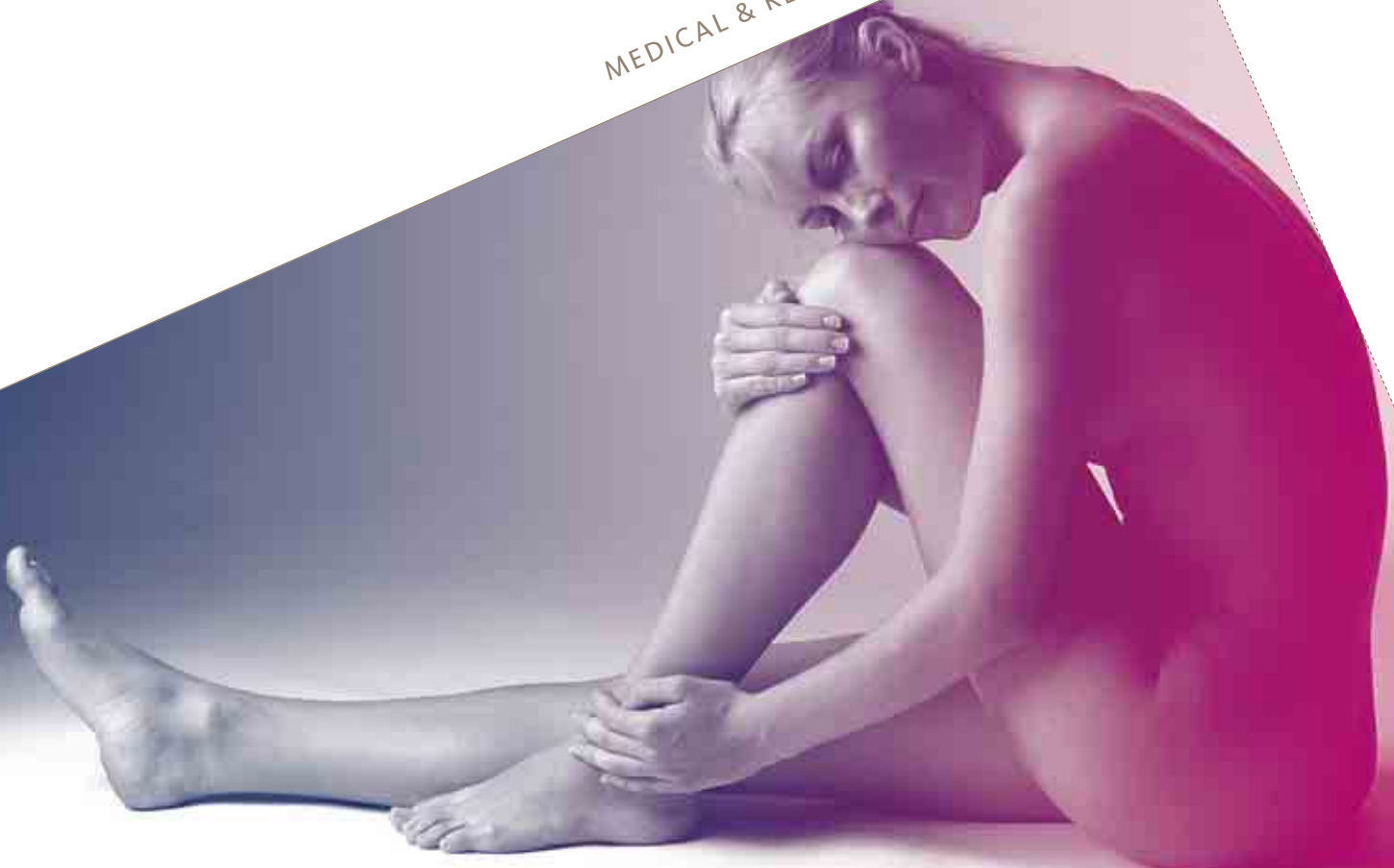


Protecting human assets

MEDICAL & REHABILITATION LIMITED



## Rehabilitation Services

Chartis Medical & Rehabilitation Limited (Chartis MR) is an award winning case management and occupational health company. Since our formation in 1998 we have assisted thousands of victims of workplace injury and illness back to work throughout the UK and Republic of Ireland.

We provide a nationwide service delivering case management, vocational consultancy and assessment services over the telephone or face to face in an injured parties' residence, hospital or preferred environment.

We operate independently, providing a variety of services to a range of insurers, solicitors and third party administrators.

Our professional employee base of registered nurses, physiotherapists, occupational therapists, occupational health advisors, occupational health technicians, vocational consultants and psychologists are deployed throughout our five offices in the UK and Ireland.

Chartis MR is a member of the Commercial Occupational Health Providers Association (COHPA), the Case Management Society of the UK (CMSUK), the British Association Rehabilitation Companies (BARC), the UK Rehabilitation Council (UKRC) & Vocational Rehabilitation Association (VRA).



### Medical & Vocational Case Management

Chartis MR is staffed by case managers, all experienced rehabilitation professionals, who provide constant support and assistance to sick and injured people on the road to recovery.

We provide a strong, co-ordinated approach to assist people's recovery and meet their long term requirements which are based on an appreciation of the needs and objectives of all parties associated with the rehabilitation process.

