

MY EMPLOYEE HAS A SERIOUS INJURY! WHAT DO I DO??

DOES THE EMPLOYEE NEED IMMEDIATE MEDICAL CARE?

If the employee has any of the following: Bleeding, Burns, Breathing Problems, Chest Pain, Loss of Consciousness, Severe Pain, and/or Broken Bones:

Call an ambulance or transport to the nearest emergency room now!



ARE YOU IN A FIRE CAMP? If so, go to the Medical Unit or Comp/Claims Unit for assistance with the claim. If not, follow the steps below.

If employee is injured during business hours, Monday - Friday 7am to 6pm (MST), call 877-372-7248, opt. 2 (HRM). Tell the agent you are requesting authorization for immediate medical care and you will be transferred to Workers' Comp for assistance.

(If the Contact Center is closed during business hours, follow instructions below for outside of business hours)

IT IS OUTSIDE OF BUSINESS HOURS, CAN I GIVE VERBAL AUTHORIZATION TO THE HOSPITAL?

Is this an injury?

Did it happen on 1 work day or shift? Examples of Injuries are: cuts, bruises, broken bones, burns, sprains, allergic reactions, reactions to poisonous plants, lifting injuries that happened on one shift, dehydration or other heat-related conditions, insect bites or stings, and eye injuries.

If the answer is yes to any of the above, this is considered an injury, and the supervisor or personnel representing the agency can give verbal authorization at the hospital (see [Decision Tree](#) for guidance prior to giving verbal authorization) and explain that the CA-16, Authorization for Medical Examination/Treatment, will be faxed on the next business day..

Is this an illness?

Did the symptoms develop over a period of time, longer than one day or shift? Examples of Illness are: infections, cold, flu, strep throat, carpal tunnel syndrome, Valley Fever, Lyme disease, stress or psychiatric conditions, and muscle strain that developed over more than one day or shift.

If the answer is yes to any of the above, this is considered an illness and the supervisor should NOT give verbal authorization for treatment. ONLY the Department of Labor can determine if an illness is work-related based on the medical documentation.

MY EMPLOYEE HAS A MINOR INJURY! WHAT DO I DO?



DOES THE EMPLOYEE NEED MEDICAL CARE?



ARE YOU IN A FIRE CAMP? If so, go to the Medical Unit or Comp/Claims Unit for help with your claim. If not, follow the steps below.

✓ **Yes, the employee would like to go to a doctor or an urgent care facility.**

Call 877-372-7248, opt. 2 (HRM) during business hours Monday - Friday 7am to 6pm (MST), and ask to be transferred to Workers' Comp for medical authorization.

**The employee has the right to be seen by any doctor they choose, however, they need to be sure the doctor accepts FEDERAL Workers' Comp claims or they may be responsible for paying the bill. Chiropractic care is very limited by the Department of Labor/OWCP. Call ASC-HRM Workers' Comp for advice before seeing a chiropractor.

✓ **No, the employee just wants the paperwork filed in case there are future problems.**

The employee and supervisor complete the CA-1 in SHIPS, marking the first box in section 39 of the CA-1. Follow the instructions below.



NOW THAT THE EMPLOYEE HAS BEEN TREATED, WHAT DO I DO?

1. The employee and supervisor complete the CA-1 or CA-2 in SHIPS within 48 hours of the injury. Employee (or someone acting for them if they are not able) completes page 1 (with home address and phone number). The Supervisor completes page 2, sections 18 through 39 on the CA-1 or sections 20 through 35 on the CA-2 (please provide phone numbers where the employee and their supervisor can be reached right away, if information is needed).
2. Print the CA-1 or CA-2, the employee (if available) and supervisor sign where indicated, and then fax the CA-1 or CA-2 (pages 1 and 2) with any medical reports to Workers' Comp at 866-339-8583.
3. Contact ASC-HRM Workers' Compensation at 877-372-7248, opt. 2(HRM), for instructions if the doctor restricts your employee from regular work due to the injury/illness.

Contact ASC-HRM Workers' Compensation at 877-372-7248, opt. 2 for HRM, if you have any questions that are not addressed here.