

# Work-Related Injury / Illness Case Management Procedure (TSP-21)



For Contractor Communication

Thailand Profit Center  
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# Case Management - Purpose and Objectives



- To ensure that appropriate medical treatment is promptly provided to the injured / ill person
- To ensure appropriate follow up on cases until the injured / ill person is fit for returning to work
- To ensure effective coordination and communication between supervisor and affected Management Personnel of the injured/ill person, CTEP's OE/HES Department, CTEP Medical staff, along with management of contractor companies, 3<sup>rd</sup> Party Contracted Medical Services, and Treating Doctors in onshore clinics or hospitals
- To ensure injuries or illnesses are classified in an accurate and consistent manner according to the Chevron OE Data Requirements with no intention to limit the treatment to suit the case definitions.

# Case Management - Scope



- The procedure is applicable to all work- related injuries or illnesses affecting all employees and Contractor personnel working under Chevron Thailand Exploration and Production, Ltd. (CTEP) Operational Control at all onshore and offshore locations, including the Bangkok office.

# Initial Treatment Facility for Work-Related Injuries/Illnesses



- All work-related injuries/illnesses referred to an onshore hospital for treatment by a Chevron Doctor or Medic will initially be sent to only the following designated hospitals:
  - Bangkok- Hatyai Hospital, Songkhla
  - Bangkok -Pattaya Hospital, Chonburi
  - Nakharin Hospital, Nakorn Sri Thammarat
  - Vibhavadi Hospital, Bangkok
- In cases where a work-related injury or illness occurs at onshore locations away from the designated hospitals, e.g., injury related to motor vehicles, consideration should always be given to use the nearest hospital available, depending on location of incident and the severity of injury or illness.
- Contractors wishing to use another hospital other than the approved Chevron designated hospitals will be considered on a case-by-case basis after discussion and approval from CTEP Health and Medical Services (H&MS) Department.

# Follow-up Treatment Facility for Work-Related Injuries/Illnesses



- After an initial diagnosis and treatment, a contract company may transfer an Injured/Ill Person (IP) to another hospital for further treatment and follow up with concurrence from the Chevron on duty Medical Doctor and relevant Chevron Departmental Manager. The IP's employer must coordinate with the Chevron H&MS staff in providing the IP's status on a daily basis until treatment is concluded or the IP is discharged from the hospital. A medical certificate or discharge summary should be obtained and sent to Chevron H&MS.
- If the IP is due to go off duty and the injury/illness has not completely healed or a full recovery made, the supervisor of the IP shall consult the Chevron H&MS on duty Doctor who may recommend that the person remain with pay at an onshore facility which has access to a medical facility.
- In any case where the IP is released to go home with medical precautions, the IP must strictly follow the medical instruction given.

# Follow-up Treatment Facility for Work-Related Injuries/Illnesses



- To return to work, the company representative must present the return to work or final medical certificate received from the treating hospital/clinic to the Chevron H&MS (Sattahip, Songkhla, Nakorn Sri Thammarat or Bangkok) for evaluation at least 3 working days prior to returning to work. Medical decisions on fitness for duty will be made by the Chevron on duty Medical Doctor only.

# CTEP Medical Personnel and Third Party Medical Service Provider Personnel



- For any treatment that is likely to go beyond first aid, the Facility Medic shall consult with the Chevron on duty Medical Doctor. If the Facility Medic is under a third party medical service provider, the Contract Medic shall consult with the third party Medical Service Provider Doctor who will contact and discuss the treatment options with the Chevron on duty Medical Doctor.

## **Interaction between CTEP Medical Personnel and Treating Doctor(s)**

- Communication between Chevron medical personnel and Treating Doctors is critical, and it must be done in a professional and ethical manner. Authority and decision to treat an IP lies with Treating Doctors with the concurrence of the injured/ill person; however, Chevron medical personnel may consult with Treating Doctors to ensure consistent case management.
- To avoid confusion and misunderstanding, no one other than assigned Chevron medical personnel shall interfere with Treating Doctors. Contractors' representatives or 3<sup>rd</sup> party medical service provider shall consult the Treating Doctors through Chevron assigned medical personnel.

# Role and Responsibilities – All Employees and Contractors



- Notify supervisor immediately and seek prompt medical attention following an injury or suspected work-related injury or illness
- Provide an accurate description of the suspected work-related injury or illness to supervisor and medical provider
- Provide an accurate description of any concurrent medical conditions and/or treatments to medical provider
- Adhere to treatment prescribed, work restrictions, and communication requests of Treating Doctor / Medic
- Complete Permission to Release Information Form

# Role and Responsibilities – Supervisor of Ill/Injured Person



- Report known work-related injury/illness case according to incident notification and investigation procedure
- Conduct incident investigation of work-related injury/illness and record relevant information
- If there is reason to believe drugs or alcohol may be a contributing factor to the incident, consideration should always be given to requesting the Chevron Medical Doctor/ designee to conduct a Drug & Alcohol test on the IP and/or any other personnel directly involved in the incident, when the IP is referred to an onshore medical facility. This should be done following the Drug & Alcohol Testing and Substance Abuse Policy
- If the case involves a contract employee, ensure the Contract Company Representative has been notified.
- Notify HR to keep a record of the individual's work-related injury/illness, including sick leave, compensation, etc.
- Discuss with CTEP Doctor to assign appropriate duties to the IP following approval for return to work.

# Role and Responsibilities – Manager of the Ill/Injured Person



- Coordinate with the Facility Medic and arrange necessary medical transportation arrangements
- Ensure appropriate resources are allocated to manage the case upon notification of work related-injury/illness
- Communicate to all personnel at the facility that a Drug & Alcohol test may be conducted on the IP and any other personnel directly involved in the incident in which the IP is referred to an onshore medical facility
- Review facts with Facility Medic or with Chevron on duty Medical Doctor or 3<sup>rd</sup> Party Medical Doctor immediately following diagnosis and treatment for all work-related injury/illness cases that have the potential to result in any work restrictions
- Review Work Restrictions or Fit to Return to Work status with Chevron on duty Medical Doctor and supervisor of the IP. Notify the next level of management of any IP whose injury/illness may result in work restrictions
- Support the assignment of appropriate duties to the IP following approval for Return to Work with advice from the CTEP Doctor

# Roles & Responsibilities - 3<sup>rd</sup> Party Medical Services Doctor



- Contact the Chevron on duty Medical Doctor to discuss the proposed initial treatment before advising the Facility Medic at the offshore location
- Advise 3<sup>rd</sup> party Medic on diagnosis and treatment in writing. The only exception to this would be an emergency situation, or if there is an IT communications breakdown (e-mail). In this case, verbal communications from the Doctor is acceptable, but must be documented and forwarded once communications have been established
- **If required, coordinate case management with the hospital Treating Doctor onshore through the Chevron Onshore Medical Coordinator only (no direct contact with Treating Doctor)**

**Chevron**

