

City of Springfield Injury Care Process

During Work Hours/ Work Related:

- 1. Employee is injured**
- 2. Employee discusses incident with supervisor**
- 3. Send Employer Authorization for Treatment Form with the employee or fax to Concentra at 413-746-3230. You do not have to call Concentra. The form authorizes treatment and replaces the phone call.**
- 4. Give employee map directions. (Tab 4)**
- 5. Employee will be treated and they will return to work with the patient activity status. This will give the supervisor the restrictions and the dates of the next visits.**

After Hours/ Work Related

- 1. Employee is injured during or after hours.**
- 2. Employee discussed incident with supervisor.**
- 3. Call after hours "On Call" Services (Tab 5)**
- 4. If not solved with after hours "On Call" Services give employee form on (Tab 6).**
- 5. If employee presents with pain but does not seek treatment and tries to toughen it out still give ER Form as they may seek treatment at night.**