

**Workers’ Compensation Injury/Illness Reporting Guidelines**

The following guidelines are provided to Member Districts to assist with reporting work-related injuries/illnesses. The ~~g~~uidelines apply for both employees working in their normal work location(s) as well as Working From Home (WFH) during the Coronavirus (COVID-19) Mandated Shelter-In-Place Order.

* Should an employee feel they have a work injury/illness, they should be instructed to contact the RESIG 24/7 Nurse Intake Line (707-836-8374).
* Initially, all injured employees will be triaged by an Intake Nurse telephonically. The Intake Nurse will inquire about the site location in which the injury/illness occurred. If the employee states they are working from home, they will be asked if they had prior authorization from their employer.
* Should the employee’s concerns be resolved telephonically by the Intake Nurse, the claim will be noted as a “report only”.
* If the Intake Nurse determines further assessment is needed by an Occupational Health Doctor the employee will be instructed to immediately contact Occupational Health and be provided with the appropriate contact information.
* Due to the Shelter-in-Place for COVID-19, Occupational Health is currently operating telephonically unless immediate medical attention is determined to be needed. If COVID-19 is suspected, the employee will be instructed to contact their own doctor for testing and treatment.
* The Member District will provide RESIG with a Supervisor’s Report of Injury Form and any additional related information regarding the claim. A copy of the authorization or proof of approval to work from home will be provided to RESIG for WFH claims. Documents should be faxed to RESIG’s Workers’ Compensation Dept. at 707-836-9479.
* RESIG will provide thorough and comprehensive claims management including but not limited to the following protocols, once a report of injury/illness is received by RESIG:
  + Any claims that are reported late and/or have red flags will be placed on delay for further investigation, up to and including formal employee statements by a third party.
  + Claims Examiners will request a copy of the authorization or proof of approval to work from home, if applicable.
  + Injured employees may be asked to submit a picture of the workspace where the injury occurred.
  + RESIG’s Loss Prevention, Ergonomic and Return-to-Work Services may also be utilized and/or consulted throughout the claim process.

Please do not hesitate to contact Chris Spencer, Workers’ Compensation Manager, if you have any questions or need assistance at [cspencer@resig.org](mailto:cspencer@resig.org).