

# The First 24 Hours After a Workplace Injury

## Quick Reference Checklist

### Before an injury occurs

Give your employees the attention and care they deserve by setting up your injury response process before you need it.

- **Post injury reporting protocols** where employees can see them.
- **Pick a claims process owner** (typically an HR or Operations leader)
- **Post your carrier details** in an easy-to-find location for your claims owner, including:
  - Phone number and website portal for claim reporting
  - Workers' compensation account information
  - Nurse Triage contact details
- **Create an injury response checklist** that includes supporting documents like:
  - Medical treatment consent forms and insurance claims forms
  - Explanation of workers' compensation benefits and employee rights
  - Preferred provider list by location
  - Return-to-work release forms for doctors
  - Light-duty work policies

### Immediate actions after an injury (First Hour)

- **Get emergency care first.** If the injury is severe or life-threatening, call 911 immediately.
- **For non-emergency injuries,** call [Nurse Triage](#) (if you have it) they will tell you what to do next and start the claim. If Nurse Triage is not available, give first aid, and, if needed, have the injured employee go to a medical provider.
- **Give the injured employee their medical provider options**
  - Hand them a preferred provider list
  - Explain medical panel options (where required by state law)
- **Get a signed refusal form** (if they decline treatment)
  - Have the employee sign the refusal of treatment form
  - Keep it in your records

- **Report to OSHA 24-hour hotline: 1-800-321-6742** (if required)
  - Workplace fatalities: Report immediately and no later than 8 hours
  - Severe injuries (amputations, loss of an eye, inpatient hospitalizations): Report within 24 hours
- **If a physical hazard caused the incident**, fix it to prevent another accident
- **Document incident details**, including:
  - The date, time, and location
  - Detailed narrative of what happened
  - Witness statements
  - Photos of the scene or injury

## Same-day actions (Within 8 to 24 hours)

- **File a workers' compensation claim** within 24 to 48 hours, even if you're still gathering information. [Claims contacts for Kinetic policyholders](#).
- **Get a medical status update** from the employee including medical documentation and work status report
- **Re-establish treatment after a ER care** (if applicable). Instruct the employee to follow up with a network provider within 24 to 48 hours to set up ongoing care.

## After the first 24 hours

- **Stay in touch with your injured employee** so they know what happens next
- **Create a return-to-work plan** when the doctor gives light-duty restrictions
- **Use your carrier's help**. Ask about claims management support
- **Continue the conversation** through the employee's recovery

## Key reminders

- |                                                                           |                                                                                                 |
|---------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|
| ✓ Document everything while details are fresh                             | ✗ Don't delay claim reporting. Late reporting means higher costs and increased litigation risk. |
| ✓ Report claims within 24 to 48 hours to control costs and maintain trust | ✗ Don't treat any injury as minor. Every injury deserves care and attention                     |
| ✓ Stay connected throughout the whole recovery                            | ✗ Don't leave employees to navigate the process alone.                                          |
| ✓ Use light-duty work to keep employees engaged                           | ✗ Don't skip return-to-work. It helps recovery and cuts costs.                                  |