



## INJURY ON DUTY

### PURPOSE

This policy aims to ensure that panel members report injuries on duty timeously and follow the correct reporting procedure.

### SCOPE

This policy applies to:

- MHR Office and Hospital personnel
- MHR Clients
- MHR Panel Members
- INCON Health

### DEFINITIONS

Abbreviation	Definition
WCA	Workmen's Compensation Act

### POLICY STATEMENT

- This policy ensures that:
  - A standard reporting procedure is implemented and followed.
  - All fields on the W.CL2 form are completed before submission to the Compensation Fund.
  - All documents are submitted to the Compensation Fund as per this policy and procedure.
  - All injuries on duty are reported timeously to INCON Health Clinics and MHR.
- MHR to send a panel member's confirmation of employment to the attending doctor upon request.

### PROCEDURE

#### MHR PANEL MEMBER AND CLIENT

Step	Action
1	All injuries sustained during the work process of an MHR panel member must be reported <b>immediately</b> to the manager of the department at the client or to the manager on duty if the injury occurs after hours.

<b>2</b>	<p>The panel member or client must notify MHR telephonically of the injury on duty.</p> <p><b>Note: Inform the MHR Regional Management during working hours <u>OR</u> the MHR Call Centre Coordinator after hours.</b></p> <p>If the panel member has been referred to an Emergency Centre after hours, MHR must inform INCON Health accordingly (<i>See Annexure 1 for contact details</i>).</p>
<b>3</b>	The manager at the client requests the panel member to complete a 'Near Miss/Adverse Event Report' and signs the completed report ( <i>See Event Reporting Policy</i> ).
<b>4</b>	The manager at the client completes numbers 13 - 15, 29 - 35 and 37 - 41 of Part A of the 'W.CL2' form (Part B will automatically be completed as Part A is completed)
<b>5</b>	<p><b>The manager at the client sends the injured panel member to one of the following facilities:</b></p> <ul style="list-style-type: none"> <li>• <b>INCON Health Clinic (during clinic hours)</b> with completed 'Near Miss/Adverse Event Report' and 'Employer's report of an Accident (W.CL2)(Part A and B)'.</li> <li>• <b>Nearest Emergency Centre (after hours)</b> with completed 'Employer's report of an Accident (W.CL2) Part B'. The manager submits the completed 'Near Miss/Adverse Event Report' and 'W.CL2 Part A' to the INCON Health Clinic at the facility when the clinic opens.</li> <li>• <b>Nearest Emergency Centre (if no INCON Health Clinic at the facility)</b> with the completed 'Employer's report of an Accident (W.CL2) Part B'. The manager emails the completed 'Near Miss/Adverse Event Report' to MHR or INCON Health Head Office (<i>See Annexure 1 for the contact details</i>).</li> </ul>
<b>6</b>	The Risk Officer at the client completes Annexure 1 of the 'Recording and Investigation of Incidents' and sends it to INCON Health Head Office and MHR.

### INCON HEALTH CLINIC (DURING CLINIC HOURS)

Step	Action
<b>1</b>	INCON Health Professional Nurse decides whether the injured panel member should consult a doctor and ensures that all the necessary documentation is completed.
<b>2</b>	<p>If the panel member is required to consult a doctor, INCON Health ensures that the doctor receives 'W.CL2' Part B and completes and submits the following documents to INCON Health:</p> <ul style="list-style-type: none"> <li>• <i>First Medical Report (W.CL.4)</i> and <i>Final Medical Report of an Accident (W.CL.5)</i> if the panel member is not required to schedule a follow-up consultation.</li> <li>• <i>Progress/Final Medical Report of an Accident (W.CL.5)</i> if the panel member visits the doctor for a re-examination.</li> </ul>

**EMERGENCY CENTRE (AFTER HOURS OR IF NO INCON HEALTH CLINIC AT THE FACILITY)**

Step	Action
1	Doctor examines the panel member and completes the <i>'First Medical Report (W.CL.4)'</i> .
2	<p><b>Doctor submits the following completed documentation to INCON (See Annexure 1 for contact details if there is no INCON Health Clinic at the facility)</b></p> <ul style="list-style-type: none"> <li><i>'First Medical Report (W.CL.4)'</i> and <i>'Final Medical Report of an Accident (W.CL.5)'</i> if the panel member is not required to schedule a follow-up consultation.</li> <li>Medical account (made out to MHR), if not submitted directly to the Compensation Fund.</li> <li>Sick certificate (if the panel member is booked off due to the injury).</li> </ul>
3	Injured panel member goes back to the doctor for a re-examination and the completion of the <i>'Progress/Final Medical Report of an Accident (W.CL.5)'</i> .
4	Doctor sends the completed <i>'Progress/Final Medical Report of an Accident (W.CL.5)'</i> to INCON Head Office (See Annexure 1 for contact details).

**INCON HEALTH CLINIC/HEAD OFFICE (AFTER TREATMENT OF THE PANEL MEMBER)**

Step	Action
1	INCON Health emails the <i>'Employer's report of an Accident (W.CL.2) Part A'</i> to MHR for a signature and to complete numbers 1 – 12, 16 – 27, 36, 42 - 62 on the form or INCON Health contacts MHR to complete the above numbers telephonically.
2	INCON Health processes all the necessary documentation and sends accounts to the MHR Regional Manager/Nominated Senior MHR Representative for the authorisation of the payment.
3	INCON Health to send the necessary documentation to MHR Payroll Officer in case of WCA sick leave to be paid.

**MHR REGIONAL MANAGER/NOMINATED SENIOR MHR REPRESENTATIVE**

Step	Action
1	<p>MHR Senior Representative signs the <i>'Employer's report of an Accident (W.CL.2)'</i>, completes numbers 1 – 12, 16 – 27, 36, 42 - 62 and emails it back to INCON, including the following:</p> <ul style="list-style-type: none"> <li>Certified copy of the panel member's identity document or passport and work permit if the panel member is a foreign worker</li> <li>Certified copy of panel member's latest salary note</li> <li>Certified copy of PrDP license (<i>all ambulance personnel involved in a motor vehicle accident</i>)</li> </ul>

**MHR PAYROLL OFFICER**

Step	Action
1	MHR Payroll Officer calculates the WCA leave for the panel member upon receiving the instruction from INCON Health ( <i>Refer to the Payment of WCA Leave policy</i> ).

**ASSOCIATED DOCUMENTS**

<b>Documents</b>	<b>Location/Number</b>
Near Miss/Adverse Event Report	Client/INCON
Employer's Report of an Accident (W.CL.2)	Client/INCON
First Medical Report of an Accident (W.CL.4)	Client/INCON
Progress/Final Medical Report of an Accident (W.CL.5)	Client/INCON
Recording and investigation of incidents (Annexure 1)	Client/INCON
<b>Policies</b>	<b>Location/Number</b>
MHR Event Reporting	MHR website/Secured docs
MHR Payment of WCA Leave	MHR website/Secured docs
<b>Act</b>	
Occupational Health and Safety Act No 85 of 1993 ( <a href="http://labour.gov.za/Pages/Default.aspx">labour.gov.za/Pages/Default.aspx</a> )	
The South African Labour Guide - Procedure for claiming injuries on duty ( <a href="#">Claiming Procedure for Injuries on Duty - Labour Guide South Africa</a> )	

# **ANNEXURE 1**

## **INCON HEAD OFFICE CONTACT DETAILS**

**Contact person:** Christine Swanepoel  
**E-mail address:** [christine@incon.co.za](mailto:christine@incon.co.za)  
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