



Why Do We Triage Cases?

We triage each referral to determine the degree of clinical support needed to best manage the employee's case. Most cases will be triaged to telephone consultations because no physical examination of the employee is required. Occupational Health appointments are not designed to produce a diagnosis but are to give an opinion and advise on a person's fitness to work in line with best practice which is evidence based.

Why is Telephone Case Management a Better Option than Face to Face Appointments?

- Content of Consultation and Report remains same whether f2f or telephone
- The questioning/history taking is the same whether f2f or telephone.
- Better access to healthcare – telephone can provide far more convenient means of consulting
- Saves time in commuting and waiting to see clinician
- Reduces service costs
- Reduced patient stress
- Reduced downtime for manager if the person is at work
- Speedier advice on return to work
- Reduction in 'Did not arrive' (DNA's) as telephone more convenient
- Some employees find it easier to discuss embarrassing issues with the anonymity of a telephone call

When Are Face to Face Appointments Appropriate?

Face to face consultations are generally required for more complex cases such as personality/behavioural disorders e.g. anorexia, schizophrenia or substance misuse. In more complex cases visual observation and examination may be required to determine severity of the condition and how it is affecting the employees ability to function.

- Personality/behavioural conditions
- Complex musculoskeletal conditions
- Multiple conditions
- Ill Health Retirement
- Possible termination of employment
- Development of further complications with a condition
- Ongoing open case with no sign of resolution.
- Alcohol and addiction related cases