

# Accessing disclosures online

## 1. What are disclosures?

Disclosures are documents or records relating to a worker's claim with WorkSafeBC — from medical history to treatment plans and personal information — that are often used during a claim review or appeal.

## 2. How have disclosures changed?

In October 2017, we moved our disclosure service online. This means you can download disclosures quickly and easily from our website.

## 3. What are the benefits of this service?

Online disclosures will reduce the delays you sometimes encounter with traditional mail, improve our environmental footprint, and reduce overall costs to B.C.'s workers' compensation system. Once inside the online tool, it will take only a few minutes to access and download a disclosure package.

## Information for workers

### 4. Can workers use the online disclosure service?

Yes, they can use this service, and it will save them time to do so. It takes only a few minutes to access and download a disclosure online.

Some workers may not have access to a computer, or may have restricted mobility as a result of their injury. In those cases, we will provide disclosures in an alternate format that best suits the worker's needs.

### 5. How do workers access their disclosure file online?

Workers can log in to their online account on worksafebc.com and then go to the "For Workers" tab. There, they can select "View and download claim file disclosure" to view and download their disclosure.

### Employers are responsible for controlling access to online disclosures

Our new disclosure service responds to a growing demand from our customers for online solutions. It provides employers, workers, and their representatives online access to claim records — quickly and easily.

These claim records contain personal, private, and medical information about employees in your workplace.

While our online disclosure service meets our highest security standards, as an employer, you are ultimately responsible for determining who, in your firm, will be authorized to access this service.

You are also responsible for regularly reviewing and updating who has access and for implementing policies that eliminate the risk of confidentiality breaches.

Protecting the privacy of claim information is paramount — to employers, workers, and WorkSafeBC alike.

## 6. Do workers need an online account to use the disclosure service?

Yes, and they can open one quickly and easily by going to [worksafebc.com](https://worksafebc.com), selecting “Create an account” at the top of their screen, and then “Sign up for online services” on the right side of their screen.

## Information for employers

### 7. Can employers receive disclosure packages on CD-ROM or in paper format instead?

No, CD-ROM technology is becoming obsolete, and printed disclosures — often several hundred pages long — are environmentally unfriendly. That’s why we’ve moved our disclosure service for employers exclusively online. Through this service, it will take only a few minutes for employers to download disclosures.

### 8. How can employers access their firm’s disclosures online?

Employers can log in to their online account on [worksafebc.com](https://worksafebc.com) and then go to the “For Employers” tab. There, they can select “View and download claim file disclosure” to see a list of their firm’s disclosures.

### 9. Do firms need an online account to use the disclosure service?

Yes, and they can open one quickly and easily by going to [worksafebc.com](https://worksafebc.com), selecting “Create an account” at the top of their screen, and then “Sign up for online services” on the right side of their screen.

### 10. What will happen after an employer selects “View and download claim file disclosure”?

First, the firm’s access administrator will receive an email — a request to approve access to this service. (The access administrator is the person in the firm who grants access to WorkSafeBC’s secured online applications — usually someone who works in human resources, finance, administration, or occupational health and safety.) Once access is approved, the employer will receive an email with a link to the claim file disclosure.

## Information for employer and worker representatives

### 11. How can an employer representative access a firm’s disclosures online?

The employer must first grant the representative access. Once access is granted, the representative uses the service the same way an employer does — they log in to their own online account on [worksafebc.com](https://worksafebc.com) and then select their name from a drop-down menu.

### 12. How can a worker representative access a client’s disclosure online?

The worker must first grant the representative access. Once access is granted, the representative uses the service the same way a worker does — they log in to their own online account on [worksafebc.com](https://worksafebc.com) and then select their name from a drop-down menu.

## Features of online disclosures

### 13. How long are disclosure packages available online?

They are available online, as a PDF, for 60 days. After that, if you haven't yet downloaded the disclosure, contact WorkSafeBC at 604.279.7607 or 1.888.967.5377, extension 7607.

### 14. Can I search and sort claim files within this new application?

Yes, each column has a filter to sort disclosures by claim number, date, type of disclosure, name of worker, and more.

### 15. How can I get more information?

Contact our Claims Call Centre at 1.888.967.5377 or 604.231.8888.