

Workplace injury follow-up email template

Follow up with an employee after a workplace injury or incident, with care, next steps, and reporting.

Updated October 15, 2026. Written and reviewed by the HRTally Research Team.

When to use this template

After a workplace injury or near miss, the employee's first concern is their health, then their pay and job. A caring follow-up that explains workers' compensation, what forms are needed, and who to call reduces fear and keeps the employee connected. It also starts the documentation the employer is required to keep.

Keep the email factual and supportive. Don't speculate about fault in writing. In manufacturing, construction, logistics, and healthcare, where injuries are more common, a standard follow-up makes sure nothing is missed. Report serious injuries to OSHA on time, as described below.

Version 1: Follow-up to the injured employee

SUBJECT Checking in after [Date]

Hi [Employee first name],

I wanted to check in after your injury on [Date]. I hope you are recovering, and please focus on getting better.

Here is what you need to know:

- Medical care: [Explain how to get treatment, such as approved providers or that you may choose your doctor, according to your state's rules].
- Workers' compensation: we have reported the injury to our insurer, [Carrier]. Your claim number is [Number]. An adjuster, [Name], may contact you.
- Pay: [Explain how wage replacement works and any waiting period under state law].
- Return to work: when your provider releases you, send us the work status note. [We have light-duty options if your provider approves restrictions.]

Please call me at [Phone] with any questions. We want you back safely, not quickly.

[HR or safety contact]

Version 2: Incident summary to the team

SUBJECT Safety update from [Location]

Hi team,

On [Date], a team member was injured while [general description of the task, without personal details]. They are receiving care, and we wish them a full recovery.

We are reviewing what happened. In the meantime, please [immediate safety step, such as use the lift assist for all loads over 50 pounds].

If you see a hazard, report it to [Name or system] right away. Reporting a safety concern is always protected.

[Safety or operations manager]

Subject lines to try

- Checking in after [Date]
- Safety update from [Location]
- Your workers' compensation claim
- Next steps after your injury
- How are you doing?

How to personalize it

- Put the employee's health first in tone and order.
- Give the claim number and adjuster contact.
- Explain return-to-work and light-duty options.
- Remind the team that reporting hazards is protected.

Mistakes to avoid

- Blaming the employee in writing.
- Discouraging the employee from filing a claim.
- Sharing medical details with the team.
- Rewards for zero reported injuries that discourage reporting.

Legal and compliance notes

OSHA requires employers to report a work-related fatality within 8 hours, and an inpatient hospitalization,

amputation, or loss of an eye within 24 hours. Many employers must also record injuries on OSHA Form 300. Section 11(c) of the OSH Act and OSHA's recordkeeping rule prohibit retaliation against employees who report injuries. Workers' compensation rules, including reporting deadlines and doctor choice, vary by state.

| When to send it

Within 24 hours of the incident for the employee follow-up, after making sure they have received care. Report to the insurer and OSHA within the required deadlines.

| Before you hit send

- HR or counsel reviewed the message if discipline or a complaint is involved.
- Facts are stated with dates, without opinions or labels.
- Protected leave or a recent complaint plays no part in the action described.
- Any request for discretion is narrow and explained, not a blanket ban.
- A copy is saved to the employee file or the case record.

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