

Absence Concierge Employee Guide to Clinical Support Calls

In the course of an employee's working life, their health may have an impact on their ability to do their job. This may manifest as either an absence episode or reduced performance at work. An individual could be absent for a protracted period of time or have recurrent spells of short-term absence. Similarly, a situation can arise whereby an individual or their colleagues may have concerns that work is having a detrimental effect on an individual's health. In these situations, a referral to clinical professionals, experienced in absence management and Occupational Health, is beneficial for both the employee and the employer.

The Absence Concierge **clinical support service** enables employees to have a dedicated, fully qualified nurse to support them at a time when they may most need help and to act as their **independent** clinical adviser. They will be able to speak to their dedicated registered nurse on a regular basis over the phone to discuss their current health condition. The nurse will also work with them to signpost them to the most appropriate route for treatment – this may be as simple as outlining the advantages of using a private medical insurance policy or discussing the benefits of using the NHS for certain conditions.

What does this clinical support service provide? Clinical opinion and support

- Confidential clinical support for employees via telephone.
- Assistance with access to appropriate treatment, using either NHS or private facilities.
- Regular contact with the employee by a Registered Nurse or mental health Clinician as and when required, for as long as necessary, or until the employee is back working their contracted hours and able to carry out their full duties.
- The Registered Nurse may recommend a referral to OH for an assessment to be conducted by an OH clinician. This would need to be arranged through your employer as there is an additional cost associated for this service.
- Following an OH assessment, a report would be provided outlining fitness to work and guidance on a Return-to-Work plan, including recommendations on adjustments required by the Equality Act 2010.

Manager and employee to discuss the reason for a referral and ensure explicit consent:

- It is important that both the employee and the referring manager understand the purpose of the referral, taking into account the above points.
- It is also important to bear in mind that any correspondence received by WTW about an employee becomes part of their OH file and that the information will be shared and discussed with the employee by our clinicians. **It is therefore the referring manager's responsibility to share the contents of the referral form with the employee.**
- The consent form must be completed and signed by the employee (with either a wet signature, DocuSign digital signature or email consent from a personal email address), in order for WTW to process any referral. **No clinical support calls or OH assessments with a Registered Nurse (or any clinician) will be arranged without explicit signed consent, in accordance with GDPR.**
- Please note, employees have the right to amend or withdraw their consent at any stage during the referral process.

Clinical Support Calls:

- The initial support call with a WTW Registered Nurse will be scheduled by the OH Admin Team. Please note, **it is the responsibility of the referring manager to confirm the details of this initial appointment with the employee.**
- Follow-up support calls will be arranged and agreed between the Registered Nurse and the employee.
- The OH Case Manager at WTW will update the referring manager/HR after every support call. Confidentiality is paramount and the OH Case Manager will only be able to update HR with medical information that the employee is comfortable in sharing.
- Support calls will cease, and the case will be closed once the employee has returned to work on full time hours and/or carrying out their full role, or at any time when the employee is happy that no further support is required.
- Please note, clinical support calls can be stopped by the Registered Nurse at any time if it is considered not to be clinically appropriate to continue them.