Process for Cases without risk of chronicity

Direction générale du conseil et du soutien aux opérations

Review file

Conduct 1st interview

Conduct file follow-up

Follow-up on medical condition and ability to work

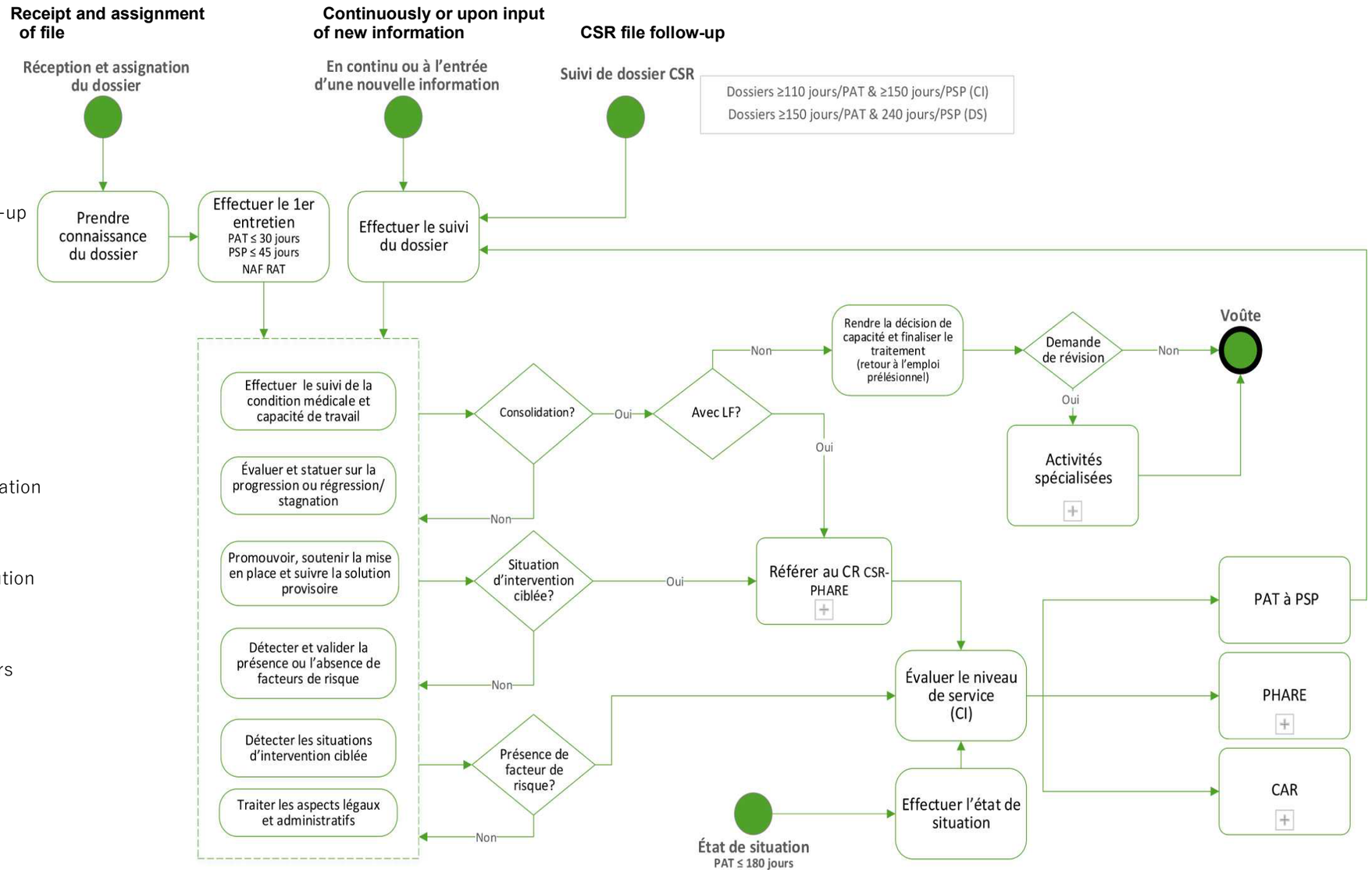
Assess and adjudicate on progression or regression/stagnation

Promote, support implementation and monitor interim solution

Identify and validate the presence of absence of risk factors

Identify target intervention situations

Address legal and administrative aspects



PHARE Process

Direction générale du conseil et du soutien aux opérations

Receipt and assignment of file
Continuously or upon input of of new information

Follow-up of PHARE file

Files >150 days (CI/CE/DS)

