

Medical assistance according to severity



Life-saving emergencies and serious accidents

Call immediately:

- 112 (or similar)
- Telephone **Help lines (24-hour emergency)**:

900 23 33 33 Assistance from abroad
www.ibermutua.es **+34 91 744 51 01**



Other medical emergencies

- **Visit the nearest Ibermutua centre.** They will process your assistance form at the emergency desk.
- **After opening hours,** please go to the closest 24h partner hospital.
- **Provide the [healthcare request](#) form** filled by your company.

(Do not forget your Social Security card, I.D. or a document that identifies you or indicates the company you work for).



Centre network

Check the **Centre network** at www.ibermutua.es or in the Ibermutua App.

[Centre network](#)

If you have mobility or communicating issues, it is advisable to come accompanied.

Procedure and formalities

Non leave



Collaborative Mutual

- If, after receiving healthcare, **the worker can return to his/her job the same or following day** after the accident. This situation does not entitle the worker to an economic benefit.
- **Ibermutua will provide you a medical certificate** of attendance without leave for your company.

Worker

- **Return to the workplace** the same or following day after the accident.
- **Deliver to the company the medical certificate** of attendance without leave.

Company

- **Notify** the aforesaid accident to **Ibermutua.**
- **Include it in the monthly accident report** without medical leave, **and report it, via Sistema Delt@a, within five working days in the month following the accident.**

Leave



Collaborative Mutual

- In the event of a work-related accident or occupational disease **it will be issued immediately after the medical examination.**
- If the duration of the process is of a **very short estimated kind**, it will be issued the **sick leave and discharge medical certificates in the same medical act.**
- They will **send the data included in the sick leave confirmation report to the INSS** by telematic means in an immediate way, and, in any case, in the first business day after its issuance.

Worker

Doesn't have to deliver the sick leave, confirmation or discharge medical certificates due to temporary disability **to the company.**

+info: [Orden ISM/2/2023](#)
+info: [RD 1060/2022](#)

Company

- **Send** via RED System to the INSS, **within 3 business days since reception of the sick leave communication**, the data¹ included in the anexo III de la Orden ISM/2/2023, even when you have assumed the payment of the temporary disability economic benefit, in a voluntary collaborative regime.
- **Send via Sistema Delt@ the work-related accident report²** within **five working days from the day the accident took place**, or from the medical leave's date, or where applicable, from the date of notification to the employer of the decision on the determination of the occupational accident contingency.

¹ Data exploitation may only be carried out by the INSS, ISM or the corresponding mutual insurance company.

² When returning to the workplace takes place on the day of the accident or the following one, communication shall not be made through the accident report, if not through the list of accidents without medical leave.

INSS

INSS will communicate the data to the company through the INSS companies file of the Electronic Data Remission System (RED)* **no later than the following business day after its reception** by the aforementioned insitute.

* Companies not obliged to join the RED system: shall be carried out by electronic means, through the corresponding service of the Sede Electrónica de la Secretaría de Estado de la Seguridad Social y Pensiones (SEDESS)