A work related incident is reported:

- **No**
  - Have employee call Company Nurse. Did the nurse recommend medical treatment?
    - **Yes**
      - Employee must fill out: 1. Employee Statement of Injury
        - Supervisor must fill out: Supervisor Statement of Injury
          - If witnessed the witness must fill out: Witness statement
            - Supervisor will provide employee with DWC1 & MPN paperwork.
              - Send all completed forms to: Your HR Generalist
    - **No**
        - Supervisor must fill out: Supervisor Statement of Injury
          - If witnessed the witness must fill out: Witness statement
            - Supervisor will provide employee with DWC1 & MPN paperwork.
              - Send all completed forms to: Your HR Generalist

- **Yes**
  - Call 911
    - Once the employee is taken care of the supervisor will call Company Nurse and begin filling out Supervisor Statement of Injury
      - Employee will call Company Nurse and fill out paperwork as soon as possible. Supervisor to provide employee with DWC1 & MPN
        - Send all completed forms to: Your HR Generalist
INTRODUCTION

Presented to:
San Bernardino CCD
When an injury occurs…

What do you do after it is reported to you?
Check List:

✓ Is medical treatment needed?
  ✓ If so what treatment is appropriate?
✓ Document what happened
  ✓ The 5W’s
    ✓ Who, What, When, Where and Why
✓ Timely report the injury
  ✓ Make sure everyone is properly notified
The hardest question to answer is…

“Do you think I should go to the doctor?”
Company Nurse is here to help!

What is Company Nurse and how are they going to help me?
Registered Nurse Hotline

- Staffed 24/7/365 Days Per Year
  - Translators available for up to 170 different languages
- Medical triage service within minutes of any workplace injury
  - AMA Medical Advice (standards used for all work related injuries)
  - Medical referrals to SBCCD designated provider
- If emergency, call 911!!!
What’s the new procedure?

1. An incident or injury occurs.

2. The employee is to report any incident to their immediate supervisor or designated personnel.

Note: After-hours employees are required to contact their supervisor via cell phone or home phone and report the injury before proceeding. (E.g. night custodians and faculty working after hours or on weekends.)
The Triage Process
During the triage process the injured employee speaks with an **Injury Care Coordinator** who:

- Gathers employee demographic information
- Gathers preliminary incident information
  - The 5W’s Who, What, When, Where and Why
  - Does not replace supervisor’s responsibility to investigate the incident
- Facts are documented for the 5020 the Employers First report of Injury
- All conversations are recorded and archived for 60 mo.
The Triage Process

• Injury Care Coordinator will transfer the employee and gathered information to a Registered Nurse who:
  • Assesses the injury
  • Recommends the most appropriate level of care and/or treatment
  • Refers the injured employee to either self-care, designated clinic, or emergency room
  • If self-care, employee is always encouraged to call back
3. The supervisor will have the employee contact Company Nurse.

- Workplace Injury Occurs
- Injured Employee Contacts Company Nurse
- Expert Medical Triage & Self Care Advice
  - Or
  - Medical Referral
  - Approved Provider Receives Provider Injury Alert
  - COLLEGE DISTRICT receives CN Injury Report via email; District provides DWC-1 to employee
  - COLLEGE DISTRICT logs onto UCO website to review, edit, and submit claim

Keenan receives Ultra Claims On-line (UCO) data from CN

COLLEGE DISTRICT receives CN Injury Report via email; provides DWC-1 to employee
Reporting

Report of Injury
Captures the injury details as well as employee, District, triage, and medical referral information

- E-mailed to employer, analyst, claims department and loss control
Reporting

Provider Alert

Faxed or emailed to the treatment facility prior to the arrival of the injured employee; contains:

- Employee demographic info
- District and workers’ compensation carrier data
- Injury Information and Triage details
- Work Status and Treatment Plan Form
Don’t forget once all the paperwork is completed please forward all forms to:

Human Resources