



Occupational Injuries - Immediate Actions

We all do our best to protect ourselves and have a work life that is injury free. Our mobile work environment, with full flights, reduced staffing, excess carry-on baggage, turbulence, faulty carts and equipment all contribute to circumstances that lead to accidents and injury, through no fault of our own.

Below, are listed the **Immediate Action** procedures that we suggest you follow in order to have your occupational injury paperwork/claim processed in a timely fashion. We strongly urge you to carry a copy of this with you to ensure that you (and your flying partners who may be injured while on duty) can follow the step by step procedures.

- **Report any accident/injury promptly.** UAL now requires that you report within 24 hours after arrival from an ID. Call your administrative supervisor at your respective domicile to report. If they are not available, leave a message with your name, file number and phone contact. Once you have had positive contact with the supervisor and they have taken the information regarding your injury, ensure that you give them your personal email address. If you don't give your personal email address, correspondence regarding your claim will go to your united.com email address. Request that they email you a copy of the UAL HURT/OIS report so that you can verify it for accuracy.
- You should receive an acknowledgement of the report within 24 hours via email. This acknowledgement should contain links to the Occupational Injury/Illness packet on United's Flying Together website. We suggest that you review this packet thoroughly.

If you are injured or become ill while away from your domicile while on a work assignment, you are required to contact **International SOS Medaire** for assistance. They are available 24 hours, 7 days a week, and can direct you to qualified medical facilities that can treat your injury/illness. **International SOS Medaire** will also coordinate medical fees and expenses (when approved). Please refer to the Membership information that was distributed at your respective domicile. Phone numbers are listed below:

- **USA:** 1-215-942-8226, **LHR** 44-20-8762-8008, **Singapore:** 65-6336-7800, **Sydney:** 61-2-9372-2468. Submit all expenses for calls to SOS or FLT LINE to your local domicile for reimbursement
- **Seek medical care/treatment immediately.** Do not delay. Obtain copies of all reports and testing results to verify accuracy, and keep for your own records. With each visit to your medical professional, ensure that you take an Employee Status Form (ESF) with you, and have it accurately completed. The ESF form is found in the Occupational Injury

Packet (or see instructions in the next paragraph on how to obtain it). The company requires that the form be faxed to the Employee Service Center immediately after each visit to your medical provider.

- You may request a copy of United's Occupational Injury Packet from your supervisor (if reporting in person), or obtain it from United's Flying Together website. A "link" to the packet should also be available when you receive the confirmation letter of the occupational report emailed from the supervisor who took your report. Review the packet carefully to ensure that you have followed all of the instructions/procedures.
- **Review, complete and fax the Pay Options Acknowledgement letter** to the Employee Service Center number listed in the packet. While individual financial circumstances may vary, we recommend that you consider choosing one of the pay options that allow you to use your sick leave pay to supplement your income while your claim is being investigated. Not doing so, could put you on Medical Leave of Absence status. This may prevent you from using your sick leave during your Occupational time off from work.
- A **UAL Occupational Team representative, Gallagher Bassett claims adjuster, or GENEX Nurse** may contact you within a few days of filing your claim. Keep your conversations brief and factual: i.e. "I have seen my doctor and am following her/his instructions and or treatment plan." **Adamantly refuse** any request from GB adjuster to record your conversation. If you are based in and Int'l location, you may receive an email questionnaire from your GB claims adjuster, requesting additional information regarding your injury. Contact your Local Council Occupational Volunteer or Scott Schultz, MEC Benefits Committee Vice Chairperson – Occupacionals at occupacionals@unitedafa.org before replying to the questionnaire.
- You may receive a letter from Gallagher Bassett that states they are delaying your claim pending receipt of additional medical documents. If a **Medical Records Release form** is included, **do not** complete and return this form. Immediately contact an AFA Occupational Committee Volunteer, and obtain the **AFA Medical Records Release Form**. Complete the AFA form and FAX to the appropriate GB representative. You may want to FAX a copy of the AFA release to your treating physician as well, so that they are aware to only release Medical records that are related to your injured body part(s).
- Keep a record of all phone conversations (names, dates, and times). Retain all documents including receipts of all faxes and ESF forms.
- Most importantly, do NOT hesitate to contact your Local AFA Occupational Committee Volunteer for assistance as soon as possible.