



# Church Mutual Nurse Hotline (844) 322-4662

Available for non-life-threatening injuries, 24 hours a day, 7 days a week.  
*If an injury is serious or life-threatening, call 911 immediately.*

## *Here's how it works:*

### **Step one: Make the call at the time of injury**

- Immediately report the injury to your manager and he or she will make the call.
- If your manager is not available, then you make the call.
- The nurse will retrieve pertinent facts about the injury.

### **Step two: The nurse recommendation**

- The nurse will provide guidance on injury treatment, either through first aid, the emergency room or a medical clinic.
- A summary of the call, including treatment instructions, will be provided along with the opportunity to ask questions or express concerns.

### **Step three: Debrief with manager, if present**

- The nurse will summarize the call, the treatment recommendation and the level of urgency.

### **Step four: Timely record distribution**

- If an outside referral is made, information will be transferred to the medical provider.
- The nurse will submit call information to Church Mutual, which will establish a formal claim only when outside care is administered.

***For more information,  
visit [www.churchmutual.com/nursehotline](http://www.churchmutual.com/nursehotline).***



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