



Start Spreading The Word

Injured workers can now file their time-loss claims more quickly and easily with WorkSafeBC through a new service called Teleclaim.

Teleclaim provides personalized service for injured workers

1 • 888 • WORKERS

Teleclaim benefits workers by:

- Providing province-wide service for reporting injuries by phone (previously only available in the B.C. Interior, North, and on Vancouver Island)
- Simplifying and streamlining the claim registration process
- Reducing the amount of required paperwork
- Providing personalized service based on each individual's needs
- Helping to clarify the claim process right from the outset of an injury (30 minute discussion, on average, between the worker and WorkSafeBC representative)
- Including "check points" throughout the discussion to ensure that all information is accurate
- Initiating services to assist with rehabilitation and safe return to work

Reaction from injured workers:

Since first introducing Teleclaim last year, the reaction from injured workers has been overwhelmingly positive. Comments from injured workers in recent WorkSafeBC surveys include:

- "[The Teleclaim agent] got to me very quickly, made sure I knew what I was doing when filing my claim. I was quite surprised with the whole process. I found it much more human to deal with this person and subsequently, dealing with my claim, [I] didn't feel pressure."
- "I've had to deal with a whole bunch of other agencies. I couldn't believe how quick and easy this was."
- "This is a better way of reporting compared to the old paper form. I got excellent information from the representative. He was very polite on the phone and handled everything very professionally."

Further information:

please contact Hugh Legg, WorkSafeBC's Manager of Communications
at 604 276 3160. or Hugh.Legg@worksafeBC.com

WORK SAFE BC

WORKING TO MAKE A DIFFERENCE

PLEASE DISPLAY THIS NOTICE AT YOUR WORKPLACE

