

Dear Insured:

West Bend is pleased to provide you with ...

- 1. Workers' Compensation reporting tips that are helpful when you must report a work-related injury.
- 2. Employer's First Report of Injury or Disease form.
- 3. Supervisor's Incident Report.
- 4. A description of our cost containment initiatives.

The following forms are also available and are helpful in returning your employee to work ...

- 1. **Job Analysis**. (WB 501) Use this form when working with the treating physician.
- 2. Attending Physicians Return to Work Recommendations Record. (WB 531) Send this with the injured employee to the initial treating doctor's appointment. You may ask the employee to return the form directly to you after initial medical treatment, or ask the doctor to fax it back to you.
- 3. **Return to Work Log.** (WB 603) Use this log as an efficient method to monitor and document the specific tasks your employees are performing while on light or modified duty.

We hope you find this information useful.

Sincerely,

Workers' Compensation Claim Department

WORKERS' COMPENSATION REPORTING TIPS

- ATTENTION-YOU MAY BE FINED IF YOU DO NOT REPORT ON THE JOB INJURIES PROMPTLY

If an accident occurs at your workplace, you must complete an Employers First Report of Injury form IMMEDIATELY and forward the form to us even if you don't have all the information about the injury. If the form isn't submitted to us soon after the injury occurs, you may be fined by the State.

When reporting an injury:

- Do not wait for medical bills.
- > Do not withhold or delay reporting the loss because you believe the claim is questionable. Reporting a loss is not an admission of liability.
- > Be sure to include your policy number on all correspondence you send to us.

You can report an injury by mail, phone, fax, or email.

Workers' Compensation Claims Department

PO Box 620978

Middleton, WI 53562

Phone: 800-760-9250, option 1, then option 7

Fax: 877-434-9585

e-mail: nsiclaims@wbmi.com

Do not withhold the loss report for any reason. Send, fax, call, or e-mail it **IMMEDIATELY** after the injury occurs. **You may be fined** if the claims administrator cannot make the initial lost time payment because you failed to send the Employer's First Report of Injury on time.

If you fax or e-mail the report, please do not send it. If you need to notify your agent, please send your agent a photocopy of the report. Direct reporting saves time.

If you have any questions, please call your claims administrator.

HOW TO WRITE INJURY DESCRIPTIONS

The following instructions will help you avoid some common errors and save time when describing an injury on the First Report of Injury form.

For most accidents, you can describe what happened in one or two sentences. "He strained his lower back lifting a box." "She bruised her left knee when she fell on a wet floor." However, your descriptions must be specific. "Hurt back working" does not provide enough information.

Answer the following questions when describing an injury:

1. What part of the body was injured?

Lower back

Upper right leg

· Right forearm

· Third toe on left foot

2. How did the accident happen?

- Did the person fall?
- Did they twist their body as they got out of a chair?
- Were they moving or stationary when the accident happened?

3. Was the injured person carrying anything?

Even if it probably didn't cause the injury, we need to know if the person was carrying anything. For example, "Carrying broom, stepped wrong and twisted left ankle."

4. What specifically appears to have caused the accident?

If someone hurt their back lifting a box, say that. Don't say:

· Lifting a unit of material

· Lifting equipment

They hurt their back lifting product

Avoid jargon or trade names for equipment. Explain precisely what they were doing.

· Lifting an air conditioner

Carrying magazines

· Pushing a cart

· Bending over to pick up a wrench

If a machine caused the injury, tell us what kind.

A grinder

A shear

A hoist

Again, avoid jargon or trade names.

5. What injury appears to have resulted?

Strain

Bruise

Fracture

• Cut

Please be sure to include the injured person's birthdate or age and Social Security number. Also, indicate the geographical location of the accident (city, county and state).



YOUR RETURN-TO-WORK PROGRAM

What Is A Return-To-Work Program?

A return-to-work program is a proactive way to help injured workers return to productive and safe employment as soon as physically possible. It is a partnership involving employers, workers, health care providers, and the insurance company. The partnership has one shared goal: to return injured workers to safe and suitable work.

Why Introduce A Return-To-Work Program?

