

## Electronic Injury/Illness Form: Frequently Asked Questions

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### BASICS

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**1. Q: How do I access the form?**

A: It is located on Environmental Health and Safety's (EHS) website (<http://www.bgsu.edu/environmental-health-and-safety.html>). It can also be accessed directly by going to <https://services.bgsu.edu/InjuryIllnessForm/>.

**2. Q: Who can complete the form?**

A: Anyone who has intimate knowledge of the incident AND has a BGSU username and password. With this said, it is always best that the injured/ill person complete the form if possible so that all of the information is in their words. BGSU affiliated personnel will need to collect details and submit forms for those who do not have a BGSU username and password, i.e. visitors, contractors, etc.

**3. Q: When and where should medical paperwork be submitted?**

A: The only time EHS needs paperwork from the doctor is when the doctor states that the employee cannot work or has been given work restrictions. This paperwork needs to provide dates in which these are in effect and EHS needs to continue to receive this information all the way up to and including when the employee is completely released back to work with no restrictions. This information can be submitted to EHS via email ([envhs@bgsu.edu](mailto:envhs@bgsu.edu)), fax (419-372-2194), or in person/interoffice mail to the Huntington building located at 1851 N. Research Dr.

**4. Q: When should an injury/illness form be submitted?**

A: Required for injuries that are work or educational related regardless of where they occur (on or off campus) and any injury on BGSU property. All illnesses which are work or educational related regardless of where they occur (on or off campus); for example, reporting personal medical incidents that would not have been caused by the individual's work or educational activities or environment need not be reported. In addition, EHS encourages using the form to report property damage and near miss incidents that did not result in an injury/illness utilizing the "other" and "unknown" options when questioned about the injury/illness.

5. **Q: What is the “deadline” for submitting a form following an incident?**

A: Immediately but not to exceed 24 hours after the incident. If this timeframe has elapsed, the form still needs to be submitted. As for the medical treatment section, information should be submitted as soon as possible following the medical appointment. If EHS has not received this information, they will contact the injured/ill person or their supervisor as appropriate to obtain the information.

6. **Q: Who do I contact for questions about the form?**

A: EHS via email ([envhs@bgsu.edu](mailto:envhs@bgsu.edu)) or phone (419-372-2171).

7. **Q: What fields on the form are required to be completed for a successful submittal?**

A: Anything with an asterisk (\*) next to it is required to be completed or the form will not submit. If a required field is left blank and the form is submitted, an error box will appear indicating which fields need to be completed for a successful submittal.

8. **Q: How do I print a blank copy of the form for someone to complete by hand?**

A: This is highly discouraged because more information populates depending on how the questions are answered throughout the form. There is a paper form available on EHS’s website that can be printed for people who are **NOT** employees of the university.

9. **Q: Do I need to be present on campus to submit this form?**

A: No. This form can be accessed anywhere Internet is provided.

### OTHER ANTICIPATED QUESTIONS

10. **Q: Should I wait to submit the form if I don’t know what medical treatment was received yet?**

A: No! That section can always be added to at a later date once the information is known. It is important that incidents are reported immediately. EHS suggests marking “no” for medical treatment received and in the “Are there any other details worth mentioning?” box at the bottom of the form, entering a statement indicating that the individual sought medical treatment but the information isn’t available yet. Once that information is available, log back into the system, access the form that was submitted, select “yes” for medical treatment received, complete the section that populates, and then click “submit” at the bottom of the form. It is not an auto save form. One must click “submit” to save changes to the form.

**11. Q: What if I don't know my BGSU ID number?**

A: This is a required field on the form for employees so that we have a unique identifier in the event of identical names or nick/preferred names. Contact your supervisor, departmental office, Human Resources, etc. for this information.

**12. Q: What if I don't know the exact day or time the incident occurred?**

A: Approximate to the best of your ability as these are required fields on the form.

**13. Q: Why is the supervisor's contact information required on the form?**

A: Supervisors should be made aware that an employee under their direction has been injured so they can ensure safety hazards are addressed to prevent future occurrences. Supervisors and managers added to the form will be notified via email that the incident occurred and will have the ability to log into the system to see the form details.

**14. Q: I am not a manager or supervisor so why does the "Manager's/Supervisor's View" link display on the left side of the page?**

A: This will show on the left side of the page for everyone but information will only be behind it if you have been listed as a supervisor or manager on any injury/illness form that has been submitted. In other words, the view is dictated by this, NOT your supervisor/manager status at the university.

**15. Q: Why won't the system allow me to choose the day of the injury/illness as the first day when selecting lost, restricted, or job transfer days?**

A: This is by design as the State only wants these days reported starting with the day after the injury/illness occurrence.

