



## 24/7 Nurse Hotline



Midwest Builders' Casualty provides a free 24/7 Nurse Hotline for post-accident medical assistance. After reporting the accident to a supervisor, an injured worker can use the hotline to speak with a nurse to determine what type of medical care is needed, including on-site first aid, occupational clinic care or emergency room care. The nurse will inquire about the accident and symptoms and, if medical care is needed, the injured worker will be directed to a facility within Midwest Builders' Casualty's network.

If the claimant is directed to an occupational clinic, the nurse will alert the medical facility that a post-accident drug/alcohol test is needed, that modified duty restrictions should be considered and remind the physician that over-the-counter medications should be considered when applicable. The purpose of this communication between the nurse and the clinic is to assist in controlling the employer's DART Report and OSHA recordables. Following the initial phone contact with the nurse, a follow-up call is made to the injured worker to check for further issues or questions. If post-care concerns are raised, the injured worker can always follow up with the nurse. The 24/7 nurse hotline provides bilingual services, and Midwest Builders' Casualty will provide bilingual posters and wallet cards to assist in educating employees about the 24/7 Nurse Hotline.

- Supervisors are no longer required to determine the course of medical treatment
- Costly emergency room visits for non-emergent medical care are eliminated
- Employees receive immediate expert advice and follow-up from a medical professional
- Follow-up communication with the occupational clinic reduces OSHA recordables and assists with DART Report
- The injured employee can follow up with the nurse if additional concerns arise

**Please note that the 24/7 Nurse Hotline does not replace the need for the First Report of Injury to be filed via [www.MWBC.com](http://www.MWBC.com). To sign up for this complimentary service, please contact your designated claims adjuster or loss control representative at (800) 374-7798.**