



## Medical Case Management Program

**AZSPU-HSSE-DOC-00110-2**

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## 1.0 Purpose/Scope

This document describes the process of medical case management for all BP employees in Azerbaijan SPU that are impacted by injury or illness and is intended to ensure effective and timely decision regarding securing medical attention and return to work processes.

This controlled document applies to Azerbaijan SPU engaged in the exploration, drilling, production and transportation of oil; including all related construction activities.

## 2.0 Definitions

<b>Case management</b>	process of coordinating an employee's total health care needs following an illness or injury. The goal of medical case management is to provide optimal quality care in cost effective manner to obtain positive health outcomes for the employee.
<b>BP employee</b>	an employee who is hired by BP and receives job duties, payroll, benefits, discipline, transfer and other related matters from BP
<b>Contractor employee</b>	
<b>Agency employee</b>	
<b>OSHA</b>	Occupational Safety and Health Administration
<b>Occupationally related illness</b>	any abnormal medical condition or disorder, Other than one resulting from an occupational injury, cause by exposure to environmental factors associated with an individual's employment. This includes acute and chronic illness or disease which may be caused by inhalation, absorption, ingestion or direct contact with physical, chemical, biological or psychological hazards associated with the work tasks or the environment / location in which the work is undertaken.
<b>Health Team</b>	BP Azerbaijan Strategic Performance Unit Central Health, Safety and Environment Department, Health Team
<b>HR</b>	BP Azerbaijan Strategic Performance Unit Human Resources Department
<b>Day Away from Work Case</b>	If the employee could not have worked on any day after the injury or illness, irrespective of

## OHAIRS

whether there was scheduled work  
Occupational Health and Illness Reporting  
System

### 3.0 General Requirements

[BP Getting Health Right](#)

[BP Group Medical Management Guide](#)

## 4.0 Key Responsibilities

### 4.1 Line Managers/Supervisors shall

- Be responsible for ensuring proper case management of all occupational and non occupational injuries and illnesses under the area of their responsibility
- Ensure that proper first aid and medical response is available at all times under areas of their responsibility
- Ensuring that injured/ill employees are evacuated to nominated medical facilities as appropriate
- Ensure proper reporting of all injuries and illnesses under the area of their responsibility e.g. Tr@ction
- According to Az SPU [Sickness absence management program](#) all work related injury or illnesses must be referred to OH team (via task check list and OH Referral Form).
- Referring all long-term sickness cases (sickness absence greater than 15 consecutive calendar days) to OH to initiate return to work assessment process.
- Notify Medical Case Management Team if injuries or illnesses are out of ordinary e.g. life threatening, concerns around quality of medical care, disability, long term sickness absence etc
- Ensure that employees within their teams returning to work after injury and/or illness are deemed as fit for task and complete [Task Checklist](#) together with HR as required
- Ensure that all prescribed work restrictions are followed
- Liaise with Contractor companies representatives regarding any Contractor's staff injuries or illnesses under the area of their responsibility
- Ensure applicable post incident drug and alcohol testing is performed as per [Substance Abuse Management Programme](#)
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### 4.2 Site Medical Professionals

- Coordinate site first aid response

- Advise site Line Manager/Supervisor in determining whether medical assessment beyond first aid is needed
- Provide adequate medical response
- Consult Chief Medical Officer (CMO) at company nominated medical provider clinic as appropriate
- Coordinate together with the nominated medical provider clinic transportation of injured or ill from site
- Complete detailed medical report to be sent with the patient to nominated medical company
- Complete OSHA 301 form for all occupationally related injuries and illnesses
- Provide input into injury and illness reporting system – OHAIRS and Tr@ction
- Advice on employee's fitness for task to return to duties following injury or illness on site
- Address Company Occupational Health Adviser for further guidance in case of any doubt connected with return to work assessment of Company employees
- Communicate with Medical Case Management Team at all stages if required
- Participate in required Illness and Injury reporting training

