



Instructions for Injured City Workers:

Listed below are the procedures that have to be followed when a workplace injury or illness occurs. These steps will ensure the workers' compensation process will proceed smoothly. The goals of these instructions are to:

- Ensure the injured employee receives the proper care;
- Keep track of lost time;
- Ensure employees are not billed for treatment; and
- All required paperwork is processed in a timely manner.

A. Procedure:

- 1.) Assess the medical situation to determine the extent of the injury or illness. If the injury or illness requires medical treatment then the following must happen:
 - a. Call 911 or transport the injured employee directly to a hospital emergency room for emergencies only.
 - b. For urgent care the injured employee will go to the City's Rock Care Clinic. If the injury occurs after hours or on the weekend, then Care Now urgent care clinic can be used.
 - c. Notify the supervisor of the injury or illness.
 - d. Immediately call the Safety Coordinator at 512 844-4041 and/or Risk Manager at 512 801-5357 or HR Mainline at 512 218-5490 and provide them with the details of the incident.
- 3) The treatment facility will be given the City's insurance carrier name which is Texas Municipal League (TML).
- 4) When a prescription is needed, an employee is not to pay out of their pocket. On the EmployeeNet, DEPARTMENTS > HUMAN RESOURCES > SAFETY & RISK MANAGEMENT, there is a printable Helios First Fill card.
- 5) If an injured employee receives a referral for a specialist, they must verify that they are part of TML alliance of doctors. They can visit <http://www.pswca.org/> to conduct a search.
- 6) TML requires that a First Report of Injury must be received no later than (NLT) 8 days after a doctor visit.
- 7) If the injury/illness does not require medical treatment or the worker doesn't want care at that time then the following applies:
 - a) The supervisor will be notified of the injury or illness.
 - b) An incident report will be done and submitted within 24 hours from the time of the incident to Risk Management.
 - c) An employee has 30 days from the date of injury to submit a claim.
 - d) The employee will inform the Safety Coordinator or Risk Manager immediately if they decide to see a physician.

B. Responsibilities:

1. The employee is responsible for:

- a) Submitting all medical documents to HR;
- b) Attending all medical appointments;
- c) Notifying the TML claims adjuster of any issues that arise during the treatment process;



- d) Recording all lost time on their timesheet for missed work due to the sustained injury or illness; and.
- e) Notifying Risk Management of any changes to their duty status.

2. The manager or supervisor is responsible for:

- a) Conducting a thorough investigation of the incident;
- b) Ensuring prompt and complete reporting by submitting the incident report by the next business day even if the signatures are not on it.

C. Medical Treatment Facilities Addresses:

Emergency care:

Round Rock Hospital
2400 Round Rock Ave
Round Rock, TX 78681
512 341-1000

Scott & White Hospital
300 University Blvd
Round Rock, TX 78665
512 509-0100

Seton Medical Center
201 Seton Pkwy
Round Rock, TX 78665
512 324-4000

Urgent Care:

Rock Care Clinic
901 Round Rock Ave, Suite 300
512-843-0697

CareNow Urgent Care
2800 S I-35 Frontage Rd #400
Round Rock, TX, 78681
(512) 910-8737

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