**16. Q: What is considered a lost work day?**

A: If the treating physician totally disabled the employee from work or gave them restrictions that the University could not accommodate so they had to stay home. Please do not count days where the employee chose to stay away from work even though they were released back to work full duty or with restrictions that the University could accommodate.

**17. Q: What is considered a restricted day of work?**

A: Not all restrictions result in restricted days of work. If the employee is unable to perform at least one of their daily or weekly tasks because of the restrictions provided by the treating physician, it is restricted work and should be recorded on the injury/illness form for the whole time period the physician indicated. For example, if the treating physician gives an employee a restriction of not lifting more than 25 pounds and they instruct large lecture classes, that restriction likely does not restrict the routine daily or weekly tasks they perform and should not be recorded as restricted days of work. Also, working half days or partial shifts per the treating physician are considered full days of restricted work.

**18. Q: Can I force an employee to submit a form if they were hurt while working?**

A: Yes. It is a condition of employment. If supervisors are having trouble with this, they should contact Human Resources.

**19. Q: Can I force someone who is not a BGSU employee to provide details of an injury/illness so a form can be submitted on their behalf?**

A: No. We ask that those affiliated with BGSU try their best acquiring details, but if the guest completely refuses, it is alright. If they refuse or leave before you can obtain their name or full contact details but you saw what happened, do your best submitting a form with the information you do have. Forms for those who are not employees can be submitted by entering "Don't" for the first name, "Know" for the last name, and "000-000-0000" for the phone number, for example.

**20. Q: Where should I go for medical treatment?**

A: You can go anywhere that accepts work related injuries/illnesses. Many primary care physicians will not see you for work-related injuries. If you would like to submit a worker's compensation claim, you are strongly encouraged to seek treatment at Employer Services at Falcon in the Falcon Health Center.

**21. Q: What should I do with hand written, verbal, or emailed witness statements?**

A: Enter the information into the form in the designated spot and either keep the document in your personal files for documentation purposes or you can submit them to EHS via email ([envhs@bgsu.edu](mailto:envhs@bgsu.edu)), fax (419-372-2194), or by hand/interoffice mail to EHS at the Huntington building. If submitting the information to us, be sure to indicate the name of the injured person and date of injury so we can be sure to file it correctly.

## **FOLLOWING SUBMITTAL**

### **22. Q: What happens once the form is submitted for an employee?**

A: The person who submitted the form, injured/ill person (if different), supervisor of the injured/ill person (if applicable), Manager of the injured/ill person (if designated on the form), and the departments of EHS and Human Resources are notified that an incident has been submitted and all parties mentioned will be able to log into the system and review the form. For those who are not employees, the submitter, BGSU Contact #1, BGSU Contact #2, and EHS are notified that an incident has been submitted and all parties mentioned will be able to log into the system and review the form.

### **23. Q: Can the form be modified once it has been submitted?**

A: Only the medical treatment section (Part 4) and Part 5 that addresses lost, restricted, and transfer days of work can be modified once the form has been submitted by the person who submitted the form, injured/ill person (if different), supervisor of the injured/ill person (if applicable), and Manager of the injured/ill person (if designated on the form). Information can also be added to the text box provided at the bottom of the form that asks, "Are there any other details worth mentioning?", but information previously submitted in this field cannot be altered. EHS can make any necessary changes to the form at any time. A date, time, and username will be recorded for any change or addition to the form.

### **24. Q: Why am I receiving an email prompting me to review an injury/illness form that was submitted on my behalf?**

A: Anyone with a BGSU username and password who had an injury form submitted on their behalf will be prompted by the system via email to log in, access the form, and check "yes" or "no" to the question that asks if they agree or disagree with the details of the form. If you disagree, you will be provided a text box to explain what you disagree with. Upon agreeing or disagreeing, you will need to click "submit" for the information to be recorded. This protects you from a worker's compensation standpoint by ensuring all information submitted is accurate.

### **25. Q: How do I add corrective actions to an incident after the form has been submitted if that section cannot be modified following initial submittal?**

A: Log into the system and select the form you want to add corrective actions to. At the very bottom of the form, there is a question that asks, "Are there any other details worth mentioning?" with a text box below it. Type the information into that text box and click the "submit" button at the bottom of the form.

**26. Q: How do I print a copy of a completed form that has been submitted?**

A: Log into the application, find the form of interest and click on it. Once the completed form is showing, print it just as you would for any Internet page (“File” menu and select “Print” or right-click the page and select “Print”) or print it as a PDF file and save it electronically to a location of your choice.