

**City of Springfield Injury Treatment 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.
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 visit.

**After Hours/Work Related:**

1. Employee is injured during or after Concentra hours.
2. Employee discusses incident with supervisor.
3. If employee presents with pain but does not want to seek treatment, give them the ED form in the event employee seeks treatment later in the evening.

For a complete listing of Concentra Urgent Care centers, please visit **www.concentra.com**