

## If the worker suffers an occupational injury

### They must go to a Mutua Universal centre.

To know where to go, the worker can:



Call  
Línea Universal  
**900 203 203**



View the network centres of Mutua Universal through the Entity's website or mobile app [mutuauniversal.net](http://mutuauniversal.net)



Download the Mutua Universal app:



SCAN THE QR CODE

If they need immediate assistance, assistance abroad or assistance outside Mutua Universal's opening hours:

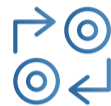


Call Línea Universal  
**900 203 203**  
**+34 934 12 33 67** (abroad)

### Our medical specialists:



They will give the suitable instructions to guarantee the most appropriate medical care from the outset



In accordance with the nature of the injury, they will organise the transfer to the most suitable medical centre



And they will provide medical advice

## In medical emergency



Take the worker to the closest healthcare centre, even if it is not a Mutua Universal centre



Or call  
**112**

### The company must:



Contact Línea Universal  
**900 203 203**



Or its nearest Mutua Universal healthcare centre

to inform where the worker has been transferred, so that Mutua Universal's medical team can monitor and coordinate a possible transfer to their own centre

The worker must carry their ID card and the [volante asistencial](#) filled out by the company if the latter has not sent it or processed it through Mutua Universal's Company Private Area

## What does the company/consulancy have to do?



Communicate the accident to Mutua Universal



Send the "volante asistencial" online through Mutua Universal's Company Private Area  
Or give the injured person the "volante asistencial"

### If no medical leave is required



Return to work



Mutua Universal will give the proof of medical assistance without the leave to be provided to the company

### Company / Consulancy



Include the accident in the monthly list of occupational injuries without medical leave, send it through the DELT@ / CoNTA System within the first 5 working days of the month following the accident

We recommend the worker to register in the Private Area to optimise monitoring and managing the process

Online registration:



SCAN THE QR CODE

### If medical leave is required



Attend the medical examinations scheduled by Mutua Universal



We **recommend** the worker to inform the company about the temporary disability even though they do not have to provide the company with the leave, return and confirmation medical certificates for temporary disability (RD1060/23)

### Mutua Universal

It will immediately send the details included in the leave/return and confirmation certificates to the INSS online and, in any case, on the first working day following its issue.

### INSS (National Social Security Institute)

The company/consulancy will receive the data relating to temporary disability reports through the INSS Company files (**FIE - FIER**)

The company/consulancy will obtain the information every day by downloading these files from the SILTRA/Online RED System

If the medical leave is not included in FIE/FIER file, transfer it to **ACREDITA** with the information provided by the worker

### Company / Consulancy

Send to the INSS, via the Online RED system or SILTRA (**Fichero FDI**), and within 3 working days of receiving the notification of the medical leave, the information relating to "economic data", "job position" and "functions of the worker", provided that there is a leave certificate communicated to the company via FIE/FIER



Send the accident report through the DELT@ system, within 5 business days of the date of medical leave

**24-hour urgent communication:** In the event of serious, very serious or mortal accident or an accident that has affected more than four workers, the accident must also be communicated to the labour authority of the province in which the accident report was issued, through DELT@ or by telegram, fax or similar means, within 24 hours.

**From our Private Area, you can set up daily messages for the leave and return processes and monitor them**

Request your online access to the Private Area