Incident & Injury Reporting

PMA Companies One-Way Online Reporting Portal
Agenda

- Reporting ALL work-related incidents.
- When to report an incident.
- Information required to report an incident.
- How to report ALL incidents through PMA’s online reporting portal or via the 24/7 toll-free phone number.
- What to expect after the incident has been report and filed.
Reporting ALL Work-Related Incidents

- Incident reports should be completed by a neutral third party, specifically the employee’s Supervisor/Manager, to PMA, Harvard’s third-party workers’ compensation administrator effective January 1, 2017.

- By having Supervisors/Managers report the incident rather than by the employee directly, it minimizes any potential bias and complications that could affect the incident investigation.

- Harvard may be subject to enforcement actions by various regulatory agencies including, but not limited to, Occupational Safety and Health Administration (OSHA), Massachusetts Department Industrial Accidents (DIA), Cambridge and Boston Public Health Commission if incidents are not reported.

- Some incidents require medical management (e.g.: drug prophylaxis or blood sampling) that must be initiated right away. Also, some research grants have a requirement to report incidents immediately.
When to Report an Incident

• IMMEDIATELY UPON NOTICE OF a work-related incident on or off Harvard property while the employee is in the course of conducting University business, report the incident through PMA’s online reporting portal or via the 24/7 toll-free phone number.

• This report should happen as soon as possible, but no later than 24 hours after the incident. If an incident is not reported accurately or timely it may impact the employee’s workers’ compensation benefits.

• In the event of a medical emergency, immediately call 911. After calling 911, notify the University Operations Center (617-495-5560) and HUPD (617-495-1212).

• Immediately contact the EH&S Department 27/7/365 through the University Operations Center in the event of any one of the following incidents:
  – Fatalities; Any inpatient hospitalization; Any amputation or loss of an eye.

• For other significant events or accidents contact the University Operations Center. If you work at HMS, during regular business hours 8:00 am-4:30 pm contact the HMS Operations Center at 617-432-1901).
Information Required to Report an Incident

• Gather as much information about the incident as possible for accuracy and completeness of reporting.

• Only report the facts of the incident. Use statements such as “the employee alleges” when describing the incident. Best Practice: Ask the employee and/or other witnesses to complete a separate written statement about what happened.

• Avoid documenting personal feelings about the incident or recording performance issues or concerns. This information is discoverable in the event litigation were to ensue and could potentially put the University at risk.

• Examples of information needed to report the incident includes, but is not limited to, the following:
  – HUID
  – Occurrence Information (e.g. Date of Injury, Incident Location, Accident Cause, Nature of Injury, Date Employer Notified, Body Part, Accident Description)
  – Medical Treatment Information (if known)
  – Email Address of Leave of Absence Specialist
How to Report ALL Incidents

• See the PMA Online Reporting Portal instructions.

• Insert your email address and your Leave of Absence Specialist’s email address in the Claim Information Email section on the Additional Comments tab to ensure you receive a copy of the claim report for your records.

• If an emergency occurs after hours, or if you do not have access to a computer to report an incident through the online reporting portal, call 1-888-476-2669 at any time. An intake representative will field the call and the questions asked will be similar to those represented on the online reporting portal.
What to Expect After the Incident is Reported and Filed

• Once the Incident Report has been submitted, you should receive a claim number. Keep this claim number for your records and also provide the claim number to the employee, if possible.

• Once the claims has been assigned to an Adjuster at PMA, the following outreach will occur within 24 hours:
  - Employee Contact
  - Employer Contact
  - Medical Provider Contact

• Either you as the employee’s Manager / Supervisor or the Leave of Absence Specialist will be contacted to answer additional questions as part of PMA’s claim investigation process.