

# What is Successful Return-to-Work?

Every business should consider adopting and implementing a return-to-work program that can help injured employees get back to meaningful work as soon as medically possible. At Nationwide®, we call this Successful Return-to-Work (SRTW), and many of today's leading companies are using it to integrate both occupational and non-occupational injuries into a comprehensive disability management strategy.

We invite you to use this interactive guide as the framework for your company's return-to-work program, including steps you can take both before and after an injury occurs to help facilitate positive outcomes for your employees and your business.\*

## Decide how best to use this resource

This sample program is ready to use, but if you want to customize a return-to-work program to your company's needs, use this [editable Word document](#) as a starting point.

\* Recommendations provided are general in nature; unique circumstances may not warrant or require implementation of some or all of the suggestions. The rights of an employer and the employee following a compensable injury vary by state. Verify state requirements before implementing a program. Information presented here applies to work-related illnesses in addition to on-the-job injuries.



# Return-to-Work Program Basics

- **Part 1:** Policy
- **Part 2:** Objectives
- **Part 3:** Scope and Conditions

# Return-to-Work Program Roles and Responsibilities

- Program Administrator
- Supervisors/Managers
- Employees



# Before an Injury Occurs

- **Step 1:** Appoint a Return-to-Work Program administrator
- **Step 2:** Establish procedures for prompt reporting of injuries
- **Step 3:** Establish a medical provider panel for treatment of injured employees
- **Step 4:** Develop your company's list of transitional-duty task ideas
- **Step 5:** Update supervisors on progress and identify dates for all-employee training
- **Step 6:** Advise all employees of the program via bulletin boards and onboarding materials



# Training Your Staff

- **Step 1:** Deliver Return-to-Work Program training to current employees
- **Step 2:** Train new hires on the program



# When an Injury Occurs

- **Step 1:** The employee immediately reports the injury to his/her supervisor, who determines whether the employee should 1) be taken to a hospital emergency room immediately, or 2) be referred to an authorized treatment provider, where permitted by jurisdiction.
- **Step 2:** The supervisor notifies the program administrator, who follows the steps outlined in the Employee Injury and Return-to-Work Checklist form.
- **Step 3:** The program administrator reports the injury to Nationwide immediately.
- **Step 4:** The injured employee completes an Authorization to Release Medical Information form and sends it to the Nationwide Claims Associate.
- **Step 5:** The program administrator uses a Temporary Transitional Position Offer form to advise the injured employee of the plan (approved by the authorized treatment provider) for returning him/her to meaningful work.



# Glossary of Return-to-Work Program Forms

Click on any title below to see a description of the form and its role in your program. Completed forms should be provided to the Nationwide claims adjuster at time of initial contact, so the injured worker won't be asked to repeat information already recorded on a form.

- [Authorization to Release Medical Information](#)
- [Checklist for Use When Employee Does Not Return to Work](#)
- [Employee Injury and Return-to-Work Checklist](#)
- [Employee Notice: Availability of Transitional Work](#)
- [Transitional-Duty Evaluation and Return-to-Work Authorization](#)
- [Return-to-Work Letter and Forms to Authorized Treatment Provider](#)
- [Return-to-Work Program Training Documentation](#)
- [Temporary Transitional Position Offer](#)
- [Transitional-Duty Task Ideas](#)