



OFFICE OF HUMAN RESOURCES  
**TOWN OF NORWELL**  
345 Main Street, Norwell, MA 02061  
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### Medical Facilities Where Injured Employees May Seek Treatment for Non-Emergencies

<b>CareWell Urgent Care</b> 42 Washington Street Norwell, MA P: 781-421-3503  <b>Hours:</b> 8am to 8pm, 7 days per week	<b>Health Express</b> 330 Washington Street Weymouth, MA 02188 P: 781-626-5160  <b>Hours:</b> 9am to 8pm, M - F 10am to 4pm, Sat/Sun	<b>Health Express</b> 117 Old Church Street Pembroke, MA 02359 P: 781-626-5170  <b>Hours:</b> 9am to 8pm, M - F 10am to 4pm, Sat/Sun	<b>Health Express</b> 59 Long Pond Road Plymouth, MA 02360 P: 781-626-5180  <b>Hours:</b> 9am to 8pm, M - F 10am to 4pm, Sat/Sun	<b>Health Express</b> 170 Bedford Street Abington, MA 02351 P: 781-626-5700  <b>Hours:</b> 9am to 8pm, M - F 10am to 4pm, Sat/Sun
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#### IMPORTANT! TOWN OF NORWELL ADMINISTRATOR/SUPERVISOR INSTRUCTIONS:

**Step 1.** Complete the MIAA form titled "**Supervisor's Report of Accident – Intake Form**" as soon as you are aware there is a workplace accident. Please print legibly. Ask the employee (if non-emergency) to complete the MIAA form titled "**Medical Authorization**" form while you are completing the Supervisor's Report. **Step 2.** Ask the employee if he/she requires medical treatment; determine which facility employee wishes to go to. Please note which medical facility/town the employee is being sent to on the Supervisor's Report. It is very important that a Supervisor contact either CareWell or Health Express to provide the name of the employee who will be arriving for treatment due to a workplace accident (provide a brief description). The phone call provides the medical provider with the necessary verbal authorization required in order to treat the employee. Please note that the Town's Workers' Compensation information is on file with both providers. **Step 3. Call MIAA IMMEDIATELY at 800-799-6442** to report the claim. Your phone call is critical to starting the legal claim process! **Step 4.** Hand deliver, fax, or email the *Supervisor's Report & Medical Release* forms to Human Resources or the Selectmen's office once the claim has been reported. This allows us to follow-up with MIAA to ensure all necessary paperwork has been filed and answer any additional questions. **Step 5.** An employee who seeks medical attention will receive paperwork from the provider that will state if the employee is able to return to work immediately or if he/she will be out of work for a specified number of days and any scheduled next appointment. An employee may choose to seek medical attention with a personal physician. The Supervisor should receive a copy of the doctor's note; please hand deliver/fax/email a copy to Human Resources of Selectmen's Office in order that we may forward a copy to the MIAA Claims Adjuster for claims management.

#### WORKERS' COMPENSATION CLAIMS MANAGEMENT CLAIMS SERVICE TEAM

**Peggy Doherty, Sr. Claims Adjuster**, T: 617-457-7656 F: 847-953-0256 Email: [peggy.doherty@aon.com](mailto:peggy.doherty@aon.com)

#### Windham Group – Nurse Case Management and Utilization Review

**Natasha Ruiz**, Dedicated Client Service Specialist, T: 866-600-1226, ext. 4338 F: 866-334-8162 E: [nruiz@winhamgroup.com](mailto:nruiz@winhamgroup.com)

**Carol Robert**, R.N., CCM, IMF, MIIA TCM Nurse, T: 800-898-0386 ext. 2090, F: 866-334-8162 E: [nruiz@windhamgroup.com](mailto:nruiz@windhamgroup.com)

**Rebecca McLaughlin**, MIIA UR Nurse & Director, T: 866-600-1226 ext. 1247, F: 866-334-8162, E: [rmclaughlin@windhamgroup.com](mailto:rmclaughlin@windhamgroup.com)