

Injury Management

INJURIES AT A GLANCE

Use this chart to help determine the level of care your injured worker requires. **If the injured worker is unresponsive, too ill to speak, or has one of the injuries listed in the red column, call 911 immediately.** If not, call our 24/7 NurseAid Work Injury Line and select option 1 in the claims menu **before** seeking medical care.

EMERGENCY

- Acute spine/neck injury
- Amputation
- Broken/exposed bones
- Chemical exposure
- Chest pain
- Crush injuries
- Dizziness/weakness
- Electrocution
- Head injuries
- Severe bleeding
- Severe burns
- Severe seizure

911

TRIAGE & TELEMEDICINE

- Aches and pains
- Allergic reactions
- Ankle injury
- Back pain
- Bites
- Bumps and bruises
- Eye irritation/redness
- Finger laceration
- Knee injury
- Lacerations
- Minor burns
- Minor cuts
- Neck pain
- Puncture
- Rashes
- Shoulder injury
- Soft-tissue injuries
- Sprains and strains
- Tetanus shot or booster
- Wrist injury

1.800.442.0593

Note: After arranging care for the injured worker, you need to report the claim to MEM via phone (1.800.442.0593), online (mem-ins.com) or fax (1.800.442.0597).