

AFTER HOURS “ON-CALL” SERVICES

What this service is, and how to use it

Concentra’s after-hours On-Call service provides nurse based injury triage over the telephone. This gives the City of Springfield 24/7 support for their injured employees.

How to reach On-Call services:

Phone Number: 1-866-665-2914

Hours of Operation: 24 hours a day, 7 days a week

Call our toll free number above, and then select option 2 for nurse triage.

- **The nurse will help you triage your injured worker, and will send follow-up information to the Springfield Concentra Medical Center so that we can provide the patient follow up care the next business day.**
- **Please have the following information ready for this call:**
 - 1. Company Name: City of Springfield, Springfield, MA**
 - 2. Contact Name:**
 - 3. Contact Phone Number:**
 - 4. The preferred Concentra location you use during normal business hours: 140 Carando Drive, Springfield, MA 01104**

Important Notice: The on-Call injury triage nurse is not an emergency number for injury care. If you or your employee has sustained an injury that is life-, limb-, or eyesight-threatening, please call 911 or go immediately to your nearest emergency department.