

# Nurse Triage Hotline

How the service can help you and when you should use it.



**Nationwide**  
is on your side

You're a supervisor and one of your employees gets hurt on the job. What do you do? Depending on the nature of the injury, your choice may be clear. Sometimes, however, you may not know how to respond. If that happens to you, be assured that a qualified medical professional is just a phone call away and ready to help via Nationwide's Nurse Triage Hotline.

## What is Nationwide's Nurse Triage Hotline?

The Nurse Triage Hotline is an advisory service provided by registered nurses to Nationwide workers' compensation insurance customers. The nurses are employed by Company Nurse, the network is managed by Genex Services, and lines are open 24/7. Hotline nurses can help to determine an effective course of action, and assist in coordinating treatment by an appropriate authorized provider, if needed.

## A supervisor's guide to responding to injuries.

The Nurse Triage Hotline is a great resource, but it's not the right answer for every situation. The table below lists various scenarios you might encounter as a supervisor, and what steps you can take to help bring about positive outcomes for injured employees and your business.



Some typical scenarios ...	What you should do ...
It's a serious and/or life-threatening injury (e.g., fall from heights, laceration causing significant loss of blood, struck by falling object).	Call 911 immediately so the employee can receive emergency treatment. Then, report the injury to Nationwide at 1-800-421-3535.
It's a non-life threatening injury that clearly requires treatment (e.g., sprained ankle, strained back from lifting).	Refer the employee to an authorized treatment provider, if your state permits. (See "Additional things to keep in mind" below.) Then, report the injury to Nationwide at 1-800-421-3535.
It's a minor injury and you're not sure medical treatment is needed, or what type of treatment is needed (e.g., foreign object in eye, bruise, minor cut or abrasion, bug bite).	Call the Nurse Triage Hotline at 1-855-921-9519 for guidance on how to proceed. Then, report the injury to Nationwide at 1-800-421-3535.

## Additional things to keep in mind.

- No matter the type or severity, report every workplace injury immediately to the Nationwide Claim Services Center by calling 1-800-421-3535.
- If your state permits, set up a medical provider panel using our [Medical Provider Referral System](#) directory to locate authorized providers who specialize in treating occupational injuries.
- Because workers' compensation rules vary by state, see our [Workers' Compensation Toolkit](#) for state claims department contacts, instructions and forms to help your business stay compliant.

## Questions?

Contact the Nationwide Claim Services Center at 1-800-421-3535.

**Nurse Triage  
Hotline**

**1-855-921-9519  
Call 24/7**

