

# Patients can now easily report most work-related injuries to WorkSafeBC online

**W**orkSafeBC has made it easier for workers to report physical injuries from single incidents—such as sprains, strains, cuts, and burns—through an improved online injury reporting tool [Figure 1]. Patients who sustain such injuries at work may not realize that online reporting is their best option or even that they should report to WorkSafeBC at all. Physicians, nurse practitioners, and medical office staff can support patients by educating them on how and when to report.

## Changes for patients

Until now, patients typically reported their injuries to WorkSafeBC by calling the Teleclaim team. Now, patients with a physical injury from a specific single incident at work can more easily report their injury to WorkSafeBC on any device (e.g.,

a smartphone) using an online form available at [www.worksafebc.com/report-injury](http://www.worksafebc.com/report-injury).

The form saves automatically so patients can work through it at their own pace. It also enables patients to digitally authorize Form 69W1 (Worker's Authorization for Release of Personal Information from Third Parties to WorkSafeBC). This allows WorkSafeBC to receive the completed forms faster and support patients' claims more efficiently.

## Changes for physicians, nurse practitioners, and medical office staff

There are no changes to Form 8 (Physician's Report) or Form 8NP (Nurse Practitioner's Report). Physicians and nurse practitioners should continue to submit these documents to WorkSafeBC as usual.

If a patient hasn't reported a work-related injury or illness to WorkSafeBC, let them know it's important to report as soon as possible. The sooner WorkSafeBC receives information from your patient, the sooner your patient can learn the next steps.

Direct patients to [www.worksafebc.com/report-injury](http://www.worksafebc.com/report-injury) to see their reporting

options. If a patient seeks treatment for a traumatic physical injury from a single event at work, advise them that they can easily report their injury online.

For other types of injuries—such as repetitive strain injuries, psychological injuries, occupational diseases, hearing loss, injuries that involve sexual assault or harassment, and catastrophic injuries—advise patients to call the WorkSafeBC Teleclaim team at 604 231-8888 or 1 888 967-5377 to report. The Teleclaim team will collect information, pass along relevant details to specialized team members, and offer specific assistance, such as interpretation services.

WorkSafeBC has moved away from using the paper Form 6 (Application for Compensation and Report of Injury or Occupational Disease) for worker injury reporting. We ask that you no longer offer this option to your patients.

## Free resources

WorkSafeBC offers wallet cards [Figure 2] and posters describing how patients should report their injuries, available at no cost. The poster can be displayed in clinics or waiting

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**FIGURE 1.** The online injury reporting tool includes a visual body map for your patient to quickly and accurately indicate where they were injured.



**FIGURE 2.** Wallet cards can be ordered at [www.worksafebcstore.com](http://www.worksafebcstore.com) and given to injured workers who visit for initial treatment.

## Key points

- Patients with a physical injury from a specific single incident at work (e.g., a fall, being struck by an object) can report it at [www.worksafebc.com/report-injury](http://www.worksafebc.com/report-injury).
- Patients can report other injury types and illnesses by calling 604 231-8888 or 1 888 967-5377.
- Free posters and wallet cards to inform patients about how to report are available at [www.worksafebc.com/report-injury-poster](http://www.worksafebc.com/report-injury-poster).

rooms, and the wallet cards can be given to injured workers who visit for initial treatment. To order, visit [www.worksafebcstore.com](http://www.worksafebcstore.com) (click the Publications tab and then choose either the Posters or the Card category). The poster is also available to download and print at [www.worksafebc.com/report-injury-poster](http://www.worksafebc.com/report-injury-poster). ■

—Angelo Cabalfin

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screening programs, diagnostic services, and regional follow-up. When these functions operate independently, pilots can help address immediate gaps, but integrating them into durable pathways requires coordinated planning across partners.

The experience also highlights the importance of shared direction, clear communication, and coordinated timelines among participating organizations.

Looking ahead, scaling approaches like CanScreen will likely depend on continued provincial engagement, integrated communication pathways, and clear program-level processes to support screening results and follow-up for unattached patients.

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