

When a Workplace Incident Occurs

Call 911 for life-threatening emergencies

Supervisor procedures to follow when an employee is injured at work:

1. Have the **injured employee** connect to **VirtualMD+** via the mobile App or call 1.866.687.0710 to start treatment and report the claim. Follow the physician referral guidelines for your state.
 - Through VirtualMD+, the employee will be given the option to speak with a trained ER physician, seek treatment with a Panel of Physicians provider OR refuse medical treatment.
 - All calls to VirtualMD+ will be **automatically reported** to Key Risk as a new claim.

When VirtualMD+ is **not** utilized by the injured employee for treatment and reporting, **employers** are responsible for providing the injured employee with the Panel of Physicians and **immediately reporting** the claim to Key Risk online or by phone at 1.866.847.8872.

2. Have the injured employee sign the **Authorization for Release of Information** and immediately submit the completed form to Key Risk.

For treatment beyond VirtualMD+, employer responsibilities include the following:

Provide the injured employee with their **Post-Incident Medical Treatment Kit** which includes: Letter of Introduction to the Physician, Physicians Report/Pharmacy Guide, an Optum Instant Access Card – Temporary Pharmacy Card.

Call the Physician/Provider and advise that the injured employee is on the way to the facility. If referral to a specialist is necessary, authorization from the Key Risk claim representative is required.

Communicate with the doctor's office and the injured worker to inform them of your organization's **transitional duty program** and provide a transitional duty job description for the doctor's review. Direct the employee to follow up with his/her supervisor immediately following every physician/provider visit.

Submit all claim documentation to Key Risk by emailing support@keyrisk.com or mail: Key Risk - PO Box 8000, Daphne, AL 36526-8000.