

Company Nurse Call Process/Questions

- The call to Company Nurse is answered by an Injury Care Coordinator (ICC), who collects the following information:
 - Employer information
 - Occupation
 - Caller's name (supervisor)
 - Date/time of injury
 - Employee's name
 - Date/time reported to Supervisor
 - DOB
 - Marital status
 - Social Security Number
 - How the injury happened
 - Home address
 - Medical Complaint
 - Hire Date
- The ICC then asks the employee if they would like to speak to a nurse. If employee answers 'Yes', the process continues as described below:
- The ICC transfers the call to a nurse for triage.
- The Nurse will review the information with the caller to confirm their identity and their injury.
- The nurse asks questions that are relevant to the injury. For example, for a cut, the nurse will ask: Is it still bleeding? How large is the cut? Is it a deep cut? When was your last Tetanus shot? Etc. This process helps to clarify and document the situation.
- Depending upon the nature or severity of the injury, as well as instructions by medical protocols, the nurse will refer to a medical provider or provide clear instructions for self-care.
- If employee is referred to a medical provider, the nurse provides simple self-care instructions to ensure the comfort of the injured worker until they can be seen.
- The nurse will confirm care instructions and provide clinic information (location, hours of operation), if referred. Note that the referral is based on nature of the injury, time the call was completed, medical protocol and experienced judgment.