

Office of Origin: **Workers' Compensation**

I. PURPOSE

This policy outlines the process and procedures for UCSF Medical Center and UCSF Benioff Children's Hospital (collectively referred to as UCSF Medical Center) employees who sustain a work related injury or illness, as well as the responsibilities of the employee, manager, Emergency Department and Occupational Health Services in the event an employee is injured.

II. REFERENCES

University of California [Personnel Policies for Staff Members \(PPSM\)-2.210 Absence from Work](#) (Section D, Part 9 – Leaves Related to an Employee's Work-Related Injury or Illness)

Administrative Policy [4.02.06 Transitional Modified Work Program](#)

Administrative Policy [4.02.09 Return To Work Clearance](#)

University of California [Personnel Policies for Staff Members \(PPSM\)- 81 Reasonable Accommodation](#)

III. DEFINITIONS

Work Related Injury: A work-related injury or illness is any injury or illness arising out of and during the course of employment. The determination as to whether an injury or illness is considered work related is determined by the University's third party administrator using all available information. That information may include statements by the employee, manager and witnesses, medical information from the treating physician and prior medical records of the injured worker. Whether medical expenses and compensation are payable and the amount and duration of such payments are prescribed by state or other statutes and not by the University or the third party administrator.

Third Party Administrator (TPA): The University's third party administrator or TPA reviews information, makes determinations regarding the compensability of an injury and manages all benefits due injured workers. The TPA for workers' compensation for the University of California is Sedgwick CMS.

Primary Treating Physician (PTP) Your primary treating physician is the doctor with overall responsibility for treating your work injury or illness and for coordinating care with other providers. The PTP is designated by the University except in cases where the employee has pre-designated their personal physician.

Personal Physician: Your personal physician is a licensed physician, surgeon or chiropractor who has treated you in the past and maintains your medical records. If you wish to designate this physician to be your PTP, you must do so in writing *before* the injury occurs. In addition, before the injury occurs, the physician must agree to treat you for a work related injury or illness. This process is called pre-designation. The form for pre-designation is available on the UCSF Medical Center HR website: [Physician Pre-designation Form](#).

IV. POLICY

- A. This policy applies to all UCSF Medical Center employees who incur a work-related injury or illness.
- B. The University is committed to meeting its obligation under the state workers' compensation program to provide medical, rehabilitation, and wage replacement benefits to eligible employees who sustain work-related injuries or illnesses.
- C. Issues regarding leave of absence due to work related injuries, eligibility for extended sick leave benefits and vacation, PTO or sick time accrual while on leaves of absence due to work related injuries are covered under University of California [Personnel Policies for Staff Members \(PPSM\)-2.210 Absence from Work](#) listed in the references above. Please refer to that policy for information on these topics.
- D. All employees, managers, Occupational Health Services personnel and Emergency Department personnel are responsible to follow the procedures listed in section V. PROCEDURES of this policy in a timely manner to insure proper treatment, follow up and investigation when a work related injury has occurred.

V. PROCEDURES

- A. Employee Responsibilities at the time of injury:
 1. When an incident occurs in the workplace and an employee is injured requiring emergency treatment, it is the employee's responsibility to:
 - a. Report the injury to your supervisor immediately.
 - b. Obtain medical care promptly - Go to the nearest emergency room if needed.
 - c. If the injury is considered serious (would likely involve hospitalization), call the Medical Center Safety Officer (415-885-3538) or the Workers' Compensation Manager (415-353-7659) immediately to report it.
 - d. Submit an incident report for the event through the UCSF Medical Center Incident Reporting System under the category *Employee Event*.
 - e. For follow-up care, go to Occupational Health Services (415) 885-7580. (Employees who have completed the physician pre-designation process would go to their pre-designated personal physician for follow up care.)
 - f. Keep your manager or supervisor informed of any work restriction or preclusion prescribed by the treating facility.
 2. When an incident occurs in the workplace and an employee is injured that does not require emergency treatment, it is the employee's responsibility to:
 - a. Report the injury to your supervisor immediately.
 - b. Call Occupational Health Services to arrange an appointment. (Employees who have completed the physician pre-designation process would call their pre-designated personal physician for an appointment.)

