WORKERS COMPENSATION INJURY PLAYBOOK

<u>What to do</u> in the event of a Claim

DLI

Moderate Injury

Step 1 - **Log claim into Zenjuries**
You can log in via cell phone or web browser
https://app.zenjuries.com/login

Step 2 - **Forward "first report of injury" email to your Carrier**
You will receive this email from Zenjuires once claim is logged. 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 - **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 5 - **Upload & track claims docs & info in Zenjuries**
Any form or update on the claim needs to be logged into Zenjuires so the team can help manage

Step 6 - **Download mobile app & tell employee to download mobile app**
Apple: https://apps.apple.com/us/app/zenjuries-mobile/id1495128742
Android: https://play.google.com/store/apps/details?id=com.zenjuries.zenjuriesmobile&hl=en_US&gl=US

Severe (Emergency) Injury

Step 1 - **Call 911 or get employee to emergency room**
Priority here is to get employee to care ASAP

Step 2 - **Log claim into Zenjuries**
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https://app.zenjuries.com/login

Step 3 - **Forward "first report of injury" email to your Carrier**
You will receive this email from Zenjuires once claim is logged. This needs to be sent within 24 hours

Step 4 - **Give employee DWC-1 Form**
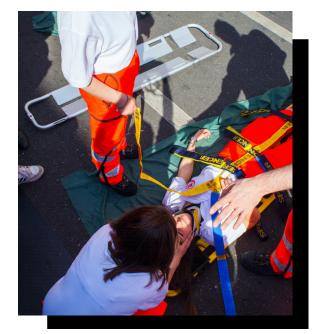https://www.dir.ca.gov/dwc/dwcform1.pdf

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Moderate Injury - Clinics/Urgent Care

- *1st Reccomendation* we recommend that you call on an onsite nurse to treat the injury.

- *2nd Reccomendation* 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

Employer (Insured Policy Holder)

- Make sure policy info is up to date in Zenjuries
  - Carrier
  - Policy number
  - Carrier claims email & phone number
- Log claim into Zenjuries
- Forward injury alert to carrier to start claim
- Help employee get to health care provider
- Send employee DWC-1 form
- Make sure employee gets set up on Zenployee dashboard
- Add claim number to Zenjuries
- Add claims adjuster to Zenjuries Team
  - Take all communications from adjuster and upload to zenjuries communication tree
- Communicate through the communication tree
  - Any info received from adjuster and healthcare provider
- Update injury goals within Zenjuires
- Upload all files relating to the communication tree
- Document any actions taken in communication tree
- Direct & communicate with Zagent on all action steps
  - Zagents need to know what to do