

## TEXAS 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): **TWC4645565**. 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: TX 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.

Houston	Dallas	Austin
<b>Concentra Medical Center</b>	<b>Concentra Medical Center</b>	<b>Concentra Medical Center</b>
<i>Workers' Comp &amp; Urgent Care Services (Any Concentra is approved in the network)</i>	<i>Workers' Comp &amp; Urgent Care Services (Any Concentra is approved in the network)</i>	<i>Workers' Comp &amp; Urgent Care Services (Any Concentra is approved in the network)</i>
9200 Hempstead Highway Suite 137 Houston, TX 77008	5910 N. Macarthur Blvd Suite 133 Irving, TX 75039	3801 S. Lamar Blvd Building A Austin, TX 78704
(713) 880-9800	(972) 554-8494	(512) 447-9661
Hours: 8:00 am – 12:30 pm 1:30 pm – 5:30 pm Monday - Friday	Hours: 8:00 am – 12:30 pm 1:30 pm – 5:30 pm Monday - Friday	Hours: 8:00 am – 12:30 pm 1:30 pm – 5:30 pm Monday - Friday