

North Carolina Department of Administration

Injury / Illness Reporting Guidelines

Updated 9-28-09
NCDOA/HRM

General guidelines for working with an on-the-job injury or illness that requires a physician's care.

If this is a life-threatening injury, call 911 and the State Capitol Police, 733-4646 or *SCP (727) from a cell phone, for immediate attention and medical care.

Employee – if injured, immediately notify your supervisor or lead worker. Failing to inform your supervisor may disqualify you from Workers' Compensation benefits. You will be directed or transported to a medical center for treatment and/or evaluation.

Employer – If a non-life threatening injury, either direct or transport employee to an authorized medical center for treatment and/or evaluation:

1st choice: **Concentra Medical center**
4909 Green Road Raleigh, NC 27616 Phone: 919-790-0288
Open Monday–Friday 7:30am-5:00pm

2nd choice: **NextCare Urgent Care** (formerly Doctors Urgent Care)
801 Hwy 70 West Garner, NC 27529 Phone: 919-779-5010
4100 Wake Forest Road Raleigh, NC 27609 Phone: 919-872-3959
Open Monday-Saturday 8:00am-8:00pm

3rd choice: **RX Urgent Care**
3100 Blue Ridge Road, Suite 103 Raleigh, NC 27612 Phone: 919-719-2250
Open Monday-Friday 8:00am-8:00pm Saturday-Sunday 9:00am-3:00pm

If the injury is not life-threatening but occurs after hours, employees should be directed to any hospital emergency room for treatment. Employees must be informed that further treatment will be directed by DOA to a medical center of DOA's choosing.

The supervisor completes a Workers' Compensation Medical Authorization form, available on the NCDOA/HRM web site, and gives it to the employee to present to the medical center to which he or she is directed for treatment. Also printing out with this form is a temporary first fill prescription letter for new work related injuries. This allows the injured employee to obtain prescription medications on their first visit, if needed.

The supervisor should immediately notify the Division Personnel Contact / Workers' Compensation Coordinator (WCC) of the injury claim and to which medical center the employee is being directed or transported. The Division Personnel Contact / WCC will immediately call or e-mail the DOA Safety Officer / Workers' Compensation Administrator (WCA) so that he/she can start to monitor the claim.

Either before or immediately after the employee's visit to a medical center, the employee should be given an Employee Statement Form, available on the NCDOA/HRM web site, to complete and return to his/her supervisor or personnel contact.

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The supervisor and employee complete the Supervisors Accident/Incident Investigation Report form, available on the NCDOA/HRM web site.

These forms and any medical doctor's notes the employee brings back from his/her medical visit are then submitted immediately to the Division Personnel Contact / WCC who will then complete a North Carolina Industrial Commission Form 19. This form is in Word format and is available on the NCDOA/HRM web site. After the Form 19 is completed, the Division will have the employee sign and date the back of the form and will give the employee a completed copy of the Form 19.

The employee will also be given a blank NCIC Form 18, also available on the NCDOA/HRM web site in Word format, with an explanation that the Form 18 is for their personal use if they want to file a claim directly with the NC Industrial Commission. If the employee does elect to fill out the Form 18, we require that the employee give us a copy of the form. If the employee needs assistance completing the Form 18, they should be advised to contact the Workers' Compensation Information Specialists Section at the NC Industrial Commission, (800) 688-8349 or (919) 807-2501, Monday-Friday from 8:00 A.M. to 5:00 P.M., e-mail InfoSpec@ic.nc.gov. The employee must be made aware that they are responsible for submitting the Form 18 to the NC Industrial Commission with a copy to the agency.

If the employee is able to return to work after the initial medical visit, he/she should give his/her supervisor or the Division Personnel Contact / WCC the copy of the doctors note they received from the medical center. If the employee must return for more medical treatment, inform them that it is their responsibility to bring all doctor's notes to their division. The division can give the employee a copy. Forward all paperwork from the medical center to the DOA Safety Officer / WCA unless the employee is treated at Concentra Medical Center. Concentra emails these reports to the DOA Safety Officer / WCA.

The division must let the DOA Safety Officer / WCA know immediately if the employee has been put on any restrictions and if the division is able to accommodate those restrictions.

If the division is unable to accommodate any restrictions, inform the employee and complete a Personnel Action Request (PAR) placing them on a leave of absence due to a Workers' Compensation claim until their restrictions are lifted and / or they are released from care and returned to regular duty status by the treating physician. A PAR is also required when the employee returns to work. The back of the Employee Statement form addresses what type of leave the employee would like to use if they will be missing work due to restrictions of injury claim.

The Division Personnel Contact / WCC will work closely with the Safety Officer in monitoring the status of the employee and any follow-up medical treatment provided.

The Division Personnel Contact / WCC will forward any forms and other paperwork pertaining to the injury claim to the DOA Safety Officer. The Division Personnel Contact / WCC should also keep a calendar of the injured employee's medical appointments and what days the employee was on restricted duty and what days the employee was not able to work due to restrictions of his/her injury.