

Prevention **Connection**



Safety resources to protect your world

SAMPLE

Injured Employee Contact Plan

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Day of the injury

Call or discuss the following with injured employees:

1. Were they comfortable with the medical care?
2. Where were they treated and when is the next appointment?
3. Do they have any special needs?
4. Did they obtain a doctor's slip?
5. Are they able to work with or without restrictions?
6. If they are unable to work, what activities are they able to do during this time and what treatment are they getting?
7. Provide them with a copy of your transitional duty policy.
8. Set up a time to do an accident investigation.
9. If they cannot work, tell them they will be missed and that you will be contacting them periodically for progress reports.
10. Have the supervisor contact the employee to communicate concern.

Three to seven days after the injury

1. Call the injured employee and ask how he or she is feeling, if he or she needs anything, and if there are any questions about workers' compensation benefits.
2. Refer all specific questions regarding workers' compensation benefits to [Insurance company name]. Employees can contact [company] at [number].
3. If the employee had a follow-up appointment and there is a new doctor's slip, email or fax it to [Insurance company name and contact].

After the next appointment, two weeks after the injury, and periodically thereafter

1. Call the injured employee and ask how he or she is feeling, when the doctor thinks he or she might be ready to come back to work, if there is anything you can do, and if there are any questions.
2. Have middle management call or send a get well card. Give the injured employee an update on things that are going on at work. Include them in social invitations at the workplace. Give updates on new projects. Let them know they are missed. Keep them engaged in the workplace.
3. Contact [insurance company] when there is a significant change in the employee's medical status or plan to return to work. If the employee is represented by an attorney, call [insurance company] about having further contact.

For employees with work restrictions

1. Review restrictions with the employee.
2. Facilitate a return-to-work meeting with the employee, supervisor, human resources, and a union representative.
3. Review restrictions together. Discuss appropriate placement, and make arrangements to get the employee up-to-speed on any missed communications or training.
4. Emphasize the need to adhere strictly to the treating physician's orders. Make sure the employee knows he or she should report to human resources immediately if he or she is asked to do anything outside those restrictions.
5. Have the employee read and sign a transitional duty agreement.
6. Explain the use of a transitional duty tracking form.
7. Communicate all restriction changes and upgrades to all involved parties.