

## INJURY MANAGEMENT AND REMAINING ON THE JOB/RETURN-TO-WORK RESOURCES



### What is Injury Management?

Injury Management is working to ensure the safe, prompt and productive return to work of your injured employee. It includes:

- Treatment of the injury by providers who deliver quality care with a focus on remaining on the job or returning to work when medically appropriate.
- Training in new skills or providing a new job when necessary
- Overall management of the claim
- Understanding your business practices

Collaboration between you, CNA, your employee and preferred medical providers is required for successful claim outcomes.

### Why is it Beneficial for You to Get Involved in Injury Management?

The earlier an injury is treated and managed, the sooner your employee may be able to recover from the injury and possibly remain on the job during the healing period or, if lost time is needed, to return to work sooner. This can mean fewer lost days, minimized wage loss for your employee, a focus on work ability rather than disability and greater employee morale.

### What Are Your Injury Management Responsibilities?

Prior to an injury, you should:

- Develop a relationship with a preferred medical provider who understands your business and goals for return to work.
- Establish a clearly defined and documented plan for return to work, including developing job descriptions for every position in your company.
- Document how to report and respond to worksite injuries.
- Share this information with your employees and train your managers on how to prepare before an accident occurs, and how to respond after one happens.

If one of your employees is injured, you should:

- Attend to the injured employee as soon as possible.
- Recommend emergency care if the injury is serious or life-threatening, or refer your employee to a preferred medical provider for injury assessment.
- Immediately notify your agent or carrier.
- Cooperate and collaborate with all involved parties in the injury management plan.

### What is a Return-To-Work Process?

A return-to-work process is a clearly defined and documented plan, which includes you, your injured employee, CNA and your preferred medical provider. It outlines your commitment to assist the injured employee in taking the necessary steps to remain on the job while accessing necessary treatment, or to achieve a safe and productive return to work as soon as medically appropriate.

### How Do You Quickly and Accurately Identify Preferred Medical Providers in Your Area?

CNA has established relationships with preferred medical providers in all 50 states who can work with you to provide quality, cost-effective medical care. These providers will work with you to help your employees remain on the job or return to work as soon as medically appropriate, after an injury has occurred. Wherever jurisdictionally appropriate, a completed preferred provider panel should be displayed in a conspicuous location where your employees can view it. Just go to [www.cna.com/claim](http://www.cna.com/claim) and click "Find a Network Provider."

If you have any questions, or need assistance in locating a preferred medical provider, or creating a panel or worksite poster, call CNA's preferred provider panel coordinator at 714-674-5786 or send an e-mail request to [PPOPanelRequest@cna.com](mailto:PPOPanelRequest@cna.com)

### Key Points to Remember

- Injury management helps your injured employee get back to work quickly and safely.
- Cooperation and collaboration among you, your injured employee, the treating medical provider and CNA in the injury management process is essential for achieving the best possible outcomes.
- It's your responsibility to establish a relationship with a preferred medical provider, as well as having a return-to-work process in place **prior** to an injury.
- CNA has tools and resources to help you be better prepared when a work site injury occurs.

