

Reporting a Critical Incident

Critical incidents are unpredictable and can have a significant impact on the health, wellbeing and safety of employees. Therefore, immediate care and support is essential.



What to do if a Critical Incident occurs

Identify

- The full name and contact number of impacted employees
- Employee department and identification number as applicable
- Phone number of onsite contact
- If anyone requires immediate phone support

Call TELUS Health on 1300 360 364 (AUS) or 0800 360 364 (NZ)

- Call TELUS Health and report the event as a Critical Incident
- Provide the TELUS Health team with the above details
- Record the incident number provided by TELUS Health and keep it handy

Be available

- Ensure onsite contact is available on the phone number provided
- If onsite contact is no longer available, call TELUS Health to let them know of the change
- Let impacted employees know that they will be contacted by a TELUS Health clinician

What to do after you have called in the Critical Incident?



Before a clinician arrives

- Ensure a private room with water and tissues is available
- Ensure onsite contact is available to meet and brief clinician

What happens when a clinician arrives

- As required, the clinician will conduct a group introduction to the service and outline what support is available
- Clinician will then provide individual support to impacted employees
- Clinician will provide feedback to you and the onsite contact before they leave. If you're not available they will contact you via phone.

Support after the event

- Clinician will provide support to impacted employees as per the TELUS Health Critical Incident Model on the following day, 1 week, 2 weeks and 4 weeks after the incident as needed
- During this time, the clinician will provide regular updates to you
- Once all support is completed a post-critical incident report will be provided

Need assistance?

For confidential support call:

