



## EMC OnCall Nurse 24-Hour Work Injury Nurse Hotline

EMC Insurance Companies and Medcor are working together to provide EMC OnCall Nurse, a 24-hour work injury nurse hotline, to our workers' compensation policyholders. EMC OnCall Nurse improves health outcomes for injured employees while reducing workers' compensation claims and costs.

### How It Works

With EMC OnCall Nurse, an injured employee and their supervisor can immediately contact a nurse any time, day or night. The injured employee speaks with a registered nurse who immediately assesses the injury and recommends the best course of action for the injured worker (self-care or guidance to a preferred provider, if necessary). This proven process resolves many cases simply with first aid, avoiding unnecessary costs, claims and time away from work.

### Policyholder Benefits

EMC OnCall Nurse can help:

- Alleviate the need for supervisors to make medical decisions
- Avoid unnecessary doctor and/or emergency room visits, reducing medical only and lost time claims
- Send detailed Notice of Injury Reports immediately to the policyholder and EMC
- Provide the injured employee with an in-network preferred provider, if possible, in your state

### Employee Benefits

- Employees receive immediate attention from a registered nurse, 24/7
- A registered nurse provides guidance on first aid or self-treatment
- A registered nurse can help identify potentially serious injuries and guide employees to appropriate care
- Translators are available for over 200 languages and dialects



### 2019 Program Results

- Nearly 90% of the work injuries reported to EMC OnCall Nurse were reported within three days; 76% were reported within 24 hours (the average reporting time for all EMC workers' compensation claims not using EMC OnCall Nurse was nearly 17 days)
- 40% of injuries reported to the EMC OnCall Nurse resulted in the employee returning to work without initial medical treatment (injuries that result in self-treatment with no medical costs and no lost time are documented as incident only and do not impact the policyholder's claim experience)
- Injuries that occurred in 2019 currently realize an average cost savings of \$667 per claim.

### Program Feedback

"Outstanding service and a valuable tool to reduce injury claim costs." — Agent

"All I can say about EMC's OnCall Nurse is don't hesitate – sign up now! Every one of the program benefits is true!" — EMC policyholder

"Without a doubt, EMC OnCall Nurse has been a great move for us! I used to spend a lot of time entering claims online. Now EMC OnCall Nurse does all the paperwork for me. Honestly the whole process could not be better." — EMC policyholder

### How to Enroll

Simply contact your independent insurance agent, EMC underwriting or marketing representative, or email EMC's medical management staff at [claims.oncallnurse@emcins.com](mailto:claims.oncallnurse@emcins.com). Provide your account name and account contact information (name, phone and email) with your enrollment request. An EMC medical management team member will assist you with the process.

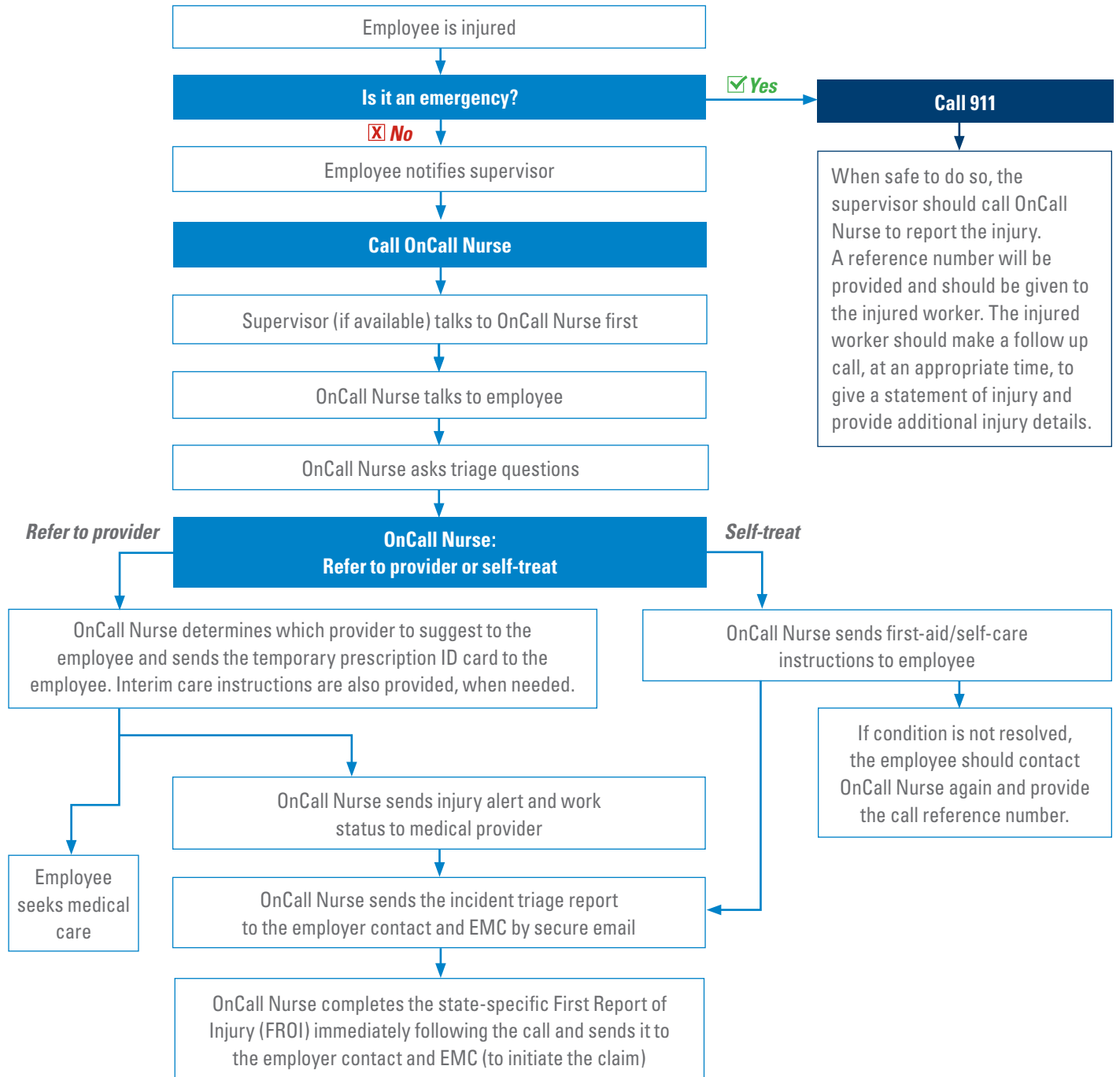
For more information, contact your EMC representative or independent agent.

