



# Church Mutual Nurse Hotline

## Call (844) 322-4662 – Option 1

Available for non-life-threatening injuries,  
24 hours a day, 7 days a week.

*If an injury is serious or life-threatening, call 911 immediately.*

### **Do not use this Nurse Hotline number if:**

- You are reporting a work incident for the following states: WA, ND, OH or WY.
- You already treated with a physician for your work incident.

### **Here's how it works:**

**1**

#### **Make the call at the time of the injury**

- Immediately report the injury to your manager and they will make the call.
- If your manager is not available, then you make the call.
- The nurse manager will retrieve pertinent facts about the injury.

**2**

#### **The nurse recommendation**

- Using state of the art triage systems, the nurse will provide guidance on injury treatment, either through first aid, the emergency room or a medical clinic.
- A summary of the call, including treatment instructions, will be provided along with the opportunity to ask questions or express concerns.

**3**

#### **Debrief with manager, if present**

- The nurse will summarize the call, the treatment recommendation and the level of urgency.

**4**

#### **Timely record distribution**

- If an outside referral is made, information will be transferred to the medical provider.
- The nurse will submit call information to Church Mutual Insurance Company, S.I. (a stock insurer)<sup>1</sup>, which will establish a formal claim.

For more materials you can share with your employees, visit [www.churchmutual.com/nurseline](http://www.churchmutual.com/nurseline).

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Church Mutual Nurse Hotline  
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