



**RISK MANAGEMENT**

Contact: [riskmanagement@nocccd.edu](mailto:riskmanagement@nocccd.edu)

Office Phone #: 714-808-4779, **AFTER-HOURS (24/7) CONTACT #: 714-412-9760**

## Manager's Procedures for Handling Work Related Injuries and Reporting Protocol

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1. If an employee reports a work-related injury, immediately arrange for prompt medical attention:
  - **If life-threatening – Call 911.**
  - **If the injury is not life-threatening, instruct the employee to call **Company Nurse at 1-888-770-0929, and use the search code "NOCCCD"**.** A Registered Nurse with Company Nurse will triage the employee and determine the appropriate course of action, which may be self-care or referral to a physician. The following list of District approved medical facilities is being provided for information only. This list is used by Company Nurse to direct care if outside medical treatment is required.
  - **If the employee is unable to drive due to the injury, a complimentary one-time transportation service for the first visit is available from these medical facilities. Please call the chosen medical facility directly to schedule for transportation.**

### **Akeso Occupational Health**

13440 E. Imperial Hwy, Santa Fe Springs, CA 90670 (Open 24 hrs, 7 days a week) Tel. 562-926-3440  
Located one block east of Carmenita. <https://healthfirstmedical.net/>

### **Southern California Immediate Medical Center (La Mirada)**

15330 Valley View Ave., #1, La Mirada, CA 90638 (Open 24 hrs, 7 days a week) Tel. 562-802-0208  
Located on Valley View Ave., north of Alondra Blvd., between Alondra and Gannet St., next to Ortho Mattress, Inc. <https://www.immediatemedical.net/>

### **ProActive Work Health Services (Garden Grove) (First Injury 24/7, follow up 8:00a.m.-5:00pm Mon-Fri)**

12828 Harbor Blvd Suite 200, Garden Grove, CA 92840  
Located between Katella Ave and Garden Grove Blvd, main entrance on Palm. Tel. 714-638-7000  
<https://www.proactivework.com/>

### **Healthpointe Medical Group, Inc.**

7052 Orangewood Ave #6, Garden Grove, CA 92841 (Open 24hrs, 7 days a week) Tel. 714-903-1100  
Located on the corner of Knott Avenue and Orangewood Avenue. <https://www.healthpointe.net/>

- 1.1 Please inform the employee that any billing for medical treatment with a non-approved physician will not be honored under the District's Workers' Compensation benefit program. Therefore, it is critical that the injured employee follows the procedure to call Company Nurse.
- 1.2 If the employee refuses medical treatment, **please complete the "Refusal of Medical Treatment" form**

2. **Provide the Employee with Claim for Workers' Compensation Benefits (DWC-1) form within 24 hours of knowledge of an injury/illness to be compliant with the State requirement.**

- Also include all other forms in the Injured Employee's Packet, which can be found on the District Website or in *MyGateway/District Forms tab/Risk Management/Workers' Compensation* folder. **If providing this information in person, use the form titled "Workers' Compensation Information and Forms Distribution Confirmation" to record the date and the specific forms provided to the employee.**

If the next day is a weekend or a holiday, please mail the claim form, or send it electronically; do not wait until the following business day.

- Please encourage the employee to return the completed forms to the Risk Management Department immediately, if he/she wishes to pursue benefits under the District WC program. **Delay in reporting a work-related injury/illness or in the filing of claim forms may jeopardize workers' compensation benefits or delay the processing of the claim.**
- **The Employee's Claim for Workers' Compensation Benefits (DWC-1) is not required to be completed by the employee, if self-care is indicated by Company Nurse, or if the employee does not wish to file a WC claim. However, the employee must complete the "Employee's Account of Injury" form.**

3. **Notify the Risk Management office immediately of any reported injury/illness at (714) 808-4779 office; (714) 412-9760 cell (24/7 contact number); or send e-mail to [riskmanagement@nocccd.edu](mailto:riskmanagement@nocccd.edu)**

4. **Complete Manager's Injury/Illness/Incident Report for every work-related injury, however minor the injury seems to be, for all employees** including employees who are hourly/ part-time. Timely completion assists in the determination of whether a hazard exists that needs to be addressed promptly to alleviate further incidents. **The completed form should be returned to the Risk Management office within one business day of knowledge of the injury/illness.** Please be sure to include any pertinent information you are aware of that can assist in determining if the claim is eligible for benefit, or if additional information is necessary for evaluation.

5. **Temporary Total Disability (TTD) - Notify Risk Management, HR, and Payroll** when the employee is medically unable to work (medical release must be submitted by the treating physician) and again when the employee is medically released to return to work (release to return to work must be submitted by the treating physician prior to allowing an employee to return to the workplace).

6. **Return to Work** - If the employee returns to work with restrictions, each department must attempt to accommodate the restrictions of an injured worker. The duration of modified duty may vary depending upon the District's business needs. **For temporary accommodations, use the Modified Duty/Transitional Duty form to document.** Contact the Risk Management office immediately, if you are not able to accommodate.

7. **Designation of Personal Physician** - Employees have the right to seek the services of their personal physician for a work-related injury **if** they have an Employee's Request for Pre-Designation of Physician form on file with the District Office **prior** to an injury/illness. In the event of an emergency, the District retains the right to direct the employee to the closest emergency facility available. Refer any inquiries regarding this matter to the Risk Management Department.

8. **Remind** all employees that it is the responsibility of the injured employee to report all injuries/illnesses (no matter how minor) to their manager immediately.

9. The Company Nurse process replaces the use of the campus health centers for triage of employee injuries as of July 1, 2021. **However, there is no change to the current protocol regarding the needle stick injuries to the nursing students. They will continue to utilize campus health centers instead of the new Company Nurse process.**