

CLAIM MANAGEMENT CHECK-LIST **(Workers Compensation)**

(Please attach this document to the outside of internal claim folder)

Workers Name: _____ Date of Accident: _____ Store #: _____

STORE MANAGER

- Initiate choice of medical provider set by your state (if applicable)
- Send the injured worker for a post-accident drug screen (if applicable in your HR policy)
- If the injured worker declines care, have them sign the waiver of medical treatment form
- Complete and perform an Accident Investigation (complete the form)
- Report Claim – immediately (always within 24 hours)
 - Everything sent to the Insurance Company (or your Main Office)

CLAIMS MANAGER

- Ensure video is saved
 - Gather and review video as soon as possible
 - Contact claims adjuster or main office to let them know what can be seen
 - Save at least 30 minutes of video before and after from all cameras in store
- Return to Work
 - Follow-up with the worker to schedule their return shift
 - Request that the injured worker return to you with a work status and doctors note
 - You only have a __ DAY WAITING PERIOD (waiting period varies by state). It is important to get the injured worker back to work within that time period.
- Return to Work (Leadership Communication)
 - Contact your leadership if it is not going to be possible to return them in __ DAYS from the accident date or if they do not follow up with you
 - Call your claims adjuster with an update
- Follow-up with Store Manager
 - Ensured worker returned by the specified time/date

Disclaimer

This information is offered as an informational resource to Owner/Operators (O/O). O/Os are exclusively responsible for complying with all statutes, laws, and regulations applicable to their restaurant(s). For any legal issues affecting their business, O/Os should consult their own legal counsel. This communication is informational only and should not be construed as legal advice or as establishing requirements applicable to any O/O. O/Os are independent employers and make their own policies regarding employment-related matters, including policies and practices relating to providing orientation to their employees. O/Os may choose to use these materials to the extent that they will be helpful to them in operating their own McDonald's restaurant(s). If you work for an O/O, please check with your O/Os, or the person designated by your O/O, to determine whether these materials apply to your restaurant.

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