



Harvard University PMA Telephone Reporting Script

Introduction

This guide is for managers and supervisors to report a workplace injury or illness through the PMA 24-hour reporting call center.

Supervisors and managers are responsible for completing an incident (claim) report within twenty-four hours of the incident. **Report all claims and injuries as soon as possible, regardless of severity or time of day, to meet regulatory requirements.**

Harvard PMA claim reporting account numbers:

- **Harvard employees:** 0790121
- **Non-employees (such as students, temporary workers, and volunteers):** 0931550

Reporting Incidents

Report claims by calling the PMA Companies Customer Service Report Hotline at 1-888-476-2669:

1. Dial 1 to report a new claim.
2. If it is outside of business hours, dial 2 to speak with call services about emergency situations. Ensure you report the claim to a representative and don't leave a voicemail.

Be prepared to answer basic questions about the incident.

Employer Contact Information

- Name of person reporting the incident:



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- Supervisor or hiring entity for contracted services (who is the Harvard sponsor of the injured party, not the injured party's non-Harvard supervisor or employer):
- Harvard sponsor contact information:
 - Name and department:
 - Phone number:
 - Email:
- Employer contact department (if applicable, non-Harvard entity):
 - Name and title:
 - Phone number:
 - Email:

Injured Individual Information

- Name of non-employee:
- Confirmation that person is not a Harvard employee:
 - Does the person have a Harvard ID number (HUID):
 - Injured or ill person's phone number and email:
- Injured or ill person's date of birth:
- Position type (for example, student, visitor, contractor or consultant, or post doc):
- Type of alleged injury or illness:
- Date of incident:
- Time of incident:



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- Location of incident (specific to a street address is needed):
- Description of incident (get specific information about the nature of illness or injury):
- What tasks were being performed at the time of the incident?:
- Was the incident a sharps related incident (needle stick)? If so, what type?:
- What type of medical treatment was provided (for example, none, first aid, hospitalization, or doctor office visits)?: