

**FLEET MANAGEMENT
POLICY / PROCEDURE**

SUBJECT: Employee Injuries

APPROVED: Marilyn L. Rawlings
Marilyn L. Rawlings, Fleet Manager

DISTRIBUTION:

Fleet Management

PURPOSE:

To establish procedures for proper care and treatment of a Fleet employee during injured working hours.

PROCEDURE:

In the event, that any Fleet employee is injured on the job, and in need of medical attention, the employee's supervisor will ensure that the injured employee is provided with the appropriate medical attention. If the employee needs immediate medical attention, the supervisor or designee will call 911. In non-life threatening situations, the supervisor should drive the employee to the appropriate medical facility. In either case, the supervisor will stay with the injured employee until he/she is under the care of professional medical staff.

When an employee receives a minor injury, the supervisor is to call Employee Health Services at 533-2067 to detail what happened and to receive instruction on if and where the employee is to be treated. If the employee needs to go to the hospital, and the injury is not life threatening, the supervisor will drive the employee to the facility and make sure he/she is checked in. The supervisor may wait for the employee to be treated and released or return to the Fleet facility. Once the employee is released, the supervisor will arrange for the employee's transportation back to the work place or to the employee's home.

All accidents (whether minor or major) must be reported to the supervisor as soon as possible. It is the employee's responsibility to submit an accident report to his/her supervisor as soon as possible after the accident takes place. In the event the employee cannot complete the form, the supervisor will complete the form for the employee. A copy of this form must be given to Risk Management within 24 hours of the event.

All accidents will be addressed with the employee to discuss the outcome and possible preventive steps that could have been taken. Excessive preventable accidents may affect an employee's evaluation and/or employment status.

Revision Date: May 2010



LEE COUNTY
SOUTHWEST FLORIDA

**SUPERVISOR ACCIDENT
INVESTIGATION REPORT FOR
WORKERS' COMPENSATION INJURY**
(PURPOSE TO PREVENT REOCCURRENCE)

The Report of Injury must be submitted to Employee Health Coordinator (Fax 485-2094); Risk (Fax 485-2154 or 485-2262); and respective department Safety Coordinator within 24 hours of injury. If the employee is unable to complete his/her account of the incident, the supervisor will provide the information, in addition to the analysis of the cause of injury.

EMPLOYEE'S ACCOUNT OF THE ACCIDENT

Employee's Name: _____ Social Security # _____ DOB: _____

Home Address: _____

Home Phone: _____ Work Phone: _____ Alternate Phone: _____

Job Title: _____ Date of Hire: _____ Hourly Pay Rate: _____

Department: _____	Date of Accident: _____	Time of Accident _____ <input type="checkbox"/> AM <input type="checkbox"/> PM	Location and city/town of accident _____
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In your own words, explain in detail, what you were doing immediately prior to the incident and then how you believe the injury happened:

Employee's Signature: _____ Date: _____

SUPERVISOR'S ANALYSIS OF THE ACCIDENT

Date Employee reported injury _____ Was Employee referred to a medical facility? Yes No

Did employee seek medical treatment? Yes No

If employee sought medical treatment, name of facility _____

Did Employee lose time from work (other than for medical treatment)? Yes No

If yes, date last worked: _____

Nature of injury and part of body involved (e.g. cut left hand, strained back, bruised leg, etc.):

Name and telephone number of the witnesses to the accident:

1. _____
2. _____

Do you concur with the Employee's account of the accident? Yes No Unsure

If you answer no or unsure, please explain:

What factors caused the injury?

