24/7 INJURY HELPLINE

1-800-553-8041

911 should always be the first call for any possible life threatening injuries. All other workplace injuries should be routed through the Helpline.

FAQ:

WHAT IS THE AVERAGE CALL TIME?
The average call to the 24/7 Injury Helpline is under 11 minutes.

WHO SHOULD CALL AND WHEN?
Whenever possible, supervisors should call the Helpline with the injured worker as soon as the injury in known. Always call 911 first if the injury is serious or life-threatening.

WHEN IS THE HELPLINE AVAILABLE?
The Helpline is available 24-hours a day, 7 days a week, including holidays.

CAN WE CALL THE HELPLINE BACK WITH FURTHER QUESTIONS OR CONCERNS?
Yes, one of the biggest advantages of the Helpline is that injured workers are encouraged to call back at any time with questions or to report worsening or changing symptoms.

WHAT INFORMATION WILL THE SUPERVISOR NEED WHEN THEY CALL THE HELPLINE?
Employee, Workplace, and Injury information.

DO THE NURSES SPEAK LANGUAGES OTHER THAN ENGLISH?
Yes, translators are available in over 200 languages.

IF THE NURSE RECOMMENDS SELF-CARE CAN THE WORKER STILL SEE A DOCTOR?
Yes. This service does not deny an injured worker the right to their own medical care; however, it is intended to provide employees with expert information to aid them in making the best decisions.

WHAT INFORMATION WILL WE BE PROVIDED WITH AFTER THE CALL?
After each new injury call the Helpline will email an incident report to the customer's designated personnel. This occurs whether or not the injured worker is referred to an off-site clinic. If the injured worker is referred off-site a Health Ticket will be provided via email to the injured worker to expedite care.

WHAT IF THE INJURED WORKER DOESN'T WANT THEIR SUPERVISOR TO HEAR HEALTH INFORMATION?
All calls are confidential and protected by HIPAA laws; the injured worker can ask for privacy at any time.

Alaska National
INSURANCE COMPANY
SERVICE LEADER IN COMMERCIAL INSURANCE

This service is provided free to Alaska National customers. For more information visit: alaskanational.com/helpline-faq