
 <p>THE CITY OF DULUTH MINNESOTA</p> <p>Policy & Procedure</p>	On-The-Job Injuries/Illnesses	
	Supersedes: March 1, 2006	Date Approved: January 1, 2010
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The City of Duluth is vitally concerned about the health and safety of every employee, and makes every effort to provide safe working conditions for all employees, to eliminate unsafe working conditions that are discovered, and to provide quality medical treatment to those employees who suffer on-the-job injuries or illnesses. To effectively meet these goals and manage the City's workers' compensation process, the City has hired RTW, Inc to administer our claims, and selected Duluth Clinic Occupational Medicine as our treatment provider because of their expertise in working with job-related injuries. The following procedures have been implemented to ensure these goals are met. Failure to report an accident promptly or to follow the established procedures for treatment may negatively impact the employee's care and the efficient handling of the injury, and will be considered a serious policy violation and subject to disciplinary action.

Obtaining Medical Treatment



The injured employee's supervisor is responsible for ensuring that medical treatment is provided as follows:

1. The supervisor must provide first aid for minor injuries/illnesses that do not require medical treatment.
2. When medical treatment is required for non-emergency on-the-job injuries or illnesses, the employee must obtain their initial treatment from a [St. Mary's/Duluth Clinic](#) (SMDC) facility as indicated below:
 - a. Weekdays between the hours of 8:00 a.m. and 4:30 p.m.: Duluth Clinic Occupational Medicine Department (786-3392), at 400 East Third Street, Duluth MN. Report to the registration desk on first floor.
 - b. Weekdays between the hours of 4:30 p.m. and 7:00 p.m. and weekends between the hours of 8:00 a.m. and 5:00 p.m., excluding major holidays (Occupational Medicine and Urgent Care facilities are closed on New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas): Urgent Care (786-6000) at Duluth Clinic, 400 East Third Street. Register on the first floor.
 - c. All other times and for serious injury: St. Mary's Medical Center, Emergency Department, 407 East Third Street, Duluth MN 55805 (786-4357).

Follow-Up Treatment

All employees who are treated at an urgent care or emergency room facility must schedule a follow-up appointment on the next business day following the incident, unless the injury/illness was minor and the medical provider has released them to work with no restrictions. Follow-up with Duluth Clinic Occupational Health is required for the entire course of medical treatment, unless there is an approved change of doctor. It is the employee's responsibility to obtain a "[Physician's Report](#)" or similar form after each appointment and to provide a copy of it to his/her supervisor.

Minnesota state law allows employees to select a medical provider of their choice following their initial treatment at an SMDC facility. Any employee who chooses to treat with someone other than Duluth Clinic Occupational Health must inform the Workers' Compensation Manager at RTW to ensure appropriate follow-up on the injury. The treating medical provider may refer the injured/ill employee to a specialist if the condition warrants. An employee who is dissatisfied with medical treatment received from their medical provider, or feels a change is necessary, must obtain permission from RTW in order to make a change.

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Wage Payments for Lost Time

If the medical provider has authorized lost time (off work or able to work only partial days), wage payments will be processed as follows:

1. RTW will issue a check for any wages due through worker's compensation (2/3 of gross weekly wage).
2. The remaining 1/3 of wage will be recorded as sick leave and paid on the regular payroll check.
3. If the authorized time off does not qualify for payment through workers' compensation, the time will be recorded as sick leave and paid on the regular paycheck.

Payment of Medical Bills



The employee is responsible for providing billing information to the treating facility, and pharmacy when applicable, to ensure that their work compensable medical claims are paid. Bills relating to a work-related injury/illness must be directed to RTW, Inc., PO Box 390327, Minneapolis MN 55439-0327.

Supervisor Responsibilities for Reporting Work-Related Injuries/Illnesses

OSHA REQUIREMENT: Supervisor must report occupational accidents in which an employee is killed or three or more are hospitalized to OSHA within eight hours. Call 733-7830 during business hours (8 a.m. - 4:30 p.m. Mon-Fri); all other times call 1-800-321-6742.

Supervisor must complete required report forms on the day he/she learns of the injury/illness, and submit to RTW within 24 hours. Forms can be faxed to 1-866-286-5258. Serious injuries should be reported by phone (1-866-620-3137) as soon as possible. It is a violation of state Workers' Compensation laws for the employee to complete the " [First Report of Injury](#)" form. Note that the fax number above is for First Notice only; all future correspondence regarding the claim should be faxed to 1-952-893-3700.

