



Company Nurse powered by Lintelio Contact Center Process

We are a 24/7/365 incident reporting and nurse triage contact center, making the process simple and streamlined for you. Here's how it works:

- When an injury or other workplace incident occurs, look at the Company Nurse powered by Lintelio posters on the walls or the stickers on your phones. They display your unique contact center phone number, search code, and QR code. Either **you or your supervisor** can report the incident by **calling the contact center** or **scanning the QR code**.
- When you call, you'll first speak with an Intake Coordinator (IC), who will ask for your name, your unique search code, your department or work location, and your supervisor's name and phone number. If using Lin via QR code, you can input this information digitally—no call needed. You'll also provide key information, including:
 - Employer information (confirm the Employer/company name on paycheck)
 - Caller's name (supervisor)
 - Employee's name
 - DOB
 - Social Security Number
 - Home address
 - Hire Date
 - Occupation
 - Date/time of injury
 - Date/time reported to Supervisor
 - Marital status
 - How the injury happened (if applicable)
 - Medical Complaint
- If the incident resulted in an injury, you will be directed to the care you need by a nurse. You can arrange to speak with them via phone call or your QR code. The process will continue as follows:
- The nurse will quickly verify your information.
- Next, they will assess your injury and ask relevant questions. For example, for a cut, the nurse will ask: Is it still bleeding? How large is the cut? Is it a deep cut? When was your last Tetanus shot? Etc. This process helps to clarify and document the situation.
- From there, the nurse will either recommend self-care like ice, or aspirin, or suggest you get treatment at an appropriate medical provider. Our nurses may also provide you with self-care instructions to do while you wait to see your medical provider, if applicable.
- The nurse will provide medical provider information (location, hours of operation), if you are referred. Note that the referral is based on the nature of the injury, time the call was completed, medical protocol and experienced judgment.
- The nurse will send all necessary reports to your employer and, if a referral is made, to the medical provider. This will make the process that much easier and quicker for you.