Workplace injuries are costly to all members of today's workplace partnership. While accident prevention is the best way to reduce overall injury costs, the implementation of an effective return-to-work program helps to guarantee that each injured worker receives prompt health care and early assistance during both the initial stages of recovery and the subsequent return to productive employment

Key Steps to a Successful Return-To-Work Program

- Involve and communicate with your workforce
- Organize a Joint Return-To-Work Committee
- Select a Return-To-Work Manager
- Evaluate the needs of your workplace
- Develop a Return-To-Work policy and define the program's scope
- Formulate the objectives of your Return-To-Work Program
- Review your worksite accident history
- · Create rules and processes
- · Conduct a job task analysis
- Develop light duty activities
- Create and utilize an information package
- Facilitate communication, education and promotion
- Evaluate the results of your program

The Claim Process:

- 1. Injury occurs and employee reports a claim.
- **2.** Employers First Report of Injury is filed with the insurance carrier within 24 hours.
- **3.** Employee incident report is completed by the injured employee.

- **4.** Supervisor incident report is completed by the supervisor.
- **5.** File the Employee and Supervisors Reports, along with any other investigation results to the insurance carrier.
- **6.** Employer explains WC rights and responsibilities to the employee.
- 7. Employer provides the employee a restricted duty form for the physician to complete. One of the following will occur;
 - A. The employee will return to fulltime, unrestricted work.
 - B. The employee will be authorized off of work by the physician.
 - * The employer should contact the physician regarding the R-T-W policy and procedure.
 - * Follow up with the injured employee weekly to discuss R-T-W options.
 - * Once R-T-W restrictions become available, advise the claimant in writing of odder to provide restricted work.
 - C. The employee will return to work within restricted duty.
 - * W/C Coordinator communicates restrictions to supervisor and insurance carrier
 - * Follow up with employee weekly to monitor progress.
 - D. The employee will return to work without a release or clear restrictions. The employer should do one of the following:
 - * Call the physician to clarify restrictions and request R-T-W forms.
 - * Fax, mail or deliver a letter outlining the availability of restricted work, along with R-T-W form to the physician.
- **8.** Employer continues to monitor and gather information regarding treatment and R-T-W. Provide this information to the insurance carrier to ensure prompt handling of the claim and coordinated R-T-W efforts.
- **9.** Review progress of the claim with the insurance carrier on a quarterly basis or until closure of the claim.



MISSOURI DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS

P.O. Box 58 Jefferson City, MO 65102-0058 (To complete form, see attached instructions)

		EMPLOYER (NAM	ME, ADDRESS, INC	CARRIER ADMINISTRATOR CLAIM NUMBER							REPORT PURPOSE CODE				
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CENEDAL					INSUR	NSURED REPORT NUMBER									
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		NSI, A Division Insurance Co	on of West Ber ompany	nd Mutual		to							,		
:R	DMIN	8401 Greenway Blvd, Suite 1100 Middleton, WI 53562			CHECK	(IF APPROPRIATI									
CARRIER		Phone: 800- Fax: 877-434		1		SELF INSURAN						1			
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NOTE > This form constitutes both the original notification of injury and detailed report of injury required by §287.380, RSMo (2000) and rules applicable thereto. An injury that requires immediate first aid, which does not result in further medical treatment or lost time from work, need not be reported to the Division. Employers should report all injuries to their workers' compensation insurance carrier or third-party administrator (TPA) within five days of the date of the injury or within five days of the date on which the injury was reported to the employer by the employee, whichever is later. See §287.380, RSMo. If the employer has been granted self-insurance authority by the Division pursuant to §287.280, RSMo, and rules applicable thereto, please report all injuries to your TPA or Service Company to enable them to file this report with the Division.

PRINT QUALITY > All reports of injury and supporting documents received by the Division will be processed electronically. All forms submitted to the Division MUST be of clear and legible quality. Handwritten forms will not be accepted. Computer generated forms shall use a **minimum** type size of **10 points**. All documents not meeting the above criteria will be returned.

TO BE ANSWERED ONLY IN CASE OF DEATH

DATE OF DEATH

EMPLOYEE'S DEPENDE	MPLOYEE'S DEPENDENTS											
NAME OF	RELATION TO	ADDR	ESS OF DEPEND	ENT								
DEPENDENT	EMPLOYEE	ADDRESS	CITY	STATE	ZIP CODE							

