

Injured workers can call a nurse 24/7

QUICK OVERVIEW

If an injured employee is unsure whether to seek medical treatment, you can report by phone and choose the option to speak with a nurse.

The nurse will provide a recommendation, and report the injury to SFM

If you have an injured worker who's unsure whether to seek medical treatment, we can help. We give you and your workers 24/7 phone access to a registered nurse specially trained in assessing workplace injuries.

The nurse will also report the injury to SFM.

How it works

When you call the SFM Work Injury Hotline at 855-675-3501 to report an injury, simply choose Option 2, to allow your employee to speak with a nurse. (Note that on evenings and weekends, calls will automatically be answered by a nurse.)

The nurse will speak with the supervisor first, and then ask the employee questions about the injury. The nurse will then provide a

treatment recommendation ranging from self-care to a clinic referral. Self-care instructions can be emailed or faxed to the workplace.

Remember these tips when you call:

- If it's an emergency, call 911 instead.
- Have the worker and supervisor call together if possible. If a supervisor isn't immediately available, the employee can call alone.
- The nurse is most helpful in cases where the employee is unsure whether to get medical treatment. If the employee is not present or has already been treated, choose the streamlined report-only option (Option 1) instead.

After the call:

- Injured workers who choose to self-treat can call back for further advice if their condition changes.
- The nurse will send the report to SFM, so it's not necessary to file an additional first report of injury.

Q&A

Following are answers to common questions about the nurse line:

What if the injured employee doesn't speak English?

The nurses can access interpreters for more than 200 languages.

What if I want to report by phone without speaking with a nurse?

Just choose Option 1 when you call the SFM Work Injury Hotline for a streamlined phone reporting process. (Available during business hours only.)

Are third-party administrator and high-deductible policyholders included in this program?

Clients for which SFM Risk Solutions is the third-party administrator are not included in this program. Policyholders with deduct-

ibles over \$100,000 can choose whether to participate.

Is there any fee for this service?

No, it is free for most SFM policyholders to call the SFM Work Injury Hotline. The only exception is policyholders with deductibles over \$100,000 that choose to participate.

What if an injured employee disagrees with the nurse's recommendation?

It is still up to the employee to decide whether to follow the nurse's advice.

How can I inform and remind my supervisors to call the SFM Work Injury Hotline after an injury is reported?

SFM has stickers and wallet cards containing the hotline number, and a poster explaining what to do in the event of an injury available. To order or print copies, visit the Resource Catalog at sfmic.com.

Is there any setup required?

No, all SFM policyholders are automatically enrolled in this service. If your company has a preferred medical provider, please let your SFM claims representative know, so that injured employees from your company are referred there when appropriate.

How will I find out about work injuries that employees have called in?

All injury reports made to the hotline will be posted in CompOnline®. Simply set up claim alerts if you'd like to receive an email notification after claims are reported. The initial report from the Medcor nurse will also be available through CompOnline.

Where do I learn more about the SFM Work Injury Hotline?

Visit sfmic.com for more detailed information about the service, or call your SFM claims representative.

**Related resources on sfmic.com**

Find the following tools in the resource catalog:

- Claim coordinator duties CompTalk
- Your work injury checklist
- Supervisor responsibilities CompTalk