



Steps to Take When a Worker is Injured

Even companies with the strongest safety programs will have some workers' comp claims. When an injury occurs, the **immediate action** taken by the employee's supervisor or co-workers has an impact on the outcome of the claim. The employer must require a tight injury process, including:

1. **Obtain immediate medical assistance for the employee** – assist the employee to a doctor or medical facility that understands your business and workers compensation. Make sure all employees are trained on where and how to get the best medical care when traveling or in the workplace.
2. Allow **all employees with minor injuries or soft-tissue strains to wait to obtain medical assistance** – or most will end up going to expensive hospital emergency rooms or their own doctor.
3. **While the employee is en route** to the treating physician, advise the treating physician of any temporary jobs you can offer during recovery. You should speak with the doctor and/or office manager so they know your employee is en route. A supervisor can accompany the employee to the clinic, and should do so to aid the employee and drive him back to the facility.
4. **Advise the treating physician** of modifications you can make to the existing job to accommodate the work restrictions the physician gives the employee. Ask the doctor to your facility when your program is set up, or soon afterward, to become familiar with all regular positions and modified positions.
5. **Have a goal of immediately returning to work** all employees after the injury unless they are **medically** unable to perform **any** role for the employer. Offer the employee a transitional duty job immediately when he returns from the medical appointment. Instruct them to come back to your facility after the medical appointment, with their work slip in hand, unless they are on bed rest or cannot drive.
6. **Complete all the required report forms immediately** so that the claim gets assigned right away and your documentation is compliant.

Follow these simple steps to achieve effective injury management and a quick return to work of injured employees and lower workers' comp costs.

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