

Quality Assurance, Customer Service & Risk Management

Alberta

FOR COACHING PURPOSES ONLY - DO NOT PLACE ON FILE

Claim Owner:		wner:				Review date:]				
Claim number:		mber:				Auditor:]				
Raw score	Weiaht	Total score										
(Only a	nswer	r thes	e questic	ons (A to	E) if employ	er had modified dutie	es without any negotiation required				
		A. A detailed description of modified duties was obtained										
		0	B. Permanent accommodation was explored when required/appropriate									
		0	C. Correct category/standard text was used for the file note									
		0	D.	The mod	lified wo	ork portion o	f the RTW screen was	updated				
		0	E.	Contact	was time	ely and with	the correct employer	contact				
Only answer these questions (1 to 10) if negotiation was required to facilitate a return to modified work.												
		0	1.	Specific	ideas fo	r modified w	ork were suggested					
		0	2.	Employe	r's need	s and worke	r's skills were review	ed				
		0	3.	Permane	ent accoi	mmodation v	vas explored when re	quired/appropriate				
		0	4.	Barriers	to modif	ied duties w	ere discussed and ad	ldressed				
		0	5.	Appropri	ate refe	rrals/service	s were utilized					
		0	6.	The bene	efits of p	roviding mo	dified duties were dis	cussed				
		0	7.	If modifie	ed duties	s were succe	essfully negotiated, de	etails were provided				
		0	8.	The mod	ified wo	rk portion of	the RTW screen was	updated				
		0	9.	Correct	category	/standard te	xt was used for the fil	e note				
		0	10.	Contac	t was tim	nely and with	the correct employe	r contact				
			Ge	neral Co	mments							
Total S (out of		0										