

Workplace Injuries

A woman with dark hair, wearing a red long-sleeved shirt and a black apron, is leaning over a desk in what appears to be a cafe or office setting. She is talking on a black mobile phone held to her left ear and has her right hand on the keyboard of a silver laptop. The background is softly blurred, showing warm lighting and shelves. A blue rectangular box is overlaid on the top left of the image, containing the text 'Workplace Injuries'. The 'Concentra' logo is in the bottom left corner.

Concentra[®]



Your Employees Matter

Your employees are the backbone of your company. You care about their health and wellbeing, and the success of your business depends on them and their ability to perform their duties. A single employee injury can significantly impact your business.

Concentra understands the importance of early and appropriate treatment of workplace injuries. We apply our expertise in occupational medicine to help get your employees back to health and back to work as quickly as possible.

A Single Workplace Injury Can Cost You

The evidence is overwhelming. According to the Occupational Safety and Health Administration (OSHA), a single sprain incurred at work can result in:

- **\$29,989 in direct costs**
- **\$32,987 in indirect costs**

How much of the direct costs you pay depends on your workers' compensation insurance policy, but you are always responsible for the indirect costs. An injured employee's time away from work means lost productivity, and this can impact your business in both the short- and long-term.

You Need an Injury Care Plan

You may not be able to avoid every workplace injury, but you can be prepared to take action when an injury does occur by developing an injury care plan. Working with Concentra, you can be confident that your employees will receive exceptional care delivered by a team of occupational health care specialists.

We work to minimize lost time and associated indirect costs for improved outcomes overall. Here's how to get started:

- 1. Identify an injury care provider. Find a Concentra Medical Center near you.**
- 2. Develop a plan that details what employees should do if they are injured at work.**
- 3. Prepare your team by identifying who is responsible for documenting the injury and authorizing treatment.**
- 4. Tour the selected medical center to see where your employees will get care. Ask if a clinician can visit your workplace.**
- 5. Share your injury care plan with your employees.**
- 6. Carry on - knowing you'll be ready when an injury occurs.**

Choose Concentra

You have a choice. When looking for an injury care provider, it pays to connect with the experts. Concentra is the nation's largest and most experienced injury care provider, treating one in every five work injuries in the United States from more than 500 locations nationwide.

Work-related injuries are different from injuries sustained at home. When an injury occurs at the workplace, key principles of workers' compensation must be considered. Research has shown that returning an injured employee to work and normal activities as quickly as possible positively impacts physical and emotional recovery. Concentra clinicians embrace this principle and are carefully trained in best practices in managing the process of return to work. As the recognized leader in occupational medicine, we understand our critical role in directing the course of treatment to achieve rapid and sustainable return to work.

Concentra Knows How

Time is of the essence. Concentra offers complimentary transportation for initial injuries, and when your employee arrives at one of our centers, our clinicians spring into action. Our well-defined process for diagnosis and treatment gets and keeps things moving in a positive direction right from the start.

Communication is key and begins with productive dialogue between our clinician and your injured employee. Ensuring your employee knows and understands his/her injury and treatment plan is an important first step. In addition, while on the road to recovery, you and your employees will benefit from our clinicians' commitment to keeping the lines of communication open.

Keeping your employee at work or returning your employee to work as soon as possible is best for the employee and for you. Research has shown that 60-80 percent of lost time days are unnecessary. We help your employee return to work and normal activities quickly.

Physical therapy when applied early, and appropriately, can help your employees reach functional recovery and progress more quickly.

Let's Get Started

Are you ready to develop your plan? Knowing what everyone should do – and when – is essential. Who is involved can depend on the size of your company, your insurance carrier, and your state's workers' compensation regulations. At minimum, you should identify roles and responsibilities. Use this checklist to get started.

After an injury, employees should notify _____.

_____ documents the injury.

_____ submits the injury claim.

_____ authorizes treatment.

My workers' compensation insurance carrier is _____.

Phone # _____

My workplace injury medical provider* is _____.

