

# Pre-Claim Rehabilitation Service



Workplace injuries don't just affect employees, they also have a significant impact on the business. It's estimated that 36.8m working days were lost to work-related ill health and non-fatal workplace injuries in 2021/22, equating to an average of 16.5 days per person suffering.<sup>1</sup> Data from 2019/20 shows the cost of work-related ill health and injury to be £18.8bn.<sup>2</sup> We want to help businesses prepare for these potential costs, but we also want to ensure any injured employees successfully return to work, and that the wellbeing of the workforce isn't negatively affected.

The Aviva Pre-Claim Rehabilitation Service is designed to offer immediate support and guidance to the employee and the business throughout any incidents and resulting treatment.

## What are the objectives?

- To intervene quickly when a workplace injury occurs.
- To support employees as they recover.
- To help employees successfully return to work as soon as possible.
- To minimise the hidden financial costs of employee absence.

## What's involved?

We understand that the earlier employees get help and support, the faster they can recover. Our Four Steps to Success are here to help:

### 1. Inform

Our services work seamlessly with any current Health and Safety procedures – all we need is a referral form to begin our intervention.

### 2. Assess

We carry out a triage assessment to establish the extent of the injury, then offer immediate advice and plans for future management.

This usually only takes two to three days.

### 3. Intervene

We continually monitor and review the employee's progress from day one, and we work closely with the practitioner(s)<sup>3</sup> to fund and facilitate the appropriate treatment.

### 4. Success

Finally, we offer advice on any workplace adjustments that can be made to support the employee returning to work sooner.

## Why choose Aviva?

We aim to help everyone get back to normal as quickly as possible without compromising on healthcare or cost.

That's why, when you compare us to more widely available services, our waiting and treatment times are often a fraction of the standard. Instead of 14 weeks, employees can start their physiotherapy in just five days.

**To find out more about our pre-claim rehabilitation service, please speak to your Claims Service Manager or Risk Consultant.**

<sup>1</sup> Working days lost in Great Britain, HSE.co.uk

<sup>2</sup> Costs to Great Britain of workplace injuries and new cases of work-related ill health in 2019/20, HSE.co.uk  
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<sup>3</sup> Treatments include: Physiotherapy, Work Specific Strengthening, Cognitive Behavioural Therapy, Specialist Consultations and Investigations, and Associated Workplace Assessments

