

# Special Emergency Response Team SERT Contact Protocol

The following protocol should be used following every accident that results in fatal or catastrophic injuries. If you are in doubt whether or not to activate SERT, you should err on the side of caution and report the accident.

As you move through the contact procedure, leave messages or voicemail if necessary, but do not stop calling until you reach one of the SERT program members.

- First:

Call the toll free  
**SERT HOTLINE**  
**888-717-SERT**  
(888-717-7378)

- If no answer, call numeric pager:

618-325-6566

At the tone, punch in your contact phone number followed by  
**(star) \*7378.**

This will flag the call and identify it as a SERT contact.

- In addition to above:

Fax accident report form to  
(618) 931-1671  
and / or

E-mail message to: [SERTmail@beckerinjurylaw.com](mailto:SERTmail@beckerinjurylaw.com)