

## CALIFORNIA WORKERS' COMPENSATION INJURY PROCEDURES

*At Hire Up Staffing, the ongoing safety of our employees is of primary importance.*

### Incident Procedures:

- ✓ **Reporting the incident:** If a client or temporary worker reports an injury—no matter how small—immediately report the incident to HR at the Corporate Office by entering a note on the placement in Bullhorn with the note action "Workers Comp."
- ✓ Determine next Steps:
  - Do they want medical treatment?
    - **No:** Send to them "Refusal of Medical Treatment". Inform them that if symptoms later develop, they must contact HR before seeking treatment to ensure coverage.
    - **Yes:** Proceed with the following:
  - **Non-Emergency:** Provide the Nurse Triage Line: **833-494-0657** and the AmTrust policy number (7/1/25-7/1/26 policy): **KWC1401218**. If the nurse determines that urgent care is needed, the claim will be automatically reported to AmTrust, there is no need to separately report the claim. After treatment, instruct the employee to contact you to arrange a visit to the office for paperwork.
  - **After Hours / Emergency:** Send the injured worker to a listed urgent care location or, if unavailable, to the nearest hospital emergency room. Call AmTrust to start the claim: 888-239-3909 (Policy #SWC1505829). Text the employee their claim number to use for treatment. After treatment, arrange for the employee to visit the office during business hours.

*\*\*Employees should only report the hours they worked prior to leaving the worksite and when they return. Time taken for injury-related absences, medical visits, or paperwork will not be paid at this time.*

- ✓ Hire Up Office Visit Procedures:
  - Employee completes Form: CA DWC 1 CLAIM FORM
  - Employee completes Form: CANDIDATE WC INCIDENT REPORT

*\*\*Reiterate that they should only report hours that were worked on their timecard. No hours for injury treatment.*

- ✓ Notify the Supervisor:
  - Supervisor completes the WC Incident Report Form
- ✓ **Document & Upload Forms:** Upload all completed forms to the Candidate File tab. Tag Corporate HR in a note confirming that the documents are available for submission
- ✓ **Follow-Up & Return-to-Work Coordination:** Instruct the employee to attend all required follow-up medical appointments until discharged. Ensure they provide documentation of their medical visits. Communicate with the supervisor regarding the employee's return to work, including any work restrictions and whether modified duties are needed.

Fresno	Visalia	Modesto	Pleasanton (East Bay)	Bakersfield	San Diego
<b>Kaiser On-The-Job Occupational Health</b>  <i>Workers' Comp &amp; Urgent Care Services</i>  7300 N. Fresno Street, Oak 1 Building Fresno, CA 93720  (559) 448-4886  Hours: 8:00 am – 12:30 pm 1:30 pm – 5:30 pm Monday - Friday	<b>Valley Industrial &amp; Family Medical Group</b>  <i>Workers' Comp &amp; Urgent Care Services</i>  225 S. Chinowth Street Visalia, CA 93291  (559) 627-3222  Hours: 7:30 am – 6:00 pm Monday - Friday	<b>Kaiser Occupational Health</b>  <i>Workers' Comp &amp; Urgent Care Services</i>  4601 Dale Road Modesto, CA 95356  (209) 735-4100  Hours: 9:00 am – 5:00 pm Monday - Friday	<b>Concentra Urgent Care</b>  <i>Workers' Comp &amp; Urgent Care Services</i>  5635 W. Las Positas Blvd Suite 401 Pleasanton, CA 94588  (925)-520-0055  Hours: 8:00 am – 5:00 pm Monday - Friday	<b>Central Valley Occupational Medical</b>  <i>Workers' Comp &amp; Urgent Care Services</i>  4100 Truxtun #200 Bakersfield, CA 93309  (661) 632-1540  Hours: 7:30 am – 5:30 pm Monday - Friday	<b>Work Partners OHS</b>  <i>Workers' Comp &amp; Urgent Care Services</i>  7485 Mission Valley Rd Ste 100 San Diego, CA 92108  (619) 900-1330  Hours: 8:30 am – 5:00 pm Monday - Friday

