



Employee Injury or Illness Protocol

ALL work-related injuries or illnesses that require medical treatment must be evaluated and/or treated by The Citadel's approved provider.

If an employee wishes to see his/her personal physician for follow-up medical evaluation or treatment, they may do so, but The Citadel's medical provider is the only provider approved to treat and manage work-related cases. Employee Worker's Compensation benefits may be denied if an approved provider is not utilized.

ALL work-related injuries or illnesses, no matter how minor, MUST be reported to the employee's supervisor immediately.

The Citadel Infirmary does not handle medical treatment for employee injuries or illness. In cases where first-aid seems appropriate, The Citadel Infirmary may be able to provide some basic assistance until transport to a hospital ER or medical provider is available; however, this service cannot be guaranteed.

Transport of an employee to an approved medical treatment facility should never be delayed in order to seek assistance from The Citadel Infirmary, unless absolutely necessary.

Emergency Treatment:

(or after-hours non-emergent injuries requiring medical treatment)

An emergency medical situation is defined as any serious, unexpected, and dangerous situation that requires immediate action.

For workplace injuries requiring emergency treatment, call 911 and request EMS, then call Public Safety at 953-5114.

Once the employee has been transported, the supervisor (or another designated employee) must call **CompEndium @ 1-877-709-2667**. Nurses are available 24 hours a day, 7 days a week to take the call.

CompEndium is the State's authorized medical case management contractor. Be prepared to provide the assigned case management nurse with information about the employee (Name, SSN, Job Title, etc...), the nature of the incident, and the facility to which the employee was transported. Provide as much information as possible. *CompEndium* will then contact the treating facility and authorize treatment.

Non-Emergency medical treatment: (8-5, M-F).

Call *CompEndium* @ 1-877-709-2667 to report the injury and receive authorization for medical evaluation and treatment. *CompEndium* is the State's authorized medical management contractor. A case nurse will take your initial call and ask specific questions about the injury/illness that is being reported. Nurses are available 24 hours a day, 7 days a week.

The injured employee will be directed to a **Concentra Health Services** location to receive authorized medical evaluation and treatment.

Concentra Health Locations:

North Charleston
7519 Rivers Ave.
North Charleston
843-735-5020
Mon-Fri 7:30-6:30,
Sat 9-6, Sun 10-4

Charleston South
4115 Dorchester Road
North Charleston
843-554-6737
Mon-Fri 8-5
Sat, Sun Closed

Note: PPLT employees (or their supervisors) should report to the PPLT Business Manager to have *CompEndium* contacted.

The employee and his/her supervisor will decide on the best and/or most appropriate method of transportation to the **Concentra Health Services** location. .

The nurse will call the supervisor with a report of the employee's condition and work status immediately following treatment. If specialized or follow-up treatment will be required, the **Concentra Health Services** physician/nurse will contact *CompEndium* to receive authorization and arrange any additional treatment required.

CompEndium will fax the physician's report/case notes to Human Resources and the State Accident Fund within 24 hours of treatment.

For ALL Injuries or Illnesses:

Supervisors must complete a *Supervisor's Report of Injury* and forward it to Human Resources (Benefits Manager), as soon as possible after the incident is reported. Blank injury report forms are available at: <http://citadel.edu/riskmgmt/InjuryReportForms.pdf> , or by contacting the office of Human Resources.