

BEST PRACTICES FOR THE INJURY OCCURRENCE

For the employer to control cost and to assist the employee, the following best practices are recommended when an injury does occur.

1. Obtain immediate medical assistance for the employee – guide the employee to the appropriate medical facility.
2. Call the medical facility and advise them that an accident has occurred, the nature of the accident and the type of injury to allow them to be ready immediately upon the arrival of the injured employee.

If it is an injury that does not need emergency treatment, call the medical facility and give them the same information as listed above, but see if you can schedule an appointment for the employee.

3. Advise the medical facility that you would like to return the employee to a light duty job if he/she is medically able and you will be providing the employee with an “Ability to Work” form that the employee needs to return to you.
4. Do not allow the macho man to delay treatment of minor injuries – the employee will end up seeking medical care from their family doctor or hospital emergency room. The cost will be higher and the control over when the employee can return to work will be diminished.
5. Have a goal of returning all injured employees to work within 3 days unless the employee is unable to perform any role for the employer.
6. Report the claim immediately to the claims department with full details. Complete the Employers’ Report of Industrial Injury (5020) on-line, and phone the claims department and let them know a new claim is coming their way.