



YOUR Member Number is 169
City Of Winchester

WHEN A WORK RELATED INJURY OCCURS

- NOTIFY YOUR SUPERVISOR IMMEDIATELY
- THE SUPERVISOR WILL PROVIDE YOU WITH A PANEL OF PHYSICIANS
- CALL TOLL FREE: **1-877-234-0898**
24 HOURS A DAY – 7 DAYS A WEEK – 365 DAY A YEAR
- INJURIES MUST BE REPORTED IMMEDIATELY

Injured workers' have the opportunity to speak with a Registered Nurse who will obtain a history of the injury and with the employee determine the best course of action based on the symptoms reported. The employee also has the option of reporting an injury and not speaking with a nurse.

**THIS SERVICE DOES NOT REPLACE CALLING 911
WHEN IMMEDIATE MEDICAL ATTENTION IS REQUIRED**



Coventry Workers' Comp Services NT24

Frequently Asked Questions

What if the employee has sustained a serious injury?

This service is designed to assist with injuries that are not life, limb or eyesight threatening. If the employee has a serious injury that requires Emergency Medical Services, please call 911 or your local EMS number.

What do the NT24 RN's do?

The NT24 nurse assists injured employees in determining a recommended course of action for appropriate care, and ensures the earliest intervention possible for return-to-work initiatives. This professional nurse triage service provides answers asked by injured employees, guiding them on appropriate levels of care for their medical issues.

What type of nurses will be answering the phone?

The NT24 service is staffed by experienced, registered nurses. The NT24 nurses have additional training to answer calls specifically related to injuries incurred in the workplace.

Will they have enough nurses to answer all our calls?

Yes, of course! The call center strives for an average speed of answer of 30 seconds or less. If there is a hold time it will be a very rare occurrence.

During what hours is this service available?

The NT24 service is an around-the-clock service allowing injured employees to talk to a nurse any hour of any day, all year round.

What languages are available through the NT24 Service?

Spanish is available 24 hours a day. If the Spanish speaking RN is on another call, the language line will be used. In addition, the language line is available for any other language, at any time.

How long will the call take?

Each call is unique to the situation. The average call time is approximately ten minutes. However, if the nurse needs to provide health care education to the employee, it may take longer. While our nurses are trained in the management of the call process, their priority is to provide all information necessary to the employee to fully understand the recommended course of action, or the instructions on self-care or self-medication.

Who should talk to the nurse?

If at all possible, the nurse will need to speak directly with the employee who has sustained an injury. As part of the medical triage process, the nurse will be asking personal, medically-directed questions including: past medical history, any current medical problems and medications, allergies, and the patient's perception of their own symptoms. For this reason, please allow the employee privacy during the call. If the supervisor/manager wishes to speak to the nurse after the call to determine final resolution, ask the employee and/or nurse to have them notified when the call has been completed before the employee hangs up.

How do we handle if the employee is a minor?

The nurse will ask if a parent or guardian is available to be included in the call. If the parent or guardian is not available, the nurse will continue the triage process.

What if the employee calls a day or two after their injury occurred?

The nurses will document the date of the injury and the date of the call. In addition they will document why the employee waited to report the injury if that information is provided.

Can the employee call the nurse back if they have additional questions or symptoms?

Yes. This is encouraged. Many times, a patient will have a question after they followed the nurse's recommendation and / or before the first visit

with an approved panel physician. In some instances, the nurse will need to re-contact the employee. During the triage process, the nurse will ask permission from the employee to call back, as necessary, and gather appropriate contact information. **For all urgent and emergent as well as self-care calls where a change in condition is expected the nurse will attempt to complete a call back.**

Will the nurse complete a Report of Injury?

Yes, the nurse will obtain the necessary information to complete an Injury Report. Following the call this injury report will be sent to the Risk Management or Human Resources department and to your employer's workers' compensation administrator, VML Insurance Programs.

What if we are dissatisfied with how the nurse handled the call?

Feedback is always welcome. Simply call the toll free NT24 phone number and ask to speak to a manager. We will document your comments and follow up with you on an action plan within two business days.

Do you have a quality assurance process?

Yes. The NT24 process has a quality assurance program. The program assesses the satisfaction of our patient callers and reports results to your employer on a regular basis. Likewise, our nurses receive a monthly quality report on their individual performances, and any unsatisfactory service levels are addressed with a documented plan for improvement, including additional monitoring and support from the manager.

Should NT24 be called after all work related injuries / conditions?

Yes. Calling NT24 is the method used by the employer to report work related injuries to the workers' compensation administrator. This is a 24/7/365 service. All injuries / conditions should immediately be called in to NT24 regardless if the employee seeks medical treatment (report only).

Should the supervisor call NT24 and report the injury, if the injured employee does not want to call?

Yes. Again, calling NT24 is the method used by the employer to report work related injuries to the workers' compensation administrator. It is not necessary to talk with a nurse. A claim may be reported to a First Report

of Injury Customer Services Representative. The supervisor should provide what information that is available.

Will I be connected with a nurse upon dialing this number or is there a menu?

The employee will hear a brief menu. The employee will be greeted with a message that they have reached VML Insurance Program's NT24 work related reporting service. The employee will then be provided with the following options:

1. Press 1 to speak with a nurse and report a work related injury / condition
2. Press 2 to report a work related injury / condition and not speak with a nurse

Will the NT 24 nurses provide assistance with non-work related injuries/conditions (general health issues)?

No. NT24 is a services provided only for work related injuries and conditions.

Are employees asked to provide personal information such as their Social Security Number, address, telephone number and date of birth, etc? Is this required?

Yes, this information is requested. Yes, this information is required by the Virginia Workers' Compensation Commission (VWC). The VWC is the state agency which administers the Virginia Workers' Compensation Act. All employers are required to report all work related injuries / conditions to the VWC. The VWC will provide materials to employees explaining their rights and responsibilities under the Virginia Workers' Compensation Act. For more information about the VWC, visit their website at www.vwc.state.va.us or contact them at their toll free number 1-877-664-2566. Their address is 1000 DMV Drive, Richmond, VA 23220.

Does NT24 report employees' claims to the Virginia Workers' Compensation Commission (VWC)?

No. NT 24 sends an injury report to the employer's workers' compensation insurance administrator; VML Insurance Programs. VML is responsible for reporting claims to the VWC.

Please note a filing of a claim by the employer to their insurance administrator through NT24 **is not a filing of a claim with the VWC on the injured employee's behalf and does not protect an employee's right.**