Describe actions taken or needed to prevent reoccurrence:

Supervisor Signature: _____ Date: _____

Work or Alternate Phone No.: () _____

DEPARTMENT DIRECTOR REVIEW

Investigation Sufficient Suggested additional actions on reverse Report to be submitted to Safety Committee

Department Director Signature: _____ Date: _____

Lee County Board of County Commissioners
Workers' Compensation Procedures

QUICK REFERENCE GUIDE

Part I – IF YOU AND/OR YOUR EMPLOYEE ARE INJURED IN A WORK-RELATED ACCIDENT THAT IS NOT LIFE THREATENING, YOU MUST DO THE FOLLOWING:

- 1) Report the injury to your supervisor or manager immediately.
- 2) For all injuries that require more than just basic first aid, the injured employee should report to:

Lee Convenient Care Central
4771 S. Cleveland Avenue (next to Pep Boys at Page Field)
Fort Myers, Florida 33907
Phone (239) 343-9800
Fax (239) 343-9823

Hours of operation: 7:00 AM to 7:00 PM, 7-days a week, including holidays

- a. Authorization for treatment must be obtained prior to treatment. Authorization can be obtained through Risk Management or through Employee Health Services.
 - b. Any additional medical treatment such as transfers of care to a specialist would require authorization from your Workers' Compensation Adjuster.
 - c. Prescriptions given to injured employee by authorized physicians can be filled at any local pharmacy. Employees can use the "Prescription Program for Work Related Injuries" form in order to obtain prescriptions or employees are may be required to secure receipts for reimbursement.
- 3) Complete an ***"Employee Injury-Illness Report"*** form and fax a copy to Risk Management at 485-2154 and Employee Health Services at 485-2094 within 24 hours. The original can follow by inter-office mail.
 - 4) Employee shall do the following:
 - a. Attend all scheduled appointments with authorized workers' compensation physicians.
 - b. Follow all instructions given to them by the authorized workers' compensation physicians.
 - c. Contact your Workers' Compensation Adjuster and/or Risk Management with concerns about their claim.

Part II – IF YOU and/or your employee ARE INVOLVED IN A WORK-RELATED INJURY THAT OCCURS AFTER HOURS, WEEKENDS, OR HOLIDAYS, which are non-life threatening, YOU MUST DO THE FOLLOWING:

- 1) Report the injury to your supervisor or manager immediately.
- 2) Follow steps 2b-2c, step 3, and step 4 in **Part I**.

Part III – IF YOU AND/OR YOUR EMPLOYEE ARE INVOLVED IN A WORK-RELATED INJURY THAT IS LIFE THREATENING AND REQUIRES IMMEDIATE MEDICAL ATTENTION, IMMEDIATELY CALL 9-1-1:

- 1) Immediately report the injury to your supervisor or manager.
- 2) Ask a representative from the hospital to call Risk Management at (239) 533-2309 or (239) 533-2310 or Employee Health Services at (239) 533-2067.
- 3) Follow steps 2a-2c, step 3, and step 4 in **Part I**.

KNOW YOUR RIGHTS AND RESPONSIBILITIES IF YOU ARE INJURED ON THE JOB

Medical care under Workers' Compensation covers only work related injuries and is different from your health care coverage when you are sick.

Lee County and Gallagher Bassett Services have entered into an agreement to provide you medical assistance if you are injured at work. This information is provided to you so that you may obtain good quality medical services quickly in order for you to get well as soon as possible. This program will also assist you in returning to work as soon as you are medically able to do so and we'll also help you to understand both your right and responsibilities under the Workers' Compensation laws of the State of Florida.

The following is basic information about the Lee County Workers' Compensation program. If you would like additional information about Workers' Compensation, please contact the Florida Division of Worker's Compensation Employee Assistance Office at (800) 324-1741.

WHAT ARE MY RIGHTS?

- You have the right to a safe working place
- You have the right to medical care, treatment, and payment for treatment in case of a job-related injury or illness.
- You have the right to receive partial salary when an authorized workers' compensation physician says you cannot work due to your injury.

WHAT ARE MY RESPONSIBILITIES IF I AM INJURED IN A WORK-RELATED ACCIDENT?

- Immediately report any injury received on the job to your supervisor or manager.
- Follow the appropriate steps outlined above.

