

Chimes International Limited

Nurse Triage Quick Reference Guide

To report a work-related injury, call 1-833-373-8162
24 hours per day, 365 days per year

If an employee has sustained a work-related injury that is not life, limb or eyesight threatening, call the Nurse Triage service and speak with a nurse at:

1-833-373-8162

Injuries should be reported promptly.

Instructions for manager regarding process with the nurse:

- Manager will call Nurse Triage service to give initial report of incident.
- Provide a secure area for the employee to speak with the nurse.
- Please inform the nurse of any language needs. Bilingual nurses are available for Spanish and English. The nurse will bring in an interpreter prior to speaking with the employee for other languages.
- The nurse will ask a couple of questions to rule out an emergency situation. If the nurse does assess that this is a life-threatening situation, she/he may request assistance in getting Emergency Medical Services.
- The nurse will complete an assessment and determine medical care or self-care disposition.
- The nurse will ask the employee to place the manager back on the phone. The nurse will communicate the instructions that were given to the employee. No personal medical history will be shared with manager.

After the employee speaks with the nurse:

Once the employee has completed their call:

- The manager will assist per company policy to ensure that the employee is able to follow the nurse's recommendation.
 - The manager will complete any internal reporting required per company policy.
-