Review file

< 14 days

Conduct 1st interview
< 60 days

Conduct file follow-up

Follow up on the medical condition and ability to work

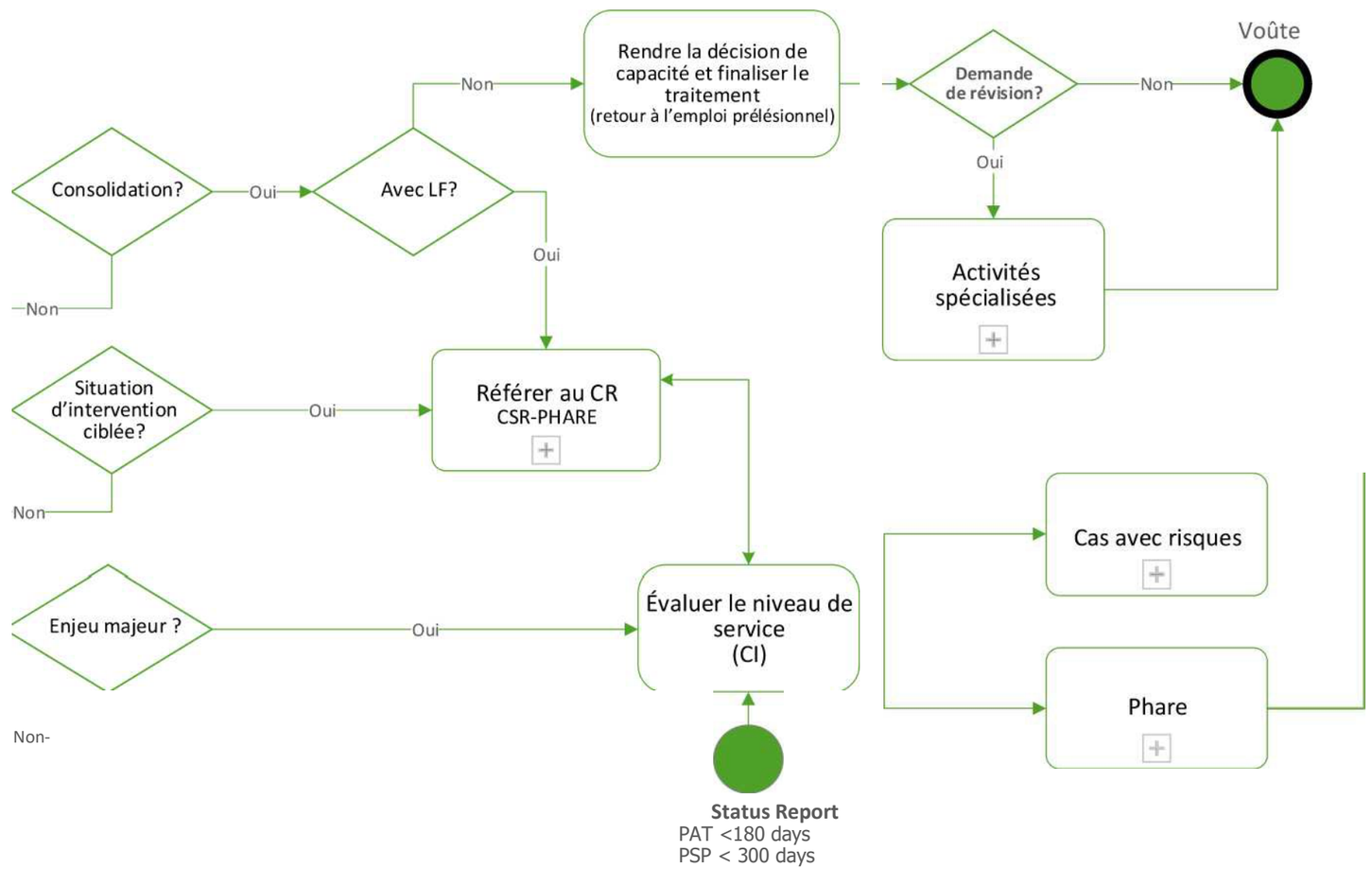
Analyze the situation in order to prioritize the workload activities according to the issues identified

Assess and adjudicate Progression or regression/stagnation

Promote, support the implementation and monitor the interim solution

Identify situations for targeted intervention

Address legal and and administrative aspects



Legend

Triggering Event

End of event

Questioning

Generic task

Grouping of tasks that can be performed on an optional basis

Process segment

> Sequence flow

Acronyms

Al : Compensation Agent
CAR : Cases with risk
Cl : Compensation Consultant
CR : Rehabilitation Consultant
CSR : Cases without risk
DS : Department Manager
LF : Functional Limitation
NAF : Non-compensable with charges
PAT : Leave of absence profile
PHARE : Aligning Work Reintegration
PSP : Profile with interim solution
RAT : Return to work