

FLIGHT ATTENDANT NEW INJURY REPORTING PROCESS

New Injury Reporting

We are pleased to inform you that beginning on January 1, 2018; we are “Elevating the Workers’ Compensation” experience by changing how you report an injury on duty (IOD).

- We have partnered with Sedgwick to create a state of the art reporting solution that allows you to immediately report an injury to a registered nurse via a single phone call:

1-844-RPRT-IOD (1-844-777-8463)

- The nurse will assess and recommend appropriate medical options via referral to in-person care, telemedicine or self-care.
- The Sedgwick team will complete the Automated Accident Report (AAR) and email you IOD brochure.

Highlights

- You will no longer have to report your injury to a Flight Service Manager (FSM). Your FSM will be notified electronically of your injury.
- Available 365 days a year, 24 hours a day to accommodate flight attendant injuries when they occur and ensure coverage for all time zones. The toll-free number will work internationally too!
- For quality assurance 24- 48 hours after the call, you will receive an automated satisfaction survey.

FREQUENTLY ASKED QUESTIONS

1. **Am I required to report a claim before going for treatment?**

- In the event of a medical emergency, **do not wait** to speak with a nurse – go to the nearest emergency room or call 911
- For non-emergency situations call 1-844-RPRT-IOD (1-844-777-8463) to report your injury
- If you do seek treatment before reporting your injury please, call 1-844-RPRT-IOD (1-844-777-8463) to report your injury as soon as possible
Reporting your claim notifies appropriate personnel to process your claim
- Failure to timely report your IOD may delay treatment and the processing of your claim

2. **Do I call the new number to report an injury while on an international sequence?**

- It is critical that you contact MedAire for any injury or illness while traveling internationally
- MedAire ensures coordination of communication with operations, guarantees payment for treatment and ensures the quality of care is up to US standards
- If you experience a work-related illness or injury, please contact 1-844-RPRT-IOD (1-844-777-8463) after contacting MedAire. The new reporting number has been set up to work internationally

3. **Will I be able to report an injury on duty on nights, weekends and holidays?**

Yes, 24/7 365 days per year