



Workers' Compensation Process

When you are notified of an employee injury, instruct them to call the **Workers' Compensation (WC) department** ASAP at **800-695-7810**. If it is a night or weekend shift, this number will roll over to our After Hours team.

The employee is NOT to seek treatment until they speak with our WC team. They can also email Amanda Hyndman at ahyndman@crosscountry.com.

The employee may NOT seek treatment in the ER. That is only for emergencies, like risk to life or limb. Exposures, needle-sticks, pain, contusions, sprains and strains, should not be treated in the ER. Do not direct our employee relative to care.

When the employee contacts our WC team we will help them find an Occupational Health Clinic (like Concentra). At these clinics they can get X-rays, physical therapy, referrals to specialists, and continuous follow up care for their work injury.

The employee does not need to complete an Incident Report, but if you require it, make sure the employee keeps a copy.

Our employee does not fall under the facility's WC insurance, so please ensure they call us immediately so we can report the injury to our WC insurance company and get them to a nearby treatment center quickly. Our WC team will assist our employee with the WC process and guide them on benefits.

If our employee does not want treatment you cannot compel them to get treatment. It may be better if they go home to rest and call our WC team when they are ready to discuss the injury.

Risk Management Process

When you are notified of a patient issue or injury involving our employee, please notify our **Risk Management team**.

If our employee has not completed their charting after a patient incident, please give them that opportunity. Or have them add a Late Entry Note if that is advisable.

Incident Reports should be completed in a manner that keeps them confidential and privileged. Please use an official Risk Management Incident Report or some other method of recording events as per the advice of your attorneys.

If you need to report a new claim, lawsuit or other issue relative to patient care, or you are looking for one of our employees who worked at your facility in the past, you may contact our Risk Management team.

Risk Management Team

Larisa Maslic

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