Phone # _____

**If state law allows you to direct care. Some states do not allow employers to direct care.*

Tour a Concentra Medical Center

Touring the medical center doesn't just show you where your employees will get care. It also gives you the opportunity to meet the medical staff and ask questions before you create your injury care plan.

Here's what you should expect from a center tour:

- Center was clean and welcoming – I would be comfortable coming here for care.
- Health and wellness educational materials were available for patients.
- I was greeted by the center leadership team – physician, operations director, and therapy director.
- Everyone was friendly and answered my questions.
- They explained how I will get updates after one of my injured employees receives care.
- They described how I can get reports and results online.
- They gave me their contact information so I can follow up with questions.
- The physician and therapy director offered to visit my workplace to meet my employees.

Share Your Plan

Share your plan with your employees to show them you care. A work-related injury can be troubling, especially if the employee stands to lose income. By making sure your employees know what to do after an injury, you not only provide them with a clear process to follow but also reassure them that you will do everything you can to support them every step of the way. The investment you make today will help ensure your employees are well prepared, avoid treatment delays, and lead to overall better outcomes.

Below are instructions to get you started. Add or change these items to fit your business and the needs of your employees. Before posting the instructions, invite your employees to a team meeting to proactively address any questions or concerns.

What to Do If You Get Hurt at Work

1. Stop what you're doing.
2. Tell your supervisor that you've been injured and how it happened.
3. Get medical care. If you can't drive, ask your supervisor for help.

What to do After an Employee Injury

In addition to sharing instructions with your employees, create more detailed instructions for supervisors to make sure they know what to do when an employee reports an injury to them.

To learn more about providing a safe and healthy work place, visit the Occupational Safety and Health Administration website at <https://www.osha.gov>

Report of Injury Worksheet

1. After an employee reports an injury, provide first aid, as needed.
2. Go to www.concentra.com/forms. Print the Employer Authorization form. Fill out the form and give it to your employee with instructions to present the form upon check-in at the medical center for treatment.
3. Call your local Concentra Medical Center to schedule a complimentary ride for your employee.
4. Notify your workers' compensation insurance carrier to initiate an injury claim.
5. Follow up with your employee after the visit. Emphasize your commitment to supporting your employee on the path to recovery. Answer any questions and address any concerns.
6. The center will send you a status report on your employee via our portal. This will stay in the portal for your records and any follow-up visits will continue to be documented.
7. After your employee is seen, you will be contacted by a clinician to discuss your employee's treatment plan and return-to-work status.
8. You will continue to receive updates on your employee's progress for the duration of treatment.

What's Next

You have toured your local Concentra Medical Center and created your injury care plan so everyone knows their roles and responsibilities. Your employee has completed treatment and is back at work. So what's next? Your ongoing engagement. An effective injury care plan requires an ongoing commitment from you, your employees, and your medical provider.

- Schedule** time to review your injury care plan and roles and responsibilities every year.
- Ask** your medical provider to visit your workplace and talk with your employees about injury care.
- Meet** regularly with your team about safety in the workplace.
- Tell** every new employee about your injury plan and who to contact if he or she gets hurt.
- Contact** your medical center leadership team and learn how Concentra can help reduce injuries in the future.



We Also Help Prevent Injuries

The easiest injuries to address are those that never happen. Concentra can work with you to develop a proactive approach to injury prevention to help you reduce the likelihood of injuries in your workplace.

Our services include:

- **Worksite risk analysis**
- **Ergonomics**
- **Pre-placement physical exams**
- **Human Performance Evaluations**
- **Drug tests**
- **And more**

Learn more about our products and services by visiting us at www.concentra.com/occupational-health

Need Assistance?

We can come to your workplace and talk with your employees about injury care – or even help you set up your company’s injury care plan. Contact your local Concentra medical center for more information.

Concentra Quality Care

Improving the health of
America's workforce, one
patient at a time.

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Visit us at www.concentra.com
to set up an account today.