- c. Notify your manager or supervisor of the date and time of the appointment.
 - d. Submit an incident report for the event through the UCSF Medical Center Incident Reporting System under the category *Employee Event*.
 - e. Keep the manager or supervisor informed of any work restrictions or preclusions prescribed by the treating physician.
3. When an incident occurs in the workplace and an employee is exposed to body fluids or blood, it is the employee's responsibility to:
- a. Follow all established infection control and medical center protocols.
 - b. Report the injury to your supervisor immediately.
 - c. Call the UCSF needle stick hotline: (415) 353-7842 and follow the instructions of the hotline staff regarding appropriate follow up to the incident.
 - d. Submit an incident report for the event through the UCSF Medical Center Incident Reporting System under the category *Employee Event*.
4. If an employee is injured off UC property while on duty (e.g. while attending required meetings off site, Home Care staff on visits),
- a. The employee may seek emergency care at the nearest hospital, if necessary, but must report the incident to his/her supervisor at the earliest possible time.
 - b. The employee must then contact Occupational Health Services to report the injury and schedule follow up appointments.
 - c. For injuries of less serious nature not requiring immediate medical attention, the employee should contact Occupational Health Services during normal operating hours to report the injury and schedule an appointment.
 - d. Employees who have completed the physician pre-designation process would still contact Occupational Health Services to report the injury and begin the workers' compensation claims process, but would then make an appointment to see their pre-designated personal physician.
 - e. Submit an incident report for the event through the UCSF Medical Center Incident Reporting System under the category *Employee Event*.
5. If an employee fails to report an injury promptly or does not accept medical care that is offered, they may be subject to a loss of benefits and may incur the cost of all medical care.

B. Employee's responsibilities after the injury has occurred and been treated:

At each appointment (initial and follow up), the employee will receive a work status until the employee is released to return to work without restriction, or given permanent restrictions. The employee is responsible for notifying supervisor/manager of work status in a timely manner.

1. The work status will list one of three possibilities:
 - a. Employees may be taken off work until their follow up appointment;

- b. They may be given work restrictions which would be in force until the next follow up appointment; or
 - c. They may be returned to work without restriction.
2. If the work status lists work restrictions:
 - a. Restrictions are quantitative limitations to the employee's activities (i.e. no lifting greater than 10 lbs., 30 minutes keyboard per hour, 4 hour work days).
 - b. The restrictions are only given for a set period of time coinciding with the employee's next follow up appointment.
 - c. The employee is given a copy of the work status to take to their supervisor.
 - d. The manager will be contacted (usually via e-mail) to find out whether they can accommodate the work restrictions or not.
 - e. The manager and the employee work together using procedures in the [Transitional Modified Work Program Policy \(4.02.06\)](#) to determine modified work duties.
3. If the employee is taken off work due to work related injury or illness:
 - a. The employee uses sick/PTO time to be paid for the first three days off work. This is the waiting period for temporary disability benefits.
 - b. If the employee is off for more than three days, the employee's manager will file a Leave of Absence (LOA) form and notify Benefits to send a LOA packet to the employee to fill out.
 - c. It is very important that the employee keeps their unit supervisor informed of their work status when off work. The employee's supervisor will need copies of the employee's work status stating the dates that the employee is off work. The employee is expected to keep their supervisor informed in a timely manner of their next appointment(s) and any information regarding when the employee may be released to work either with or without restriction.
4. If an employee is given permanent work restrictions, they should contact Disability Management Services at 415-353-4640 to engage in an interactive process to determine if a reasonable accommodation can be made that will allow them to perform the essential functions of their job. If a determination is made that no such accommodation exists, Disability Management will work with the employee, their health care provider and the employee's manager to facilitate possible accommodations including exploring alternative positions. That process is outlined in University of California [Personnel Policies for Staff Members \(PPSM\)- 81 Reasonable Accommodation](#).