#### **4.3 Company Nominated Medical Providers shall**

- Provide top side support to all BP operational facilities
- Consult site medical professionals as required
- Liaise with Company authorized personnel on medical evacuation both in and out of country
- Arrange medical evacuation by ground or air as needed
- Provide treatment at the clinic and refer patients to secondary care facilities if required
- Coordinate treatment at secondary care facilities including requests for completing patients medical reports
- Coordinate treatment of injured/ill personnel including follow up visits and rehabilitation process
- Review employee's [Task check list](#) and advice on his fitness for task to return to duties following injury or illness
- Address Company Occupational Health Adviser for further guidance in case of any doubt connected with return to work assessment of Company employees
- Communicate with Medical Case Manager on Duty at all stages if required

#### **4.4 [Medical Case Manager on Duty](#) (Health Team)**

##### **4.4.1 IMT duties:**

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- Aware of BP AzSPU Medical Evacuation procedures, knows which medical contractor covers which facility
- Aware of current medical resource distribution/availability within the SPU
- Aware of possible health risks on incident site (e.g. chemicals, snakes, infectious diseases, etc.)
- Aware of general emergency medical support requirements (e.g. first aid, medic, clinic ambulance, etc)
- Aware of the Procedure for deceased personnel
- General understanding of the main functions of all other IMT members with the ability to help in coordination of workload in a emergency situation
- Review Incident Action Plan Task Assignments prepare changes to Site Health and Safety Plan if necessary
- Ensure that Finance/Administration Section Chief is advised of all cost commitments
- Consider need for an alternate or backup person for extended (24-hour) coverage
- Compile and maintain appropriate documentation

#### **4.4.2 Case Manager Duties**

- Monitor and oversee case management process at all stages as required
- Provide advisory support as requested
- Provide technical expertise for out of ordinary cases including second opinion
- Communicate with nominated medical providers and secondary care facilities regarding employee's injury/illness status, job description and other required information
- Assist in OSHA injury/illness classification
- Provide a central point of communication regarding the case in medically confidential manner
- Provide consultation / advice to HR / Line Managers / Employees on all health related matters following injury/illness
- When notified by line managers facilitate the arrangement of post injury/illness health assessments
- Liaise with relevant state health authorities and other government bodies as required

#### **4.5 Health Manager (or designee) shall**

- Review and update this document periodically
- Ensure there is Medical Case Manager on Duty function is available
- Identify medical facilities as Company Nominated Medical Providers

#### **4.6 Human Resources Manager (or designee) shall**

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- Advise Line Managers/Supervisors and Medical Case Manager on Duty on all HR related issues
- Notify Next of Kin (NOK) as required
- Provide support to family members of injured/ill persons as needed e.g. transportation and accommodation
- Assist Line Managers/Supervisors in the return to work process
- Notify Contractors HR Department as required

#### **4.6 Employees shall**

- Report all incidents to Line Manager/Supervisor
- Notify (if appropriate) Line Managers/Supervisor prior to obtaining medical consultation for work related injuries/illnesses including follow up visits
- Cooperate with nominated medical provider and [Medical Case Manager on Duty](#)
- Undergo return to work fitness for task assessments as required

#### **5.0 Procedure**

Medical case management is a process of coordinating an employee's total Health care needs following an illness or injury. The goal of medical case management is to provide optimal quality care in cost effective manner to obtain positive health outcomes for the employee.

The process is about coordination of communication between the employee, site medical personnel and management, HR, nominated medical providers and others as appropriate. Proper communication with the employee also encourages return to work in a safe and timely manner.

Medical case management is divided into two processes: occupational and non occupational.

The medical case management process covers the following:

- Site medical response and evacuation to nominated medical provider and referral facilities if applicable
- Return to work
- Medical case reporting and classification criteria
- Consult/Advice HR /Line manager on health related issues.

#### **5.1 Site medical response and evacuation from site to nominated medical provider and referral facilities if applicable**

Medical case management starts from the onset of illness or injury.

Contact information for all medical clinics in [Table](#).

MediClub is the nominated medical provider for all onshore operational facilities in Azerbaijan and Georgia. International SOS is the nominated medical provider for all offshore operational facilities in Azerbaijan.

