



Frequently 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 LEAVES THE JOB SITE. This will immediately provide injury information to Safety and Risk Management personnel 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 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 telephone?**
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. The employee and I 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 within 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 . Should I call it in myself?**
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 Risk Management and/or Human Resources department and the claims adjuster for appropriate action.
- Q. What about injuries that occurred before the Company Nurse service started, or injuries to employees who no longer work here?**
A. Call Company Nurse only if the injury has not previously been reported to IMWCA. In those cases, provide Company Nurse with the information that you have, including the date of injury.
- Q. The Employee has already been treated by their own physician prior to reporting the injury. Should I call it in?**
A. Yes. It is best to have the employee with you and get as much information as possible about where the treatment took place so the Nurse can include that information in the report.
- Q. What about medical advice from the current treating physician?**
A. Once a patient 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 and answer any questions they may have.
- Q. Will Company Nurse provide general health care advice to my employees?**
A. No. Company Nurse is to be called for work related injuries only.
- Q. I think this is a fraudulent claim. Should I tell the Nurse?**
A. Yes, tell the Nurse that you think this claim should be questioned along with any information you have that may support your opinion.
- 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 administrative 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 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.**