

COMPANY NURSE INTRODUCTION

In an effort to more effectively manage our workers' compensation claims, Yolo County Office of Education has implemented an injury management program called Company Nurse®. When you encounter a workplace injury, the injured employee will call the Company Nurse® injury Hotline as soon as possible after the injury/incident occurs. After the Injury Care Coordinator records the injury and incident information, the attending nurse will provide first aid advice and direct the injured employee to an appropriate workers comp treatment site if needed. COMPANY NURSE® will handle all initial reporting of workplace injuries.

Here's how it works:

The process is simple. Just call! If an injury is not a medical emergency, the EMPLOYEE will telephone COMPANY NURSE® at **1-877-518-6702** before seeking treatment. The employee will speak with a Registered Nurse who will assist the employee with his or her medical needs and expedite the claims processing. The nurse will talk to the employee to determine what kind of treatment, if any, is necessary for the employee based upon their conversation.

Important Hotline facts:

The COMPANY NURSE® INJURY HOTLINE is available **24 hours per day, seven days per week.**

- Company Nurse® will complete the First Report of Injury form and email or fax it to our claims processing administrator.
- **The Employee only needs to report the injury once to Company Nurse®.**
- Company Nurse® will handle all initial reporting of employee incidents.

The advantage of a medical professional assisting in directing the employee's medical treatment should result in cost savings and fewer claims if first aid can be applied. Furthermore, employees will receive instant telephonic first aid advice from a Registered Nurse, and be referred for further treatment if needed.

Your cooperation and participation is appreciated. Please do not hesitate to contact **Human Resources at hr.team@ycoe.org, (530) 668-3780 or (530) 668-3704** if you have any questions regarding this process.

COMPANY NURSE® INJURY REPORTING

**NOTE: If life- or limb-threatening injury only, call 911!!
Then report the injury / incident after the employee is stabilized.**

Step 1

MAKE THE CALL BEFORE SEEKING TREATMENT

- Notify supervisor and Human Resources of the injury/incident.
- In a quiet place, employee calls Company Nurse at **1-877-518-6702**.
- You will be asked to provide the following information during the call:
 1. Search Code "NVS11".
 2. Employer name and/or worksite.
 3. Employee personal information.
 4. Injury details: Who? What? When? Where?
- Possible Outcomes as a result of the Call:
 - Self-care or basic first aid, OR
 - Referral to medical facility by a Nurse – Occupational Health or Urgent Care or ER.
- **IMPORTANT!**
 - *Translators are available for more than 170 different languages.*
 - *Be prepared to write down a Call Confirmation Number.*

Step 2

REPORT DISTRIBUTION AFTER THE CALL

- Report of Injury is emailed or faxed to Human Resources. Employee must also complete the Injury Report and Investigation Form in Human Resources.
- If injured employee is referred for medical treatment, an Alert will be sent immediately to the medical provider to expect the employee at their facility. Contact Human Resources if medical treatment is needed.

Step 3

FOLLOW-UP CALL

- Additional Nurse Advice: Employees who were triaged by a nurse but not initially referred, are welcome to call our nurses again if injuries become worse or new symptoms develop for which they may require additional nurse advice or injury triage services and a possible referral for medical treatment.