

Dallas County Human Resources/Civil Service Department

Workers Compensation Frequently Asked Questions for Employees

Below you will find a categorical list of the most **Frequently Asked Questions (FAQ's)** regarding Dallas County's Workers' Compensation process. For more comprehensive and detailed information, please refer to the Dallas County Code, Chapter 82, **Sections 552 and 553**. You may also contact the Workers' Compensation Section in **Risk Management** at **214-653-7667** or the employee's adjuster at **Sedgwick** at **(972)-715-4256**.

When an Accident Happens

The focus of this section is to help answer questions about where to get medical care, filing an incident report, what to put on your time card, as well as other questions that may be on your mind regarding the process and resources available to assist you. It is critical to report all on-the-job injuries as soon as possible but at least within 24 hours.

[I was injured at work, what do I do?](#)

IF YOUR ACCIDENT IS AN EMERGENCY: DIAL 9-1-1 IMMEDIATELY

- Call 9-1-1 immediately or ask a supervisor or co-worker to call if you are incapacitated.
- After you are stabilized, you and your supervisor should contact **"Company Nurse on Call", 1-888-770-0931**, to provide more detail surrounding the injury. "Company Nurse On Call" will complete an Incident Report.
- The injured employee and supervisor will fill out the 504 Dallas County's Workers Compensation acknowledgment form and fax it to the Human.
- **FOR A NON-EMERGENCY** – both you and your supervisor must call "Company Nurse" to report non-emergency injuries immediately. "Company Nurse On Call" will determine the appropriate treatment and will complete an Incident Report.
- The injured employee and supervisor will fill out the 504 Dallas County's Workers Compensation acknowledgment form and fax it to the Human.
- If first aid only required – Company Nurse will instruct you on how to treat the injury and tell you to call back if the injury worsens.
- If medical attention is required – You will be referred to a workers compensation facility near your home or work location for treatment. If you are unable to drive, transportation will be provided.

[Where are the Workers Compensation Medical Providers Located?](#)

For locations and contact information contact Company Nurse On Call at 1-888-770-0931 or Workers Compensation /Safety Officer at 214-653-6585.

I have just finished seeing the treating physician and he gave me a doctor's note or a TWC 73 form. What should I do now?

- Immediately upon your release, notify your supervisor and provide him/her with the [TWC-73](#) form and/or doctor's note.
- Submit a copy of the release to the Dallas County Workers Compensation section.
- Your doctor's note and/or [TWC-73](#) form outlines your restrictions/limitations and whether you may return to work **with** or **without** restrictions or are **unable** to return to work at this time.
- If released with restrictions, you must be cleared by the County Health Center Physician. Please see **Returning to Work – Released With Restrictions** below.
- If you are released **without restrictions**, you may under no circumstances return to work without a full medical clearance from the **treating physician**. If you are released **with restrictions**, you may not return to work without a full medical release from the **County Health Center Physician**.

What do I record in Kronos or on my timecard for any time off due to my workers' comp injury?

Always coordinate the recording of your workers compensation time with your supervisor. In most cases:

- Time spent **waiting for and receiving medical care** on the date of the injury will be recorded as regular work time.
- If you are **sent home** you will be paid as though you had worked a full shift.
- If **follow-up visits** are required, they will be recorded as workers compensation time and paid up to **2 hours**.

Time will be reported on a [TWC-6](#), Supplemental Report of Injury, by your supervisor and entered/coded through the Dallas County Kronos time recording system on a bi-weekly basis (per pay period).

- At all times you must keep your supervisor informed regarding your status and submit [TWC-73](#) forms and doctor's notes in a timely manner.
- If you require time away from work for periodic doctor visits, your supervisor will report your time on a bi-weekly basis by submitting a [TWC-6](#), Supplemental Report of Injury form to Sedgwick.

Returning to Work

It is Dallas County's desire that employees experience a speedy recovery and return to work quickly. The focus of this section is to answer your questions about returning to work.

If you are Released without Restrictions

The treating physician released me to return to work without restrictions. What should I do?

- Notify your supervisor immediately.
- Provide your supervisor with a copy of a completed [TWC-73](#).
- Your supervisor will provide specific steps you must take to return to work. (In some cases, you will also need a release from the County's Health Center physician.)

[Do I have to take a physical if my doctor releases me to return to work without restrictions?](#)

Sheriff's Department Law Enforcement employees only:

- If absent for more than 30 days, you must receive a physical (medical) clearance from the Employee Health Center prior to returning to work. Contact your supervisor or the HR Workers Compensation section (ext. 6585) to schedule a return to work physical.
- If absent for 30 days or less, no physical (medical) clearance is necessary. Contact your supervisor or the HR Workers Compensation section (ext. 6585) with your full duty release from your treating physician.

