WORK-RELATED INJURY REPORTING

Employee Injury Hotline Instructions

24hour home care

If you experience a work-related injury or illness, please report it **immediately**, even if it seems minor.

STEP 1: CALL THE EMPLOYEE INJURY HOTLINE

Employee Injury Hotline: (310) 531-9382

When you call, you will be prompted to leave a voicemail.

STEP 2: LEAVE A VOICEMAIL WITH THE FOLLOWING INFORMATION

Please clearly provide:

- **Full Name**
- **Best Phone Number to Reach You**
- **Brief Description of the Injury**
  - What happened
  - What body part was affected

***Leaving a **clear** voicemail helps ensure the Work Comp Team can contact you quickly.*

STEP 3: WHAT HAPPENS NEXT

Non-Emergency Injuries

If the injury is **non-emergent:**

During Business Hours (Mon–Fri 8am – 5pm):

The Work Comp Team will contact you **as soon as possible** to:

- Obtain incident details
- Offer medical attention (if needed)
- Review what to expect next

After Hours:

The Work Comp Team will follow up with you on the **next business day.**

SERIOUS OR LIFE-THREATENING INJURIES

If the injury is serious or potentially life-threatening:

- **Call 911** (if absolutely necessary), OR
- Go to the **nearest Emergency Room**

Important Reminder:

Even if you seek emergency medical care, you are still required to report the injury by calling the Employee Injury Hotline and leaving a voicemail OR emailing: **workerscomp@24hrcares.com** using the same instructions above.

IMPORTANT REMINDERS

- ✔ Report all work-related injuries **immediately**
- ✔ **Do not** wait until your next shift to report
- ✔ Reporting right away ensures timely support and proper claim handling

QUESTIONS?

If you have questions about the injury reporting process, contact:
Work Comp Team Email: workerscomp@24hrcares.com