C. Manager Responsibilities

1. A key part of a manager's responsibilities is to maintain a safe working environment for their staff. We count on managers to educate their staff to perform duties in a safe manner, to correct any safety issues or hazards that exist in their department and to investigate injuries that do occur, in order to prevent future injuries.
2. If your employee has an injury:
 - a. If the employee requires emergent care, take them to the Emergency Department or call 9-911.
 - b. If the need is not emergent, have the injured employee call Occupational Health Services at 415- 885-7580 to make an appointment. If the employee has completed the physician pre-designation process, have them contact their pre-designated personal physician for treatment.
 - c. If the employee has submitted an incident report for the event through the UCSF Medical Center Incident Reporting System under the category *Employee Event*, the manager should review the report and confirm that the report is complete.
 - d. Discuss any incident or condition that led to the injury with the injured employee and any witnesses.
 - e. Inspect the location where the injury took place.
 - f. Develop and implement corrective actions that would prevent similar injuries in the future.
 - g. Document follow up actions in the incident record in the IR system as "work done on file".
 - h. Department manager should sign off on the incident record in the IR system once follow up has been completed.
3. After the employee has received medical treatment:

At each appointment (initial and follow up), the employee will receive a work status until the employee is released to return to work without restriction, or given permanent restrictions. The employee is responsible for notifying supervisor/manager regarding their work status in a timely manner.

 - a. If the work status lists work restrictions:
 - i. Make every effort to accommodate work restrictions during an injured employee's recovery.
 - ii. Work together with the employee to determine modified work duties following procedures in the [Transitional Modified Work Program Policy \(4.02.06\)](#).
 - iii. Track the employee's time as Modified Duty in HBS for any time that you accommodate work restrictions.

- b. If an employee is taken off work:
 - i. Enter sick/PTO time in HBS for the first three days.
 - ii. Enter sick/EST time in HBS for any additional days until the employee's accrual is exhausted, then enter AUL. If/when the employee is paid disability for this time, medical center payroll will make manual adjustments to time entered and accruals.
 - iii. If the employee is off for more than three days, file a Leave of Absence (LOA) form and notify Benefits to send a LOA packet to employee.

D. Emergency Department Responsibilities

1. Provide emergent care for UCSF Medical Center employees who are injured in the workplace consistent with standards of care provided by Occupational Health Services.
2. Refer employees with work related injuries to Occupational Health Services for further medical care.
3. Complete the appropriate reports, which include:
 - a. Doctor's First Report of Injury (5021)
 - b. Emergency Room Record
 - c. Work Status
4. Fax copies of the above reports within 24 hours to Occupational Health Services at 771-4472.
5. Send copies of reports and bills to the third party administrator, Sedgwick CMS.

E. Occupational Health Services Responsibilities

1. Triage all reported injuries.
2. Review reports from Emergency Department daily.
3. Provide initial and follow-up care for injured employees.
4. Provide Return to Work Clearance for employees that miss more than three (3) days of work due to their work related injury per Return To Work Clearance Policy - 4.02.09.
5. Maintain communication with Third Party Administrator (claim adjuster), secondary providers and employee.
6. Forward work status information to managers for employee's who are released to work with work restrictions.
7. Advise managers as needed, working with Disability Management Services to develop transitional work plans or accommodations.

8. Confidentiality and Record-Keeping:

- a. All medical records are considered confidential and accessible only to the employee and Occupational Health Services staff. No records shall be forwarded to third parties unless the employee signs a release form and submitted to Occupational Health.

VI. RESPONSIBILITY

Further questions about the contents of this document should be addressed to:

- UCSF Medical Center Disability Management 415-353-7061
- UCSF Medical Center Benefits (415) 353-4545
- UCSF Medical Center Labor and Employee Relations (415) 353-4012
- UCSF Medical Center Occupational Health Services (415) 885-7580

VII. HISTORY OF POLICY

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Reviewed and Approved May 2011 by David Odato, Chief Administrative Officer and Mark R. Laret, CEO

Reviewed and revised May 2014 Michael Coleman, Manager Workers' Compensation, Disability Management, and Ergonomics

Reviewed and approved June 2014 Jennifer Hermann, Executive Director of Human Resources on behalf of the Policy Steering Committee

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