



Protocol for On-the-Job Injury

If you are injured on the job, please proceed as follows:

- 1.) Employee contacts supervisor or HR within 24 hours of injury. If after normal working hours, supervisor should always get as much information as possible: **what happened exactly, where, what time, WHAT HURTS (specifically which side, etc.)**. If supervisor is contacted then they will in turn contact HR next business day for first report of injury.
- 2.) Employee goes to an approved treatment center ONLY, such as "Concentra". (Locations and phone numbers are listed below.) Concentra will usually see the employee within one hour. If it is after hours, the employee may go to any 24 hour "walk-in".
- 3.) We DO NOT want any employee going to the ER unless it is a serious injury, of course. Baptist Hospital is the "preferred" hospital in these cases.
- 4.) The provider will want authorization to treat our employee. If it is after normal business hours, the Program Manager can provide this authorization. Just remember to get all the information in #1 FIRST. If it is a vehicle accident, the employee must submit to drug and alcohol testing. HR needs to be notified immediately if it is a vehicle accident.
- 5.) HR needs to know the specifics so the Work Comp carrier can be notified and claim number provided. The claim number is how the provider and pharmacy bill for their services. The employee will then use this **claim number** for any future treatment or prescriptions.
- 6.) REPORT EVERYTHING. Even if you do not need treatment.

Concentra Locations - Nashville*

2531 Elm Hill Pike
Nashville, 37214
883-6995

4300 Sidco Dr.
Nashville, 37204
321-5698

1719 Gallatin Road
Madison, 37115
870-0143

Ashland City*

Frist Clinic Family Care
313 N Main St
Ashland City, TN 37015
792-1911

Pauline P. Chiu, MD
254 Ren Mar Drive Suite 100
Pleasant View, TN 37146
746-0203

* Other providers are available for choice on our panel, including a chiropractor. These are available upon request.