

*absence*  
**care**



# **EMPLOYEE INFORMATION**

# absence care

## OVERVIEW

Absence CARE provides a specialist rehabilitation service. We are an independent organisation staffed by people with extensive experience in dealing with the consequences of medical absence. Our focus is entirely on helping you - for the benefit of you and your employer.

## OUR AIM

To address the human dimension caused by medical absence, assess your needs and produce an action plan that will enable you to be returned to your pre-absence condition – or as close to that as is reasonably possible – within an anticipated period of time.

## HOW DO WE ACHIEVE THIS?

- **MEET/CALL** Our clinically qualified Case Manager will meet with you either in your own home at a time convenient to you or carry out a telephone assessment.
- **ASSESS** From this we are able to determine the impact that the absence is having on your lifestyle. Also, we are able to assess your individual needs in the immediate, medium and longer term.
- **RESEARCH** By mandate we will obtain medical information relative to the condition. In this way, a record of treatment to date is established and resources available to improve recovery, identified.
- **PLAN** We will produce a CARE plan outlining your needs, the options that may be available and the time-frame within which this is likely to take place. The assessment will consider the vocational issues to include a 'back to work plan'.
- **COMMUNICATE** The CARE plan, together with any treatment reports, is made available to those instructing us, with a copy of the plan and reports also being made available to you on request.



## OUR CASE MANAGERS

Our Case Managers are medically qualified and experienced in the care of people who have suffered injury or illness. They are trained to undertake a holistic assessment of the impact on someone's life and devise a plan to address their needs, speed of recovery and, where appropriate, return to work.

## WHAT NEXT?

- **IMPLEMENT** Subject to the consent of the parties, our Case Manager will resource and/or put in place whatever services are considered appropriate. Regular contact is maintained with you and your employer and the needs and services kept under review.
- **OUTCOME** When recovery is complete or whenever we are unlikely to have any further significant influence on the recovery process, we will inform all interested parties and conclude our service.

## WHO PAYS?

The cost of our services is met by your employer. Our own fees are also normally met by your employer.

## WHO BENEFITS?

- **THE EMPLOYEE** from having active and positive help available during absence.
- **THE EMPLOYER** from adopting a pro-active approach influences a better outcome for all concerned.
- **EVERYONE** as this encourages goodwill between all parties and helps maintain and build employer/employee relations.

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