



# Frequently Asked Questions

**Q. Should every workplace injury be reported to Company Nurse®?**

- A.** Yes, every injury should be called in to Company Nurse®. CALL COMPANY NURSE® BEFORE THE EMPLOYEE LEAVES THE JOB SITE. This will provide injury information immediately to Safety and Risk Management personnel on every injury. This is a 24/7 service, including all holidays.

**Q. How should an obvious emergency situation be handled?**

- A.** In all life- or limb-threatening situations, **call 911. If necessary go directly to the ER immediately.** Call Company Nurse® with any information that you have regarding the incident once the situation has stabilized.

**Q. Does Company Nurse® diagnose an injury over the telephone?**

- A.** We do not diagnose injuries. We perform a triage process that guides the employee to the appropriate level of care for treatment based on the information obtained during the call.

**Q. The employee was referred for treatment. The employee and the supervisor do not think this injury needs to be treated. Should treatment be sought 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 the supervisor call?**

- A.** Yes. Call with the injury information; include if and where the employee was treated. The reports will be forwarded to the TPA and your departmental Workers' Compensation Liaison to initiate the claims process.

**Q. What about injuries that occurred before the Company Nurse® service started, or injuries to employees who no longer work there?**

- A.** All industrial injuries to County employees *for which a workers' compensation claim has not been completed* should be reported through Company Nurse.

**Q. The Employee has already been treated by their physician. Should the injury be reported?**

- A.** Yes. All industrial injuries for which a workers' compensation claim has not been completed should be reported through Company Nurse.

**Q. Should an employee who is currently under medical care, call Company Nurse® for additional medical advice?**

- A.** Once an employee 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.



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**Q. Will Company Nurse® provide general health care advice?**

**A.** No. Company Nurse® should be called for work-related injuries only.

**Q. Will the employee be given some type of reference or call confirmation number?**

**A.** Yes, we provide a call confirmation number that associates the employee's injury to a specific report. This is not the same as the claim number assigned by your workers' comp carrier.

**Q. To whom does Company Nurse report injuries?**

**A.** Company Nurse® reports all injuries to your TPA, York, the departmental workers' compensation liaison and the designated medical facility to which the employee is referred via an automated process as directed by the County.

**Q. What happens if the employee is on hold for an extended period of time waiting for a nurse?**

**A.** The protocol is to answer every call – there is no voicemail. Calls are initially answered by an Injury Care Coordinator (ICC). During unexpected high volume time periods, the ICC will take a contact phone number, and a Nurse will return a call as soon as possible, typically within a few minutes.

**Q. Is Company Nurse® my Workers' Comp Insurance?**

**A.** No. Company Nurse® provides the initial injury triage, offers care advice and initiates the injury reporting process. Your employer is responsible for Workers' Compensation claims processing and administration.

**Q. After I have been treated by a medical provider, do I need to call Company Nurse® back and update them with the treatment outcome and/or progress?**

**A.** No. Company Nurse® does not need to know. Any updates of your condition after treatment should be provided to your employer or workers' comp carrier.

**For more information:**

Please visit our website at [www.companynurse.com](http://www.companynurse.com)

Or call us at 888-817-9282

**To report industrial injuries of Alameda County employees call: 1-855-921-9522**