

THE ROLE OF THE OCCUPATIONAL HEALTH NURSE IN PROMOTING THE HEALTH OF DELIVERY WORKERS: A LITERATURE REVIEW

A ATUAÇÃO DO ENFERMEIRO DO TRABALHO NA PROMOÇÃO DA SAÚDE DOS TRABALHADORES DE ENTREGAS: REVISÃO DE LITERATURA

LA ACTUACIÓN DEL ENFERMERO DEL TRABAJO EN LA PROMOCIÓN DE LA SALUD DE LOS TRABAJADORES DE REPARTO: REVISIÓN DE LA LITERATURA

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ABSTRACT

Introduction: Workers who rely on deliveries and travel for their livelihood are exposed to long working hours, family separation, adverse weather conditions, and unstable employment relationships, making them more susceptible to physical and mental illnesses. In this context, the role of the occupational health nurse becomes essential in health promotion and the prevention of occupational hazards. This study aims to analyze the contributions of occupational nursing to health promotion and disease prevention among drivers and delivery workers.

Methodology: This is a descriptive study conducted through a literature review. The search was carried out in the Virtual Health Library (BVS) and the Scientific Electronic Library Online (SciELO), using descriptors combined with the Boolean operator AND: "Occupational Health," "Drivers," "Work," "Digital Platforms," and "Nursing." After applying inclusion and exclusion criteria, eight studies were analyzed.

Results and Discussion: The analyzed studies identified multiple risk factors among these workers, such as inadequate postures, noise exposure, sun exposure, stress, irregular eating habits, sleep deprivation, and the use of stimulant substances. The occupational health nurse plays a role in implementing programs and promoting health education

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focused on healthy habits and workplace safety. In addition, there was a growing use of digital technologies for remote health guidance for these workers, facilitating preventive interventions.

Conclusion: It is concluded that the occupational health nurse plays a strategic role in the occupational health of drivers and delivery workers, contributing to the prevention of health problems, improvement of working conditions, and valuing of life, thus consolidating nursing as an essential element in health promotion within contemporary work contexts.

Keywords: Occupational Nursing. Occupational Health. Drivers. Vulnerable Road Users. Health Technology.

RESUMO

Introdução: Os trabalhadores que vivem de entregas e viagens estão expostos a longas jornadas, afastamento familiar, condições climáticas adversas e vínculos instáveis, o que os torna mais suscetíveis a adoecimentos físicos e mentais. Nesse cenário, a atuação do enfermeiro do trabalho torna-se essencial na promoção da saúde e na prevenção de agravos ocupacionais. O presente trabalho tem como objetivo analisar as contribuições da enfermagem do trabalho na promoção da saúde e na prevenção de doenças entre trabalhadores motoristas e entregadores.

Metodologia: Trata-se de um estudo, de natureza descritiva e conduzido por meio de revisão de literatura. A busca foi realizada na Biblioteca Virtual em Saúde (BVS) e Scientific Electronic Library Online (SciELO), utilizando-se os descritores combinados pelo operador booleano AND, “Occupational Health”, “Drivers”, “Work”, “Digital Platforms”, “Nursing”. Após critérios de inclusão e exclusão, oito estudos foram analisados. Resultados e

Discussão: Os estudos analisados apontaram múltiplos fatores de risco entre esses trabalhadores, como posturas inadequadas, ruído, exposição solar, estresse, alimentação irregular, privação do sono e uso de substâncias estimulantes. O enfermeiro do trabalho atua na execução de programas e na promoção de educação em saúde voltada a hábitos saudáveis e segurança laboral. Além disso, observou-se o uso crescente de tecnologias digitais para as orientações remotas da saúde desses trabalhadores, favorecendo intervenções preventivas.

Conclusão: Conclui-se que o enfermeiro do trabalho exerce papel estratégico na saúde ocupacional dos motoristas e entregadores, contribuindo para a prevenção de agravos, melhoria das condições de trabalho e valorização da vida, consolidando a enfermagem como elemento essencial na promoção da saúde em contextos laborais contemporâneos.

Palavras-chave: Enfermagem do Trabalho. Saúde Ocupacional. Motoristas. Usuários Vulneráveis das Vias Terrestres. Tecnologia em Saúde.

