



ORYX
INSURANCE BROKERAGE INCORPORATED

Communications Outline

Communicating with employees about workers' comp is an important cost-control strategy. Here's an outline of things to cover in employee meetings, discussions with injured employees, and in written materials you give injured workers.

Give basic WC information to all employees.

- Describe the formula for calculating benefits and the applicable maximum.
- Inform employees about who pays for the workers' comp system (i.e., it's an employer-funded program).
- State the company's commitment to fair and consistent treatment.

Provide specific benefit information for injured workers.

- Quickly inform disabled employees of their benefit rate and let them know when they'll receive their first check.
- Inform employees that reasonable and necessary medical care is provided at no expense to the employee.

Provide reassurance after the injury and on a regular basis throughout a disability.

- Express concern about the employee's condition and ask whether it's improving.
- Determine if the employee is confident in his or her medical care.

Reaffirm the company's commitment to return the injured employee to work.

- State the company's basic commitments to injured workers to:
 - make quick determinations of benefit eligibility,
 - provide high-quality medical care, and
 - provide return-to-work assistance.

Remind the injured employee of his or her obligation to:

- Report injuries immediately,
- Follow the medical-treatment plan recommended by the treating doctor,
- Attempt to return to work at jobs cleared by the treating doctor, and
- Follow the company's leave-of-absence procedure.

WORKERS' COMPENSATION INJURED EMPLOYEE FOLLOW-UP FORM

Employee's Name: _____ **Phone Number:** _____

C-2 filed with Claims Dept? _____ Date: _____

Job Analysis sent? Yes / No _____ Date: _____

First Follow-up Call (1 week later) _____ Date: _____

How is employee feeling? _____

Satisfied with medical care? _____

Return to work planned? _____

Second Follow-up Call (2 weeks later) _____ Date: _____

How is employee feeling? _____

Return to work planned? _____

Received check: Yes / No _____ If no, follow up with Claims Dept to see why

Let Employee know they are missed _____

Third Follow-up call (1 Month later) _____ Date: _____

How is employee feeling? _____

Return to work planned? _____

When is the next medical appointment? _____ Date: _____

Mail get-well cards or note to the employee. _____

Contact the Claims Dept for the Oryx program at any time if you receive notification from employee that he/she will be out of work longer than anticipated, etc. Continue this process at monthly intervals for as long as the employee stays out of work.