

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 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 (**1-877-740-5017**). 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®* (**1-877-740-5017**).

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 911 and campus police (652-6911), 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 (**1-877-740-5017**).

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 Contact:

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Chaffey Community College
Safety & Risk Management

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 911 and Campus Police (652-6911); 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. After the 911 message, you will have the following options:

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

Then... Option 1 for administrative questions—you will be given the administrative phone number

Option 2 to report a previous injury where care advice from a Nurse is not needed

Option 3 to speak to a Nurse about a current injury for care advice or a medical referral

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.

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