

# Absence Concierge Employee Guide to Musculoskeletal Support Calls/Physiolines

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 Occupational Health (OH) is beneficial for both the employee and the employer.

## Rapid access to a specialist physiotherapist by telephone or Microsoft Teams

The Absence Concierge **Musculoskeletal support service/Physioline** enables employees to have a dedicated, fully qualified physiotherapist to support them at a time when they may most need help and to act as their **independent** clinical advisor. They will be able to speak to their dedicated physiotherapist over the phone to discuss their current musculoskeletal condition. The physiotherapist 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 National Health Service (NHS) for certain conditions.

## What does this Musculoskeletal support service/Physioline provide? Clinical opinion and support

Physioline is a virtual physiotherapy assessment and advice service. The team of experienced occupational health physiotherapists will talk to you about any musculoskeletal problems you have. They will advise you on the best management and prescribe exercises that will help you to self-manage any musculoskeletal issues:

- Confidential clinical support for employees via telephone or Microsoft Teams
- Assistance with access to appropriate treatment, using either NHS or private facilities
- 3 telephone (or Microsoft Teams) calls with a specialist occupational health physiotherapist over a three-month period
- The physiotherapist may recommend a referral to OH for an assessment to be conducted by an OH Advisor
- 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 (with a wet signature) by the employee, in order for WTW to process any referral. **No clinical support calls or OH assessments with a physiotherapist (or any clinician) will be arranged without explicit signed consent, in accordance with the GDPR.**

- Please note, employees have the right to amend or withdraw their consent at any stage during the referral process.

### **Musculoskeletal clinical support calls:**

- When WTW OH team receives a referral from your company, a physiotherapist will contact you directly and arrange a convenient time for the initial support call. Note: Sessions are carried out by telephone or Microsoft Teams.
- Many musculoskeletal problems have common signs and symptoms. The physiotherapist will ask you a series of detailed questions that will allow them to design you a specific management plan. This will include a bespoke exercise program via an easy-to-use app, 'Rehab Guru', including instructions, photos and videos.
- Many musculoskeletal conditions do not require hands-on treatment. Often the right exercise therapy and activity modification at the right time is enough to optimise your recovery. However, if the physiotherapist feels that you need to see a physiotherapist or another healthcare professional face-to-face, they will refer you to them.
- 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 after the three calls have been completed and a report will be provided to both the individual and the employer when the case is closed, if no further support is required.
- If further support is recommended by the physiotherapist, WTW will contact the employer to let them know and to arrange any further support services available to the employee.
- Please note, musculoskeletal clinical support calls can be stopped by the physiotherapist at any time during the three-month period, if it is considered not to be clinically appropriate to continue them.