

# Helping you return to work



 TBIhealth

TBI Health has received a referral from your case manager or employer to see how we can assist you with your recovery process.

## About TBI Health

Supporting you as you get back on your feet is at the core of what TBI Health does.



Evidence shows staying in or returning to work after an injury or illness brings physical, personal and social benefits and can help you with a more successful recovery. We will work with you to understand your needs and map out the best plan to support you while you recuperate.

## What to expect

- A workplace visit to get to know what you do and the options available to assist you to stay in or return to work. We all have differing roles and needs in the workplace, so this helps us tailor your support to your specific circumstances.
- Return to work planning and monitoring to support you as your recovery progresses. This can include helping your employer make short-term changes that will accommodate you making positive contributions at work, while staying safe in your recovery.
- Communicating with your employer, case manager and health professionals involved in your rehabilitation. This includes providing all relevant parties with your return to work plan, so everyone is on the same page.
- Intervention may include:
  - Education and advice to empower you to take charge of your recovery process.
  - Injury/pain management strategies to help you stay productive and safe in your role.
  - Exercise and rehabilitation to give you the best chance of maintaining your recovery.
  - Equipment to support you to stay in or return to work in the safest manner.
  - Report sent to your referrer to ensure they're kept in the loop.

## Your rights, responsibilities and cultural needs

- Please feel free to bring along a support person or whanau/family to any meetings.
- If you have any specific cultural or other needs, please let us know so we can accommodate these.
- It's important for you to maintain regular contact with your treatment provider(s) including informing them of any changes regarding your ability, or if you are unable to make any pre-arranged appointments.
- To prevent any issues with your weekly compensation, ensure your employer and/or case manager has a copy of your current medical certificate.
- Inform your treatment provider prior to any GP or specialist appointments related to your injury.

## Feedback and complaints

- We are happy to receive any comments or complaints about our service to help us to continue to improve your experience with TBI Health.
- At completion of the service, you will be sent a satisfaction survey. Any feedback would be appreciated.

[www.tbihealth.co.nz](http://www.tbihealth.co.nz)

**0800 824 432**

 **TBIhealth**