EMC OnCall Nurse
Injury Flowchart

count on
EMC
INSURANCE®

Employee is injured

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Is it an emergency? ☑ **Yes** → **Call 911**

☒ **No** ↓ | ↓

Employee notifies supervisor

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Call OnCall Nurse

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Supervisor (if available) talks to OnCall Nurse first

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OnCall Nurse talks to employee

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OnCall Nurse asks triage questions

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OnCall Nurse: Refer to provider or self-treat

Refer to provider ← | → *Self-treat*

Call 911 box:
When safe to do so, the supervisor should call OnCall Nurse to report the injury. A reference number will be provided and should be given to the injured worker. The injured worker should make a follow up call, at an appropriate time, to give a statement of injury and provide additional injury details.

Refer to provider branch:
OnCall Nurse determines which provider to suggest to the employee and sends the temporary prescription ID card to the employee. Interim care instructions are also provided, when needed.

Self-treat branch:
OnCall Nurse sends first-aid/self-care instructions to employee

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If condition is not resolved, the employee should contact OnCall Nurse again and provide the call reference number.

Employee seeks medical care

OnCall Nurse sends injury alert and work status to medical provider

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OnCall Nurse sends the incident triage report to the employer contact and EMC by secure email

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OnCall Nurse completes the state-specific First Report of Injury (FROI) immediately following the call and sends it to the employer contact and EMC (to initiate the claim)

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