



Amanda Granger

Senior vice
president, workers'
compensation claims
ICW GROUP

Years in the industry

26

Fast fact

Granger currently leads
a team of more than
300 claim support
professionals

■ **Q&A**

The benefits of immediate care

● **ICW Group just launched a nurse triage hotline for policyholders. What types of workplace injuries does this service address?**

Providing the best medical care for injured workers as quickly as possible is a primary driver for ICW Group. The nurse triage hotline is another tool in our service offerings that helps us deliver added value for our customers. If an employee is injured on the job, and it's not an emergency situation requiring 911, the nurse triage hotline provides immediate access to a registered nurse who specializes in workplace injuries. The nurse will assess the injury over the phone and provide medical advice on the appropriate next steps. The initial response to an injury is critical to ensuring it's properly treated.

● **How much can companies save if injuries are treated early? Are there other advantages to using the hotline?**

First and foremost, it's about the injured worker and ensuring the proper steps are taken to treat the injury so they can get on the right path to recovery and back to work. When injuries are addressed quickly and correctly, positive outcomes are more likely. Additional advantages of the nurse triage hotline include the ability to deliver real-time information to both our policyholders and ICW Group's claims department.

● **Has the switch to remote work led to a drop in injuries, or have you seen remote-work-related injuries?**

ICW Group did not see a significant drop in injuries during the pandemic year. We also have a diversified book of business, so many of our industries may not have had remote workers.

If a business does have remote workers, we emphasize prevention measures to minimize injury. For example, conduct ergonomic evaluations of home offices to prevent injuries from an improper workstation setup, and establish a written remote work policy that communicates policies and procedures and identifies boundaries. Also maintain regular communication with remote staff and make sure they are doing well professionally and personally.

● **What are some other measures that employers should have in place to keep workplace injuries from becoming major claims?**

Getting proper care quickly is essential, and this is where the nurse triage hotline can significantly help. Ongoing safety training and education are important to reduce risk and avoid injuries in the first place. When an injury does occur, policyholders that have great employee relationships and foster a caring and supportive culture tend to have the best outcomes.

ICW Group advises our policyholders to check in frequently, guide their employees through the claims process and show genuine care about their well-being. When your employee knows you care, in our experience, it makes a huge difference for them and for your company.