


CITY OF CATHEDRAL CITY ADMINISTRATIVE POLICY			HR-AP -21
TOPIC	Supplemental Workers' Compensation Policy – Follow-up Appointment Responsibilities		
Approved by:  <u>Charles McClendon (Nov 20, 2024 15:35 PST)</u> Charles McClendon, City Manager		Distributed by	Original Date
		Human Resources	11.20.2024
			Revised

Supplemental Policy Personnel Rules Section 1002.2.3 Employee Follow-up Appointment Responsibilities

PURPOSE

This policy establishes procedures for employees to report and coordinate workers' compensation medical appointments with Workers' Compensation Claim Management (WCCM) (wccclaimsmanagement@cathedralcity.gov) and their Department.

POLICY

A. PRE-APPOINTMENT REQUIREMENTS

1. Notification
 - Employees must notify both WCCM and their Department Head/Supervisor of all scheduled medical appointments
 - Emergency situations are exempt from advance notice requirements
2. Required Notice Information
 - Appointment date and time
 - Provider name and location
 - Type of appointment (follow-up, physical therapy, specialist, etc.)
 - Estimated duration

B. POST-APPOINTMENT REPORTING

1. Timing of Reports
 - Immediate report required after each appointment by end of business day
 - Initial report can be by phone/email with documentation to follow within 24 hours
2. Appointment Changes/Delays
 - Any delays, cancellations, or conflicts with medical appointments must be reported immediately to both Risk Management and their Department Head/Supervisor
 - This includes but is not limited to:
 - Travel/transportation issues
 - Appointment cancellations (by either party)
 - Scheduling conflicts
 - Extended wait times that impact return to work
 - Inability to attend a scheduled appointment
3. Information Distribution Requirements To BOTH WCCM AND Department:
 - Changes to work status/restrictions

- Next scheduled appointment
- Accommodation needs
- Updated work status report
- Modified duty forms (if applicable)
- Treatment Plan appointment schedules

To WCCM ONLY:

- New treatment orders/medications
- Treatment plans
- Urgent concerns/issues

C. COORDINATION WITH DEPARTMENT

1. Employee Must Coordinate:
 - Time off for appointments
 - Schedule medical visits to minimize work disruption when possible
 - Communicate any scheduling conflicts promptly
 - Implementation of work restrictions

D. REQUIRED APPROVALS

1. Department Approval
 - Advance approval required for time off during work hours
2. WCCM Approval Required For:
 - Change of medical provider
 - Changes to established appointments
 - New treatment plans
 - Specialist referrals

E. ONGOING COMMUNICATION

1. Regular Updates Required to Both WCCM and Department:
 - Recovery progress
 - Return-to-work timeline updates

F. NON-COMPLIANCE CONSEQUENCES

Failure to strictly adhere to the requirements of this policy will result in:

1. Mandatory meeting with WCCM and Department Head to address policy violations
2. Documentation of non-compliance
3. Implementation of a mandatory pre-approval process for all future medical appointments and treatment plans
4. Potential requirement to use accrued leave time for unauthorized absences related to non-compliant appointments
5. Review of continued eligibility for modified/alternative work assignments

Repeated policy violations may result in additional administrative action as permitted by City Personnel Rules and applicable law.






HR- AP-21 1002.2.3 Workers' Compensation Policy – Follow-up Appointment Responsibilities

Final Audit Report

2024-11-20

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