Workers’ Compensation and Company Nurse

Overview
Workers’ Compensation and Company Nurse

Objectives:

- Introduce New Reporting
  - Company Nurse
- Review Employee and Supervisor Responsibilities
- Identify Red Flags
Company Nurse Telephonic Reporting

- “Invite the call” philosophy
- TLC approach by intake RN
- Comprehensive data gathered on the day of injury by RN.
- Electronic claim submission—less paperwork
- Effective medical channeling to occupational providers—supervisor’s don’t have to make treatment decisions

Company Nurse
877-247-1445
A workplace injury/illness occurs

Employee notifies supervisor

First Aid advice given (Report Only)

Call Co. Nurse 1-877-247-1445

Employee referred to medical care

Co. Nurse notifies Safety, York & clinic

Safety emails investigation report and claim form (DWC-1) to supervisor

Employee seeks treatment & returns work status form to supervisor IMMEDIATELY

Supervisor /employee complete Claim form (DWC-1) & if employee has work restrictions, Bridge Assignment Agreement

Return completed Investigation report, Claim form & Bridge Assignment Agreement to Safety

Supervisor completes investigation report & returns to Safety

Safety emails investigation report to supervisor

Co. Nurse notifies Safety

Safety emails investigation report to supervisor
Employee Responsibilities

- Report work-related injuries to Company Nurse within 24 hours.
  - Obtain medical referral if needed
  - Advise supervisor
- Receive medical attention if needed
- Talk with supervisor about:
  - Accident investigation
  - Capabilities determined by medical provider
- Communicate with York and Safety and complete timecard correctly
- Return to work immediately upon release
- Attend all medical appointments
- Work safely within medical restrictions
Supervisor Responsibilities

Coaching & Leading

- Ensure employees are aware of their post injury/accident responsibilities
- Provide DWC–1 (state claim form) to Employee’s that require medical care within 24 hours
- Complete Supervisor investigation form and return to Safety
- Provide a Bridge Assignment if needed and complete agreement and return to Safety
- Implement corrective actions
Supervisor Responsibilities (cont.)

- Communicate Return to Work Expectations
  - Review Bridge assignment responsibilities with employee
  - Advise employee to provide all medical reports after each appointment to the Supervisor
  - Coordinate employee’s return to work with Safety
Support Employees Returning to Work
  ◦ Modify tasks to meet employee’s capabilities
  ◦ Complete Bridge Assignment Agreement with employee and Safety
  ◦ Ensure timecard is completed correctly
  ◦ Communicate any change in work status to Safety
  ◦ Hold employee accountable for working safely
  ◦ Keep in touch with employees losing time
Red Flags

- Delay in reporting injury
- Other employment contributed to injury
- Seasonal work ending/potential work stoppage
- Frequent injury repeater
- Involvement in high-risk sports or hobbies
- Injury follows denial of time off request
- Injury follows disciplinary action/reduced hours
- Dissatisfaction with job/assignment
- Difficult to contact either in person or by phone
- Cancels appointments or no-shows
- Switches doctors often
- Longer than normal recovery period
Summary

- Know the claims of your employees
- Conduct thorough investigations
- Communicate red flags
- Stay in touch with your employees
- Cooperate with Safety – communicate any change in status
- HIPAA – Do not share any information regarding employees medical