

I've been injured on the job. How do I file a claim?

How to file

There are three different ways for you to file a claim:

- Call WSBC's Teleclaim Service at 1-888-967-5377 (1-888-WORKERS)
- Complete the online application form on WorkSafeBC.com
- Fax or mail the "Application for Compensation and Report of Injury or Occupational Disease (Form 6)" found on WorkSafeBC.com

No matter how you choose to file the claim, it is important that you provide WSBC with a complete description of your injury or disease to the best of your knowledge.

In your report, explain:

- how the injury occurred
- who you reported the injury to
- list all of your body parts affected

If you are making a claim for occupational disease, provide details of your specific job duties or work environment that gave you reason to believe that your condition is work-related.

You need to notify your employer, your doctor, or your preferred treatment provider (such as physiotherapist, massage therapist, chiropractor, naturopath, or counsellor) that you have been injured at work.

File a claim with WorkSafeBC (WSBC) as soon as you have missed time from work or need health care treatment for a work-related injury or disease.

Any delay can potentially affect the outcome of your claim.

How WSBC processes your claim

After WorkSafeBC receives your claim, they will notify your employer and your physician of your claim and request your authorization to collect medical information.

Once this information is on file, an Entitlement Officer or Case Manager will set up a phone interview with you. Afterwards they will make a decision about your claim. They will decide if you are eligible for benefits, and if so, what benefits and services you will receive.

Their decision is always delivered by written letter or email.

The time this process takes can vary depending on the type and complexity of claim.

While you wait for the decision

- Set up an online account on the [WorkSafeBC website](http://WorkSafeBC.com) to get real-time access to claim updates.
- Seek treatment and attend regular follow up appointments with your health care provider(s). Make sure that your progress is reported to WorkSafeBC on a regular basis.
- Describe all your work-related injuries to your health care providers so that they may make any necessary diagnostic referrals and treatment recommendations.
- If finances are an issue, consider making applications for other sources of income such as long-term disability, CPP, EI or provincial income assistance.

If your claim is denied

HEU will help you request a review. Contact HEU WCB hotline at 604-456-7186 or toll-free at 1-877-438-5550 or by email at benefits@heu.org.

NOTE: This information sheet explains the process in general. It is not intended as advice for your particular claim or issue.



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File a claim right away. Choose one of three ways

Call WSBC's Teleclaim Service at 1-888-967-5377 (1-888-WORKERS)

-- OR

Complete the online application form on [WorkSafeBC.com](https://www.worksafebc.com)

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Fax or mail the "[Application for Compensation and Report of Injury or Occupational Disease](#)" (Form 6) found on [WorkSafeBC.com](https://www.worksafebc.com)



Make sure your report includes all the details

Explain:

- how the injury occurred
- who you reported the injury to
- list all of your body parts affected

If you are making a claim for occupational disease, provide details of your specific job duties or work environment that gave you reason to believe that your condition is work-related.

What to do while you wait for a decision

- Set up an online account on [WorkSafeBC.com](https://www.worksafebc.com) to get real-time access to claim updates
- Seek treatment and attend regular follow up treatment with your health care provider(s). Make sure they all know your injury is work-related
- If finances are an issue, consider applying for long-term disability, CPP, EI or provincial income assistance

What if my claim is denied?

As an injured worker, you have the right to appeal a decision on your WorkSafeBC claim.

Contact HEU WCB hotline at 604-456-7186 or toll-free at 1-877-438-5550 or by email at benefits@heu.org.

We will help you request a review.

