



**Utah School Boards Association**

Welcome to Company Nurse



*The Right Call for Workplace Injuries®*



**Company Nurse's Objective**

**Leverage the Day of Injury....**within minutes of an injury, our triage nurses make important medical decisions that optimize care for injured workers and maximize savings for your program. You benefit from all the right factors:

- **Right Time.**
- **Right Care.**
- **Right Results.**

*The Right Call for Workplace Injuries®*



## Medical Call Center

### Nurse Line

Staffed 24/7 365 days

Registered Nurses

Thousands of calls nationwide

Medical Triage Service

- Nurse Advice
- Medical referral to treatment facility
- Document incident- collect the facts
- Immediate reporting to all parties.



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## Nurse Line



Incoming Call

Initial Triage

Care Advice

Disposition

Reporting & QA/QC

- **Phone Menu- 3 Options**
  - Injury requiring RN care advice and/or medical referral.
  - Injury does not require RN advice. Use for minor incidents, late reports, call backs, medical treatment prior to calling and after 9-1-1-emergency incidents.
  - For administrative or billing inquiries.
- **Translation Services**
  - English, Spanish or other language translation services available upon request.

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## Reporting Incident & Injuries

- All incidents and injuries should be called in immediately.
- Safeguards your rights under workers' compensation laws.
- Emergency treatment, call 9-1-1
- Required information
  - Employer name/location
  - Employee name, address, date of birth, social security #, etc.
  - Details of the incident/injury

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## Benefits for Employers

- 24/7 Injury Reporting System
- Comprehensive incident data gathered by medical professional
- Reduced reporting lag time
- Lower claims frequency/severity:
  - ER visits reduced
  - 30-40% non-referral rate for most clients
- Supervisor removed from making uncomfortable treatment decisions
- Documented conversations – calls recorded and stored for 24 months

*Right Time...*

*Right Care...*

*Right Results...*

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## Benefits for Employees

- Immediate Access to RN for medical knowledge, triage and first aid
- Nurse care, "Peace of mind"
- Independent medical evaluation, Supervisor removed from "biased" decision
- Access to RN for follow up and questions as needed
- Referral to physician/clinic as needed

*Right Time...  
Right Care...  
Right Results...*

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