



WELCOME TO NYSIF'S 24/7 ACCIDENT REPORTING HOTLINE

Access Line: **1-844-879-2692**

When a non-emergency work-related injury occurs, call us to report the injury and speak to a nurse triage specialist. The injured employee will speak with a registered nurse for immediate assessment of their injury and recommendation for the most appropriate level of care. Available to all policyholders, the **Accident Reporting Hotline** is especially ideal for second or third shift employers who don't want to wait until the next day to report an injury.

Connecting injured employees with appropriate, quality care can help prevent a minor injury from becoming complicated and focuses attention on the wellness of your employees.

Employers using this method have experienced up to 40% fewer OSHA recordable claims—as well as reduction in both med-only and lost-time claims, when comparing pre- and post-program results. Nearly half of callers opt for self-care.



Ensuring your managers and employees are aware of the Accident Reporting Hotline and how to access it is key to successfully incorporate it into your injury and claim management process. Be sure to:

- Notify all those who are responsible for reporting and managing work-related injuries to contact the NYSIF Accident Reporting Hotline as soon as an injury occurs.
- Notify supervisors and managers for all shifts and in all locations.
- Display the poster with the toll-free number.
- Print, cut and distribute the wallet cards we've included.

BENEFITS TO EMPLOYERS:

- No additional cost to policyholders
- No need to file an eFROI; using the Accident Reporting Hotline serves as the report of injury
- Reduction in claims frequency and severity
- Injury triage occurs immediately at employee's work location
- In-network treatment providers identified and suggested
- Around-the-clock reporting available
- Return-to-work accelerated
- Policyholders with an online account receive an email notification that an Accident Reporting Hotline call has occurred
- Details on the injury will be available via your **nysif.com** online account Claims Search



REFERENCE GUIDE

INFORMATION	INSTRUCTIONS
<p>Report a work-related injury or illness:</p>	<p>If an employee has sustained a work-related injury that is not life-threatening, call the NYSIF Accident Reporting Hotline at 1-844-879-2692</p> <p>If possible, have the worker's DOB, SSN and contact info when you call.</p>
<p>Instructions for the Manager:</p>	<ul style="list-style-type: none"> • Provide a secure area for the employee to speak with the nurse. • Please inform the nurse of any language needs; bilingual nurses are available; Spanish and English. Other languages: the nurse will bring in an interpreter prior to speaking with the employee. • The nurse will ask questions to rule out an emergent situation. If the nurse does assess a life-threatening situation, they may request assistance in getting Emergency Medical Services. • The nurse will complete an assessment and derive at a medical care or self-care disposition. • The nurse will ask the employee to place the manager back on the phone. The nurse will communicate the instructions that were given to the employee.
<p>After the Employee Speaks with the Nurse:</p>	<p>Once the employee has completed their call:</p> <ul style="list-style-type: none"> • Provide them with the FAQ for Injured Employees document. • The manager or supervisor will assist per company policy to ensure the employee is able to follow the nurse's recommendations. • The manager or supervisor will complete any internal reporting required per company policy.



HOW 24/7 ACCIDENT REPORTING WORKS

Providing immediate access to nurse triage care improves outcomes for injured workers, reduces costs for employers and helps ensure a faster claim process.





FREQUENTLY ASKED QUESTIONS FOR INJURED EMPLOYEES

NYSIF is your employer's choice for workers' compensation coverage to pay for the cost of medical treatment and lost wages because of a work-related injury or illness. The 24/7 accident reporting hotline is a service provided by NYSIF to help you get the best and fastest care for your injury.

Q: If I am injured at work, how do I access the NYSIF Accident Reporting Hotline?

A: Call **844-879-2692**. You will be connected with a registered nurse who will ask a series of questions to evaluate your injury and determine your immediate medical needs. Please inform the nurse of any language needs; bilingual nurses are available.

Q: What questions will the triage nurse ask?

A: First, the nurse will ask questions to rule out an emergent situation by asking for details about your injury, such as when and how it occurred. The nurse will then ask a series of questions to help determine the next steps for treating your injury. You will also be asked to provide necessary demographic information, such as your name and the name and address of your employer.

Q: What happens after I speak with the nurse?

A: Once the nurse completes the assessment, they may recommend that you treat the injury yourself (self-care) or that you obtain further medical care. This may include assistance in looking up a nearby medical provider, urgent care or hospital.

Q: What happens if I am advised to treat my injury with self-care?

A: If your injury is treatable without having to seek further medical care, the triage nurse will provide you with instructions for treating your injury. The nurse will follow up with you in approximately 24 hours. You will also be provided with a call-back phone number should your symptoms worsen or you develop new symptoms.

Q: What happens if I am advised to obtain further medical care?

A: If your injury is not treatable with self-care, the triage nurse will advise you to seek medical care from a health care professional. A member of the triage team will assist in finding you medical assistance.

Q: If I call the Accident Reporting Hotline, will I still need to file a claim with NYSIF?

A: No. The Accident Reporting Hotline is both for nurse triage and reporting your injury. However, you must still report your injury to your employer. Be sure to follow their protocol to ensure access to all your workers' compensation benefits.



**TO SPEAK WITH A NURSE
REGARDING A WORK-RELATED
INJURY CALL:**

1-844-879-2692

SERVICE AVAILABLE 24/7/365



TO SPEAK WITH A NURSE REGARDING
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