

# POLICY AND PROCEDURES

NUMBER: 129

SUBJECT: Employee Injury/Reports

ACA STANDARDS: 3-ALDF-3A-29; 5A-13

ACTING DIRECTOR: *Julia Childrey*

EFFECTIVE DATE: 3/1/90

REVISION DATE: 11/1/91, 9/97,  
12/99, 3/01, 12/05, 10/09, 11/13, 12/14,  
12/18



## I. POLICY

The St. Louis County Department of Justice Services shall ensure that all on the job injuries to employees are reported and recorded, in order to comply with the established safety standards.

## II. RESPONSIBILITIES

All St. Louis County Department of Justice Services' Supervisory and Administrative staff are responsible for the following procedures.

## III. DEFINITIONS

**Emergency:** Any situation that is life threatening or has the potential to become life threatening and requires immediate attention from medical personnel.

**Non-Emergency:** Any situation that is not life threatening but requires medical attention.

**EMS:** Emergency Medical Services is the ambulance or life support unit used to transport patients to the medical facility.

**NurseNow Hotline:** The service used by St. Louis County Government for reporting all work related injuries. 314-610-2522

## IV. PROCEDURE

### A. Responsibility

1. If an employee is injured while on duty, it shall be the responsibility of the immediate supervisor to ensure that the necessary first aid treatment is administered. The Supervisor will then notify the Unit Manager and the Internal Affairs Officer, or the Watch Commander if the incident occurs after hours.
2. The employee will immediately, if able, contact the *NurseNow* Hotline (314-610-2522) and follow any instructions given to him/her.
3. The Corrections Medicine staff shall be responsible for inmate medical services and shall not be responsible for medical treatment of department staff.

B. Emergency Procedure

1. If the injury is an emergency situation or involves a serious injury (i.e. broken bones, unconscious, not breathing, extreme pain, pronounced bleeding, etc.) the Watch Commander will immediately direct staff to call 911 and first aid will be rendered.
2. After rendering immediate first aid, the Watch Commander will contact the *NurseNow* Hotline (314-610-2522) and inform them of the emergency situation.

C. Non-Emergency Procedure

1. If it is determined that the employee does not require emergency medical treatment, the injured employee will call the *NurseNow* Hotline (314-610-2522) and follow any instructions given to him/her.
2. If medical care is necessary, *NurseNow* will refer the injured employee to an Urgent Care Center or to an attending Hospital Emergency Room.
3. *NurseNow* may refer injured staff to an attending Hospital Emergency Room if the injury occurs after hours or when Urgent Care Centers are closed. After being treated at a Hospital Emergency Room, injured employees are required to contact *NurseNow* and follow their instructions in order to be further evaluated by Workers' Compensation Doctors the next day.
4. *NurseNow* will contact and advise the Urgent Care Center that the injured employee will be coming in for follow up treatment. Any follow up guidelines or instructions given to the injured employee

by Urgent Care Centers or Workers' Compensation Doctors override any discharge instructions given to an employee by any attending Emergency Room.

5. Copies of any discharge paperwork and any follow up appointment paperwork will be given to the employees Unit Manager and the Internal Affairs Officer.

**NOTE:** Discharge and follow up appointment paperwork can be given to the Watch Commander if after hours.

D. Additional Information

1. Employees should arrange any follow up appointment times for treatment or physical therapy before or after work hours. If the treating agency is unable to accommodate you during non-work hours, the treatment time should be scheduled to utilize as few work hours as possible.
2. Overtime will not be paid for an employee being treated at a medical facility before or after work hours.
3. Employee time sheets should be coded "380- Injury on the Job" for any time the employee is out due to **authorized** treatment.
4. If an injury occurs and the employee refuses medical treatment, the employee is responsible for writing a statement (or typing a statement using Microsoft Word), signing the statement indicating their refusal of medical treatment, and turning the signed document into his/her Supervisor on the date of the injury. This statement will be forwarded to the Internal Affairs Officer and St. Louis County Risk Management.
5. Should the employee initially refuse treatment and later decide to obtain treatment, the employee must contact his/her Supervisor who will then contact the *NurseNow* Hotline.
6. In most cases, the *NurseNow* staff will speak with the injured employee or the employees Supervisor and take a recorded statement of what occurred. *NurseNow* will then complete the State of Missouri "First Report of Injury Form" and transmit it electronically to St. Louis County Risk Management and the State of Missouri.
7. If you are off duty and do not feel that you can report for your scheduled shift due to pain, illness, or any discomfort associated

with an existing Workers' Compensation injury that has been previously reported, you must again contact the *NurseNow* Hotline. When calling you must inform *NurseNow* that due to pain, illness, or discomfort associated with your Workers' Compensation Injury, you do not feel that you can report for your scheduled shift. Employees must then follow any instructions given to him/her by *NurseNow* staff. Following the call to *NurseNow*, the employee must then contact the Internal Affairs Officer, his/her Unit Manager or Supervisor, or the on-duty Watch Commander and inform them of the call to *NurseNow*.

**NOTE:** This call must be made to the *NurseNow* hotline every day the employee does not feel he/she can report for his/her scheduled shift due to pain, illness, or discomfort from a Workers' Compensation Injury.

8. Employees who call off work due to pain, illness, or discomfort associated with a Workers' Compensation Injury without proper follow up or proper authorization from *NurseNow* or any attending physician associated with *NurseNow* will be marked as being off on unscheduled time off.
9. If an employee calls and informs a Unit Manager, Supervisor, or Watch Commander that he/she is unable to report for his/her scheduled shift due to pain, illness, or discomfort associated with a Workers' Compensation Injury, the Unit Manager, Supervisor, or Watch Commander is to direct the employee to contact the *NurseNow* Hotline and follow any instructions given to him/her. The employee is then to call back and inform the Unit Manager, Supervisor, or Watch Commander of any instructions given by *NurseNow* as it relates to whether or not they are expected to report for duty or are being scheduled for a follow up visit with an attending Workers' Compensation Clinic or other medical facility that day.
10. Managers, Watch Commanders, or Supervisors may contact St. Louis County Risk Management (or the *NurseNow* Hotline if after hours) with any questions regarding situations of whether or not an employee should be expected to report for duty if the employee is expressing they are in pain, ill, or having discomfort from an existing Workers' Compensation Injury.
11. Managers or Supervisors having questions or concerns relating to the treatment and current disposition of an injured employee or any other concerns involving work related injuries, should contact St. Louis County Risk Management or the Internal Affairs Officer.

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