Report an incident/injury to the Company Nurse Contact Center

- EMPLOYEE calls the Company Nurse contact center to report an injury/incident: 1-877-518-6702 and speaks to an Injury Care Coordinator (ICC). Provides the Company Search Code # to the ICC: QT279.

  Note: Supervisors may be part of this process by starting the call and passing the call on to Employee when asked to do so by Company Nurse.

- ICC Asks Employee a set of questions and records demographic and injury information, assess if Employee is seeking treatment:

  IF Employee *does not* seek treatment, ICC completes the report, marks it 'Report Only', and sends it Human Resources. ***** *This could take approximately 6-8 minutes*.

  IF Employee *does* seek treatment, Employee will be connected to a Nurse to discuss more detailed information to triage the situation:

  NURSE performs triage assessment based on the injury described, and then directs Employee to the appropriate level of care. *****This could take an additional 5-7 minutes, approximately.*

- EMPLOYEE receives instructions specific to Hartnell College (i.e., pre-designation instructions, work restriction instructions, etc.).

- COMPANY NURSE sends an Injury Report to Hartnell College HR Department and submits a Provider Alert/Work Status form to the referral provider, if applicable.

- EMPLOYEE receives an Incident ID number to reference if calling in the future; more than one call may be needed to complete a report, or a change to existing report information. (*The Incident ID number is the permanent employee identification for the specific injury on the specific date reported*.)

*Periodically, there may be hold times or call backs at the contact center when the call is transferredto a nurse for triage. These are generally rare but occasionally happen when Company Nurse experiences a call surge or during off peak hours. Our peak hours are Monday-Friday 5:30 am – 7:30pm.