

## Frequently Asked Questions

**Q. Should every workplace injury be reported to Company Nurse®?**

- A.** Yes, every injury should be called in to Company Nurse®. **CALL COMPANY NURSE® BEFORE THE EMPLOYEE/VOLUNTEER LEAVES THE JOB SITE.** This will provide injury information immediately to Safety and Risk Management personnel on every injury. This is a 24/7 service, including all holidays.

**Q. How should an obvious emergency situation be handled?**

- 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 regarding the incident once the situation has stabilized.

**Q. Does Company Nurse® diagnose an injury over the telephone?**

- A.** We do not diagnose injuries. We perform a triage process that guides the employee/volunteer to the appropriate level of care for treatment based on the information obtained during the call.

**Q. The employee/volunteer was referred for treatment. The employee/volunteer and the supervisor do not think this injury needs to be treated. Should treatment be sought 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 within 48-72 hours. If the employee/volunteer refuses to seek treatment, that will be documented in the incident report.

**Q. The employee/volunteer does not want to call Company Nurse®. Should the supervisor call?**

- A.** Yes. Call with the injury information; include if and where the employee/volunteer was treated. The reports will be forwarded to the Risk Management and/or Human Resources department to alert them of the incident.

**Q. What about injuries that occurred before the Company Nurse® service started, or injuries to employees/volunteers who no longer work there?**

- A.** Check with your company management or HR.

**Q. The Employee/volunteer has already been treated by their physician. Should the injury be reported?**

- A.** Check with your company management or HR.

**Q. Should an employee/volunteer who is currently under medical care, call Company Nurse® for additional medical advice?**

- A.** Once an employee/volunteer is under a physician's care, we cannot contradict the treating physician's advice. The Nurse will remind the employee to follow the physician's instructions.



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**Q. Will Company Nurse® provide general health care advice?**

**A.** No. Company Nurse® should be called for work-related injuries only.

**Q. Will the employee/volunteer be given some type of reference or call confirmation number?**

**A.** Yes, we provide a call confirmation number that associates the employee/volunteer's injury to a specific report. This is not the same as the claim number assigned by your workers' comp carrier.

**Q. To whom does Company Nurse report injuries?**

**A.** Company Nurse® reports all injuries to your HR/Risk Management and/or workers' comp insurance carrier via an automated process as directed by the employer.

**Q. What happens if the employee is on hold for an extended period of time waiting for a nurse?**

**A.** The protocol is to answer every call – there is no voicemail. Calls are initially answered by an Injury Care Coordinator (ICC). During unexpected high volume time periods, the ICC will take a contact phone number, and a Nurse will return a call as soon as possible, typically within a few minutes.

**Q. Is Company Nurse® my Workers' Comp Insurance?**

**A.** No. Company Nurse® provides the initial injury triage, offers care advice and initiates the injury reporting process. Your employer is responsible for Workers' Compensation claims processing and administration.

**Q. After I have been treated by a medical provider, do I need to call Company Nurse® back and update them with the treatment outcome and/or progress?**

**A.** No. Company Nurse® does not need to know. Any updates of your condition after treatment should be provided to your employer or workers' comp carrier.

**For more information:**

Please visit our website at [www.companynurse.com](http://www.companynurse.com)  
Or contact **XXXXXXXXXXXXXXXXXX** at your employer.