

Seeking Medical Treatment

If you are involved in a work-related accident that requires medical treatment, you will be sent to the nearest authorized workers' compensation provider for initial treatment. Once you receive initial treatment, you are entitled to one change of physician. To request a one-time change of physician, you must write your Johns Eastern Company's case manager or adjuster. Your case manager will coordinate your change within the District's authorized workers' compensation provider network. Johns Eastern Company will not ask you to justify your request, but will ask you for information that will allow them to understand the nature of the request. You may discuss your concerns regarding your physician with Johns Eastern Company at any time. If you are referred to a specialist, you must contact Johns Eastern Company for the proper referral.

Accessing Medical Treatment After Normal Business Hours

If you are involved in a work-related accident that occurs after normal business hours and require immediate medical treatment, go to the nearest urgent care facility, hospital emergency room or call 911. Whenever possible, you should attempt to access one of the District-approved urgent care facilities or hospitals first. However, if the injury is life threatening, go to the nearest hospital emergency room for treatment.

Examples of when you should use an urgent care facility or hospital emergency room as initial treatment for a work-related injury or illness:

1. The injury or illness is life threatening.
2. You are involved in an accident at the end of the day and the injury is serious enough that you cannot wait until the next business day to seek medical treatment.
3. The work-related injury or illness occurs after normal business hours or when all District administrative offices are closed.

After receiving treatment at a hospital emergency room, you must follow up with an authorized workers' compensation network provider before returning to work. Within 24 hours of emergency treatment, call Johns Eastern Company at 800-749-3044 to coordinate all follow-up medical treatment.