- Obtain all medical care only from authorized workers' compensation physicians/providers. Authorization for medical treatment can be obtained only from Risk Management or Employee Health Services.
- Follow the authorized workers' compensation physician's instructions concerning your treatment, and ask questions if you do not understand or need an explanation.
- Provide your authorized workers' compensation physician with complete information on your medical history and current medical problem related to your work injury or illness.
- Keep all scheduled appointments, and be on time for all medical care and evaluations.
- Return to work as soon as the authorized workers' compensation physician releases you.
- Request treatment only for an injury or illness that occurs as a result of your work.

These Rights and Responsibilities have been developed by Lee County in compliance with Florida Law to provide each employee receiving care with a positive and productive outcome. Questions concerning these Rights and Responsibilities may be directed to the Lee County Risk Management Office at (239) 533-2221.

HOW DO I CHANGE PHYSICIANS?

Once you have started treatment with an authorized workers' compensation physician for your related injury, you will be allowed to make only one change to a different authorized workers' compensation physician during your treatment period for the injury. If you request a different physician, you will not be asked to justify this request, but will be asked information which may allow us to better understand the nature of the request.

Contact your Gallagher Bassett Adjuster at (239) 334-3333 to request a change in physician.

WHO IS YOUR ADJUSTER?

An adjuster from Gallagher Bassett Services will contact you within 24 to 48 hours upon receipt of your completed **"Employee Injury-Illness Report"** form. The adjuster will work with the Risk Management and help coordinate and authorize medical treatment with authorized workers' compensation physicians and specialists. The Adjuster is responsible for processing and paying all bills for medical treatment rendered for work related injuries.

Important Contact Information:

Employee Health Services:

**2115 Second Street
Downtown Fort Myers
County Administration Building
(239) 533-2067 Phone
(239) 485-2094 Fax
Jbursack@leegov.com E-mail address**

Medical Care Coordinator:

**Lee Convenient Care Central
4771 South Cleveland Ave.
Fort Myers, Florida 33907
(Located beside PEP Boys on U.S. 41.)
(239) 343-9800 Phone
(239) 274-7123 or 274-7148 Fax
Hours of operation: Sunday – Saturday from 7 AM – 7 PM
7 Days a week including Holidays**

Adjuster:

**Gallagher Bassett Services, Inc.
2180 W. First Street 404
Ft. Myers, FL 33901
(239) 334-3333 Phone
(239) 334-0857 Fax
Monday through Friday,
between the hours of 8:30 am and 4:00 pm.**

Risk Management:

**Mike Figueroa
Risk Management – 4th Floor
2115 2nd Street
Ft. Myers, FL 33901
(239) 533-2310 Phone
(239) 485-2262 Fax
mfigueroa@leegov.com E-mail**

**Michelle Lauby
Risk Management – 4th Floor
2115 2nd Street
Ft. Myers, FL 33901
(239) 533-2309 Phone
(239) 485-2262 Fax
mlaubby@leegov.com E-mail**

Date: May 3, 2010
To: All Lee County Employees and all those Constitutional Offices in Lee County's Workers' Compensation Program
From: Mike Figueroa, Risk Program Manager
Subject: New Clinic for treatment of Workers' Comp Injuries

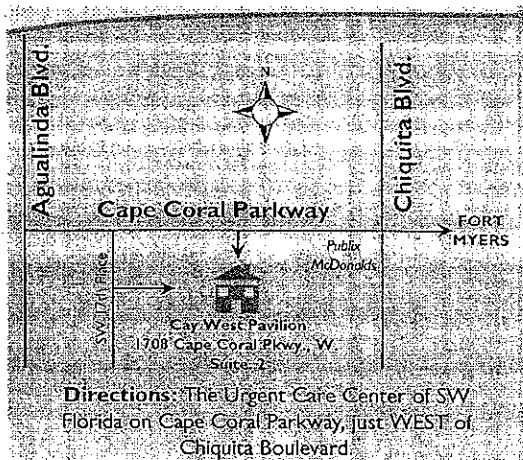
In an effort to provide the most efficient care to Lee County employees and those Constitutional offices under Lee County's Workers' Compensation program; employees can now seek treatment for non-life threatening, on-the-job injuries at two new locations as well as our current location Lee Convenient Care.

