

## 24/7 Injury Helpline FAQs



**24/7 INJURY  
HELPLINE  
800.553.8041**

**911 should always be the first call for any possible life threatening injuries. All other workplace injuries should be routed through the Helpline.**

### WHAT IS THE AVERAGE CALL TIME?

Each call's duration depends on the specifics of the injury and special needs, such as a translator. Helpline calls typically last about 20 minutes.

### WHO SHOULD CALL AND WHEN?

We recommend supervisors call the Helpline with the injured worker as soon as the injury is known. The supervisor will initiate the call and be asked to rejoin once the triage process is complete. Always call 911 if the injury is serious or life-threatening.

### WHEN IS THE HELPLINE AVAILABLE?

The Helpline is available 24-hours a day, 7 days a week, including holidays.

### CAN WE CALL THE HELPLINE BACK WITH FURTHER QUESTIONS OR CONCERNS?

Yes, one of the biggest advantages of the Helpline is that injured workers are encouraged to call back at any time with questions or to report worsening or changing symptoms.

### WHAT INFORMATION WILL THE SUPERVISOR NEED WHEN THEY CALL THE HELPLINE?

To expedite the call process, have the insured business name and location address that the injured worker is assigned to. Also include information about the employee and details about the cause and nature of their injury.

### DO THE NURSES SPEAK LANGUAGES OTHER THAN ENGLISH?

Yes, translators are available in over 200 languages.

### IF THE NURSE RECOMMENDS SELF-CARE CAN THE WORKER STILL SEE A DOCTOR?

Yes. This service does not deny an injured worker the right to medical care; however, it is intended to provide them with expert information to aid them in making the best decisions.

### WHAT INFORMATION WILL WE BE PROVIDED WITH AFTER THE CALL?

After every new call, the Helpline will generate an incident report and email an alert to the insured's designated personnel. If the injured worker is referred off-site, a Medical Card will be emailed to the injured worker to expedite care.

### WHAT INFORMATION IS AVAILABLE OR STORED FOR FUTURE USE?

Links to incident reports are only active for 14-days. Once an incident report is downloaded by the customer's designated personnel it should be stored by them for future use. All calls are recorded by Medcor.

**This service is provided free to CopperPoint customers. For more information visit: [copperpoint.com](http://copperpoint.com)**