



OCCUPATIONAL HEALTH

ACTIVE CARE MANAGER'S GUIDE



Day 1 Intervention for stress related absences

“Many organisations fail to obtain the vital advice and intervention from Occupational Health, necessary to demonstrate a duty of care, support the individual employee and mitigate corporate liability; as evidenced in the case of telephone communications company, O2 verses Dickins.”

*“Over ⅓ of employees with stress are absent for a period greater than 1 month. The average length of absence for stress is 27 days.”**

What is Active Care?

The unique **Active Care** service from Health Assured provides effective intervention on the very first day you receive a 'Fit Note' from your employee for a stress related absence. **Active Care** ensures a far higher degree of pro-activity and engagement with the employee during their absence. The service provides the employee with guidance on where to obtain information and advice from relevant support mechanisms available through Health Assured.

What happens during an Active Care call?

- An experienced Occupational Health (OH) Clinician will contact the employee via telephone or secure web conferencing facility, gain further verbal consent and undertake a maximum 30 minute structured and supportive consultation.
- The Clinician will engage with the individual in a supportive and impartial manner to obtain an understanding of their specific needs, ascertain triggers, treatment already prescribed and offer recommendations for treatment. Additional resources and further supporting mechanisms will be discussed.
- In the case of work related stress, we will obtain an understanding of the issues and identify any barriers preventing a return to work. We will fully engage with the referring Manager and where appropriate (and authorised to do so by the employer) suggest mediation.
- A written report will be supplied by email, to the employer based on the telephone consultation within 4 working days, subject to employee consent being supplied to Health Assured from the employee to release this report.
- Should you require a further independent consultation and report conducted by an Occupational Health Advisor/Physician, this may be available as part of the additional Occupational Health services. Terms and conditions apply.

In our experience, the early, pro-active intervention associated with **Active Care** positively influences an earlier return to work and supports the individual, whilst safeguarding the interests of the employer.

* Source – Labour Force Survey THOR

How to make an Active Care referral

The Active Care Call Request Form is provided as part of this guide and can be downloaded from www.healthassured.co.uk/downloads by selecting *Active Care Referral Forms* from the drop down menu. You can also submit a referral online by going to www.healthassured.co.uk:

1. Select *Products* on the top toolbar of the homepage
2. Select *Active Care* from the menu
3. Click on the *Make an Active Care Referral* button
4. Complete the referral form and click *Submit Form*

The referral process

1. Employee calls in sick with stress or submits a 'Fit Note' stating stress.
2. Employer phones the employee to gain verbal consent to be referred to Health Assured.
3. Employee **must provide verbal consent** for the employer to continue the referral.
4. Employer emails the *Active Care Call Request Form* to activecare@healthassured.co.uk.
5. Occupational Health Nurse telephones the employee and gains further verbal consent to conduct the consultation.
6. Occupational Health Nurse carries out a structured supportive telephone consultation.
7. The employee will be signposted to the online stress coaching tool and discuss the benefits of the support provided by their General Practitioner.
8. Occupational Health Nurse will provide a written report, which can be sent to the employer. The employee can see the report before this is submitted should they wish.

Contact Us

The Health Assured Team can be contacted on 0844 8922 493 or by emailing activecare@healthassured.co.uk.



Health Assured

Active Care Call Request Form

Section 1 - Employee Details

Name of Employee:

Employee Date of Birth:

Employee Address:

Employee Contact Telephone Number:

Employee Email Address:

Is this to do with work, personal or both?

Section 2 - Employer Details

Name of referring Manager:

Company Name:

Company Address:

Manager's Contact Telephone Number:

Manager's Email Address:

Is this to do with work, personal or both?

Copy of 'Fit Note' attached?

Yes / No

(please delete as appropriate)

Has verbal consent been obtained from the employee?

Yes / No

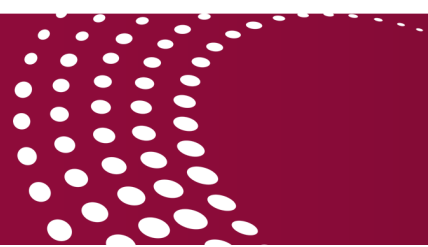
(please delete as appropriate)

Please Note: An Active Care referral can only be made **if the employee has consented** to receiving our call. It is important this is discussed with the individual concerned by the referring Manager.

Please send the completed form by email or fax to:

E: activecare@healthassured.co.uk

F: 0870 2387 426



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