

Dallas County Human Resources/Civil Service Department

Workers' Compensation: Frequently Asked Questions for Managers

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

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

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

- **You must call** "Company Nurse On Call" **1-888-770-0931** to report the on-the-job injury no later than the end of the shift or within 24 hours.
- **Once stabilized**, tell the injured employee to also contact "Company Nurse On Call" to submit a statement about the incident.
- The injured employee and supervisor will fill out the 504 Dallas County's Workers Compensation acknowledgment form and fax it to the Human.
- If necessary, have another employee accompany your employee who can help provide information about the cause of the injury to the medical care provider and/or the injured employee's family members.

FOR A NON-EMERGENCY – You must call "Company Nurse On Call" to report non-emergency injuries immediately. "Company Nurse On Call" will determine the appropriate treatment and will complete an Incident Report.

- If first aid only required – Company Nurse will instruct employee on how to treat the injury and inform the employee to call back if the injury worsens.
- The injured employee and supervisor will fill out the 504 Dallas County's Workers Compensation acknowledgment form and fax it to the Human.
- If medical attention is required – Employee will be referred to a workers' compensation facility near his/her home or work location for treatment.
- Evaluate the employee's condition and ability to go to the medical facility without assistance and transport the employee if necessary.
- Reassign or reprioritize your employee's job responsibilities as needed while the employee is off work.

- Investigate the circumstances and what can be done to prevent reoccurrences.
- Train/retrain and/or remind employee and/or staff on safety procedures, hazards in the work place, etc., to heightened safety awareness.
- Bring in expert assistance such as the Workers' Compensation/Safety Officer from the Human Resources/Civil Services department.
- Contact facilities management for repairs, if needed.
- Write down the cause and actions taken to prevent reoccurrence of injuries for audit purposes.

Where are the Workers' Compensation Medical Providers Located?

For locations and contact information contact Nurse On call at 1-888-770-0931 or Workers' Compensation at 214-653-6585.

My employee just finished seeing the treating physician and has given me a doctors note or DWC 73 form. What should I do now?

- Ensure the employee or you submit a copy of the doctor's note and/or a DWC 73 form to Dallas County's Workers' Compensation Section.
- Review the employee's restrictions/limitations, if any, and ensure that such restrictions /limitations are followed.
- If released with restrictions, the employee must be cleared by the Health Center Physician. Please see **Returning to Work -- Released With Restrictions** below.
- If the employee is released **without restrictions**, you may under no circumstances allow the employee to return to work without a full medical clearance from the **treating physician**. If the employee is released **with restrictions**, s/he may not return to work without a full medical release from the **County Health Center Physician**.

What do I record on my employee's timecard for time off due to a workers' comp injury?

- Always coordinate the recording of the employee's workers' compensation time with the employee.
- Time spent **waiting for and receiving medical care** on the date of the injury will be recorded as regular work time.
- If the employee is **sent home** his/her time should be recorded as though he/she had worked a full shift.
- Time taken off for **follow-up visits** should be recorded as workers' compensation 100 for law enforcement employees or workers' compensation 70 for non-law enforcement employees, reported on a DWC-6, Supplemental Report of Injury form, and submitted to HR Workers' Compensation.

- Report and code time through the Kronos time recording system, at least a bi-weekly (for every payroll period).
- Sedgwick (Dallas County's TPA) will insure the employee is paid accurately and timely, providing you submit the employee's DWC 6 to HR Workers' Compensation in a timely manner.

Returning to Work

Your employee has been released for return to work by his/her treating physician. The focus of this section is to answer questions about your staff member's return.

If Employee is Released without Restrictions

[The treating physician released my employee to return to work without restrictions, what do I do?](#)

Sheriff's Department Law Enforcement employees only:

- If absent for more than 30 days, employee must receive a physical (medical) clearance from the Employee Health Center prior to returning to work. Contact HR Workers' Compensation Section at 214-653-6585 to schedule a physical for your employee.
- If absent for 30 days or less, no physical (medical) clearance is necessary. Allow the employee to return to work upon receipt of a full duty release from his/her treating physician.

