

Quick reference guide

# SFM Work Injury Hotline

## When someone's injured at work...

- If it's an **emergency, call 911.**
- Otherwise, the employee and supervisor should call **(855) 675-3501** together. (If no supervisor is available, the employee can call alone.) Do this as soon as possible after you learn of an injury.
- The registered nurse who answers will ask what happened and recommend what to do next, whether it's self-care, urgent care or even the emergency room.
- The nurse will report the injury to SFM, your workers' compensation insurer. You don't need to fill out a first report of injury.



**SFM Work Injury Hotline**

**855-675-3501**

**SFM**<sup>®</sup>  
The Work Comp Experts

[sfmic.com](http://sfmic.com)

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# Before & after an injury

### Before: Be prepared

To help the claims management process go more smoothly:

- Make sure all supervisors and employees know how and when to call the SFM Work Injury Hotline.
- Make a list of potential transitional and light-duty jobs.
- Use CompOnline®, SFM's risk management system to track claims.
- Get to know a high-quality medical provider in your area so you have somewhere you can refer injured employees.
- Prevent injuries by using SFM's many workplace safety resources, available in the resource catalog at [sfmic.com](http://sfmic.com).

### Contact us

Report an injury  
(855) 675-3501  
[sfmic.com](http://sfmic.com)

General questions  
(952) 838-4200  
(800) 937-1181

### After: What's next?

- If a doctor's visit is required, the employee should take along a report of work ability to be completed by the physician.
- The employer should gather additional information about the incident.
- If recovery will require time off work, the employer should report this to SFM. Call (800) 937-1181 to reach your claims representative.
- Stay in contact with injured employees. Let them know they're missed, and you'll have jobs for them when they're ready to return to work.
- Ask injured workers to call their claims representatives before undergoing diagnostic tests (such as MRIs) or ordering medical equipment, like crutches.

Questions about claims *within* IA, MN, NE, SD and WI  
(952) 838-4200  
(800) 937-1181

Questions about claims *outside* IA, MN, NE, SD and WI  
(800) 922-5246

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