

**Injury or Accident Occurs**

**Incident only**  
Employee does not wish to seek medical treatment  
(If unsure about the need for treatment, call RN First Call to assist)

**Life/limb threatening injuries**  
Call 911 – seek emergency treatment  
Report to RN First Call as soon as appropriate

**Non-life/limb threatening injuries:**  
Call RN First Call – 877-854-6877  
Nurse triages injury and helps to determine right medical treatment, i.e. first aid, clinic, E.R.

**Nurse provides first aid advice – no treatment referral or lost time**

**Nurse refers for medical treatment at your clinic or hospital**

**If employee states s/he has predesignated a personal physician, verify with HR**

- ✓ No DWC1 needed
- ✓ Complete the Accident Investigation Report to document the incident and retain it locally (HR)
- ✓ If the employee later requests treatment or begins losing time from or having difficulty doing his/her usual job, provide the DWC1 and refer to your clinic

- ✓ Ensure referral to your designated occupational facility (the nurse has this information as well) or confirm valid pre-designation of personal physician on file
- ✓ Provide DWC1 to employee within one working day, hand delivery or by U.S. Mail
- ✓ Complete the bottom part of the DWC1 when it is returned by the employee
- ✓ Perform an accident review and complete the Accident Investigation Report
- ✓ Review department for temporary work assignments and complete Temporary Transitional Work Agreement

**Some things to remember:**

- ✓ RN First Call is available 24/7/365
- ✓ English and Spanish speaking staff are available at the call center, and a language line service is used for other languages
- ✓ Nurses will never authorize time off from work