RESUMEN

Introducción: Los trabajadores que dependen de las entregas y los desplazamientos para su sustento están expuestos a largas jornadas laborales, alejamiento familiar, condiciones climáticas adversas y vínculos laborales inestables, lo que los hace más susceptibles a enfermedades físicas y mentales. En este contexto, la actuación del enfermero del trabajo se vuelve esencial en la promoción de la salud y la prevención de riesgos ocupacionales.

El presente estudio tiene como objetivo analizar las contribuciones de la enfermería del trabajo en la promoción de la salud y la prevención de enfermedades entre conductores y repartidores.

Metodología: Se trata de un estudio descriptivo realizado mediante una revisión de la literatura. La búsqueda se llevó a cabo en la Biblioteca Virtual en Salud (BVS) y en la Scientific Electronic Library Online (SciELO), utilizando descriptores combinados con el operador booleano AND: "Occupational Health", "Drivers", "Work", "Digital Platforms" y "Nursing". Tras aplicar los criterios de inclusión y exclusión, se analizaron ocho estudios.

Resultados y Discusión: Los estudios analizados señalaron múltiples factores de riesgo entre estos trabajadores, como posturas inadecuadas, exposición al ruido, exposición solar, estrés, alimentación irregular, privación del sueño y uso de sustancias estimulantes. El enfermero del trabajo actúa en la ejecución de programas y en la promoción de la educación en salud orientada a hábitos saludables y a la seguridad laboral. Además, se observó un uso creciente de tecnologías digitales para la orientación remota en salud de estos trabajadores, favoreciendo intervenciones preventivas.

Conclusión: Se concluye que el enfermero del trabajo desempeña un papel estratégico en la salud ocupacional de conductores y repartidores, contribuyendo a la prevención de agravos, a la mejora de las condiciones de trabajo y a la valorización de la vida, consolidando la enfermería como un elemento esencial en la promoción de la salud en los contextos laborales contemporáneos.

Palabras clave: Enfermería del Trabajo. Salud Ocupacional. Conductores. Usuarios Vulnerables de las Vías Terrestres. Tecnología en Salud.

1 INTRODUCTION

The work of occupational health nurses is fundamental for the promotion, protection and recovery of workers' health in different work contexts, such as public or private companies and health institutions. This professional plays a strategic role within occupational health teams, being responsible for identifying risks, implementing preventive measures, and contributing to the creation of safer and healthier work environments. Its performance is guided by regulatory standards, such as NR-4, which deals with the Specialized Services in Safety Engineering and Occupational Medicine (SESMT), and NR-7, which establishes the Occupational Health Medical Control Program (PCMSO) (Brasil, 2020; Soares, 2025).

However, in recent decades, the growth of digital platforms has substantially modified the organization of work. Delivery workers (motorcycle couriers, cyclists, motorcyclists and drivers) usually work as freelancers or partners, without a traditional employment relationship. This form of informal work or work without a CLT regime brings significant challenges to occupational health, as many of the legal provisions for worker protection were designed for formal work modes. This means that, legally, platforms are not required to maintain Specialized Services in Safety Engineering and Occupational Medicine (SESMT) or to implement the PCMSO (Occupational Health Medical Control Program), required by NR-4 and NR-7 (Brasil, 2020; Soares, 2025).

Consequently, self-employed workers or partners, without a traditional employment relationship, face a scenario marked by precarious working conditions, which has significant repercussions on their physical and mental health. Because he carries out his activities mostly on the streets and in traffic, he is continuously exposed to various physical and psychological risks, such as accidents, urban violence, fatigue and stress. In addition, in labor relations, these workers are in a disadvantaged position, since they are constantly evaluated by customers and establishments, without receiving adequate feedback or support, which contributes to insecurity, fear, and daily tension, compromising their mental well-being (Souza, 2021).

In this context, nursing assumes the responsibility of recognizing the new modes of illness that emerge from the transformations in work relations, especially platform work. It is up to nurses to propose strategies that reduce exposure to risks and favor the promotion of the health of these professionals.

Based on this perspective, the guiding question of this study was established: what is the role of nursing at work in promoting the health of delivery workers? Thus, the objective of this article is to analyze the strategies and contributions of Occupational Health Nursing to health promotion and disease prevention in digital platform workers.