1. All supervisors, including manager and department directors, should follow the "[Injury Reporting Guide & Checklist](#)" to report a work-related injury/illness.
2. For minor injuries requiring first aid only and no medical treatment by a medical provider, the supervisor should complete the "[Incident Report](#)" only, and send to Human Resources. A "[First Report of Injury](#)" form should not be completed unless medical treatment was provided at a medical facility. Supervisor must follow up with injured employee within two days to ensure the injury is resolving. If there is no notable improvement, the "[First Report of Injury](#)" and "[Employer Information Form](#)" should be completed and faxed to RTW with the [Incident Report](#).
3. Supervisor should refer to the "[First Report of Injury Checklist](#)" for information regarding completion of the "[First Report of Injury](#)" form. Questions can be answered by contacting RTW.
4. Wage information must be obtained from Payroll by providing the employee name and date of injury; contract salary is not the only factor in determining the average weekly wage.
5. If the supervisor is unable to obtain all of the required information for the [First Report of Injury](#) within the 24-hour submission deadline, the form should be submitted with omissions, and the missing information should be faxed to RTW (952-893-3700) as soon as it becomes available.



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6. Supervisor must complete the "[Employer Information Form](#)" and fax with the [First Report of Injury](#) and [Incident Report](#) to RTW First Reporting, 1-866-286-5258, along with [physician report](#), if available.
7. Supervisor must provide a copy of [First Report of Injury](#) and [Incident Report](#) to the injured employee. Supervisor should forward all original forms to Human Resources.
8. The Human Resources office will forward a copy of the reports to the Attorney and Safety & Training Officer. The Human Resources office will send incident reports involving third party liability to the City Investigator & Claims Agent.
9. To assist in monitoring the goal of providing a safe work place, the supervisor must follow up every incident with an investigation of the facts to determine what must be done to prevent this type of accident from recurring. Supervisors may enlist the help of the Safety & Training Officer in Human Resources. Particular effort should be made to obtain witness corroboration of how the accident/injury occurred.
10. There may be times when the supervisor suspects the employee is making a fraudulent claim. When that occurs, the supervisor must notify RTW immediately, providing a detailed account of the reasons for those suspicions.
11. If the incident involves damage to any vehicle, equipment, or property, employee and supervisor must also follow the [Accident/Incident Reporting Policy](#).
12. In order to effectively monitor the claim and support the employee's safe return to work, the supervisor must require the employee to obtain a "[Physician's Report/Employee Work Status](#)" report or similar document each time he/she is seen by the medical provider. Fax the report to RTW (fax # 1-952-893-3700) and forward a copy to Human Resources.
13. Supervisor and RTW will monitor all cases until the employee is able to return to work without restrictions and the case is closed.

Working with Restrictions

RTW will work with the supervisor, Occupational Health/medical provider, and the employee to ensure that modified duties are available while the employee is going through the "work-hardening" process and until he/she can once again safely resume normal duties. If necessary due to the nature and severity of the injury/illness, the supervisor should assist the employee in arranging rides to and from work. The supervisor should complete the "[Employer Job Offer](#)" and have the employee sign it. An employee who refuses to accept workplace accommodations approved by the physician will not be paid, unless he/she chooses to utilize vacation or other accrued leave.

The City's goal is to protect the employee from further injury and to ensure the employee will reach maximum improvement from the injury/illness. It is the supervisor's responsibility to ensure that they understand the employee's work restrictions and to support the employee in complying with them. The employee's failure to work within restrictions and/or the supervisor's failure to enforce restrictions will result in disciplinary action.

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An employee working with restrictions must continue to be seen by the designated medical provider until he/she has been released to normal duty. The supervisor must follow the case until the employee can return to work without restrictions and the case is closed.

Medical Appointments

If the employee is working normal duty or restricted duty, medical appointments, including physical therapy and other procedures, will be paid as regular time if the employee is scheduled to work at the time of the appointment. To ensure proper recovery from the injury/illness, the employee is required to follow the treatment plan and appointment schedule recommendations of the medical provider.

Lost Time Injuries/Illnesses

The supervisor must immediately report to Human Resources and RTW injuries/illnesses resulting in lost time beyond medical treatment. All lost time must be authorized by the treating medical provider in order to receive workers' compensation payments.

It is the supervisor's responsibility to monitor the progress of employees who are losing time from work, including the tasks below:

1. If the employee is/will be losing time for more than three working days, contact Human Resources so that they can determine whether the lost time qualifies as family leave.
2. Contact the injured/illness employee weekly. Express concern for the employee and encourage a return to work as soon as is medically reasonable. Studies show that employees get well more quickly and recover more fully if they return to work in some capacity as soon as possible.
3. Follow the instructions on the "[Injury Reporting Guide & Checklist](#)."
4. Maintain contact with Human Resources throughout the process regarding the progress of the employee and/or any concerns.
5. Follow the employee's case until he/she can return to work without restrictions and the case is closed.