

# INJURY REPORTING & 24/7 NURSE TRIAGE



Any injury, no matter how minor or severe, should be reported to CorVel

### WHAT TO DO:

1. Employee is injured on-the-job
2. Employee immediately notifies supervisor
3. Employee (and supervisor, if available) call 24/7 Nurse Line @ **877.917.5304**
  1. Press Option 1 for employee to speak to a nurse after an injury
  2. Press Option 2 to report an incident

Needle Sticks and BBP Exposures should use Option 2 and then report to Employee Health

## 24/7 Nurse Triage Program Overview

- Phones are staffed with board-certified nurses 24 hours a day, 7 days a week, 365 days a year
- Connects injured worker with immediate, appropriate care
- Nurse will provide first-aid advice or refer employee for further medical treatment, if needed
- Program focuses on patient access and early intervention
- Automatically enters an incident in CorVel's system, notifying the local claims-handling team

# INTAKE PROCESS

(NON Needle-stick & BBP Exposures)

## OUTCOMES



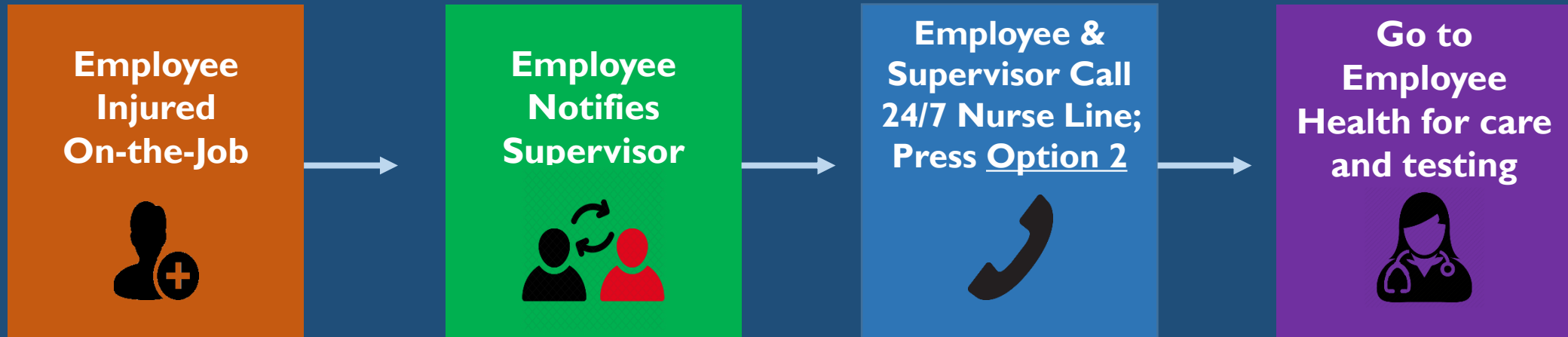
Employee is free to choose a different method of care than what is recommended by the 24/7 Nurse.

For example, making a facility visit in place of self-care or choosing self-care over a facility visit.

**Go to Southeast Health ER for Emergencies**

# INTAKE PROCESS

## Needle Sticks & BBP Exposures



**Go to Southeast Health Reference Lab if Employee Health is closed.  
Go to Southeast Health ER for Emergencies**

# How 24/7 Benefits Southeast Health's Employees



## EMPLOYEE BENEFITS:

- No out-of-pocket costs for directed medical treatment or prescriptions
- Immediate access and seamless referrals to appropriate medical treatment
- Claim is immediately established in Corvel's system for ongoing management; claim adjuster will handle all billing and necessary payments

# THANK YOU!

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## QUESTIONS?

**SOUTHEAST HEALTH**

**Human Resources (334)793-8001**

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