



## **Injury Management & Claims Reporting Procedures**

### **Step One:**

The Injured worker notifies his/her Unit Manager regarding the injury.

***In the case of a life threatening injury, CALL 911!***

### **Step Two:**

The Unit Manager immediately calls the Injury Triage Line at **1-800-496-7183**.

### **Step Three:**

A medical professional gathers relevant information from the Unit Manager and speaks to the injured employee.

The medical professional recommends a course of action that includes:

- On-site first aid treatment procedures
- Home-care treatment procedures
- Or, if needed, referral to the designated medical facility for treatment.
- Shares course of action with supervisor.

### **Step Four:**

WCCA immediately begins the claim management process as follows.

In the case of an injury that is NOT referred:

- Triage Report to Company
- Supervisors Report to Company
- Treatment Guidelines to Injury Site fax

In the case of an injury that is directed to the designated medical facility:

- Injury Alert Form to designated medical facility with relevant information
- State First Report information sent to insurer
- Triage Report to Company
- Supervisors Report to Company
- Treatment Guidelines to Injury Site fax
- State First Report to Company

***All injuries should be called in to the Injury Triage Line.***