



Carrier: Insurance Company of the West
Policy #: WSD-5077097-00

2024 Worker's Comp Protocol

1. Injured Employee reports injury to Manager ASAP.
 - a. Within 24 hours of injury or whichever time is the earliest practical.
 - i. Manager reports to Regional Manager and HR (Amber@swimoc.com)
2. If employee feels s/he/they need medical attention, send employee to designated Medical Provider at: See link below (#1 under How to Find a Provider)
 - a. More serious injuries should go to nearest ER; call 911 if appropriate.
 - b. Manager to complete Authorization for Immediate Medical Treatment Form and submit to Medical Provider. Send copy (photo) to Amber@swimoc.com
 - c. Manager provides DWC-1 (WC Claim Form) and Employee returns to HR (amber@swimoc.com) within 24 hours (please instruct employee to do so)
3. Manager to complete PA Employee Incident Report and submit to amber@swimoc.com within 1 hour.
 - a. Include Name(s), Date, Time, Place, Injury specifics, Cause, Circumstances (weather, unruly crowd, etc)
4. HR/ICW Group to handle from that point on; will communicate any work restrictions or schedule adjustments, return-to-work date, etc. to Manager(s)

How to Find a Provider:

1. <https://search.harborsys.com/ICWGroupMPN> or call 855.521.7083.
2. Scroll down to Find a Provider
3. Click in the appropriate Provider Directory link (National or California)
4. Click Region Search, enter Search parameters.
5. Telehealth may be the best option, especially for a minor who doesn't drive.
 - a. See Telemedicine document with instructions to download the Concentra Telemed app on your phone or go to www.concentratelemed.com from your web browser.