The Case Manager will work with all key parties to ensure that there is co-ordination of treatment to enable the injured person to return, as near as possible, to their pre injury lifestyle or to a level of health that is the best for their retained condition.

The Case Manager will ensure that all treatment and graduated return to work plans (if applicable) or long term disability support are appropriate, provide value for money and are in the best interest of all parties.

Our Vocational Consultants (VC) provide advice and guidance to employers, to help them manage employees who may need assistance at work. Our VCs have extensive experience in assisting people with all kind of injuries and disabilities into appropriate employment.

The VC will produce a vocational assessment report and make training and return to work recommendations based on medical history, transferable skills and work available in the injured person's local area. They provide practical help by assisting them with application forms, interview practice, CV building and job search to ensure a successful return to work is achieved.

### Immediate Needs Assessment

Our independent rehabilitation assessment service is an assessment of an individual's immediate needs, relating to multiple pathology and catastrophic injuries and illnesses. It identifies the severity and consequences of the injury and the physical, psychological and vocational impact on their life.

The injured person can be assessed at their place of residence, hospital or preferred environment. Our report is then sent to the referring party along with the recommendations, costs and if appropriate timescales for further treatment or medium and long term care needs and processes.

#### Our service includes:-

- Assessment of an injured person's current capabilities and the severity, psychological and medical consequences of the injury
- Consideration of the injured person's relevant medical history and treatment, both received and planned
- Recommend future diagnostic and treatment procedures
- Assessment of the impact on the injured person's injuries on their general lifestyle and occupation
- Review of employment history and recovery prospects
- Assessment of injured person's employment outlook
- Outline of the injured person's medical and vocational needs with associated costs and timescales
- A detailed and costed rehabilitation plan provided to all parties, in accordance with the Rehabilitation Code.

# Occupational Health Services

Chartis MR provides an occupational health service that is individually tailored to the specific needs and requirements of each client. This enables each client to receive the most appropriate and effective occupational health service for their business and the needs of their employees.

We deliver a proactive absence management and health surveillance service to promote reduced absence rates, employee wellbeing and increased productivity. Our occupational health service focuses on the ethos that work is beneficial to health and so where appropriate, encourages an active return to work for absent employees.

We focus on a working partnership with our clients. We aim to reduce absence rates and help clients deliver occupational health through improved referral, assessment and management approaches, encouraging the philosophy that work is beneficial for health.

This service is based upon the pro-active provision of appropriate absence management and health surveillance along with a strong working relationship between the Occupational Health Advisor (OHA) and the client.

Effective occupational health monitors an employee's health from the commencement of employment to ensure that the daily activities of their role will not cause them to become unwell.

Ensuring that employees are fit for employment could potentially reduce the risk of future sickness absence, injury or illness.



## Absence Management

What does your employees being absent from work mean to you as an employer?

- Average absence = 7.4 days per employee per year
- Average cost of absence = £692 per employee per year
- Absence cost UK economy £17.3bn\*

### Benefits of our absence management service

- Rapid assessment of an absentee's state of health, welfare and employment
- Advice from your designated OHA
- Working in partnership with employers in redesigning the culture of absence
- Reducing unnecessary absence
- Creating greater savings on sickness absence costs

Absence can be managed through a combination of remote based and on-site assessments, both of which allow us to obtain the required information very quickly.

Following on from this assessment, a report is sent to the employer with recommendations for future management, including information regarding legislation such as the Disability Discrimination Act 2005.

All recommendations given in this report will be accurately costed with timelines for implementation and return to work.

\*CIPD Absence Management Survey Report 2009

## Health Surveillance

A proactive service rather than a reactive one....

The HSE publication "Choosing Health: Making Healthy Choices Easier" urges employers to be more proactive in health promotion and in assessing the effect the working environment has on employees.

### Proactive health awareness includes:

- Policy development & guidance
- Ergonomic training and advice
- Mental wellbeing programmes
- DSE training
- Work-life balance
- Health surveillance
- Executive medicals
- Medical condition training i.e. epilepsy, diabetes

### Benefits of being proactive

- Reduces the likelihood of employees getting killed or injured at work
- Employee loyalty
- Reduction in sickness absence and potential productivity disruption
- Adherence to legal and regulatory standards

## Health Surveillance

We offer a wide range of work based functional testing including:-

- Pre-employment screening
- Night worker screening
- Immunisation and vaccination programmes
- Audiometry
- Lung function testing
- Fork lift truck drive assessments

[www.chartisservices.com/mr](http://www.chartisservices.com/mr)

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Chartis is a world leading property-casualty and general insurance organisation serving more than 70 million clients around the world. With one of the industry's most extensive ranges of products and services, deep claims expertise and excellent financial strength, Chartis enables its commercial and personal insurance clients alike to manage risk with confidence.

Within the UK, Chartis Europe Limited is one of the largest providers of general insurance. With offices throughout the country, we insure many of the UK's top businesses, thousands of mid sized and smaller companies, as well as many public sector organisations and millions of individuals. For additional information please visit our website at [www.chartisinsurance.com/uk](http://www.chartisinsurance.com/uk).

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