**EMC Insurance Companies**  
717 Mulberry Street • Des Moines, IA 50309  
800-447-2295 • 515-280-2511

[www.emcins.com](http://www.emcins.com)



# EMC OnCall Nurse Injury Flowchart



# EMC OnCall Nurse

Using EMC OnCall Nurse is easy with your mobile phone. Here's how to get started:

Once your company is signed up for EMC OnCall Nurse, go to [www.emcins.com/oncallnurse](http://www.emcins.com/oncallnurse) from your mobile device.

On the mobile site, you'll need to enter your policy number in order to gain access.

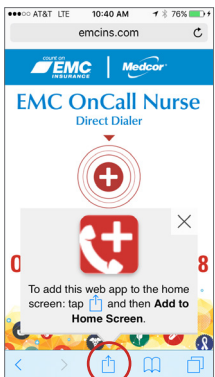
1. After entering a policy number, you'll be directed to the OnCall Nurse site where you can create a shortcut to the page.

You can use the "Call Now" button on this website to call EMC OnCall Nurse directly. The phone number will also be visible if you want to manually dial.

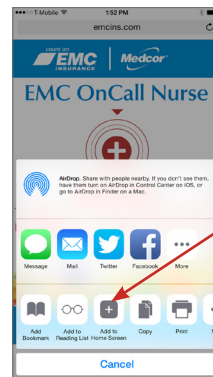


To create a shortcut on your mobile phone that looks like a standard app icon, follow these steps:

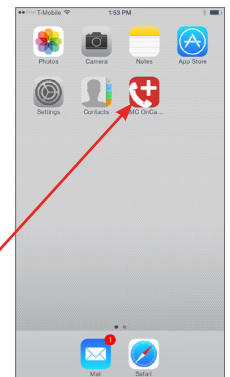
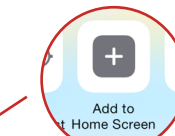
## Apple iPhone



1. Visit EMC OnCall Nurse [[www.emcins.com/oncallnurse](http://www.emcins.com/oncallnurse)]
2. At the bottom of the screen, select the square with the arrow
3. Of the options shown, select

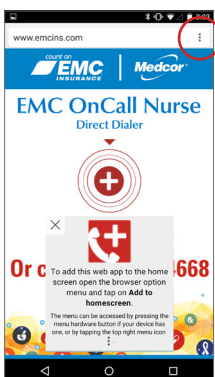


Add to Home Screen

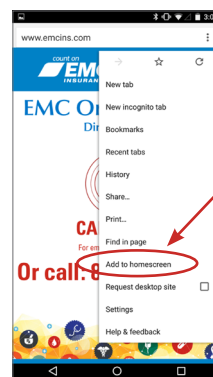


4. You will see the shortcut on your home screen

## Android Devices

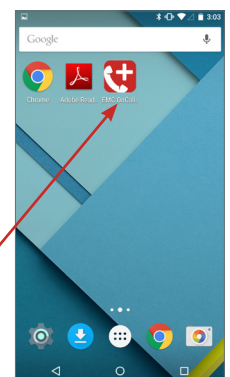


1. Visit EMC OnCall Nurse [[www.emcins.com/oncallnurse](http://www.emcins.com/oncallnurse)]
2. At the top right corner, tap the three dots



3. Of the options shown, select Add to Home Screen

4. You will see the shortcut on your home screen



For more information, contact your local EMC insurance agent.

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**EMC OnCall Nurse | 1-844-322-4668**

If injured at work | Si se lesiona en el trabajo





## EMC OnCall Nurse

If injured at work, tell your supervisor right away and call

*Si se lesiona en el trabajo, informe a su supervisor de inmediato y llame al*

**1-844-322-4668**

24 hours/7 days a week

*Disponible las 24 horas del día,  
los 7 días de la semana.*





If injured at work, tell your supervisor right away and call EMC OnCall Nurse at

**1-844-322-4668**



For life-threatening injuries, call 911.

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