SUPERVISOR'S INCIDENT REPORT

☐ Injury	(work re	elated)	[IIIn	ess (wo	rk rela	ated)									
		st, Middle, Las	st)		Soc	ial Sec	urity Numb	oer				yee Home Telephone Number				
									Male	e [Female		Ta T=:			
Employee's	Street Ad	dress							City				State		Zip	
Age	Birthdate)	J	ob Title)				l		Department					
	Mo.	Day Y	r.													
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Injury Date				ked	Start Da	ite			No Lost Time							
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		AM	PM						<u> </u>	ш	Estimated Da	ile oi Reiui	in			<u> </u>
Did employ	ee seek m	edical attenti	on? [Yes	□No	If ye	s, name of	f treati	ng physi	cian:						
Name of cli		•	coroon	ina?												
will the em	pioyee coi	mplete a drug	screer	iirig?	Yes	No										
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Names of V	Vitnesses	(Attach witnes	ss state	ments.)											
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Head		☐ Foot					☐ Bruis	se/Con	tusion							
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Employee's	Signature						Date	e _			_					
Supervisor'	's Signatur	e					Date	9			_					
								_	Notified		_					

WORKERS COMPENSATION COST CONTAINMENT INITIATIVES

West Bend Mutual Insurance Company participates in several medical cost containment initiative programs. The use of these programs helps reduce your workers' compensation expenses. A brief summary of each program is outlined below.

If you have any questions about any of the programs we offer, please call our Workers' Compensation Claim Department at 1-800-236-5004.

PHARMACY PROGRAM

This program is designed to provide discounts on workers' compensation prescriptions submitted by your injured employees. This service is provided by a national pharmaceutical management company using a network of retail pharmacies.

How the program works:

- 1. The injured employee files a workers' compensation claim with employer, seeks medical treatment, and receives a prescription from a physician.
- 2. The injured employee presents the prescription along with the temporary ID form to a participating pharmacy where the claim is electronically submitted by the pharmacy to our vendor.
- 3. Once West Bend receives notification of the claim from the employer, an employee-specific ID drug card is issued, along with a list of participating pharmacies and instructions on the use of the program.
- 4. The injured employee presents the ID drug card to a participating pharmacy for any future workers' compensation prescriptions.
- 5. High-cost/long-term-use medications are conveniently supplied through our vendor's mail service pharmacy.

DIAGNOSTIC TESTING PROGRAM

Using the services of a diagnostic management vendor, we can save money on any diagnostic test (i.e., CT scans, MRIs, EMGs, etc...) the treating doctor orders for injuries an employee sustains in a work-related injury. Our vendor will schedule the test, then notify the injured employee of the date and time. Once the test is performed, the films/x-rays will be forwarded to the referring physician.

To make this program successful, we ask that you encourage your employees to contact their West Bend claim representative as soon as they know a test will be ordered. We will handle it from there.

MEDICAL COST CONTAINMENT

Strong medical management brings about the early and safe return to work of your employees and reduces claim costs. To accomplish this, we contract with a medical bill review service. All of our medical provider charges (hospital, physician, physician, physician, chiropractor, and pharmaceutical) are verified for the appropriateness of the charge, and to determine if they adhere to state mandated fee schedules or local usual and customary (U&C) reimbursement levels.

Another way we are containing costs is through the use of a PPO Network. The Preferred Providers have agreed to discount their billings for the treatment of your industrially injured employees. This in turn keeps your premium costs down.

Your support in encouraging your injured workers to use a PPO provider is important. It sends an important message to the medical care providers that we support them in their effort to offer quality, cost effective care to patients.

For a list of PPO's in your area, please visit our website, <u>www.thesilverlining.com</u> for a link to the PPO list. Click on the "Claims" tab and then click on "How to Report a Claim" for the link "<u>PPO Directory</u>." The link is found toward the bottom of the webpage.





WEST BEND MUTUAL INSURANCE COMPANY WORKERS' COMPENSATION PRESCRIPTION INFORMATION

Employer:

Please fill out employee information below and provide employee with this document to take to any pharmacy with prescriptions.

Employee Name:							
Group #:	10602270						
Member ID (SSN):							
Date of Injury:							
Claim Number:							
Processor:	myMatrixx						
Bin #:	014211						
Day supply is limited to 3 days for a new injury							
myMa	myMatrixx Help Desk: (877) 804-4900						

Employer	Phone:	Date:
Signature:		

Injured Worker:

West Bend has partnered with *myMatrixx* to make filling workers' compensation prescriptions easy.

This document serves as a temporary prescription card. A permanent prescription card specific to your injury will be forwarded directly to you within the next 3 to 5 business days.

