

It's now faster and easier to report a workplace injury

Teleclaim 1•888•WORKERS

About Teleclaim

Teleclaim is the contact centre B.C. workers can call to report time-loss injuries. When workers call Teleclaim, a client services representative completes their injury report, explains the claims process, answers their questions, and helps them obtain other services if needed.

Teleclaim provides a range of benefits — for workers, employers, and physicians alike:

For workers, Teleclaim:

- Provides a single point of contact for workers to report injuries
- Simplifies and streamlines the process for reporting injuries
- Provides personalized service based on each person's needs
- Reduces the paperwork associated with reporting an injury
- Helps to reduce the fear and confusion workers often experience when they're first injured
- Clarifies the claim process, workers' responsibilities, and the services available to aid in their recovery and return to work
- Helps to improve the timeliness of injury reporting, contributing to earlier treatment and payment of wage-loss benefits

For employers, Teleclaim:

- Streamlines injury reporting so that employers are informed of injuries to their workers in a timelier manner
- Facilitates earlier treatment and rehabilitation for their injured workers, helping to reduce the human and financial costs of injuries

- Gives them an online option for receiving, revising, and submitting injury reports (Form 7s) that have been partially completed with information on the incident — thereby decreasing administrative work

For physicians, Teleclaim:

- Improves the timeliness of billing, since many injured workers will already have a claim number when they first visit their physician
- Ensures a claim number is available for MSP billing purposes when an injured worker seeks medical attention

Help is just a phone call away

Teleclaim provides service in more than 170 languages and is open Monday through Friday, **from 8 a.m. to 6 p.m.**, at **1 888 WORKERS (1 888 967-5377)**, or **#5377** for Telus Mobility, Rogers, and Bell Mobility customers.

For more information, visit us online at WorkSafeBC.com.



Call us — we're here to help

WORK SAFE BC

WORKING TO MAKE A DIFFERENCE