



INJURY PROCEDURES FOR PSINAPSE CONSULTANTS

Please utilize the following instructions to ensure that the procedures are followed correctly:

1. Ensure health of employee. If ambulance needs to be called, call 911 and dispatch ambulance to location and have employee sent to nearest major hospital.
2. Call PsiNapse at 925.225.0400 - Option 2 (Consultant Care) and let us know that an injury has occurred.
3. If employee needs medical attention but can drive or can be driven, and can wait a certain amount of time for treatment, then locate a facility that is covered through workers compensation. We have a list generated 9/13/06 of facilities, but you may need to double-check it is a current facility. To do this you need to:
 - A. Using your internet browser connect to www.ccnusa.com.
 - B. Click on the hyperlink that says SEARCH for a doctor, hospital or facility.
 - C. On the second page of the website go to the workers compensation link and hit the PPO hyper link. The link says PPO-Standard workers compensation provider network.
 - D. Select the Search by Zip, and Search for Physicians /Clinics, and enter zip, and highlight multispecialty clinics. You can also use other search methods in this section. Multispecialty is the most generalized way to search.
 - E. As an example, when typing "Bay Medical" in to the search engine it did not come up, but when searching under multispecialty clinics, it did come up. Consequently, be advised that the search engine is not perfect. We suggest following the steps above and confirming the location is listed.
4. Have the employee go to the clinic and get treatment.
5. Once the employee gets treatment and is stabilized the employee will need to fill out form DWC1 (It is the form with carbon paper inserts) and s/he is to fill out the first section only that says to be filled out by employee. The second section needs to be filled out by employer, which is PsiNapse. We will provide this form immediately following the injury.
6. Have the employee fill out the Authorization to Obtain Information one page sheet. We will also provide this form immediately following the injury. This allows the claims adjusters to call and talk directly to the facility about the treatment they received.
7. Everything else is then managed by Workers Compensation.

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