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## **FREQUENTLY ASKED QUESTIONS (FAQ's)**

**Q. Should every workplace injury be reported to the Nurse Triage Hotline?**

**A. NO, ONLY** injuries that occur after 4:30 pm Monday – Friday, Weekends, Holidays or Emergency Room (E/R) referrals should be called in to the Nurse Triage Hotline. **CALL THE NURSE TRIAGE HOTLINE BEFORE THE EMPLOYEE LEAVES THE JOB SITE.** This will provide injury information immediately to Management personnel on every injury. This is a 24/7 service, including all holidays.

**Q. How should an obvious emergency situation be handled?**

**A. In all life or limb-threatening situations, call 911!**

**Q. Does the Nurse Triage Hotline diagnose an injury over the telephone?**

**A.** We do not diagnose injuries. We perform a triage process that guides the employee to the appropriate level of care for treatment based on the information obtained during the call.

**Q. The employee was referred for treatment by the nurse. The employee and the supervisor do not think this injury needs to be treated. Should treatment be sought anyway?**

**A. Yes.** It is always best to follow the advice of the RN and get treatment sooner rather than later. Minor injuries are often referred to seek treatment within 48-72 hours. If the employee refuses to seek treatment, that will be documented in the incident report. At minimum, self-care treatment will be provided.

**Q. The employee does not want to call the Nurse Triage Hotline. Should the supervisor call?**

**A. Yes.** However, the employee must be present as the nurse can only triage the injured worker.

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**Q. Should an employee who is currently under medical care, call the Nurse Triage Hotline for additional medical advice?**

**A.** Once an employee is under a physician's care, we cannot contradict the treating physician's advice. The Nurse will remind the employee to follow the physician's instructions.

**Q. Will the Nurse Triage Hotline provide general health care advice?**

**A. No.** The Nurse Triage Hotline should be called for work-related injuries only.

**Q. Will the employee be given some type of reference or call confirmation number?**

**A. Yes,** we provide a call confirmation number that associates the employee's injury to a specific report.

**Q. What happens if the employee is on hold for an extended period of time waiting for a nurse?**

**A.** The protocol is to answer every call. Your call will be answered by a Professional Nurse. In the event of high volume, there is an option to leave a message for call back at which time your call will be returned in less than 15 minutes.

**Q. After the Employee has been treated by the authorized medical provider, do they need to call the Nurse Triage Hotline back and update them with the treatment outcome and/or progress?**

**A. No.** The Nurse Triage Hotline does not need to know. Any updates of your condition after treatment should be provided to your employer.

**For more information:**

Please contact Kelley Whorl, Director of Claims-MMMA, at 636-681-5288.