



Employee Injury/Illness Management Policy/Procedure

In Maine, employers are allowed to choose a provider to treat employees who have been injured at work for the first ten days of treatment. Southern Maine Community College (SMCC) has partnered with Concentra, formerly, Occupational Health + Rehabilitation Inc, as our provider for treating and managing **ALL** non-emergency work related injuries and illnesses effective immediately.

Concentra offers a full array of occupation health services to support today's varied work environments. All needed services, from urgent care for non-life threatening injuries to a sports-medicine rehabilitation center, are available under one roof and are provided by a skilled professional staff.

Policy Statement:

SMCC is committed to providing a safe work environment for our employees. Despite the best efforts that we may implement, employees may get ill or injured. In recognition of this, SMCC has created an injury/illness policy that is consistent with our philosophy of returning the injured/ill employees back to health and to a productive position within our organization.

To accomplish this, SMCC requires the assistance of all employees, especially management and supervisory staff. All management staff will be expected to comply with reporting requirements and accommodations of all work-related injuries and illnesses as defined in the following procedure.

Procedure:

All employees will report to their immediate supervisor when a work-related injury/illness is suspected and/or when they deem medical care may be required. The Supervisor will contact the Human Resources Office for a first report of injury form and will submit it back to the Human Resource & Benefits Manager within twenty-four (24) hours of the injury/illness being reported.

If medical care is deemed necessary, the Supervisor or Human Resource & Benefits Manager should call Concentra at **774-7751** prior to sending the employee to Concentra for treatment. Please be prepared to provide the employee's name and social security number and the nature of the injury.

Attached is an "Employers Guide for Urgent Care – Concentra or Hospital Emergency Department" to help determine which injuries/illnesses should be treated by Concentra and which require emergency room treatment.

Hours & Location:

Concentra is open Monday through Friday 7:30am to 5:00pm. After hours and on weekends, the Supervisor should call the CONCENTRA After Hours program at 1-888-542-4455. A follow up visit should be scheduled at Concentra the following working day. Concentra is located at 1600 Congress Street, Portland, ½ mile past the Westgate Shopping Center on the left hand side.

Employers Guide for Urgent Care – Concentra Or Hospital Emergency Department

Employers frequently ask the question, “When should I send my injured employees to Concentra and when should I send them to a hospital emergency department (ED)? The answer depends on the situation and the severity of the injured employee’s condition. Clearly, it makes sense to use an ED for conditions that are considered true emergencies (life or limb threatening situations).

In non-emergency situations, there are a number of disadvantages to using the hospital ED. First, the hospital ED charges are considerably higher than care provided at Concentra. In addition, in the ED, true emergencies take precedence over conditions requiring urgent care, and your employees will most likely have an extended wait before being seen by a clinician. Your billing and communications needs will be better met by Concentra rather than an ED. Additionally, our clinicians are experienced in assigning employees to modified duty when medically appropriate. Finally, Concentra specializes in occupational health care and utilizes an appropriate, aggressive, sports medicine approach to treatment. This results in significant cost savings for employers through reduction in expenses and lost work days, with improved outcomes for employees. The following may be used as a guide for deciding the most appropriate option for care.

Conditions Appropriate for Concentra Treatment

- Sprains and strains of all types
- Muscle, bone, and joint injury (exceptions noted below)
- Minor head injuries (no loss of consciousness)
- Chemical exposures and foreign bodies to the eye
- Superficial and partial skin thickness lacerations
- Injuries due to noise exposure
- Acute exposure to chemical or other toxins, not resulting in loss of consciousness, cardiac, or respiratory distress
- Animal bites
- Generalized or specific symptoms resulting from presumed workplace exposure

Conditions Appropriate for Hospital Department Treatment

- Complaints of chest pain
- Injuries resulting in significant loss of blood (shock) or uncontrolled bleeding
- Respiratory distress, shortness of breath, resulting from allergic reaction (bee sting), or acute toxic exposure
- Loss of consciousness
- Trauma resulting in gross deformity or gross injury to affected part (such as open or compound fracture)
- Injuries and illness requiring an EMT
- Trauma resulting in amputation or significant loss

Note: This is a partial list intended to respond to the most common questions of employers regarding triage. Choosing the appropriate treatment option is not at the discretion of CONCENTRA.