All Other Departments (including Sheriff civilian employees):

- If absent for more than 45 days, you must receive a physical clearance from the Employee Health Center prior to returning to work. Contact supervisor or the HR Workers Compensation division (ext. 6585) to schedule a return to work physical.
- If absent for 45 days or less, no physical (medical) clearance is necessary. Contact your supervisor or the HR Workers Compensation section (ext. 6585) with your full duty release from your treating physician.
- In all situations, you must immediately provide a copy of the release to your supervisor and also to Dallas County Worker's Compensation section.

Released with Restrictions

[The treating physician released me to return to work with restrictions. What should I do?](#)

- Notify your supervisor immediately and provide him/her with the release documentation ([TWC-73](#)). You should also submit a copy to the HR Worker's Compensation section; they will review the release/restrictions and schedule an appointment for you with the County Health Center Physician.
- **You must be cleared through the County's Health Center Physician;** do not return to work with restrictions unless first cleared by the Health Center Physician.
- Submit copies of your county physician medical clearance to the HR Worker's Compensation section and to your supervisor and await light duty assignment.

[I provided my supervisor with my release from the treating physician and the County's Health Center Physician to return to work with restrictions. Will my department be able to accommodate my restrictions?](#)

- Contingent upon the restrictions and the availability of light duty assignments for which you qualify, Dallas County may or may not provide such assignments.
- If a light duty assignment is identified, you will be provided a Bona Fide Offer of Employment (BFO) letter by your supervisor. **You cannot return to work without a BFO letter.** Also, refusing to accept the light duty assignment also may affect the way you are paid.
- Under no circumstance can you return to work without receiving a BOE offer from your supervisor, and agreeing to and signing the terms of the offer.

[How many days does Dallas County provide for light duty?](#)

Dallas County provides a maximum of 45 days for light duty assignments. See Dallas County Code: Section [82-477](#).

[What happens when I exhaust my 45 days light duty and my treating physician does not release me to return to work full duty?](#)

- 15 days prior to the exhaustion of light duty, you will receive notification from Dallas County Human Resources regarding the end of your light duty and information regarding additional leave for which you might qualify, such as:
 - Family and Medical Leave (see Sections 82-601-607)
 - Leave of Absence (see Section 82-476)
 - Long Term Disability (see Section 82-685)
 - Other types of leave (see Section 82-563 e. 1-3)
- In order to maintain employment with Dallas County, you must have a full medical release to return to work or be eligible for other leave as outlined above.

[While I am on light duty, will I still get paid my same salary/wage?](#)

To be paid accurately and timely, required notifications and documentation (doctor's notes, [TWC-73](#), etc.) must be promptly provided to the immediate supervisor and to the Worker's Compensation section on a regular basis (at least bi-weekly/every pay period).

Unable to Return to Work

Most on the job injuries are minor; however, sometimes they are not and your treating physician may take you off work for an extended period of time for recuperation. The focus of this section is to answer questions about your workers' compensation benefits as well as medical treatment.

[Should I request Family Medical Leave \(FMLA\) while out on Workers Compensation?](#)

- Yes. You must apply for FMLA while on workers compensation leave. Contact your immediate supervisor for more information.
- FMLA is a federal law that provides for 12 weeks of unpaid leave for qualifying events. Worker's Compensation usually qualifies.
- You have 15 days to complete and return the FMLA paperwork for FMLA determination.
- If you are eligible for FMLA, it will run concurrent with workers compensation benefits.
- All time taken related to workers compensation injuries (i.e. days off, visits to the doctor, therapy, rehab, etc.) will count toward your 12 weeks (480 hours) FMLA entitlement.

[How will I get paid while out on Worker Compensation leave?](#)

- To be paid accurately and timely, you must comply with notification requirements.
- You must immediately (timely) submit notification and documentation to your supervisor and to the Dallas County Workers Compensation section regarding your doctor's visits, return to work status, etc., (at least bi-weekly).

- Workers compensation pay will vary based on employment status (ex; law enforcement or civilian) and the use of sick, vacation or compensatory leave. Refer to Section 82-563 (e) (1-3) of the Dallas County Code.
- In all cases, Dallas County will ensure the employee receives all benefits for which they qualify.

REMINDER: For more information about Worker's Compensation, please refer to the Workers Compensation policy (Sec. 82-551). You can also contact Human Resources at 214-653-7667 or 6585