

The Claremont Colleges Nurse Triage Reference Guide

Information	Instructions
<p><u>TO REPORT A WORK-RELATED INJURY OR ILLNESS CALL:</u></p> <p>1-855-385-6037</p> <p>24 HOURS PER DAY/365 DAYS PER YEAR</p>	<p>If an employee has sustained a work related injury that is not life, limb or eyesight threatening call the TravCARE Nurse Triage service and speak with a nurse at:</p> <p style="text-align: center;">1-855-385-6037</p> <p>Injuries should be reported promptly. If you are calling in an injury after an employee has sought care you will have the option to report the injury only by selecting prompt number 1.</p>
<p><u>INSTRUCTIONS FOR MANAGER REGARDING PROCESS WITH THE NURSE:</u></p>	<ul style="list-style-type: none"> • Provide a secure area for the employee to speak with the nurse. • Please inform the nurse of any language needs; bilingual nurses are available; Spanish and English. Other languages; the nurse will bring in an interpreter prior to speaking with the employee • The nurse will ask a couple of questions to rule out an emergent situation. If the nurse does assess that this is a life threatening situation, she/he may request assistance in getting Emergency Medical Services. • The nurse will complete an assessment and derive at a medical care or self-care disposition. • The nurse will ask the employee to place the manager back on the phone. The nurse will communicate the instructions that were given to the employee.
<p><u>AFTER THE EMPLOYEE SPEAKS WITH THE NURSE:</u></p>	<p>Once the employee has completed their call:</p> <ul style="list-style-type: none"> • The manager will assist per company policy to ensure that the employee is able to follow the nurse’s recommendation • The manager will complete any internal reporting required per company policy