

III. Programs and Services

III.iv RN First Call

To better triage injuries and facilitate faster claim reporting, work-related injuries are reported to a toll-free service called Company Nurse[®]. The service is available 24/7, staffed by nurses who are trained in occupational injury treatment. Bilingual English/Spanish nurses are available. The supervisor and injured employee call the nurse together. If the supervisor is not available, the employee can call directly and report to his/her supervisor as soon as possible.

The nurse provides the employee with first aid advice and refers for medical treatment when appropriate. If the employee has a pre-designated primary care physician, treatment is directed to that physician. In addition, the nurse gathers the relevant medical history to assist with managing the claim. This information is not provided to the member.

Based on information obtained during the call, nurses will partially complete various injury forms and notify the city and MPA of the injury within minutes.

Here's how it works:

The employee reports the injury to the supervisor. If the injury is not a medical emergency, the supervisor will advise the employee to call the toll-free number, 1-877-854-6877, and speak with a nurse who will gather information and assist the employee with his or her medical needs. The nurse will determine what kind of treatment, if any, is necessary for the employee based upon the conversation.

Using the information gathered, the nurse will send an email notification to the city and to MPA, including a Supervisor's Report of Injury and Accident Investigation Report. If the employee is referred for treatment, the nurse will send a fax to the occupational clinic notifying them of the referral and requesting work status.

Shortly thereafter, MPA will email the city a partially completed Employer's First Report of Injury or Illness, form 5020.

The member city should complete the 5020 right away and return to MPA. The Accident Investigation Report and DWC-1 can be forwarded separately upon completed.

Having a medical professional assist in directing the employee's treatment after an injury reduces unnecessary emergency room visits and lowers claim frequency if first aid is appropriate in place of a visit to the doctor. In addition, employees will receive immediate access to a nurse who can assist in self care and answer any health-related questions.

[Back to table of contents](#)

RN First Call

The basic forms and procedures are as follows:

- ↳ The employee reports the injury to the supervisor
- ↳ If the injury is a medical emergency, call 911
- ↳ If not a medical emergency, the supervisor will advise the employee to call the toll-free number, **1-877-854-6877**, and speak with a nurse
- ↳ The nurse will gather information and determine what kind of treatment, if any, is necessary for the employee based upon the conversation
- ↳ If the nurse refers the employee for medical treatment, the supervisor should immediately provide the employee with an Employee's Claim for Workers' Compensation Benefits form (DWC-1)
- ↳ The nurse will send an email notification to the city and to MPA, including a Supervisor's Report of Injury and Accident Investigation Report
- ↳ If the employee is referred for treatment, the nurse will send a fax to the occupational clinic notifying them of the referral and requesting work status
- ↳ MPA will email the city a partially completed Employer's First Report of Injury or Illness, form 5020
- ↳ The member city will complete the 5020 right away and return it to MPA
- ↳ The Accident Investigation Report and DWC-1 can be returned separately to MPA upon completion