Maine Locations

Augusta	Concentra, 219 Capitol Street, Suite 2, 04330	207 629-5005
Bangor	Concentra, 34 Gilman Road, 04401 <i>An affiliate of Eastern Maine Medical Center</i>	207 941-8300
Bridgton	The Center for Occupational Health at Bridgton Hospital 25 Hospital Drive, 04009 <i>An affiliate of Concentra</i>	207 647-6063
Lewiston	Concentra, 59 East Avenue, 04240 <i>An affiliate of Central Maine Medical Center</i>	207 784-1680
Norway	Concentra, 29 Winter Street, 04268 <i>Affiliated with MaineHealth and Stephen's Memorial Hospital</i>	207 743-7399
Portland	Concentra, 1600 Congress Street, 04102 <i>An affiliate of MaineHealth</i>	207 774-7751

Directions

Concentra 1600 Congress Street Portland, ME 04102

From I-295 Traveling South (to Portland):

Take I-295 to the Congress Street Exit 5B heading West off of I-295. Continue straight past Westgate Shopping Center. Concentra is located approximately ½ mile past the shopping center on your left.

From I-295 Traveling North (to Portland):

Take I-295 to Congress Street Exit 5. Bear right and take 22 West. Continue straight past Westgate Shopping Center. Concentra is located approximately ½ mile past the shopping center on your left.

From I-95 Maine Turnpike:

Take I-95 to Maine Turnpike Exit 7A Jetport. Turn right after the tollbooth. Continue straight towards the Jetport. At the traffic light in front of the jetport entrances, turn left onto Johnson Road. Johnson Road will merge into Congress Street. Proceed straight on Congress Street for about 1 mile. After passing Stroudwater, Concentra is located on the right at the top of the hill by the traffic light.

The entrance is on the side of the building (with awning over door).

To permit prompt attention to this matter, please complete this form and return it to:

Southern Maine Community College
Attn: Denise Reny, HR & Benefits Manager
2 Fort Rd
South Portland, ME 04106

EMPLOYEE'S REPORT OF INJURY

Soc. Sec. No: ____ - ____ - ____

Full name of injured employee _____

Address _____ Home phone # (____) ____ - ____

Sex **M / F** Date of Birth ____/____/____ Occupation when injured _____

Date of hire _____ Name of Supervisor _____

Were you doing your regular work? **Yes / No** If not, what type of work? _____

Do you work for another employer? **Yes / No**

If yes, give name and address _____

Exact place where injury occurred _____

Date of injury ____/____/____ Time __:____ am/pm

To whom was the injury reported? _____ Date ____/____/____

Witnesses' Names _____

Describe fully how injury happened _____

Describe your injury in detail _____

Have you ever had this type of injury before? If so, please explain. _____

Did you lose time from work? **Yes / No** If so, when did disability begin? ____/____/____

If you have returned to work, what was the date? ____/____/____

Health Care Provider Name _____

Mailing Address _____

Phone Number _____

Signature _____ Date ____/____/____

IF MEDICAL ATTENTION IS NECESSARY, YOUR EMPLOYER WILL FURNISH TREATMENT
SUBJECT TO THE PROVISION OF THE WORKERS' COMPENSATION ACT

SUPERVISOR'S INJURY REPORT

Within 24 hours of notice or knowledge of an injury, submit the following to the HR & Benefits Manager located in the Finance Office:

1. Completed **Employee's Report f Injury**
2. Completed **Supervisor's Injury Report**

Name of injured employee _____ Dept. _____

Date of injury ___/___/_____ 3. Type of injury _____

Date you received notice, or had knowledge that the injury was work related ___/___/_____

Who informed you? _____

Person(s), other than those listed on the Employee's Report, who could provide further information about the incident:

Name/title/contact # _____

Name/title/contact # _____

Do you have any comments about the information on the Employee's Report?

Do you have an opinion concerning the injury? _____

Do you feel this is a work-related compensable injury? Yes No

Why or Why not? _____

Was this an avoidable unavoidable injury? If avoidable, how?

If avoidable, what action(s) have or are being taken? _____

Had the person received training related to cause of injury? Yes No

Name and title _____

Signature _____ Date ___/___/_____

Work Phone # (____)____-____ Normal working hours __:____ am/pm to __:____ am/pm