

## On the job injury reporting

To report an on the job injury, you will need to call **MPR WC Nurse Line**.

- a. All injuries no matter how slight must be reported to your supervisor immediately.
- b. **Emergencies**(serious injuries, broken bones, unconscious, not breathing, extreme pain, pronounced bleeding will be handled by – **Immediately calling 911**. Render immediate first aid. **Then call** the 24/7 **Nurse Hotline**.
- c. Injuries which require more than band aids, **must** be called in to the 24/7 **Nurse Hotline** by the Injured **employee's supervisor and the employee**.
- d. The Nurse will speak with the supervisor and injured employee if possible and take a recorded statement of what occurred and complete the State of Missouri "**First Report of Injury Form**".
- e. The nurse will ask questions to gather the necessary information about the person, the injury and the level of emergency, if any.
- f.
  - The nurse will recommend a treatment that is appropriate for the specific case.
- g.
  - If the injury is minor and does not require off-site care, the nurse provides first aid instructions and the employee may return to work.
- h.
  - When the employee needs off-site care, the nurse makes a referral to the primary provider designated by MPR.
- i.
  - The nurse prepare a MPR's health ticket These documents will be faxed directly to the provider and are considered "authorization to treat".
- j.
  - When necessary (if your designated provider requires an advance phone call) the nurse will make that call.
- k.
  - When CCMI receives the electronic record of the call, your employee will be assigned an adjuster. You and your employee should be contacted within 24 hours by the adjuster and (depending on the severity) MPR's nurse advocate.
- l.
  - Within the first week, your employee may be contacted by MPR's employee advocate. This is in place to answer any questions and to make sure your employee gets the best possible attention throughout the WC treatment process.
- m. Note: If an injury occurs and the employee refuses to call **Nurse Hotline**, this must be noted and reported to the County Clerk, CCMI and MPR. This refusal will jeopardize any payments of benefits in the future.
- n. Should the employee refuse medical treatment advised by **Nurse Hotline** and later change their mind and need to seek treatment, the employee must:
  1. Contact their supervisor
  2. Call the **Nurse Hotline**