



A MINI TRAINING SESSION FOR INJURY PREVENTION

# Quick Take on Safety

## Workplace Injury Hotline

### TRAINING OVERVIEW AND OBJECTIVES

- Overview: Provides an understanding of the workplace injury hotline, when to use and how to use it.
- Objective: Employees will know what to do when an injury occurs at work.
- Preparation:
- Read and become familiar with this Quick Take. For further information about the hotline, see [MCIT.org](http://MCIT.org). *Change as needed to reflect procedures and personnel in your department. This may need to be modified if the audience is primarily supervisors.*
  - Review your organization's workers' compensation claim reporting procedures
- Handouts: Quick Review of Safety: Workplace Injury Hotline
- Notes: Consider hanging the Workplace Injury Hotline poster before conducting the training, and pass out the user guide to appropriate staff following the session. The poster and user guide can be downloaded at [MCIT.org/resources](http://MCIT.org/resources).

### What Is the Workplace Injury Hotline?

Our workers' compensation coverage provider, MCIT, offers 24-hour access to the Workplace Injury Hotline. The hotline is a simple and effective way to get appropriate care as soon as possible to employees who are injured while working. It offers immediate telephone access to a registered nurse.

By calling the hotline, we don't have to guess what the best choice for care is: seeing a medical professional or taking care of the injury ourselves. The hotline's registered nurse assesses the situation and offers sound medical advice based on information about the injury.

### When Do We Use the Hotline?

The hotline is meant to triage work-related injuries for employees of [Name of Organization]. We should not call the hotline if a client or visitor is injured. [*Instructor prompt:* Include short instructions on what staff should do in that case.]

Nor should we call the hotline if one of us has a nonwork-related injury; it's not part of our personal health insurance plan. [*Instructor note:* You could add information here about the nurse line available through the organization's health plan to triage injuries that are not work related.]

This is important: The hotline is not part of the emergency services system, so we should not call the hotline if the employee's injury is life or limb threatening. We should only call 911 in that case.

If an employee seeks medical care before calling the hotline, we should not call the service. Instead, we should follow our regular workplace injury reporting procedures.

### **How Does the Hotline Work?**

If you're injured on the job, immediately report it to me [or your supervisor.] We will call the toll-free hotline together at **1.833.523.0277**. The number is on your handouts.

If I'm or another supervisor is unavailable, you should call the hotline directly.

An intake coordinator answers the call. After answering a few short questions, you are then transferred to a registered nurse. The nurse first speaks to you and me [the supervisor] if I'm available to gather information about your injury.

Based on that, the nurse provides a treatment recommendation, typically for first aid, self-care or a referral for medical treatment. Self-care instructions will be discussed while on the call and then sent to you.

If self-care is recommended but you feel that you should see a medical professional, you can do that. You just need to tell the nurse that this is your decision while on the phone.

If you later have questions, changes in your condition or concerns, you can call the hotline back. If you decide after a call that you think you need to see a medical provider, you should call the hotline back so the nurse can re-evaluate, either providing new self-care instructions or a medical referral.

### **How Do We Report the Incident for Workers' Compensation Coverage?**

[*Instructor note:* This section is intended mostly for supervisors.]

The hotline nurse provides a report to MCIT to begin the workers' compensation claim process. We do not need to submit a separate report.

If the employee seeks medical care without having called the hotline, then we must report the incident directly to MCIT through the online member portal at [MCIT.org](http://MCIT.org). [*Instructor prompt:* You can provide more details here about your organization's process for reporting workers' compensation claims.]

## **DISCUSSION QUESTIONS**

- What should you do if you or a co-worker is injured on the job?
- When should we not use the workplace injury hotline?
- Where are the first-aid kits? If supplies are used/missing, to whom do we report this for restocking?



# Workplace Injury Hotline Session Planning and Review

Trainer

Training  
Date

Department(s)

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## TRAINING GOALS

- Employees understand the benefit of using the Workplace Injury Hotline
- Employees know how to use the hotline

## RESOURCES

- Workplace Injury Hotline User Guide
- Workplace Injury Hotline poster
- How to Use the Workplace Injury Hotline video

## REVIEW

Did the training meet the stated goals?

How can the training be improved?

## TRAINER COMMENTS

