



Workplace Injury Nurse Call Line

844-646-1619

For workplace injuries immediately call to speak with a registered nurse who will evaluate your incident. Our nurses specialize in occupational injuries and will connect you with the quality care you need.



What to expect during the call

1. The injured worker will be asked the following:
 - a. Employer & Department name
 - b. Personal information including Social Security Number (either complete or the last 4 digits)
 - c. A call back number
 - d. Occurrence details—what, where, and when
 - e. Personal medical information
 - f. After first aid or medical treatment advisement is given, the injured worker will be transferred to a team member who will assist in completing the report of injury, including faxing a one-time only use pharmacy card and treatment authorization to the treating facility.
2. The average length of a call is about 12 minutes.
3. If medical treatment advisement is given, upon arrival at treating facility you will be given a drug and alcohol test.
4. If the call has a First Aid advisement, the employee is required to report to the appropriate facility for mandatory drug and alcohol testing. Contact Risk Management, 205-325-5110, or complete the Drug/Alcohol Screening Authorization form.
 - a. Expect a call back from the nurse within 24 hours on first aid calls to ascertain the status of the medical condition.
 - b. Employees are also given the nurse's direct line to initiate a call back if necessary.