

INJURY MANAGEMENT PROGRAM

PURPOSE

Employers are required by state statute to provide workers' compensation for employees in the event of a work-related injury or illness. State statutes allow various degrees of claim or case management by the employer. Every attempt will be made to manage a workers' compensation claim to the extent allowed by state statute in order to control and reduce costs associated work-related injuries.

SCOPE

This policy outlines the minimum requirements of the Millard Injury Management Program. The Plant Manager is responsible for communicating the program to employees and office personnel and for coordinating the program with the Risk Management Department.

INJURY RESPONSE PROCEDURES

When an employee is injured on the job, the following actions should be taken:

- 1) **GIVE THE EMPLOYEE PROMPT MEDICAL ATTENTION.**

Selection of Medical Provider

The Risk Management Department will work with the Plant Manager to designate a local doctor to treat work injuries who has a practice based in occupational health. In states where the employer has the right to choose the physician, the injured employee must be directed to the designated provider. In other states, an attempt should be made to direct the employee to the designated provider, however, remember that some states allow the employee the right to choose his/her own doctor. A summary of certain Workers Compensation statutes, including who has the choice of physician, is attached.

In Nebraska, the employee has the right of selection. However, since Millard utilizes an approved Managed Care Organization (MCO), the employee may only choose their family physician (see attached Choice of Doctor form). If a family physician is not selected, the employee will be directed to a physician with the MCO network. The completed Choice of Doctor form should be attached to the on-line system once the Accident Investigation has been entered.

Use of Emergency Facilities

Unless the injury requires **emergency** medical attention, the employee should be directed to the designated physician. Employees should only use the emergency room for a bona fide emergency or when services are needed in off-hours, such as second shift.

2) PERFORMING AN ACCIDENT INVESTIGATION AND REPORTING A WORK RELATED INJURY ON A TIMELY BASIS

The Supervisor is responsible for performing the investigation and identifying any hazards that are present.

The Accident Investigation Report is to be presented to the Safety Committee for review to determine whether the hazard can be eliminated or controlled.

All injuries must be reported immediately after an occurrence. All injuries should be entered on-line at www.millardref.com on the accident on-line module within 24 hours. Be sure to complete all relevant sections of the on-line module.

Injuries requiring First Aid Only will should also be entered on-line. First Aid injuries are those that are not considered recordable under OSHA guidelines.

If you have any questions concerning First Aid injuries, contact the Risk Management Department.

All other injuries must be reported to our insurance carrier and the Risk Management Department.

See the claim reporting page or contact your Risk Management Department for the claim reporting assistance.

If you suspect that the injury is not work-related, inform the insurance carrier and the Risk Management Department of your concerns and why.

If the injury results in lost time from the job, include the employee's home phone number and the treating physician's phone number when reporting the claim to the workers' compensation carrier. This is necessary to enable proper medical case management to be performed on the claim. Activities such as utilization review and the development of treatment

plans can be accomplished, as well as keeping in contact with the employee in encouraging his/her return-to-work.

3) MEDICAL CASE MANAGEMENT

The Risk Management Department will provide medical case management for work-related injuries. The Plant Manager will be contacted on each injury reported. A recorded statement will be taken on all lost time injuries. The Risk Management Department will coordinate medical care and return-to-work issues with the Plant Manager.

Work Restrictions

An injured employee must have a Work Status Form completed by the physician each time he/she visits the doctor. The form will enable the Plant Manager to determine whether the employee can return to work in a modified duty capacity.

Return-to-Work

An early return-to-work is essential in mitigating the cost of a work-related injury. The Plant Manager should identify work that can be performed by an employee with physical restrictions. Such work can include housekeeping, clerical, and maintenance duties.

5) MEDICAL BILLS

Medical bills that are addressed to the Plant location must be mailed to the Risk Management Department.

If you have any questions concerning the injury response procedures, call the Risk Management Department.