Your guide to EMC's OnCall Nurse injury support process

1. Employee is injured

First things first: If it's an emergency, call 911 or seek emergency care immediately.

2. Notify employer of the injury

The injured employee should let their employer know about the injury as soon as possible.

3. Call EMC OnCall Nurse

When safe to do so, the employer (if available) should call EMC OnCall Nurse to report the injury, and provide employer's name and address.

If the employer is not available, the injured employee will dial EMC OnCall Nurse to report the injury, and be prepared to provide your employer's name and address.

4. OnCall Nurse speaks with the employee

The nurse will **ask some initial questions** to understand the injury and assess the next steps. They'll also obtain claim reporting information.

5. Next steps

Referral or self-treatment: The nurse may suggest a provider for medical care or offer self-care instructions.

Referral: We encourage you to call ahead to the clinic to schedule an appointment. The nurse will send interim care instructions to the employee, when needed, along with a temporary prescription card for any required medication.

Self-treatment: If the injury can be managed independently, the nurse will provide detailed self-care instructions to help with recovery.

6. Follow-up actions

- **Triage report:** After the call, a report will be securely sent to EMC and the employer contact.
- **First Report of Injury (FROI):** OnCall Nurse pre-fills this report and sends it to EMC and the employer to initiate the claim.
- Be sure to contact the EMC claims team or your adjuster with any claim-related questions or claim status updates.

7. Further care

If the injury does not improve and the injured employee needs to contact a nurse, the injured employee should make a follow up call to EMC OnCall Nurse and provide their previous reference number. **All other questions and inquiries should be communicated to the EMC claims team.**

Trusted Choice®