

HOW TO FILL OUT THE MEDICAL SERVICE ORDER:

The Medical Service Order serves two functions: 1) it authorizes the Employee to treat with a physician for an industrial injury/illness and 2) it documents the Employee's declination of the County's offer of treatment. The Supervisor will list the physician/clinic where the Employee is being sent for treatment and the address. This is to let the Employee know where they should go for their initial treatment/evaluation.

The form instructs the physician to call the County prior to beginning any treatment program. The next section gives the treating physician basic information needed to fill out the Doctor's First Report of Injury [DWC 5021]. The Supervisor fills out this information. There is the Employee's name, the department where the Employee works, the Employee Number, the date and time of the injury the employee is being sent for treatment on, identifying information about the Department, and the employee's occupation. The person who is authorizing the referral to the physician is identified, that person's title and the date. The form is broken apart and the White copy goes with the Employee to the physician/clinic office. If the Employee is not present to take the form physically to the physician/clinic's office, then the Supervisor should FAX it over. The Yellow copy goes to the County of Riverside's Workers' Compensation Division. The pink copy is kept in the Employee's file. Should the Employee decline treatment, the Employee is required to fill out the bottom portion of the form. If the Employee will not fill out the bottom portion, the Supervisor can fill it out for him/her.

IMPORTANT NOTE: Declining treatment means that the Employee is not seeking treatment from any source. If the Employee is going to go to his/her own physician or group health provider, this is NOT declining treatment; it is self-procuring treatment and the Supervisor needs to fill out and report all the paperwork just as if the Employee were going to the County's physician/clinic. The Supervisor also needs to advise the Employee that because the Employee is refusing to comply with out medical control, the treatment will be deemed Self-Procured and no benefits or physician orders will be honored until the Employee is seen by the County's physician/clinic.

If an Employee initially declines treatment, and then changes his/her mind [within a week or so], they can go ahead and be sent to the County physician/clinic. If it has been longer than the week or so, the Supervisor should call the adjuster assigned to his/her department and discuss the situation with him/her.