

Supervisor's Work Comp Overview Handout 2019

1. MEDICAL CARE

- a. In a life-threatening emergency, dial 911 or go to nearest hospital.
- b. Injured Worker must notify supervisor (or Chief, assistant director, deputy director, or department head) and call Work Injury Hotline (877) 215.7285.
- c. Hotline Nurse will gather information, start a file, notify Risk, and guide Injured Worker to appropriate medical treatment (self-care, basic first aid, or referral to appropriate level of medical facility).
- d. Physician referrals may be to (i) Dr. Richardson in Bishop, (ii) KuraMD, our 24/7 web-based Telehealth option for workers' compensation claims, or (iii) predesignated provider [form must have been on file prior to injury].
- e. Workers' compensation medical benefits start right away and have no copay.
- f. Supervisors are expected to:
 - i. Make sure injured worker can get to hospital safety in emergencies
 - ii. Help injured worker to first aid for non-emergencies
 - iii. Call Risk to notify and ask questions regarding workplace injuries
 - iv. Comply with what follows.

2. PROVIDE CLAIM FORM

- a. Near Miss incidents (no injury) may skip section 2 and proceed to section 3.
- b. Once an employee notifies you (the supervisor) of a workplace injury, you must provide a blank California Workers' Compensation Claim Form DWC-1 (available from Risk or Google.com) to the employee within 24 hours.
- c. First aid only incidents do not require a claim form to be filed, but you still have to give them the form. Incidents referred to medical care require the form to be filed in order for employee to obtain benefits. Do not delay care due to the claim form.
- d. Employee returns the form to supervisor. (If this does not happen, discuss with Risk.) Supervisor makes certain that employee dated and signed, **then** supervisor completes supervisor section (skip # 10, 11, 15 and 16), **then** supervisor emails form to Risk within 24 hours of receiving from employee.
- e. Risk will send a copy of the form to the employee.
- f. Supervisor involvement with the claim form increases awareness and communication. You will need that for the next step.

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3. SUPERVISOR INCIDENT REPORT

- a. Supervisor completes this report in consultation with Injured Worker for all incidents, even if no claim will be filed, to reduce incident repeats by enhancing communication and learning. Worker does not complete this form.
- b. If the Injured Worker returns the DWC-1 to you, submit this report with the DWC-1 within 24 hours. If no claim is filed, submit this report within five days.
- c. Risk uses these reports and other metrics to analyze and present data on workplace incidents to assist supervisors with improving workplace safety.

4. PREVENTION

Do your part to prevent recurrence. This may include the following:

- a. Conduct visual inspection of incident location and report hazards
- b. Review IIPP with employees
- c. Process work order/s (Departments vary on work order procedures)
- d. Assign or provide training (online modules, live courses, or tailgate)
- e. Call Risk for assistance and review

5. FOLLOW-UP AND NOTES

- a. Our employees are number one, and they may need a reminder after an injury, so make sure you follow-up with the employee.
- b. An adjuster will promptly contact the Injured Worker once a claim is filed.
- c. If an employee tells the supervisor that they are having trouble doing something at work due to some condition, the supervisor should respond with the five magic words of "How Can I Help You?" If they mention medical information in the context of this specific discussion, defer the conversation to Personnel/Risk. **Supervisors should refrain from gathering information about an employee's personal medical condition or family medical history.**
- d. Risk is happy to talk with you and your team about workers' compensation, ADA/FEHA, employee safety and communication, hazard assessments, accident investigations, hazard corrections, training (including Target Solutions), recordkeeping, and other topics. Call 760.872.2908.