

Claims Management

INJURIES AT A GLANCE

Use this chart to help determine the level of care your injured worker requires. **If the injured worker is unresponsive, too ill to speak, or has one of the injuries listed in the emergency column, call 911 immediately.** If not, call our 24/7 NurseAid Work Injury Line at 800.442.0593 before seeking medical care.

EMERGENCY

- Acute spine/neck injury
- Amputation
- Broken/exposed bones
- Chemical exposure
- Chest pain
- Crush injuries
- Dizziness/weakness
- Electrocutation
- Head injuries
- Severe bleeding
- Severe burns
- Severe seizure

911

TRIAGE

- Aches and pains
- Allergic reactions
- Ankle injury
- Back pain
- Bites
- Bumps and bruises
- Eye irritation/redness
- Finger laceration
- Knee injury
- Lacerations
- Minor burns
- Minor cuts
- Neck pain
- Puncture
- Rashes
- Shoulder injury
- Soft-tissue injuries
- Sprains and strains
- Tetanus shot or booster
- Wrist injury

800.442.0593

Note: The use of nurse triage triggers the First Notice of Loss to MEM. If you don't utilize nurse triage, please follow the standard claims reporting procedures.