

24 Hour Injury Response Plan

EMPLOYEE ACTIONS

When to Complete	Action Item	Contact Information
Immediately (after calling 911 if the injury is an emergency)	Notify supervisor.	Phone number of supervisor.
Immediately (after notifying supervisor if the injury is a non-emergency)	Get triage.	Phone number of on-site nurse/clinic/nurse call center.
As soon as triage has determined the appropriate medical care	Receive medical care.	Phone number of on-site nurse/company's preferred clinic or occupational doctor.
Within 24 hours	Complete / sign First Report of Injury Form.	Phone number of HR/Injury Management Coordinator.
As soon as your supervisor gets the paperwork to you	List other required paperwork here.	
Within 24 hours of doctor's visit	Talk to supervisor after doctor's visit.	Phone number of supervisor.
As soon your health allows (based on your medical condition)	Return any forms signed by the doctor to your supervisor.	Address of supervisor.

SUPERVISOR ACTIONS

When to Complete	Action Item	Contact Information
Immediately	Help the employee get triage and prompt medical attention.	Emergencies – Call 911 Non-emergencies – <ul style="list-style-type: none"> • Phone number of on-site nurse/clinic/nurse call center • Phone number of on-site nurse/company's preferred clinic or occupational doctor.
As soon as employee receives medical care	Write down a description of the injury. Complete the First Report of Injury paperwork.	
As soon as employee receives medical care	Report the injury to the Injury Management Coordinator/HR.	Phone number of HR/Injury Management Coordinator.
Same day	Call the employee at home if he/she does not return to work after doctor's visit. Discuss: <ul style="list-style-type: none"> • Your concern and desire to have employee back at work • How the doctor's visit went 	Phone number of employee.
Within 24 hours	Call doctor or nurse to discuss: <ul style="list-style-type: none"> • Employee's current job duties • Company support of modified duties or accommodations • Return-to-work plan 	Phone number of doctor's office.
Within 24 hours	Report injury to insurance company and ask questions, if needed, to be able to answer any employee questions about process or policy.	Phone number of insurance company representative.
Within 24 hours	Send completed paperwork to the Injury Management Coordinator/HR.	Address of HR/Injury Management Coordinator.
Until the employee returns to work, at regular intervals	Follow up with employee. Call employee at home if he/she is not yet back at work. Discuss: <ul style="list-style-type: none"> • How the injury is healing • Return-to-work plan • Insurance benefits 	