



Not every workplace injury is an emergency. Sometimes, an expensive emergency room visit can be avoided with the right intervention. That's what Westfield's WesCare® 24/7 nurse triage program is designed for — to provide the kind of skilled intervention that gets injured workers the medical care they need when they get hurt, but at the right level of care for their level of injury.

**And best of all, the program is available for free to any employer with a Westfield workers' compensation policy.**

## NURSE TRIAGE LINE - 844.380.2743

### Benefits of Nurse Triage

If the situation is a true emergency, our nurses will know it and make sure your worker gets the right level of care.

But if it isn't, our nurses can save your worker — and your pocketbook — a trip to the ER. ***An average of 45% of our calls result in self-treatment.***

By minimizing ER visits, you can reduce your workers' comp claim costs, and ultimately your premiums. And what business owner doesn't have to watch their bottom line?

### Resources available:

Our printable Nurse Triage posters are available to you in two languages - Spanish and English and can be downloaded from our website [www.westfieldinsurance.com](http://www.westfieldinsurance.com)

### What Our Nurses Do:

Our program is staffed with skilled registered nurses who are available any time of day, any day of the year. When an injury happens, call our Nurse Triage line at **844.380.2743**, and one of our bilingual RNs can:

- Evaluate an injured worker's symptoms and injury
- Determine a worker's medical situation and best treatment option
- Coordinate and communicate with a network medical provider
- Report the claim to Westfield
- Follow up with the worker 24-48 hours after the initial call to make sure the worker is getting the recommended care
- Send documents to help the worker with post-appointment communication and to get back to work



## HOW IT WORKS

*meet jason*

*Jason just had an accident and now his back hurts. Here's what to do:*



### 1 Is it an emergency?

- If yes, seek immediate medical assistance or call 911.
- If no, call WesCare® 24/7 Nurse Triage Program at 844.380.2743 (bilingual capabilities available)

### 2 A Registered Nurse will:

- Evaluate symptoms and injury
- Determine Jason's medical situation and best treatment option (i.e., self-care, first aid, urgent care, occupational clinic, hospital, telemedicine or specialist)
- Coordinate and communicate with network medical provider
- Report the claim to Westfield on Jason's and your behalf
- Follow up with Jason 24-48 hours after initial call to assure recommended care is happening
- Send documentation to assist with postappointment communication and return to work

### 3 Westfield gets immediate notice of the claim and **will provide claim updates as necessary.** This means **less paperwork** so you can focus on what your business does best knowing Jason is getting the right level of care for his injury.