2 METHODOLOGY

This is a descriptive study, with a literature review, developed based on the methodological procedures proposed by Botelho (2011). To define the inclusion and exclusion criteria, original or review articles published in the last five years in scientific journals, written in English, Portuguese or Spanish, that addressed the role of occupational nursing in promoting the health of platform workers or topics related to the health of self-employed workers were considered. Studies that contribute to a broader understanding of the challenges and strategies of nursing in the face of new forms of work were also included.

Studies that did not meet the objectives of this research were excluded, such as case reports, editorials, commentaries, and works that dealt exclusively with others that were not directly related to the health promotion of digital platform workers.

The bibliographic search was carried out in the electronic database Virtual Health Library (VHL) and Scientific Electronic Library Online (SciELO), using the descriptors combined by the Boolean operator AND to increase the sensitivity of the search. The keywords used were: "Occupational Health" AND "Drivers" AND "Work" AND "Digital Platforms" AND "Nursing".

After the initial search, the titles, abstracts and objectives of the identified articles were read, applying the previously established inclusion and exclusion criteria. The studies that met the criteria were selected for reading and full analysis, while the others were discarded. Complete reading of the pre-selected articles and analysis of their relevance and contribution to the objective of the study. The final sample of this literature review was composed of eight studies, which are more current and relevant, which contributed significantly to the understanding of the role of nursing in the promotion of the health of self-employed workers.

3 RESULTS AND DISCUSSION

The present literature review brought together studies with the objective of identifying the contributions of occupational nursing in the health care of these workers,

evidencing the essential role of these professionals in health promotion, prevention of occupational diseases and in the search for more humane and safer working conditions.

The scenario of workers who live on deliveries and travel, exposed to weather conditions, distance from family and home, causes profound transformations, in which jobs become increasingly unstable, fragmented and subject to sudden changes. In this context, occupational health nurses face significant challenges in occupational health actions, especially when dealing with the absence and constant changes of workers (Abilio; Amorim; Grohmann, 2021).

According to Heaton (2025), driver workers are exposed to multiple occupational risk factors, such as long hours, inadequate postures, stress, sleep deprivation, poor diet and, in many cases, the use of stimulant substances to maintain wakefulness. These conditions contribute to the development of chronic diseases, such as high blood pressure, diabetes, musculoskeletal disorders, and work-related mental disorders. In view of this, Costa and Oliveira (2022) complement that the role of the occupational health nurse becomes essential in the development and implementation of prevention and health promotion strategies that consider the specificities of this professional category.

In this context, health education is one of the main tools for occupational health nurses to work with drivers. Through lectures, individual guidance and educational campaigns, nurses promote awareness about the importance of healthy habits, such as a balanced diet, adequate hydration, physical exercise and sleep quality. It also advises on the risks of using stimulant substances, stress management and the adoption of correct postures while driving. These educational actions aim not only to prevent occupational and chronic diseases, but also to encourage workers' autonomy and responsibility in relation to their own health, favoring a safer and more productive work environment (Souza, 2021).

Long periods of isolation, traffic stress, delivery goals, and pressure for productivity also impact the mental health of these workers, increasing cases of anxiety, depression, and emotional exhaustion. In this sense, occupational health nurses should act in active listening, welcoming and appropriate referral of these cases, strengthening the support and prevention network (Santos et. al, 2025).

In addition to educational actions, occupational health nurses play a strategic role in the planning and management of occupational health policies, working in the development of programs such as the PCMSO and the PGR, in the ergonomic analysis of activities and

in the monitoring of morbidity and absenteeism indicators. These actions contribute to the construction of safer and more sustainable work environments (Coren, 2025).

The analysis of the dynamics of traffic accidents reveals a disproportionate vulnerability among users of different modes of transport, highlighting the situation of motorcyclists. These are consistently identified as the group most susceptible to serious injury, an inherent weakness of the lack of physical protection compared to closed vehicles. In fact, studies such as the one conducted by Shaira et al. (2020) indicate that motorcyclists are responsible for more than 55% of the analyzed cases of accidents with severe consequences. The nature of these accidents often results in serious injuries that not only require long recovery periods, but can also culminate in the permanent disability of the individual, generating profound social, economic, and public health impacts.

