

Communication is Key After an Injury

Communicate with the doctor

As a business owner, there are times when there is nothing you could have done to prevent an employee injury.

According to OSHA information:

- **Every day, more than 12 workers die on the job – over 4,500 a year**
- **Every year, more than 4.1 million workers suffer a serious job-related injury or illness.**

Running a business takes a lot of time and effort, but one area of focus that is often overlooked, is the follow-up time needed to make sure injured workers are recovering properly. If they're not, it ends up costing your business more money.

One way to make sure your injured employees are receiving the best care possible is to stay in regular communication with your employee and stay on top of their recovery efforts.

Develop a relationship with medical professionals

It is common for many business owners to never visit with the medical professionals to whom they refer injured workers. By failing to do so, they miss out on the chance to integrate medical services into their workers compensation cost containment program.

Many employers fail in this area because they are lost as to what to search for, and they don't know what questions to ask. They can also be under the assumption that the administrator handling the claim has put the relationship in place, so a personal one-on-one visit is not needed. The employer may also simply not understand how important this practice is.

It is best to develop guidelines to meet with your medical providers, including personal visits.

Relationships are important

The purpose of the visit is to build a relationship with the doctors responsible for treating your injured employees.

Medical personnel need to know you are a caring business owner who is just as concerned with the employees health as they are, and that you're a partner in the worker's rehabilitation.

A face-to-face meeting establishes rapport and that you are open to being held accountable for your employee's recovery.

A meeting can also confirm the quality of the chosen treatment center, as well as their hours of operation.

Also, invite medical providers to your facility. This will allow you both to develop the best plan to help your injured employee transition back to work.

For more information and additional risk management and prevention tools, visit: fwcruminsurance.com