Please take this letter and your prescription(s) to a pharmacy near you. **myMatrixx** has a network of over 60,000 pharmacies nationwide. If you need assistance locating a network pharmacy near you, please call **myMatrixx** toll free at (877) 804-4900.

IF YOU ARE DENIED MEDICATIONS(S) AT THE PHARMACY PLEASE CALL (877) 804-4900

Pharmacist: Please obtain above information from the injured employee if not already filled in by employer to process prescriptions for the workers' compensation injury only. Document only valid if signed and dated by employer above.

For questions or rejections please call (877) 804-4900. Please do not send patient home or have patient pay for medication(s) before calling *myMatrixx* for assistance.

NOTE: Certain medications are pre-approved for this patient; these medications will process without an authorization. All other will require prior approval.

FOR ALL REJECTIONS OR QUESTIONS CALL: (877) 804-4900



MISSOURI DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS DIVISION OF WORKERS' COMPENSATION

AUTHORIZATION TO INSPECT AND/OR COPY MEDICAL RECORDS

Injury Number	
Checked By	

TO:	
Employee	Employer
Insurer	Date of Accident
Place and County of Accident	
Description of Injury (Must include part of body affected)	
You are hereby authorized to permit	(NAME)
in behalf of (PARTY)	, to inspect and/or copy any and all medical
, ,	the above captioned case, which is now pending before the
records that relate to the injury listed a body injured, may be included. Medical	sed according to this authorization are limited to on the date of accident listed above. ONLY above, as to the type of injury and the part of the records from before the date of accident or medical do not relate to this injury, may not be released
This authorization is made in accordance with Sec	ction 287.140, RSMo., which reads as follows:
to be copied by and shall furnish full informat	arty to any proceedings for compensation under
Date Signatu	re (Division of Workers' Compensation)

JOB ANALYSIS

Name					Claim Number						
Employer				Address							
Date of Hire	Date of Inju	ıry	Job Title				Chec ☐Skilled	k One ∐Unskilled			
Training Required	to Learn Job										
Was Employee Wo		If Yes, N Supervi	Number of Pe sed	ople	Employe Alone	e Worked: ☐Small Gro	up (3-5) 🔲 L	arge Group			
Days Worked Per	Week (Circle)			H	Hours Worl	ked During Wee	ek				
M Tu W Th F	Sat Sun	From			То		Shift				
		Work	Breaks (Dail	ly Rest P	eriods and	Lunch)					
Mor	rning			Lunch			Afternoo	n			
_	Min	utes	_		Minu	tes		Minutes			
Overtime Per Wee Number of Hours	ek	How	Often	Wa	s Employe	e Hired With Ar	y Restrictions No	s? (Check)			
If Yes, Specify	·		·								
		Body	Movements	– Amoun	nt Spent Ea	ıch Dav					
Sitting	%		tanding	9		Walking	(%			
3						Occasion-	Frequently	Continuously			
						ally	(1/3 - 2/3)	(2/3 or more)			
Check Appropriate					None	(1/3 or Less)					
Reaching above s											
Working with body		vaist									
Working in kneelin	g position										
Crawling											
Bending, stooping	, squatting										
Repetitive foot mo	vements as in	foot cont	rols - L/R or	both							
Climbing stairs											
Climbing Ladders											
Working with arms	extended at s	houlder l	evel								
Working with arms	above should	er height									
Height from floor of	of object to be i	eached a	and/or worked	d on (use	space for	drawing, if need	ded):				
Object	Heig	ht									
Weights		Alone	or Push,	, Pull	Times	Times	Times	Times			
Handled	Item	Assist			Per Hour	Per Day	Per Week	Per Month			
1 – 10 lbs.											
15 – 20 lbs.											
25 – 35 lbs.											
45 – 60 lbs.											
65 – 80 lbs.											
85 – 100 lbs.											
☐No lifting require	ed for this job.										

