

## COMPANY NURSE INTRODUCTION

In an effort to more effectively manage our workers' compensation claims, **Botetourt County** has implemented an injury management program called Company Nurse®. When you encounter a workplace injury, the injured employee will immediately notify his/her supervisor and call the Company Nurse® injury Hotline as soon as possible after the injury/incident occurs. If the employee is unable to call, the supervisor may make the call for him/her. 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. **This program will be in effect June 1, 2014.** After that date, this will be the only method of reporting 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 **1-888-770-0925** before seeking treatment. They 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 with them.

### **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 Manager and/or Employee only needs to report the injury once to Company Nurse®.** However, you can call back any time with changes or updates to the report if needed.
- 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 Botetourt County Human Resources at **540-473-8233 or 540-473-8349** if you have any questions regarding this process.

Employees are encouraged to view a 9-minute YouTube video about the program at:  
<http://www.youtube.com/watch?v=hFtsVgMx2Dk>