

# The Lifecycle of a Claim



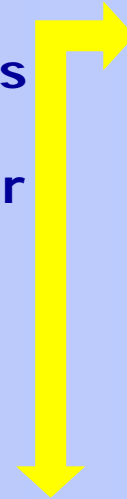
## Claims registration

- Review the forms
- Identifies function
- Refer to ESRTW Facilitator for Early Intervention



## Intake

- adjudicates the claim
- approval or denial



- Medical aid
- Serious injuries
- Industrial diseases



## The ESRTW Facilitator

- Works with the employer and health care providers involved to determine suitability of return to work

## Lost time

- Referred to case management

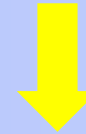
# The Lifecycle of a Claim

## Case management

- 48 hour window to contact the worker, employer and healthcare providers.
- The focus is return to work and outlining the treatment plan



- Return to pre-injury position
- (modified work or hours)
- Case manager to monitor until at pre-injury hours and duties.



## No Return to work

- Team Review Flagged at 6 weeks
- Unclear diagnosis
- No treatment plan
- Review of claim with team lead, case manager and WHSCC's health care consultants
- Develop a plan



# The Lifecycle of a Claim

## Outcome of team review

- CBOR/WSOR
- Specialist appt
  - Empower
  - FCE

Return to pre-injury  
Work



Exhaust treatments  
to reach maximum  
Medical recovery

## If unable to return to work

- FCE
- Determine suitable employment with pre injury employer

## Employer offers accommodation

- Close claim



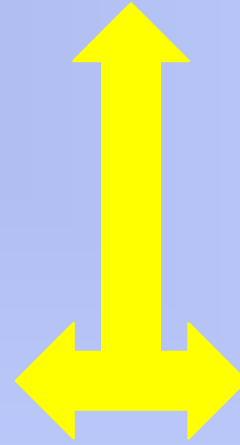
Employer unable to offer  
accomodation



# The Lifecycle of a Claim

## LMR assessment

DIRECT ENTRY  
(MARKET READY)  
(6 Weeks Employment  
Readiness services  
provided)



LMR PLAN required  
(formal retraining,  
self-employment, on  
the job training, up  
grading)



# Challenges

- Matching functional abilities to the labour market NOC
- Chronicity of soft tissue injuries (are current treatment protocols effective)
- Waiting times for speciality services
- Low education and return to work
- Suitable work with pre-injury employer

