



First Call Support

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Injured yourself at work?

APM's First Call Support helps you and your contractor, or employer, deal with an injury in the work place.

This guide tells you what to do if you become injured, and what you can expect from your contractor and from your APM First Call Support consultant.

What you need to do

- ✓ If you become injured at work, stop work and report immediately to your supervisor
- ✓ Make sure you get first aid treatment at the worksite
- ✓ Contact your contractor within 24 hours and let them know you have injured yourself

- ✓ Report all near misses, health and safety concerns to your supervisor and contractor. Stop working if it is UNSAFE

What your contractor does

- ✓ Provides support to you, ensuring you get first aid treatment
- ✓ Organises transport to a medical centre or hospital emergency department
- ✓ Will accompany you or arrange accompanying support for you with APM's First Call Support consultants



2 What happens next?

After you have received immediate medical treatment, you will need to follow this simple process if it is confirmed as a work-related injury.

What you need to do

- ✓ You need to provide the First Medical Certificate to your contractor or employer and APM First Call Support consultant
- ✓ You should attend all medical and health treatment appointments
- ✓ Confirm with your doctor the next medical appointment date and time
- ✓ Maintain regular contact with your contractor and APM First Call Support consultant
- ✓ Make sure your medical certificates are up to date every month

What your contractor and APM First Call Support consultant does

- ✓ Provides your treating doctor with information on your job tasks, suitable duties and assists with a Return to Work Program
- ✓ Obtains a First Medical Certificate, confirming diagnosis, prognosis, hours of work, suitable duties, medical restrictions, treatment requirements, medication, a timeframe to return to work, confirming a return to pre-injury duties and hours
- ✓ Your APM First Call Support consultant will help you fill out your workers' compensation claim forms, including wage summary details

