



# CLIENT INFORMATION GUIDE

**Section:** Risk Management

**Topic:** Injury Procedure

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When an work-related injury occurs, the very first priority must be to see that the injured employee receives medical treatment that is appropriate to the severity of the injury.

1. If the worker's injury is severe, act quickly to obtain medical help. In most cases of this nature, it is best to call 911 to get trained emergency medical personnel involved as quickly as possible.
2. If the injury is of a lesser nature, the employee should see a supervisor to get direction as to how to proceed. The supervisor should assess the situation rapidly and authorize the employee to be treated. As indicated elsewhere, where it is appropriate, Choice recommends strongly that care be provided by a Concentra Medical Center as they specialize in work-related injuries and illnesses and balance the well-being of the employee with the interests of the employer.
3. Even in most non-emergency cases, it is advisable that an injured employee be transported and accompanied to the care provider's location.
4. The employer may choose to authorize a drug and/or alcohol screen at the time of treatment for a work-related injury as an "across the board" policy, or on a case-by-case basis when the supervisor believes that drugs or alcohol may have contributed to a worker's injury.
5. As quickly as is feasible, someone who is knowledgeable about the employee and the injury should contact Choice to prepare an Employer's Report of Industrial Injury form. Choice will submit this to the Worker's Compensation Insurance carrier and the Industrial Commission, as required by law.
6. Any information provided to the injured employee at the treatment center for purposes of communicating with the employer should be copied and provided to Choice so that an adequate record of the treatment of the injury can be maintained.
7. Choice will provide updated information on the claim to the client company as it becomes available so that decisions related to the employee's care and return to work can be handled in a timely manner. If additional paperwork on the part of the employer is required for the processing of the claim, Choice will assist in the completion of the required forms.