All Other Departments (including Sheriff civilian employees):

- If absent for more than 45 days, the employee must receive a physical clearance from the Employee Health Center prior to returning to work. Contact HR Workers' Compensation to schedule a return to work physical for your employee.
- If absent for 45 days or less, no physical (medical) clearance is necessary. Allow the employee to return to work upon receipt of a full duty release from his/her treating physician.
- In all situations, the employee must immediately provide a copy of the release (DWC 73 form) to you and you must ensure that a copy is submitted to Dallas County Workers' Compensation section.

If Employee is Released with Restrictions

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

- Review the doctor's note or DWC 73 from the treating physician outlining the employee's restrictions.

- Submit a copy of the doctor's notes/DWC 73 to the Workers' Compensation Section for review and request a medical clearance appointment with the Employee Health Center for your employee.
- **Prior to returning the employee to work, the employee must be cleared through the County Health Center Physician.** Do not return the employee with restrictions to work unless first cleared by the Health Center Physician.
- Submit a copy of the medical clearance to the HR Workers' Compensation Section and await light duty assignment.

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

- The Dallas County Workers' Compensation Section will work with the department head or designee (contact) to find a light duty job that will accommodate the employee's restrictions.
- **The employee cannot come back to work until a light duty assignment has been identified.**
- Once a light duty assignment has been found, you must contact the employee and require him/her to sign a Bona Fide Offer of Employment (BOE) letter.
- This **letter must be signed and dated and returned** to you or to HR Workers' Compensation prior to or on the first day of the employee's light duty assignment; **otherwise, the employee cannot return to work.**
- Review the employee's restrictions/limitations and ensure that such restrictions /limitations are followed while on the job.

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

Dallas County provides 45 days maximum for light duty assignments. **Please refer to: Dallas County Code, Section 82-477.**

[What happens once my employee exhausts his/her 45 days light duty?](#)

- 15 days prior to the exhaustion of light duty, the employee will receive notification from Human Resources regarding the end of his/her light duty and information regarding additional leave for which s/he 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, the employee must have a full medical release to either return to work or be eligible for other leave as outlined above.

If Employee is Unable to Work

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

Should I have the Employee request Family Medical Leave (FMLA) while out on Workers' Compensation?

- Yes. Employees must apply for FMLA while on workers' compensation leave. Contact the employee immediately to complete required paperwork.
- FMLA is a federal law that provides for 12 weeks of unpaid leave for qualifying events. Workers' Compensation leave usually qualifies.
- If the employee is eligible, FMLA 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 the employee's 12 weeks (480 hours) FMLA entitlement and should be coded that way.

How will my employee get paid while out on Workers' Compensation leave?

- To be paid accurately and timely, the employee must comply with notification requirements.
- He/she must timely submit notification and documentation to you and to HR Workers' Compensation, regarding 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 employees receive all benefits for which they qualify.
- **REMINDER:** The employee must stay in contact with you at least bi-weekly and provide the current status and/or paperwork updates to HR Workers' Compensation, and you must ensure the employee's timecard is annotated correctly.

Who keeps me posted regarding when my employee can return to work?

- Your employee must keep you informed on a bi-weekly basis regarding his/her anticipated date of return, any job restrictions, as well as their treating medical physician (via doctors' notes/DWC 73 form) for every visit he/she has with his/her treating physician.
- You can also contact Sedgwick for up-to-date information regarding your employee's status at 972-715-4256.

- You should take the lead role in maintaining direct contact with the employee and you are strongly encouraged to establish a bi-weekly follow up day/time to call your employee and speak with him or her directly about their progress.

[Do I have to hold my job open while my employee is out on workers' compensation? If so, how long must I leave it open?](#)

If the employee is eligible for FMLA, the FMLA leave will run concurrently with workers' compensation. FMLA requires that you hold the job or a "suitable position" open for the eligible employees while they are on FMLA leave (maximum of 12 weeks or 480 hours). For better clarification about FMLA please review Dallas County Code, Sections 82-601-607.

[What is a "suitable" position?](#)

A suitable position is one which enables the employee to add value to Dallas County while maximizing his or her skill set, that is within his/her physical restrictions, or can be accommodated under the American with Disabilities Act (ADA).

[Who places my employee in a "suitable" position?](#)

The Department Head or designee and the HR Workers' Compensation Section Safety Officer will work together to find a suitable position for employees returning back to work following an on-the-job injury or illness.

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