

CITY OF CARSON
NEW PROCESS FOR REPORTING WORK PLACE INJURIES!

In an effort to improve our workers' compensation claims reporting process, the City has implemented an injury management program called *Company Nurse®*, a 24/7 nurse triage service. We are pleased to provide this simple, effective way to ensure that employees get the care they need, without delay, with one call. Effectively immediately, when an employee encounters a workplace injury, the Supervisor and Injured Employee should call the *Company Nurse® Injury Contact Center* as soon as possible after the injury/incident occurs. 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' compensation treatment site if needed. *Company Nurse®* will handle all initial reporting of workplace injuries.

Here's how it works:

The process is simple. Just call! If an injury is not a medical emergency, the Injured Employee should call *Company Nurse®* at **1-877-854-6877 (Search Code QS943)** "before" seeking treatment. The Injured Employee will speak with a Registered Nurse who will assist the employee with his or her medical need(s) and expedite the claims processing. The nurse will talk to the Supervisor and/or Manager first and then the Injured Employee to determine what kind of treatment, if any, is necessary for the employee based upon what they report to the Nurse and to their Supervisor and/or Manager.

Important Injury Contact Center facts:

The *Company Nurse® Injury Contact Center* 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, *Adminsure*.
- The Injured 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 all employee incidents.

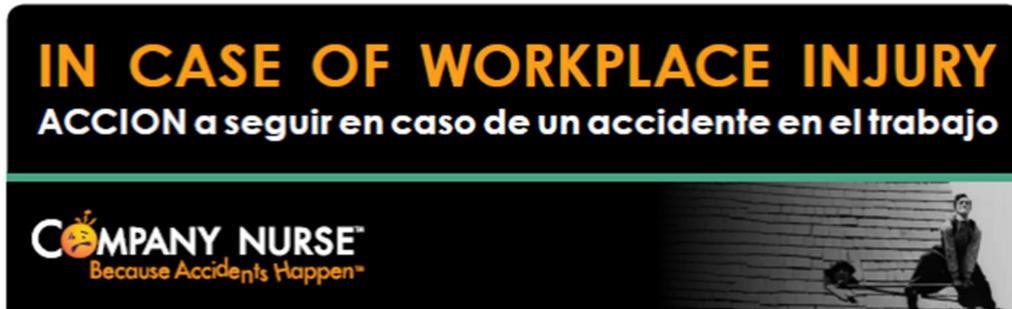
The advantage of a medical professional assisting in directing the employee's medical treatment should result in cost savings and fewer claims if first aid can be applied. Further, employees will receive instant telephonic first aid advice from a Registered Nurse and be referred for further treatment if needed. **The supervisor will still need to complete the State of California Workers Compensation Claim form DWC-1, [State of California Workers' Compensation Claim Form \(PDF\)](#). Provide a copy to injured employee and send a copy to Risk Management.**

Your cooperation and participation with this new reporting process is appreciated. Please do not hesitate to contact Roobik Galoosian at x1764 if you have any questions regarding this new process.

Please click on this link, <http://intranet/HumanResources/workInjury.aspx> to access the following documents -

- **Injury Reporting Poster**

- The Sample Report of Injury Form attached here shows the information that the Supervisor and/or Manager and the Injured Employee will be asked during the call.
- E-Z Reference Guide
- Frequently Asked Questions
- Injury Process Workflow



**AVAILABLE
24 HOURS A DAY**

1-(877) 854-6877

Employer Name (Nombre De Compania)

Search Code (Código Del Búsqueda)

City of Carson

QS943

- 1 Injured worker notifies supervisor.**
Empleado lesionado notifica a su supervisor.
- 2 Supervisor/Injured worker immediately calls injury contact center.**
Supervisor / Empleado lesionado llama de inmediato al centro de contacto para lesiones.
- 3 Company Nurse gathers information over the phone and helps injured worker access appropriate medical treatment.**
Company Nurse obtiene información por teléfono y asiste al empleado lesionado en adquirir el tratamiento médico adecuado.

NOTICE TO EMPLOYER/SUPERVISOR: Please post copies of this poster in multiple locations within your worksite. If the injury is non-life threatening, please call Company Nurse prior to seeking treatment. Minor injuries should be reported prior to leaving the job site, when possible.