	Hand Co	ordinatio	on Ad	ctivities	(Check	Appropriate	Column))		
Movement Required			Too	ol/Mach	ine			Right	Left	Both
Major hand										
Fine Manipulation										
Gross Manipulation										
Simple Grasping										
Power Grip										
Hand Twisting										
Pushing										
Pulling										
T	ools Used By W	orker				Weight	No	o. of Hand	s Needed	To Move
Objects Worker M	lust Move During	Day		We	ght	Distance	e No	. of Worke	rs Needed	To Move
·										
Physical Surroundings Does Employee Work	☐Inside%	Outs	ide	%	Does No	Employee W	alk On U	neven Gro	ound?	∕es □
Does Employee Work				/0	Yes	∏No				
Does Employee Drive All If yes, describe:			,, y .		Yes	□No				
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Dust										
Mist										
Steam										
Strong Odors										
Poor Ventilation										
Air Conditioning										
Characteristics Of Job	That Cannot Be	Modifie	d By	Employ	er For	This Employe	ee			
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Person Completing	g Analysis			Tit	le			C	Date	

		SICIAN'S RETURN TO ENDATIONS RECORD	Cla	Claim No.							
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	TO E	BE COMPLETED BY ATTEN	NDING F	PHYSICIAN	- PLEASE	CHECK					
Diagnos	sis/Condition (Brief Ex	xplanation)									
	nd treated this patient	(date)		bove descrip	otion of the pa	atient's current med	ical problem:				
1. □R€	ecommend his/her r	eturn to work with no limitation	ons on			(date)					
	e/She may return to e following limitation		capable	e of perform	ing the degr	ee of work checke	d below with				
Oth	casionally lifting and ets, ledgers, and sn is defined as one w amount of walking a carrying out job duti and standing are re sedentary criteria at Light Work. Lifting lifting and/or carryin pounds. Even though negligible amount, a quires walking or st when it involves sitt of pushing and pullit Light Medium Worf frequent lifting and/or to 20 pounds. Medium Work. Lifting quent lifting and/or to 25 pounds. Medium Heavy Wowith frequent lifting up to 40 pounds. Heavy Work. Lifting quent lifting and/or to 50 pounds.	ifting 10 pounds maximum and dor carrying such articles as do nall tools. Although a sedentary hich involves sitting, a certain and standing is often necessary es. Jobs are sedentary if walkin quired only occasionally and other emet. 20 pounds maximum with frequency of objects weighing up to 10 gh the weight lifted may be only a job is in this category when it reanding to a significant degree or ing most of the time with a degring of arm and/or leg controls. k. Lifting 30 pounds maximum with free carrying of objects weighing up on the carrying of objects weighing up and/or carrying of objects weighing up and/or carrying of objects weighing up and/or carrying of objects weighing up a tributations including Prescribe and Including Prescriber tributations including Prescriber and Including Prescriber tributations including Prescriber and Including Prescriber tributations in tributations in tributations in tributations in tributations in tributat	in high her hing hing her hing hing hing hing hing hing hing hing	a. StandA None b. Sit 1-3 f c. Drive 1-3 f Patient ma Single G Pushing Fine Ma Patient ma operating f Patient is a a. Bend b. Squat c. Climb d. Twist e. Reach	nours 3-5 nours 3-5 y use hand(s rasping & Pulling nipulation y use foot/fe oot controls:	urs □4-6 hours hours □5-8 hours hours □5-8 hours for repetitive: et for repetitive mo	ırs				
The	se restrictions are in	effect until(date)	c	or until patien	t is re-evalua		date)				
3. □H	e/She is totally inca	pacitated at this time. Patient	t will be r	e-evaluated	l on	(aatoj				
			201			(date)					
Physicia	n's Signature				Date						

RETURN TO WORK LOG

Date	Hours Worked In Out	Tasks Performed	Comments Regarding Employee's Tolerance of Modified Duty Tasks	Employee Initials	Supervisor's Initials
Sunday					
1 1					
Monday					
1 1					
Tuesday					
1 1					
Wednesday					
1 1					
Thursday					
1 1					
Friday					
1 1					
Saturday					
1 1					
				•	•
		nsibility for, and acknowledge ating in this temporary transition	the limitations my physician, Dr		
nas piaceu un	i ine wille participa	any in this temporary transition	onal work program.		
			Employee Signature		Date

RETURN TO WORK LOG INFORMATION

The Return To Work Log is an efficient method used to monitor and document the specific tasks your employees are performing while on modified duty. It helps eliminate potential conflicts should the question arise regarding the employee performing work in excess of their restrictions.

- A supply of forms should be centrally located and provided to each department supervisor/manager.
- Attach a copy of the employee's restrictions to the log.
- Have employee write name on top of log and the Supervisor write their name.
- Remind employee it is their responsibility to follow the restrictions.
- Remind employee that the restrictions apply to occupational AND non-occupational activities.
- Employee and supervisor review all tasks completed each day, indicate any concerns and everyone signs the form.