



Medical & Rehabilitation Limited

“...protecting human assets”

Medical & Rehabilitation Ltd

Chartis Medical & Rehabilitation Limited 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. Our professional employee base of registered Nurses, Occupational Therapists, Occupational Health Advisors, Occupational Health Technicians, Vocational Consultants and a Psychologist are deployed throughout our five offices in the UK and Ireland. As an independent company we work on behalf of employers, Insurance companies and claimant and defendant Solicitors to support ill and injured parties.

**For more information about
Chartis Medical & Rehabilitation Services**

**Tel: + 44 (0) 20 7954 7375
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Chartis is a world leading property-casualty and general insurance organisation serving more than 40 million clients in over 160 countries and jurisdictions. With a 90-year history, 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. For additional information, please visit our website at www.chartisinsurance.com.

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Assessment Services



We use our wealth of experience to provide an independent assessment of the rehabilitation needs of injured people. This includes an assessment of an injured party's current capabilities, and the severity and consequences of the injury. We will also consider the claimant's medical history, the suitability of treatment received and provide an objective view of the impact on the claimant's lifestyle and occupation.

The assessment includes a review of the injury or illness, current symptoms, treatment and recovery prospect, possible adaptations to home and ability to return to work.

We also indicate any other recommended consultations and services and provide an outline cost for appropriate treatments and services. These recommendations aim to return the ill or injured person to as near to their pre injury lifestyle as possible.

- Assessment of medical and employment needs.
- Recommended reports, consultations and procedures
- Outline of timescales and costs
- Telephone or face to face assesment.

Medical Case Management



Over 34 million working days were lost due to illness and injury¹. To help businesses combat these huge potential costs, our award winning case management service is based on the model of early intervention; the sooner we are informed of a work-related injury or illness, the sooner we can deploy our case managers and the greater the likelihood of successful outcome.

To help people on the road to recovery our medical case managers provide constant support and encouragement to sick and injured employees. To accelerate recovery and reduce costs they can arrange diagnostics, second opinions and co-ordinate treatment outside of the NHS. Our medical case management services can be provided to support a range of insurance products including Employers Liability, Public Liability or motor injury insurance, and receive referrals from both insurers and solicitors.

- Immediate and ongoing coordination of diagnostic procedures, treatment and care.
- Arrangement of appropriate specialist consultations, NHS and/or private medical treatment.

¹ HSE. Health and Safety Statistics (2008).

Vocational Consultancy



In some instances, individuals are so badly affected by an illness or injury that they may have difficulties returning to work. In such cases, our team of vocational consultants work closely with individuals and employers to provide real assistance, to allow individuals to return to employment that is consistent with their skills, experience and qualifications.

Our vocational team has a working knowledge of legislation such as the Disability Discriminations Act (1995) and the relevance of such legislation to employers. As a consequence, our service provides advice and guidance to employers, to help them manage employees who may need assistance at work. The creativity of our vocational team has been evident in the way in which we can organise work-tasters, manage the installation of specialist equipment or organise graduated employment programmes. Our vocational consultancy services can be applied as part of an insurance policy or instructed on a private basis.

- To assist individuals with health problems or disabilities to remain at or return to work.
- Vocational assessments, on-site job analysis and productive employment strategy to meet the needs of all parties

Occupational Health



Our Occupational Health Service provide advice and guidance to assist employers to work within current legislation. We provide a range of occupational health and health surveillance services including policy development, risk assessments, wellness clinics and ergonomic assessments. Other services include pre-employment and night worker screening, driver assessments, fork lift truck assessments, and executive medicals.

Our range of services can reduce the likelihood of employee injury in the workplace, strengthen employee loyalty, reduce sickness absence levels and potential productivity disruption and encourage adherence to legal and regulatory standards. We also provide stress awareness programmes and training on conditions such as epilepsy.

- Health Surveillance.
- Stress awareness workshops for HR staff and Managers
- Assisting with policy development.
- Wellness clinics.

Absence Management



Sickness absence can have devastating effects on business performance and the health and well-being of employees. It is estimated to cost employers £495 a year in direct costs alone for every worker employed². We know from our experience of helping businesses manage absence in their workplaces that manageable absences fall into two categories. Firstly, short term persistent absences involving three different episodes of sickness absence over a three month period. Such absences may be accompanied by different explanations, and absence may be associated with other events, such as annual leave or weekends. Secondly, long term absences of four weeks or more, having the same underlying reason may also be associated with non-physical illness events such as conflict or bereavement.

Sickness absence is affected by a combination of the health condition, personal and work/organisational factors. Early intervention is key, the sooner action is taken, the better the chances are of an employee making a full and speedy return to work. Simple adjustments can enable workers to return to work safely before their symptoms completely disappear.

- Rapid assessment of individual's state of health
- Working in partnership with employers in redesigning culture of absence
- Reduce unnecessary absence and long term absence
- Programme costs more than offset by savings on sickness absence

² www.hse.gov.uk/sicknessabsence, CBI 2005 statistics.

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