They provide top side coverage which includes 24/7 access to Chief Medical Officer (CMO) and support on all medical issues and provision of medical advice and decision making in regards to medical treatment, referral and evacuation if necessary.

Refer to relevant medical evacuation plans.

The injured/ill personnel may be admitted to a referral facility. See the [list of referral facilities currently used](#)

## **5.2 Return to work**

Following treatment after illness or injury employee's fitness to return to work must be confirmed.

Employees returning from periods of prolonged potentially significant or serious illness / injury may require Post Illness health assessment before returning to work (e.g. following evacuation from an offshore installation for medical or dental reasons, has an illness/injury that may be work-related, and/or may require a phased return to work or change to tasks in short term). This is especially important where the safety of others is dependant on their state of health e.g. drivers and offshore workers.

HR and/or Line Management should inform Medical Case Manager on Duty about all cases.

Injured /ill employee may require phased return to work or change of task in short term.

All post illness/injury health assessments must be always preceded by completing [Task Checklist](#).

## **5.3 Medical case reporting and classification criteria**

All injuries and illnesses on site should be reported through OHAIRS and in addition all occupationally related injuries and illnesses must be reported through Tr@ction as per [Injury and Illness Recordkeeping Decision Tree](#).

The [Medical case reporting flow chart](#) describes the process.

#### **5.4. Provide consultation/advice to HR /Line manager on health related issues.**

In case if any job adjustments or job transfers are required for employees BP OH adviser informs HR representative and Line manager on any changes.

#### **5.5. Medical Records**

The principal medical record for all employees should be held at appropriate Company Nominated medical facilities and/or Central HSSE/Health Team, provided there is a full-time or part-time doctor or nurse to ensure the records remain medically confidential and secure.

Regardless who performed an assessment or where it was undertaken all medical and Occupational Health records remain at all times the property of the BP Health Team and access to them will be subject to the requirements of medical confidentiality.

Company retains medical records for a minimum of 50 years after the employee leaves the Company, or longer if required by local legislation.

Health records are medically confidential documents and only Company medical staff, and authorized Health Team administrative staff who have signed a confidentiality agreement have access to them.

It is Company's policy that all individuals have the right of access to the information contained in their own personal health records although the actual record is Company property. Individuals shall contact Health Team to access their personal health records.

#### **5.6 Training**

Training on BP injury and illness reporting is available. Please refer to VTA for

Refer to VTA for a list of calendared training sessions  
(<https://www2.virtualtrainingassistant.com/BPGlobal/wc.dll?learner~login>).

All records will be maintained in VTA.

#### **5.7 Contractor employees' / third party providers Injury and Illness**

Contractor employees are subject to their own employer's incident reporting and medical policies for injury and illness treatment in the event of an injury or illness and are not covered by or subject to BP's medical policies.



If a contractor employee should become injured or ill while doing work on BP premises, the local BP representative should confirm that the injury or illness has been to the contractor employee's employer and initiate BP internal reporting requirements.

Each employment staffing company and third party service provider is responsible for managing the medical situation and return to work status for its employees and for communicating work status to the local BP representative. BP may facilitate access to its nominated medical provider but Contractor company should be responsible for all associated costs.

In emergency situations or situations where the injured/ill contractor employee's well being is believed to be at risk, BP representative may seek recommendations from on behalf of the in Medical Case Manager on Duty ured/ill contractor employee, with the costs to be charged to the contractor.

## 6.0 Key Documents/Tools/References

- 1 [Fitness for Task and Health Surveillance Management program](#)
- 2 [First Aid Management program](#)
- 3 [Offshore Medical evacuation](#) procedure
- 4 [Sickness absence management program](#)
- 5 <http://www.osha.gov/>
- 6 [Substance Abuse management program](#)
- 7 [Occupational Illness Reporting Requirements](#)
- 8 [Injury and Illness Recordkeeping Decision Tree](#)
- 9 [Management Referral to AzSPU Occupational Health](#)

## Revision/Review Log

Revision Date	Authority	Custodian	Revision Details
25.12.2009	Almaz Agazade	Shahla Seyidova	Periodic Review (No Changes)