



REPORTING AN INJURY





- **Injury on Duty**

If an employee has been injured on duty, regardless of the seriousness of the injury, it needs to be recorded and reported. For all different scenarios, different procedures need to be followed according to the Department of Labour.

All injuries need to follow the below process:

- Report the incident to Head Office
- Complete the internal incident investigation form in detail.
- Submit the investigation form to Head office along with pictures of the accident.
- Complete the RMA accident claim form in detail.
- Submit the RMA to the Head Office
- Submit copies of the employee's ID/Passport to Head Office

- **Minor injuries**

Minor injuries can be treated on-site by the first aider, examples of minor injuries are listed below:

Bruises

Sprains

Small Burns

Bites

Cuts & Grazes

Coughs & Colds

Stings

Allergic Reactions(mild)

When a minor injury occurs, the below procedure needs to be followed:

- Appointed first aider to treat injured employees on site away from the place of the accident.
- Employees need to be completely treated and continue to work but must be careful to avoid further injury. If their injury gets more serious and becomes a major injury, the employee needs to be taken to hospital.
- A record needs to be kept of what medical items were used to treat the employee.



- **Major injuries**

Major injuries need to be treated at a private hospital by a doctor, examples of major injuries are listed below:

Crushing	Fractures	Exposure to Electric Current
Broken Bones	Amputation	3 rd Degree Burns
Allergic reaction(severe)		

When a Major injury occurs, the below procedure needs to be followed:

- The injured employee needs to be transported to a private hospital with the below documents.
 - RMA Accident claim form.
 - Employee ID/Passport
 - RMA letter for injured employees
 - First medical report
- The employee will receive medical treatment at the hospital.
- The doctor at the hospital will complete the first medical report which needs to be submitted to head office.

- **The employee doesn't need further medical treatment.**

If the employee has been treated at the hospital and the doctor states the employee doesn't need any additional medical treatment, the sick notes received from the doctor need to be submitted to head office.

The final medical report needs to be completed by the doctor and submitted to head office.

- **The employee needs to return to the hospital for further medical treatment.**

When the employee has been instructed by the doctor that they need to return for additional treatment, the sick notes need to be submitted to Head Office.

The doctor needs to complete the progress report for all follow-up appointments, all these documents need to be submitted to head office as they are received from the doctor.

Once the last treatment is received, the final medical report needs to be completed and submitted to Head office.



RMA PROCEDURE - REPORTING AN INJURY - BRANCH	
Branch:	
Manager:	
Date:	

Step No	Date	Description of check done	Response on Check	Action
1		Report the accident to Head Office		
2		Fill in the Internal Incident Investigation Form in detail		
3		Submit the Investigation Form to HO along with pictures of the accident		
4		Fill in the RMA Accident Claim Form in detail		
5		Submit the RMA Form to HO		
6		Send a copy of the employee's ID/passport to HO		
for minor injuries: treatment on site by first aider				
7		Appointed first aider to treat employee on site away from the place of accident		
8		Employees are to be completely treated		
		Employee to continue to work as before - be careful and avoid further injury		
		If the injury gets more serious and becomes a major injury, take the employee to hospital		
9		Record what medical items were used		
for major injuries: employees need to be taken to hospital/doctor				
employee must be taken to a private hospital				
10		Take the employee to the doctor/hospital with the below docs:		
		RMA Accident Claim Form		
		Employee ID/passport		
		RMA Letter for Injured Employees		



		First Medical Report		
11		Employee receives treatment		
12		The doctor/hospital filled in the First Medical Report		
13		Submit First Medical Report to HO		
<i>If an employee does not have to go back:</i>				
14		Submit any sick notes received from the hospital to HO		
15		The doctor/hospital filled in the Final Medical Report		
16		Submit Final Report to HO		
<i>If an employee goes back for more treatment:</i>				
17		Submit any sick notes received from the hospital to HO		
18		Doctor/hospital filled in Progress Report		
		2nd Visit		
		3rd Visit		
		4th Visit		
		5th Visit		
		6th Visit		
19		Submit all Progress Reports to HO		
20		Last treatment received		
21		The doctor/hospital filled in the Final Medical Report		
22		Submit Final Report to HO		