

EMC OnCall Nurse

A 24/7 work-injury nurse hotline

Prepared for a work-related injury?
We've got your back — 24/7. We partner with Medcor to offer a unique triage service designed to bring you peace of mind and simplify the work injury process. Know what to do, where to go, and how to report an injury — all with ease.

How it works

EMC OnCall Nurse (OCN) provides immediate injury assessment by a registered nurse, guiding an injured worker and their supervisor to the right level of care. We cover the cost* of this premium service because we're confident its benefits outweigh the expenses. With proven success for workers' compensation policyholders of all sizes, it's a program we stand behind.

How the policyholder benefits

- Relieves supervisors from the pressure of making medical decisions
- Prevents unnecessary doctor office or ER visits
- Lowers medical-only and lost-time claims and associated costs
- Enhances efficiency and promptness in injury reporting
- Provides policyholder and EMC a pre-filled first report of injury and triage report, streamlining work-injury reporting
- Offers policyholders the flexibility to identify preferred clinics

*EMC covers the cost for standard/guaranteed cost workers' compensation policyholders. Nonstandard policyholders may also be eligible for this service; contact claims.oncallnurse@emcins.com for eligibility.



How an injured worker benefits

- Access to a registered nurse anytime, day or night
- Receives immediate guidance from a registered nurse on the best course of action for your care (whether it's self-care, seeing a doctor, etc.)
- Have a registered nurse identify any potentially serious injuries
- Access to translators for over 200 languages and dialects to ensure clear communication

The results: Savings and swift reporting

Cost savings: On average, OCN claims save over \$1,500 per claim. About 40% of injuries reported to OCN lead to workers returning to work without initial formal medical treatment. Injuries managed with self-care are logged as incident only, without affecting the policyholder's claims experience or mod factor.

Improved reporting times: Almost 90% of work injuries are reported to OCN within three days. Even more remarkable, 77% are reported within just 24 hours.[†]

Hear from OCN users

"I love the EMC OCN program! It's made the work comp claims process so much easier."

–EMC policyholder

"The triage process is wonderful and it seems to be an efficient process."

–EMC policyholder

"This is the best resource that EMC offers!"

–Independent agent

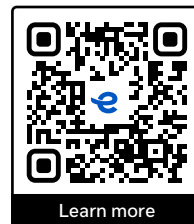
"Outstanding service and a valuable tool to reduce injury claims costs."

–Independent agent

Ready to enroll?

It's easy to get started! Just reach out to your EMC representative or independent agent, or email us at claims.oncallnurse@emcins.com with your account details and contact information (name, phone number, and email). Our workers' compensation programs team will personally guide you through the enrollment process and the dedicated EMC OnCall Nurse phone number will be shared upon finalization of enrollment.

[†]Data reflects 2023 results.



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