



WORKERS COMPENSATION INJURY PLAYBOOK

PRESENTED BY





Moderate Injury

Step 1 - Contact Carrier & submit claim

Contact carrier by phone or email to report claim. This needs to be sent within 24 hours

Step 2 - Give employee DWC-1 Form

<https://www.dir.ca.gov/dwc/dwcform1.pdf>

Step 3 - Call an onsite nurse to meet the injured employee

You can call an onsite nurse to come treat the employee at a jobsite or at your place of business

Step 4 - Communicate with adjuster on claim steps

Make sure to maintain all records with adjuster and health care providers



Severe (Emergency) Injury

Step 1 - Call 911 or get employee to emergency room

Priority here is to get employee to care ASAP

Step 2 - Contact Carrier & submit claim

Contact carrier by phone or email to report claim. This needs to be sent within 24 hours

Step 3 - Give employee DWC-1 Form

<https://www.dir.ca.gov/dwc/dwcform1.pdf>

Step 4 - Communicate with adjuster on claim steps

Make sure to maintain all records with adjuster and health care providers



Where to go in the event of a **Claim**

Moderate Injury - Clinics/Urgent Care

- ***1st Recommendation*** we recommend that you call on an onsite nurse to treat the injury.
- ***2nd Recommendation*** if you want to use a clinic, then use **Concentra**.
 - [Click Here for Concentra Map](#)
- ***Not Recommended*** if desired use **Kaiser Permanente**
 - [Click Here for Kaiser Northern CA Map](#)
 - [Click Here for Kaiser Southern CA Map](#)

Severe Injury (Emergency) - ERs/Hospitals

- ***Recommended*** call 911
- Find nearest hospital
 - [Click Here for Hospital Map](#)



WHEN URGENT CARE MAKES SENSE

Did you know that many injuries and illnesses you might go to the ER for can be treated at an urgent care center? In fact, research shows that about 50% of everything seen in an ER could be seen at an urgent care instead. Here are a few examples:

- + Fever, cold, or flu
- + Setting and casting broken bones
- + Sprains and strains
- + X-rays and lab tests
- + Suturing minor cuts

WHEN TO VISIT THE ER

If your injury or illness is life-threatening, you should go to the ER instead of to your local urgent care center. Here are just a few examples of when to go to the ER:

- + You have chest pains or an irregular heart beat
- + You received an electrical shock
- + You have a severe allergic reaction
- + You fell from a height greater than 7 feet
- + You were severely burned





Your Responsibilities in a Claim

Employer (Insured Policy Holder)

- Make sure policy info is on file
 - Carrier
 - Policy number
 - Carrier claims email & phone number
- Alert carrier to start claim
- Help employee get to health care provider
- Send employee DWC-1 form
- Maintain records of all communications from adjuster
- Communicate with employee often
- Document any actions taken for claim