



## What to Expect During the Contact Center Process

The following process will be utilized for reporting an incident/injury to the Company Nurse Contact Center:

- Employee calls the unique 1-800 contact center number to report an injury/incident. The contact center number is on all Company Nurse material. A supervisor may be part of this process. Each organization decides whether the supervisor is to be included. If they are, the supervisor generally starts the call and passes the call to the employee when asked to do so by the ICC (Injury Care Coordinator) or Nurse.
- An ICC asks the employee a set of questions and records demographic and injury information for the nurse. The nurse will perform the actual triage if the employee is seeking treatment. If the injured employee does not seek treatment, the ICC completes the report, marks it 'Report Only', and sends it. This could take approximately 6-8 minutes. \*
- If triaged, the nurse staff will perform triage based on the injury described, and then direct the injured employee to the appropriate level of care which may include: self-care or referral to an occupational medicine clinic or other Non-ER provider or to an emergency room. This could take an additional 5-7 minutes, approximately. \*
- Client-provided employee instructions specific to your organization will be read to the caller (i.e., drug testing information [optional], pre-designation instructions, work restriction instructions, etc.).
- Company Nurse submits the Injury Report to the client-provided email/fax distribution and sends a Provider Alert/Work Status form to the referral provider, if applicable.
- More than one call may be required to complete a report or to change existing reporting information. An incident ID number is given to the employee/caller enabling them to reference this number when calling in changes. This number is the permanent identification for that employee for that injury on the specific date reported.

\*Periodically, there may be hold times or call backs at the contact center when the call is transferred to a nurse for triage. These are generally rare but occasionally happen when Company Nurse experiences a call surge or during off peak hours. Our peak hours are Monday-Friday 5:30 am – 7:30 pm.