

Information	Instructions
<p><b>TO REPORT A WORK-RELATED INJURY CALL: 1-800-238-6225</b></p> <p><i>Prompts</i></p> <p>Option 1 – Business Ins Option 1 – New Claim Option 4 – Work Comp Option 2 – No Option 2 – Injured employee has not yet sought treatment Option 1 – Injured employee is available to talk to the nurse</p>	<p>If an employee has sustained a work-related injury that is not life, limb or eyesight threatening call the Nurse Triage service and speak with a nurse at:</p> <p style="text-align: center;"><b>1-800-238-6225</b></p> <p>Injuries should be reported promptly.</p> <p>If you are calling in an injury <i>after employee has sought care</i> you will have the option to report the injury only by selecting prompt number 1.</p>
<p><b>AVAILABLE 24 HOURS PER DAY/365 DAYS PER YEAR</b></p> <p><b>INSTRUCTIONS FOR MANAGER REGARDING PROCESS WITH THE NURSE:</b></p>	<ul style="list-style-type: none"> <li>• Manager will call nurse triage service to give initial report of incident.</li> <li>• Provide a secure area for the injured employee to speak with the nurse.</li> <li>• Please inform the nurse of any language needs. Bilingual nurses are available for Spanish and English. The nurse will bring in an interpreter prior to speaking with the injured employee for other languages.</li> <li>• The nurse will ask a couple of questions to rule out an emergency. If the nurse determines it is a life or limb-threatening situation, he/she may request assistance in getting Emergency Medical Services.</li> <li>• The nurse will complete an assessment and determine the appropriate level of initial care – medical care or self-care disposition.</li> <li>• The nurse warm transfers employee to a Care Coordinator who is specially trained to support the triage process. The Care Coordinator collects and documents final call data elements.</li> <li>• The Care Coordinator will ask the employee to place the manager back on the phone and communicate the instructions that were given to the employee. No personal medical history will be shared with manager.</li> <li>• If the injury is appropriate for telemedicine, the nurse will suggest this to the employee. If agreed, the Care Coordinator will provide for a telemedicine visit (either warm transfer or schedule a virtual visit with the telemed vendor).</li> <li>• After the call is completed, the injury/incident will be reported to Travelers.</li> </ul>
<p><b>AFTER THE EMPLOYEE SPEAKS WITH THE NURSE:</b></p>	<p>Once the employee has completed his/her call:</p> <ul style="list-style-type: none"> <li>• The manager will assist per company policy to ensure that the injured employee is able to follow the nurse's recommendation.</li> <li>• The manager will complete any internal reporting required per company policy.</li> </ul>