

**IN CASE OF WORKPLACE INJURY:**  
*ACCION a seguir en caso de un accidente en el trabajo*



**1-888-770-0925**

**▶ AVAILABLE 24 HOURS A DAY**

- 1▶ Injured worker notifies supervisor.**  
*Empleado lesionado notifica a su supervisor.*
- 2▶ Supervisor / Injured worker immediately calls injury hotline.**  
*Supervisor / Empleado lesionado llama inmediatamente a la línea de enfermeras/las.*
- 3▶ Company Nurse gathers information over the phone and helps injured worker access appropriate medical treatment.**  
*Profesional Médico obtiene información por teléfono y asiste al empleado lesionado en localizar el tratamiento médico adecuado.*

GROUP CODE (CÓDIGO DEL GRUPO)

**VACO**

**Notice to Employer/Supervisor:**

Please post copies of this poster in multiple locations within your worksite. If the injury is non-life threatening, please call Company Nurse prior to seeking treatment. Minor injuries should be reported prior to leaving the job site when possible.

**Visit us online: [www.CompanyNurse.com](http://www.CompanyNurse.com)**

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**IN CASE OF LIFE- OR LIMB-THREATENING INJURY DIAL 9-1-1**  
EN CASO DE UNA HERIDA QUE AMENAZA LA VIDA O UN MIEMBRO DEL CUERPO LLAMAR 9-1-1

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**IN CASE OF INJURY, CALL:**  
EN CASO DE UN ACCIDENTE LLAMAR A:

**1-888-770-0925**

EMPLOYER NAME (NOMBRE DE COMPANIA):

GROUP CODE (CÓDIGO DEL GRUPO):

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# EASY REFERENCE TRAINING MANUAL



## STEP-BY-STEP INSTRUCTIONS



**Prepare to make the right call!** Gather basic HR data and find a **quiet** place to make the call if possible. This will facilitate proper patient care and effective communication. We are available 24/7/365. Listen carefully to the menu to select the proper option. Translators are available, if needed.

***In case of life- or limb-threatening injuries, always call 911.***

### a. Routing

TYPE OF CALL	SELECT THIS OPTION FOR...	VOICEMAIL?
Triage	Recent or new injuries	No
Report Only	Record only, previously treated or prior injuries	No
Billing/Clerical	General claim information can generally be obtained through your own HR or carrier, but Company Nurse can assist if needed.	Yes

### b. General information that you can have to facilitate the process includes;

- ▶ Employer / Worksite information
- ▶ General Employee Information (or the employee with you)
- ▶ Date / Time of Injury
- ▶ Injury details who/ what/ when? where?

c. Post-Treatment Reporting. If the injured employee has already obtained medical care, the employee and / or supervisor should still report the injury to the Hotline as soon as possible.

d. CN will support your post incident drug test policies when applicable. These protocols may only apply to specific departments.



**Most important:** cooperate with the call agents and provide information that you do have or can obtain quickly.



**Triage, First Aid and Medical Referrals;**

**3: Triage Outcomes:**

- ▶ Emergency Care – 911 or Immediate ED Referral
- ▶ Up to 72 hours into Occupational Health or Urgent Care
- ▶ Home care or basic first aid advice.

Call ID numbers are provided to every caller for verification purposes.





**Step 4**

**Care & Treatment Advice:** Employees should be directed to seek treatment or adhere to self-care advice as directed the RNs.

- a. **Provider Injury Alert:** When appropriate, medical providers will receive advanced notice via fax, alerting them of the patients' pending arrival, injury, billing and employer information.
- b. **Medical Providers:** Rapid access to proper treatment and patient care are core values at Company Nurse. Company Nurse will use your preferred network or medical clinic when feasible and appropriate. Ultimately, patient care will supersede network usage.

**Step 5**

**Call ID numbers** are provided to every caller for verification purposes.

**Step 6**

**Distribute Injury Reports:**

- a. Pre-Designated recipients will receive injury reports after every call by e-mail or electronic data transfer.
- b. Medical Providers will receive a fax notice of a patients pending arrival including;
  - ▶ Medical Information
  - ▶ Claims billing data
  - ▶ Client specific protocols.
- c. **Stakeholder Notifications:** RTW Coordinators, Claims adjusters, and Safety Personnel will receive reports, so they can promptly initiate their respective roles to optimally affect the clam's outcome.
- d. **Special notice;** Initial reporting by Company nurse is mean to augment or enhance the employers' current work injury management process.

