

North Carolina Department of Administration

Injury/Illness Reporting Guidelines

Guidelines for reporting a work injury or illness:

For a workers' compensation claim to be compensable: The employee must have suffered an injury or illness by accident; the injury or illness must arise in the course of employment; and the injury or illness must be work-related.

If this is a life-threatening injury, call 911 and the State Capitol Police, 733-3333 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 – Evaluate the injury or illness, and arrange for any necessary treatment. If the injury is not a first aid case and warrants care from a medical facility, direct or transport the 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
Fax: (919) 790-0723
Hours: 8:00 am - 5:00 pm (Mon. - Fri.)
- 2nd Choice: **NextCare Urgent Care**
4100 Wake Forest Road, Raleigh NC 27609
Phone: 1 (888) 381-4858
Fax: (919) 872-6066
Hours: 8:00 am – 8:00 pm (Mon. – Fri.)
 8:00 am – 4:00 pm (Sat. & Sun.)
- 3rd Choice: **Rx Urgent Care Center**
3100 Blue Ridge Road, Suite 103, Raleigh, NC 27612
Phone: (919) 719-2250
Hours: 8:00 am – 8:00 pm (Mon. – Fri.)
 9:00 am – 3:00 pm (Sat. & Sun.)

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 Department of Administration (DOA) to a medical center of DOA's choosing.

The supervisor completes the **WC Authorization/Physician's Report/Pharmacy Guide** form, available on the NCDOA/HRM web site: (<http://www.doa.nc.gov/hrm/forms.aspx>) and gives it to the employee to present to the medical center to which he or she is directed for treatment.

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

North Carolina Department of Administration

Injury/Illness Reporting Guidelines

The supervisor investigates the accident or incident to determine the cause and completes the **Supervisor's Accident/Incident Investigation Report** form, available on the NCDOA/HRM website: (<http://www.doa.nc.gov/hrm/forms.aspx>).

Either before or immediately after the employee's visit to a medical center, the employee should be given an **Employee Statement and Leave Options** form, available on the NCDOA/HRM website: (<http://www.doa.nc.gov/hrm/forms.aspx>), to complete and return to his/her supervisor.

Both 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 who will then complete a **North Carolina Industrial Commission Form 19**. This form is available on the NCDOA/HRM website: (<http://www.doa.nc.gov/hrm/forms.aspx>). After the Form 19 is completed, the Division will have the employee sign and date the back of the Form 19 and will give the employee a copy of the completed Form 19.

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 the copy of the doctor's note they received from the medical center. If the employee must return for more medical treatment, **please inform the employee that it is their responsibility to bring all doctors' notes to their supervisor**. The Division can give the employee a copy. Forward all paperwork from the medical center to the DOA Workers' Compensation Administrator in HRM.

The Division must let the DOA Workers' Compensation Administrator 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 the employee 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 or injury claim.

The Division Personnel Contact will work closely with the DOA Workers' Compensation Administrator in monitoring the status of the employee and any follow-up medical treatment provided.

The Division Personnel Contact will forward any forms and other paperwork pertaining to the injury claim to the DOA Workers' Compensation Administrator. The Division Personnel Contact 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.

All absences regarding WC follow-up medical treatments and/or physical therapy shall be documented as Workers' Comp. Leave (9680) into the Beacon System.