



WCT Nurse FAQs

When should I call WCT Nurse?

When any injury or incident (near miss) takes place.

Do Not Call WCT Nurse:

- In an emergency, call 911.
- This service is for work related injuries only. Do not call for personal injuries or health questions.
- Do not call with billing or payment inquiries. Reach out to your PSWCT representative instead.

What is the average length of a call to WCT Nurse?

The average call is approximately 16 minutes including the introductory recording.

Who is Medcor?

PSWCT has partnered with Medcor as the Vendor providing the injury triage assessment service for our Member districts.

What if the employee does not speak English or prefers to communicate in another language?

WCT Nurse provides access to a staff of bi-lingual English/Spanish health professionals and in-house Spanish translators. For other languages, a translation service can be brought into a call with over 200 languages available.

If the nurse recommends self-care, can employees still request to see a doctor?

Absolutely. The service does not deny employees their right to medical care. WCT Nurse is intended to provide employees with evidence based clinical information to aid them in making the best decision for medical care.



What does the referral type mean?

- 911: Care should be sought immediately: call ambulance.
- Emergent Referral: Care should be sought within 2 hours of call closing.
- Urgent Referral: Care should be sought within 24 hours of the call closing.
- Non-Urgent Referral: Care should be sought within 72 hours of the call closing.
- Self-Referral Before Triage: Employee went to a provider before calling WCT Nurse.
- Self-Referral After Triage: Employee referred themselves to a provider after calling WCT Nurse.

How is this different from our workers compensation claims examiner?

WCT Nurse is a pre-claim telephonic injury assessment service and is used to report the incident/injury to Puget Sound Workers' Compensation Trust (PSWCT), who administers your WC Claims. If appropriate, WCT Nurse will transmit the necessary information to the PSWCT and your consultant will reach out to you within two business days.

Do I still need to report my incident or injury online?

You will no longer be required to report online, however if medical care is sought, there are additional steps required to complete set up of the claim, including completion of the required SIF-2.

What is the referral number used for?

The Referral number is simply a tool used by the vendor to identify subsequent calls with questions or worsening symptoms for that specific injury.

What happens if I do not need medical care?

If no medical treatment is recommended and the call results in self-care, the employee can use the reference number given by the nurse in case they need to call back with worsening symptoms or additional questions. (NOTE: The reference number is NOT a claim number.) The Claims contact at the District will receive an email that they will then forward to the injured employees' supervisor to complete their accident investigation portion of the report. Once this is completed, Origami will send another e-mail to the supervisor and the District contact with a copy of the completed accident/incident report.