



## E-Z REFERENCE GUIDE

### 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 of the injury/incident
- In a quiet place, employee and/or supervisor call Company Nurse at 877-518-6702
- You will be asked to provide the following information during the call:
  1. Search Code: NVS22
  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 – Occ 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 key stakeholders at the employer
- 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

#### **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.