

Commitment to **SAFETY**



Aurora
community services

What Can You Expect If You Are Injured At Work

What You Can Expect From Aurora:

- We value you as an employee and are interested in your quick recovery and return to work.
- We will conduct an incident investigation to assure that any safety concerns are quickly corrected.
- We will work with you and your practitioner to return you to transitional work assignments if you are unable to return to your regular position.
- You will be contacted by a BEST manager from REALiving, your EAP provider.

What You Can Expect From The Insurance Carrier:

- A team of professionals that will work closely with you to help manage your care and return to work.
- A Claims Representative may contact you very soon – make sure you take his/her call.



What We Expect From You:

- Report injuries immediately to the First Report Hotline at 888.589.6492.
- Take care of yourself! Your health and well being are very important to us!
- If you are seeking medical treatment, all medical treatment must be obtained in the State of Wisconsin, unless authorized by insurance carrier.
- Provide medical slips from each appointment to the Call Center. You may fax them to 877.301.5587.
- Keep us informed of your medical progress. We will expect that you provide an update following each doctor appointment. If you are NOT able to return to work, contact us immediately!
- All bills and correspondence should be sent to us at: PO Box 68, Menomonie, WI 54751.
- All work restrictions must be in writing from your doctor. We are able to provide transitional duty but need the specific restrictions in order to do that. No wage loss benefits will be provided to you if you do not have documentation showing that you have a right to be away from work.
- Schedule your appointments outside of work hours, when possible. Keep all your appointments.
- Follow doctor's recommendations and restrictions both at work and at home.
- Let us know if you have any questions! We are interested in having you return safe and sound to work!



Communication is a key factor in early recovery and return to work. It is an integral part of our ability to work together to assure a safe working environment for all employees! Please call our HR Administrator with any questions at 715.233.1056.

How To Cope With A Work-Related Injury

If you want to feel better, get your daily life back to normal, and manage your workers' compensation insurance benefits claim as smoothly as possible, here are some suggestions. We want you to have the best possible experience and recovery.

TOP 10 SUGGESTIONS

1. Tell people exactly what happened.
2. Ask questions until you understand.
3. Keep good records.
4. Ask your doctor what you CAN do. (at work & home)
5. Stay active.
6. Keep in touch with your workplace.
7. Suggest solutions.
8. Keep your claims examiner updated.
9. Take care of your mind as well as your body.
10. Be flexible.

1. Tell People Exactly What Happened.

Make sure to tell your doctor, employer, and insurance claims representative exactly when and how you injured yourself or what made you ill. What you say can change the decisions they make about your diagnosis or treatment, or can show them what needs to be done to protect you or your co-workers in the future. And, being clear about all the details will speed up their decisions about your benefits.

2. Ask Questions Until You Understand.

You deserve to know what is going on. Ask questions if the doctor says something you do not understand. Do your part to take care of yourself and get well by learning about your injury/illness and the details about your treatment. Even if the medical staff seems rushed, remember THEY are there to serve YOU. The same goes for your claims representative. You are their customer.

3. Keep Good Records.

Use a folder to keep all your papers in one place and organized.

4. Ask Your Doctor What You CAN Do.

Ask the doctor what you can do to help yourself get better. At every visit ask your doctor for a return to work slip that describes what you can safely do now – both at home and at work. Your practitioner should also indicate what specific activities or tasks you need to avoid, and which parts of your personal or job activities are still OK. These things will change over time.

5. Stay Active.

Solid medical research shows that recovery is often more rapid and complete when people keep their daily routine as normal as possible during their recuperation. Being active also tends to prevent, slow the progress of, or cure chronic conditions.

6. Keep in Touch With Your Workplace.

If you are not working, call the HR Administrator at 715.233.1056 so they won't wonder what's happening with you. They also need to plan how to cover your work while you are gone. Keep your employer updated on your schedule for doctor visits and any changes in your activity restrictions. There's no need to tell them all the medical details.

7. Suggest Solutions.

If you are temporarily unable to do some parts of your usual job, offer your employer some ideas for making short-term adjustments to it or finding something else you can do at work – as long as your doctor says the tasks are medically safe for you. Aurora WILL provide transitional duty during your recovery.

8. Keep Your Claims Representative Updated.

Your claims representative's job is to make sure you get the medical care and other benefits you are due – and to help you get daily life back to normal. If you are not getting what you need, or are worried or uncertain about your benefits, start by asking your employer or your claims representative. Doubt and delay can set in if they can't reach you or don't know what is happening. Keep them up to date about your medical appointments, changes in your work status, and any other events. (Leave an updated voicemail if your representative is not available.)

9. Take Care of Your Mind as Well as Your Body.

If coping seems difficult or your recovery is slower than expected, remember that people's minds and bodies are connected. Your mental health affects your ability to bounce back. Think about what might be getting in the way. It might be concerns about the future, or family, money, or workplace issues, or your view of the situation. Try to keep medical issues separate from non-medical ones. For assistance with any of these concerns contact Aurora's Employee Achievement Program (EAP), REALiving, and get connected to a BEST manager at 877.256.9302.

10. Be Flexible.

Don't get discouraged, be patient and flexible. Keep in mind that the ability to function like you did before tends to return step by step. Most likely you can find a way to work around your difficulties for a while. Focus first on restoring your ability to function normally. Relief of symptoms often takes a while longer.



Return-To-Work Program

Aurora supports the practice of bringing injured employees back to work as soon as they are medically able to a position in our organization compatible with any physical restrictions they may have. We believe this practice serves the best interests of our employees and organization.

The prompt return of injured employees to positions within their medical restrictions will minimize the impact of work-related injuries, supporting quicker recovery, reduced severity, and maintained connection to work and colleagues. Coming back to work early helps employees remain functional as they recover while providing our organization with the valuable use of employees' talents.

Current positions may be modified to fit the medical limitations of injured employees by modifying workstations, altering specific tasks or working reduced hours. If this is not possible, temporary transitional jobs may be made available either with your department or through a temporary assignment with another department. Examples of transitional jobs include but are not limited to, report writing, playing games or socializing with consumers, house cleaning, meal preparation, answering phones in the office, stamping envelopes and other tasks.

This return-to-work program is an important part of our organization's commitment to manage work-related injuries in a way that's best for our employees and for Aurora.



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www.AuroraServices.com 

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"An Employee Owned Company"