

COMPANY NURSE® HOTLINE FOR WORKPLACE INJURIES

The City of Marshalltown uses an injury management program called Company Nurse® for reporting on-the-job injuries. If a workplace injury occurs, the supervisor and injured employee will call Company Nurse® directly. The attending nurse will provide you with first aid advice and direct the injured employee to an appropriate treatment site near your facility. COMPANY NURSE® will handle all initial reporting of workplace injuries.

If the injury is a medical emergency, call 911 immediately or go to the emergency room. If an injury is not a medical emergency, the SUPERVISOR and the EMPLOYEE will telephone COMPANY NURSE® at **1-888-770-0928** and speak with the medical professional who will assist the employee with his or her medical needs and expedite the claims processing. The medical professional will talk to the manager first and then the employee to assist in determining what kind of treatment, if any, is necessary for the employee based upon their conversation with the injured worker and the manager.

The COMPANY NURSE® HOTLINE is available **24 hours per day, seven days per week.**

- Company Nurse® will complete the First Report of Injury form and fax it to our claims processing administrator.
- **The Manager/employee only needs to report the injury once to Company Nurse®.**
- Company Nurse® will handle all initial reporting of employee incidents.

The advantage of a medical professional assisting in directing the employee's medical treatment should result in cost savings and fewer claims if first aid can be applied. Furthermore, your employees will receive instant telephonic first aid advice from a Registered Nurse.

IN CASE OF LIFE OR LIMB THREATENING EMERGENCY, DIAL 911

How does Company Nurse Work?

When an injury occurs, the injured employee and/or supervisor place a call to Company Nurse – a 24/7/365 call center staffed by registered nurses and medical professionals. Using proven interviewing techniques and a proprietary medical triage software, the RN will recommend first-aid advice and channel medical treatment to our designated medical care sites.

Unlike a typical call center, the Company Nurse approach positions a Registered Nurse at the very beginning of the injury reporting process, where the future cost of the injury can be positively impacted while providing a high level of service to the injured employee.

Simultaneously, during the call the RN gathers a detailed report of the incident and populates most fields of the state's first report of injury. Within minutes of the call, data/reports are transmitted to all the primary stakeholders; the Human Resources Director, claims professionals, and the medical provider. For example, if a doctor's visit is part of the recommended care, a fax with all relevant information will arrive at the clinic within minutes. Most times, this information will arrive prior to the injured employee.

Return to Work (RTW) activities are initiated as soon as the physician determines the employee's work status. Using a proprietary web-based system, RTWNow!, the organization stands ready to facilitate their employee's return to modified duty. Company Nurse provides a return to work program solution that is customized to each employer.

Frequenting 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 LEAVE THE JOB SITE. This will immediately provide injury information to the Human Resource Director on every injury. This is a 24/7 service, including all holidays.

Q. What about obvious emergency situations for sever 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 phone?

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. What if the employee and/or supervisor 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 with 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®. Can a supervisor or HR personnel call it in?

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 HR Director and claims processor for appropriate action.

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. 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 phone number
- 2 - to report a previous injury where care advice from a Nurse is not needed
- 3 - to speak to a Nurse about a current injury for care advice / medical referral

If you have questions about Company Nurse, please contact Jill Petermeier, Human Resource Director (754-5704).