Thus, occupational health nurses also play an essential role in guiding and supervising the proper use of Personal Protective Equipment (PPE) among motorcyclists. It is responsible for promoting educational actions that emphasize the importance of the correct use of helmets, gloves, reflective jackets, boots and other safety items, significantly reducing the risk and severity of injuries in the event of accidents. In addition, nurses can participate in the development of internal policies that encourage adherence to PPE, monitor their daily use, and periodically evaluate the conditions and effectiveness of this equipment. In this way, occupational nursing contributes directly to the promotion of safety and preservation of the lives of these workers (Costa, 2021).

In addition to the risks of trauma, Yu-Chieh Ting (2023) adds that motorcyclists are more susceptible to inhaling air pollutants, direct exposure to solar radiation, and noise pollution compared to car drivers, who have greater protection in the vehicle's internal environment. However, cars are only protected from the sun's and sound rays because passengers who are in cars with closed windows have higher doses of carbon absorbed, because the gas accumulates inside the car, due to the lack of adequate ventilation.

Occupational motorcycle couriers suffer greater exposure to toxic compounds, resulting in decreased lung function and respiratory problems. In addition, experimental studies have revealed that exposure to exhaust fumes, produced by the motorcycle itself, can harm heart health, with signs of degeneration and necrosis of heart tissue (Yu-Chieh Ting, 2023).

According to the American Association of Occupational Health Nurses (AAOHN), occupational nursing plays an essential role in protecting drivers exposed to external

causes, such as heat and long hours. The nurse identifies risks, advises on hydration, breaks and use of protective equipment, in addition to implementing thermal prevention programs and monitoring signs of illness. Its actions aim to reduce accidents, prevent diseases and promote the health and well-being of these workers.

As these live on roads or streets in the city, Soares et. al. (2025) suggests that the assessment and monitoring of the health of these workers can be carried out through digital platforms, such as applications and monitoring devices, which enable the remote control of various health indicators. In this way, nurses can identify possible health needs early and plan appropriate interventions for each worker.

The performance of Nursing in Digital Health, through Telenursing, is formally regulated by the Federal Council of Nursing (COFEN). This normative framework recognizes and supports a set of essential services mediated by Information and Communication Technologies (ICT), including: nursing consultation, interconsultation, consulting, monitoring, health education and reception of spontaneous demand. In view of this regulation and the clear technological feasibility, organizations no longer have justifications for neglecting the occupational health of their employees, and it is imperative to invest in healthier work environments and in the full use of Telenursing tools (Cofen, 2022).

In short, the occupational health nurse assumes a vital mediating role between the complex demands of workers in the platform economy and organizational demands. Their work contributes decisively to the construction of a care model that prioritizes the health, dignity and quality of life of these professionals, transforming the work environment into a more humane and safe space.

4 CONCLUSION

Thus, the occupational health nurse assumes a strategic and multifaceted role in promoting the health of workers who live on the roads and streets, such as drivers and delivery workers. More than performing care actions, this professional acts in a preventive, educational and managerial way, being a mediator between the worker and the organization. Its practice is based on the continuous observation of occupational risks, the implementation of prevention programs (such as the PCMSO and the PGR) and the creation of strategies aimed at improving working conditions and reducing health problems.

In addition, occupational health nurses have a relevant social role in recognizing the social and economic determinants that cross the reality of these workers, who are often marked by informality, long working hours, low pay and scarce access to health services. This understanding broadens the view of nursing beyond the work environment, promoting an integral and humanized approach to care.

With the advancement of technology, new possibilities for remote monitoring and health follow-up arise, allowing nurses to use digital tools to evaluate health indicators in real time and offer personalized guidance. This integration between technology and care reinforces nursing's commitment to innovation and equity in access to occupational health.

Therefore, the work of occupational health nurses with drivers and delivery workers is not limited to the prevention of accidents or diseases. It represents a transformative practice, which contributes to the appreciation of life, to the construction of safer environments and to the promotion of a culture of health at work. By combining technical knowledge, social sensitivity and ethical commitment, occupational health nursing consolidates itself as a fundamental pillar in the protection and well-being of workers in an increasingly dynamic and challenging world of work.

In this context, the need to recognize and value the work of nursing in occupational health is reinforced, as well as public and business policies that guarantee dignified and safe conditions for road workers and urban centers. Thus, occupational nursing is consolidated as an essential area in the promotion of healthy, sustainable work environments centered on human well-being.

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