

SmartHealth

Working together for a successful return to work.

Background

Jenny* is a full-time Senior Medical Underwriter. She needed to take time off work after experiencing pain in her back. It got worse, moving down to her legs, making it difficult for her to focus at work. Following an initial absence, Jenny went back to work four days a week on her GP's recommendation. However, she wasn't able to sustain this and was signed off work again. The pain gradually spread to her shoulders, neck, elbows and hands and stopped her from sleeping. She struggled to cope with her condition, which resulted in increased anxiety levels and worry.

Treatment and support

Jenny spoke to a vocational rehabilitation specialist and they built a rehabilitation plan together. She was able to use her employer's group income protection policy to access vocational rehabilitation provided by Proclaim Care. The support she received helped her to engage with NHS services as they

became available. The regular contact with an expert allowed Jenny to discuss the outcomes and measure the progress of her medical appointments and therapy sessions.

Before returning to work, the vocational rehabilitation specialist arranged an induction with Jenny's employer. This allowed Jenny to get to grips on changes within the company and to refresh her knowledge on IT systems.

A step-by-step plan was agreed with vocational rehabilitation specialists and Jenny's employer that gave her flexibility in her working days. Returning to work four days a week enabled Jenny to manage her symptoms, and gave her the time she needed to adjust to the treatment plans without the anxiety of not being able to work. Cognitive behavioural therapy (CBT) was signposted through her employer to support her mental health.

Outcome

Jenny's pain levels reduced and her sleep pattern improved. Support from the mental health team and CBT sessions reduced her anxiety and improved her psychological wellbeing. Jenny managed a successful return to work on full-time hours.



This case study tells the story of a successful return to work through vocational rehabilitation provided by Proclaim Care.

*Proclaim Care and AIG Life real-life customer case study. July 2023. The image shown is for illustrative purposes and names have been changed for confidentiality.

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