

Risk Control Bulletin

Occupational Injury Management Program Team Coordinator's Guide

RISK CONTROL



When an employee has reported an injury or illness which requires immediate medical attention, the following actions should be taken:

Immediate Action

1. Where permitted by statute, direct the injured employee to the designated or preferred medical care facility. Provide transportation as required.
2. Send the "physician's information packet" with the employee or forward to the treating physician.

Designated Primary Care Provider

Address

Telephone

3. Telephone or FAX the first report of injury to your CNA claim office immediately.

CNA Claim Representative

Telephone

FAX

Agent Telephone

If the first report of injury or related accident investigation report is not immediately available, do not delay in notifying CNA of injury occurrence.

Follow-Up Action

1. Set up a case management file to record and maintain pertinent case history information.
2. Contact the employee within 24 hours.
 - Communicate the company's commitment to the employee's welfare.
 - Obtain an understanding of the employee's perception about treatment received.
 - Answer questions regarding benefits and future plans.
3. Contact the physician within 24 hours.
 - Diagnosis
 - Treatment provided
 - Treatment recommended
 - Return to work expectations
 - Job restrictions
4. Discuss employee's status and treatment plans with your CNA claim representative and other case management team members as required.