



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)¹, which will establish a formal claim.

For more materials you can share with your employees,
visit www.churchmutual.com/nurseline.



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