



The TBG NurseCare Hotline gives you instant access 24/7 to medical professionals to help you assess injuries and suggest treatments when injuries are non life-threatening.

When necessary, the NurseCare Hotline will refer you to the most effective medical care to ensure you get the right care at the right time. *(This does not replace submitting a FROI.)*

### WHY THE **NURSECARE** HOTLINE?

In the construction trades, most workers have the attitude that they can simply “tough out” an injury in order to remain on the job. However, research shows that 40% of calls made to the NurseCare Hotline result in self-care, allowing the worker to return to work immediately with the peace of mind that they’ve taken the appropriate steps. This ensures workers get the appropriate care for injuries and streamlines the reporting process, which eliminates problems with claims. When we use the NurseCare Hotline, we’re all doing our part to assure worker safety, lower work comp claims and protect our future.

**Take these simple steps to make the NurseCare Hotline your first call for first aid.**



### **ALWAYS CALL 911 FIRST FOR ANY LIFE-THREATENING SITUATION.**

Although the NurseCare Hotline is staffed with medical professionals, they can’t save your life over the phone.

So let’s be smart. **Call 911 if symptoms include:**

- Choking
- Severe bleeding
- Chest pain or discomfort
- Seizure or convulsions
- Off balance or unable to walk
- Unconsciousness or disorientation
- Hot, dry skin
- Profuse sweating
- Severe abdominal pain
- Difficulty breathing
- Any other medical condition you feel is an emergency

*If 911 is called, the employee or supervisor can call the NurseCare Hotline after the incident to report the injury.*

**844-412-7951**

**WHEN INJURED**, contact your on-site supervisor and call the NurseCare Hotline together.

- 1 • If no supervisor is available — contact the NurseCare Hotline on your own.  
• The call should be made as soon as possible.



- 2 **ASSESSMENT** Following specially designed question and answer protocols, the nurse will define the seriousness and nature of your injury and the best way to address it.

- 3 **TREATMENT** If you can safely return to work the nurse will provide first aid (self-care) instructions, and if your supervisor is available, explain it to them.



- 4 **OFF-SITE TREATMENT** If the nurse feels further evaluation or treatment is needed, the nurse will refer you to a medical facility near you. They may also provide “self-care” instructions until you see a doctor. These will also be explained to your supervisor if available.

- 5 **FOLLOW UP** Keep the NurseCare Hotline number handy in case your symptoms change or worsen. You have 24-hour access to the Hotline. Please feel free to call back with any questions, changes in conditions or concerns.



*First Aid First*

**844-412-7951**



**NURSE**CARE  
HOTLINE  
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