



# 5 Minute Meeting

## Topic:

**24/7 Nurse Report Line for work-related discomforts or injuries**

**1-888-449-7787**

## Audience

All PG&E employees

## Why It Matters To You

To improve the safety and health of our employees, we provide you with the 24/7 Nurse Report 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 Report 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.

## How It Works

If you experience a work-related discomfort or injury, you should call the 24/7 Nurse Report 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 Report Line.

- When you call the 24/7 Nurse Report 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 refer you to a clinic or provide you with self-care recommendations.
  - 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 gone away 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.

## Frequently Asked Questions (FAQs)

### **Q: Who is WorkCare?**

**A:** WorkCare is PG&E's 24/7 Nurse Report 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 Report 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 Report 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 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: What does the 24/7 Nurse Report Line share with my supervisor or PG&E?**

**A:** Your supervisor and LOB safety lead receive an official incident report email that documents your call, which shares information only pertaining to your work-related incident/injury. This information is necessary for the company to be in compliance with OSHA reporting requirements, as well as for the company to 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. All other private medical information is kept confidential.

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

**A:** Any personal medical information or history you provide will not be provided to PG&E. The notification that you, your supervisor and safety representative receive from WorkCare will include incident and injury information, as well as recommendations on how to manage discomfort or injury. This information is necessary for the company to be in compliance with OSHA reporting requirements, as well as for the company to 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.

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

**A:** In life threatening or emergency situations, you should call 911 and seek emergency care immediately. You or your supervisor can call the 24/7 Nurse Report Line in these events.

**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 Report 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 Report 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
- Kaiser – 1-866-454-8855

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

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

**Q: Who should I contact if I have feedback about my 24/7 Nurse Report Line experience?**

**A:** If you'd like to provide feedback about the 24/7 Nurse Report Line, email [NurseLine@pge.com](mailto:NurseLine@pge.com).

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 and Diablo Canyon

Additional information about the 24/7 Nurse Report Line is available at [mypgebenefits.com](http://mypgebenefits.com) under the Physical Health section.