**Step 7**

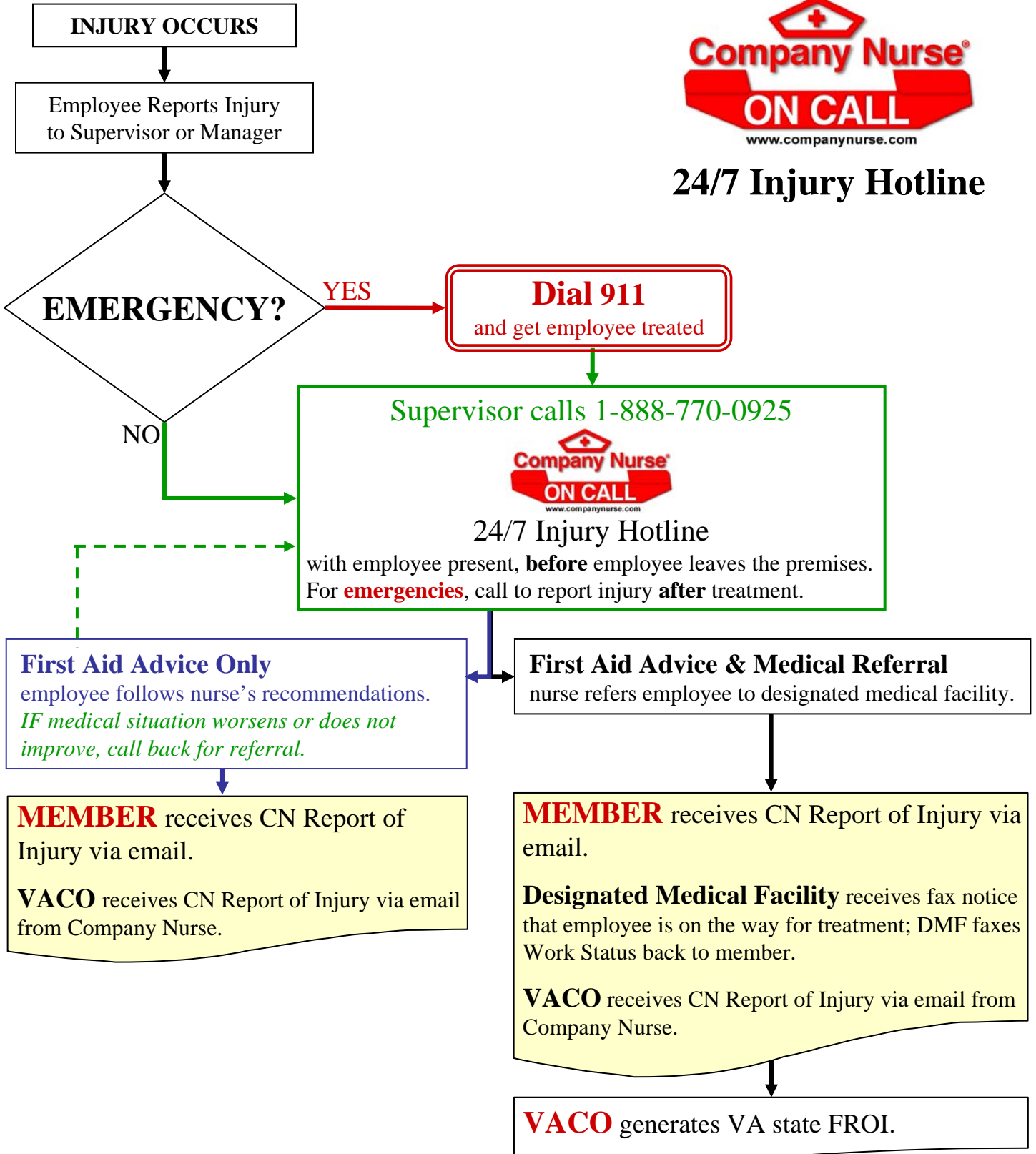
**Follow-up Items.** When calling back to follow-up on a particular employee injury, please be prepared to provide the appropriate call confirmation number. Examples of follow-up items could include:

- a. **Additional Nurse Advice.** Injured employees are invited to call our nurses back if injuries become worse or new symptoms develop, for which they may require additional nurse advice and injury triage services.
- b. **Medical Bills.** After treatment, if you or your employee receives a bill from a medical provider, please advise the facility to contact Company Nurse's Client Services Department at 888-817-9282. We will help to ensure that all claims are properly reported and insurance information provided.

# VACo Injury Reporting Flowchart



24/7 Injury Hotline



**MEMBER** receives weekly summary report showing all of their incidents that week.  
**VACO** receives weekly report showing all incidents for ALL members that week.