1 for English or Option 2 for Spanish… After the 911 message, you will have the following options
   - Option 1 to speak to a Nurse about a current injury for care advice or a medical referral
   - Option 2 to report a previous injury where care advice from a Nurse is not needed
   - Option 3 for administrative and billing questions

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. During unexpected high volume time periods, a medical clerk will take your call. The clerk will take your phone number and have a Nurse call you back within a few minutes.

Contact for Questions or Additional Information:
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