Beginning Saturday, May 1, 2010, employees can seek treatment for on-the-job injuries at Urgent Care Center of Southwest Florida in Estero and Cape Coral. These new locations are easily accessible and offer similar care as Lee Convenient Care in Fort Myers. This addition does not alter current protocols, instead enhances our abilities to provide immediate care. Authorization during County business hours is still required prior to seeking treatment and can be obtained by contacting Employee Health Services 533-2067 or Risk Management.

For additional questions, feel free to contact me at 533-2310 or Michelle Lauby at 533-2309.

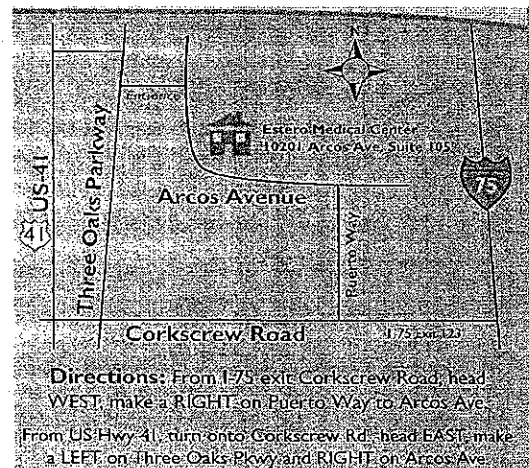
Hours and Locations

Cape Coral



1708 Cape Coral Pkwy. W., Suite 2
Cape Coral, Florida 33914
Tel. (239) 333-3333
M-F 8am-8pm
Sat 9am-5pm
Sun 11am-4pm

Estero



10201 Arcos Ave., Suite 105
Estero, Florida 33928
Tel. (239) 333-2273
M-F 8am-8pm
Sat 9am-5pm
Sun 11am-4pm



**MEMORANDUM FROM THE
DEPARTMENT OF HUMAN RESOURCES**

DATE: March 23, 2010

TO: Department/Division Directors, HR
Department Representatives,
Department Safety Coordinators,
Tax Collector, Elections, Property
Appraiser, Hearing Examiner, Lee
County Clerk of Court

FROM: Mike Figueroa, Risk Manager,
Stephanie Figueroa, Employee
Relations Coordinator

RE: Risk and Employee Health Services - Injured Workers

Due to the recent staffing changes in Employee Health Services (EHS), a nurse is no longer available to provide first aid; however, authorizations for treatment to Lee Convenient Care for work related injuries are still obtained by contacting EHS and/or Risk Management.

Employees injured in work related accidents still need to continue to follow the procedures as outlined in the attached "Quick Reference Guide".

Injury reports are also still required to be communicated to EHS and Risk Management.

All communications by medical professionals are still being received and distributed by EHS to departments and Risk Management.

Risk Management procedures, forms and communications can be found on the Lee County intranet at <http://www.intranet.leegov.com/departments/Riskmanagement/default.aspx>.

You may continue to use jbursack@leegov.com to send EHS email until further notice or you may directly email Stephanie Figueroa at sfigueroa@leegov.com. The EHS phone number and fax number continue to remain the same.

	EHS	Stephanie Figueroa	Mike Figueroa
Phone:	533-2067	533-2006	533-2310
Fax:	485-2094	485-2051	485-2154

Please contact Mike or Stephanie if you have any additional questions. We will keep you all apprised of any changes to Risk Management or Employee Health Services. Thank you for your continued support.

CC: A. Fraser, County Attorney
Human Resources, Department All