



## E-ZReference Guide

### COMPANY NURSE® INJURY REPORTING

*NOTE: If life- or limb-threatening injury only, call 911!! Then report the injury/incident after the employee is stabilized and treating Physician may be selected from your Panel.*

#### Step 1 MAKE THE CALL BEFORE SEEKING TREATMENT

- Notify supervisor of the injury/incident
- In a quiet place, injured worker calls Company Nurse at:

**1-888-770-0925**

- You will be asked to provide the following information during the call:
  1. Member Number Search Code
  2. Employer name and/or worksite
  3. Employee personal information
  4. Injury details: Who? What? When? Where?
- Possible Outcomes as a result of the Call:
  - Self-care / basic first aid, or
  - Nurse Referral to medical facility, as follows
    - Occupational Health/Urgent Care provider; or
    - Emergency Room, call again after ER visit to select Panel Physician
- **IMPORTANT!**
  - Be prepared to write down a Call Confirmation Number
  - Translators are available for more than 200 different languages

#### Step 2 REPORT DISTRIBUTION AFTER THE CALL

- Report of Injury is emailed (or faxed) to key stakeholders at the employer
- If injured employee is referred for medical treatment, an Alert is sent immediately to the medical provider to expect the employee at their facility

#### Step 3 FOLLOW-UP CALL

- Additional advice: Employees who were triaged by a nurse but not referred to a medical facility, should call again if injuries become worse or new symptoms develop, which may require additional nurse advice, triage services, or referral for medical treatment with a provider from your Panel of Physicians.

For more information about this program, please contact us at:  
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