



Five Minute Meeting:



Topic: 24/7 Nurse Care Line for **work-related** discomfort or injuries

Date: December 2020

Audience: All PG&E employees

The key thing you need to know

The 24/7 Nurse Care Line provides employees who experience **work-related** discomfort or injury immediate telephone access to nurses and doctors who can help them get the right care at the right time. The line is administered by WorkCare®, an independent company operated by trained occupational medical professionals.

Why It Matters To You

To improve the safety and health of our employees, we provide you with the 24/7 Nurse Care Line—immediate access to a trained medical professional nurse or doctor if you are injured on the job. Available to you 24 hours a day, 7 days a week, the 24/7 Nurse Care Line helps you get the right care at the right time.

Though you may not immediately feel pain, it's important to report and treat all **work-related** discomfort and injuries so they don't worsen overtime. One call does it all, whether you are in the field or in the office. No need to worry about submitting any paperwork—the incident may be reported on the phone.

What You Can Do

If you experience a **work-related** discomfort or injury, you should call the 24/7 Nurse Care Line at **1-888-449-7787** and notify your supervisor. If your injury is severe and warrants immediate medical attention, please call 911 before calling the Nurse Care Line.

- When you call the 24/7 Nurse Care Line, a WorkCare representative will confirm your contact information and condition and transfer you to a nurse or physician to assist you.
- The medical professional will assess your condition and either provide you with self-care recommendations or refer you to a clinic (which could be an on-site clinic or telemedicine).
 - So that you receive proper care, the medical professional may ask about your medical history, including what medications you are taking. This information is not shared with PG&E, but can be critical in addressing your **work-related** condition.
- WorkCare will follow up with you to confirm if your symptoms have improved or assist you with next steps.
- Your supervisor, LOB safety lead and you will receive an official incident report email that documents your call. Note: the email will not contain any personal medical information. This information helps your supervisor and LOB safety lead follow up on any self-care recommendations, support your safety and to help us document the injuries to our workforce.

Questions for understanding

Q: Who is WorkCare?

A: WorkCare is PG&E's 24/7 Nurse Care Line administrator. They are an Anaheim, California-based occupational health care company-owned by a team of board-certified occupational health physicians dedicated to keeping employees fit and productive from hire to retire.

Q: Do I have to notify my supervisor before I call the 24/7 Nurse Care Line?

A: No. We strongly encourage you to notify your supervisor when you experience any **work-related** discomfort or injury, but you can do this before or after calling the 24/7 Nurse Care Line. The value of notifying your supervisor directly is so that they can do three things:

- Support you in getting professional medical advice right away
- Anticipate and help you get any needed work accommodations or modified ergonomic adjustments
- Provide you with the state-mandated claim form (DWC-1) in a timely manner if you go to the doctor

Q: Who receives a notification about my work-related injury report?

A: Your supervisor, LOB safety lead and you will receive an official incident report email that documents your call and what care recommendations were made to address your injury. This email will not contain any personal medical information. The incident report, which contains information only pertaining to your **work-related** incident/injury, helps the company to be in compliance with OSHA reporting requirement and helps your supervisor and LOB safety lead support any self-care recommendations, support your safety and to keep track the types of injuries, activities and sources involved so any workplace hazards can be identified, and controls put into place to improve the overall safety of the work environment. Your supervisor will maintain this report in a safe, secure and confidential manner.

Q: Is what I report to the 24/7 Nurse Care Line confidential?

A: Yes. None of your personal medical information or history will be shared with PG&E.

Q: Can I go straight to the emergency room or a clinic without calling?

A: No, for all non-life-threatening emergencies you should call the 24/7 Nurse Care Line first for direction. However, for life-threatening medical emergencies, call 911 immediately. In these cases, you or your supervisor should still call the 24/7 Nurse Care Line as soon as possible.

Q: Can I call after-hours and on weekends?

A: Yes, the line is available 24/7 to report your incident and answer or address any concerns related to your workplace injury.

Q: Can I call from home?

A: Yes, you can call from any location, but be sure to notify your supervisor of all incidents at work.

Q: Why would I want to talk to a medical professional on the telephone, when I can see a doctor in person at the clinic?

A: The 24/7 Nurse Care Line provides **immediate** access to a nurse or doctor at the time of your injury, so you don't have to travel or spend hours in a waiting room when you may not need to.

Q: Is this service the same as the nurse advice hotline with my health plan?

A: The two nurse advice lines are similar, but the 24/7 Nurse Care Line is dedicated to answering your questions about **work-related incidents**. If you have a non-work-related issue, call your personal Health Plan Nurse Line: Anthem – 1-866-567-1651 **OR** Kaiser – 1-866-454-8855

Q: What if I call the 24/7 Nurse Care Line and my condition gets worse later?

A: Call the 24/7 Nurse Care Line again to provide an update on your condition.

Who do I contact with questions?

If you have additional questions, contact the Integrated Disability Program Manager assigned to your Line of Business:

- **Ingrid Blackwell**—Electric Operations, Customer Care, IT and Shared Services
- **Todd Torres**—Gas Operations, Corporate Services, Nuclear Generation and Power Generation

Learn More

Additional information about the 24/7 Nurse Care Line is available under Physical Health on mypgbenefits.com. If you'd like to share feedback about your experience, send an email to NurseLine@pge.com. Common [Myths](#) about the NCL