

GCCCD

Human Resources

QUICK REFERENCE

Guidelines for Worker's Compensation Claims

General Information

The following was developed to assist with general information regarding filing a worker's compensation claim correctly.

STEP 1: Assess the Situation

- If the injury is an emergency call **911**. Call Company Nurse* to report the injury.
- If the injury is not an emergency, **have the employee, and Supervisor, call Company Nurse for an assessment at 1-888-770-0929**, and follow the next steps.

* *What is Company Nurse?*

Company Nurse is an injury hotline open 24 hours a day, 7 days a week, staffed by medical professionals and triage nurses. When injuries occur on the job, the injured employee and/or supervisor will report the injury to Company Nurse by calling the hotline number. Using medical expertise, the nurse will assess the injury over the phone and identify the right course of treatment. The injured employee will be referred to the most appropriate level of care, whether it's an ER, clinic, or simple first aid guidelines. During the call, the nurse will gather additional information to assist with the reporting process.

For more information: <https://www.companynurse.com/process/>

STEP 2: Provide the employee with Required Forms:

1. [Employees Claim for WC](#)
2. [District Injury/Illness Report](#)

STEP 3: If Company Nurse recommends a referral to the industrial clinic, send employee to the following:

Concentra- SDG La Mesa 7862 El Cajon Blvd; Ste. 1 La Mesa, CA 91942 (619) 697-3093	Concentra – Santee 9745 Prospect Ave, Suite 100 Santee, CA 92071 (619) 448-4841	Kaiser Permanente on-the-job 4647 Zion Ave, 1 st floor San Diego, CA 92120 (833) 242-8500
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STEP 4: After initial evaluation, request doctor's work status paperwork from employee

The doctor will provide a work status form indicating their assessment and any work restrictions.

STEP 5: Deliver claim forms and doctor's report to Human Resources

- Human Resources will help you determine if you are able to accommodate restrictions or assist with substitute options if needed.
- If restrictions are in place Human Resources can assist you with a Modified Duty Agreement.

STEP 6: Monitor employee progress & compliance with restrictions. Notify Human Resources of any changes in condition or restrictions.