



# Injury On Duty Checklist

## Call Sedgwick Reporting line at 1-844-777-8463



Provide details of flight, arrival and departure cities, Hotel (if on layover), and if treatment was already sought (e.g., ER). The call can take up to 35 minutes; missing information can delay the claim.

## Seek Medical Care



Sedgwick nurse will direct you to an approved network provider. If treating at an ER, be sure to obtain a work status note and seek medical attention again once back at base.

## Monitor and Manage Work Schedule



If the doctor advises you to remain off work, you will need to call in sick until the claim is approved or denied. Send all doctors' notes to the AA inflight admin [Inflight.IOD@aa.com](mailto:Inflight.IOD@aa.com), and adjuster if known.

## Mysedgwick.com



Sign up for a My Sedgwick account to manage and track your claim. You'll see approvals, denials, and information related to your claim.

## Return to Work



Once you have completed treatment and your doctor feels you can return to work. They will submit paperwork. It is also advisable to call Inflight admin and confirm your return.

## Apfa Injury on Duty Support Guide



A guide to help you navigate approved injury on duty claims.