



TW CNOSH Workplace Injury Call-Center FAQ Supplement

Choctaw Nation of Oklahoma – Tribal Wide

Frequently Asked Questions (FAQ)
Question: What is the Workplace Injury Call-Center? Answer: 1-888-652-4435
Question: What is considered to be a workplace injury? Answer: An injury which was caused while working within the associate's job scope or by an event or exposure in the workplace.
Question: What is a Personal Health incident? Answer: A health issue which occurs while an associate is at their workplace but is not directly caused by their job duties.
Question: What is considered to be an Emergency? Answer: Any injury (including head/neck) which is life threatening or needs immediate treatment.
Question: What is considered to be a Non-Emergency? Answer: A situation which does not require immediate action and is not life threatening. Examples of a non-emergency include but are not limited to: Sprains, strains, pulled muscle, small cuts, etc.
Question: What is outside Medical Care? Answer: Any treatment beyond basic first aid which is performed off-site by a medical professional to remedy an injury. Examples include: Choctaw Nation Employee Health, Urgent Care, and Emergency Rooms.
Question: What are my responsibilities as Supervisor? Answer: <ul style="list-style-type: none">• Verify if injury is "emergency or non-emergency" and assist the Injured Party to appropriate care;• Report incident in Itapela with details:<ul style="list-style-type: none">• If outside Medical Care is needed, mark (YES); and• If outside Medical Care is not needed, mark (NO).• Continue to check on Injured Party through shift.• If status or condition worsens to the point Injured Party needs outside Medical Care, update Itapela and assist the Injured Party with contacting the Pre-Authorization Call-Center at 1-888-652-4435.
Question: What are my responsibilities as an Injured Party? Answer: Report incident to supervisor immediately, if outside Medical Care is needed contact the Workplace Injury Call-Center at 1-888-652-4435 and follow prompts for pre-authorization.