

ReIntra

ReIntra Limited
Medical and Occupational
Consultancy and
Reintegration Service



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Introduction

ReIntra

A serious road traffic accident or an accident at work can have a dramatic effect on the life of the injured person and his family. They may be faced with anxiety and uncertainty about the future, including worries about return to work, financial hardship, court proceedings and a host of other practical and emotional problems. As well as having to cope with the post-accident pain and trauma, the injured person and his family may, possibly for the first time in their lives, find themselves having to deal with lawyers, insurers, hospitals, social workers, specialist provider institutions, self-help groups and retraining programmes.

In addition to receiving the best medical care, the injured person should also have his social and domestic needs and future employment prospects carefully evaluated and co-ordinated to ensure that as far as is possible he is reintegrated into society and work. This desired outcome can have a considerable beneficial effect in minimising many of the adverse consequences of severe, traumatic injury. ReIntra's aim is to provide an effective rehabilitation and reintegration service for people who have been seriously injured in accidents on the road or at work.

The service is free of charge to the injured person. All the costs of the rehabilitation programme are paid for by the third party's insurers. The injured person and his family do not pay any of the costs. By focusing on all the needs of the injured person and by careful professional planning and supervision of individual programmes of rehabilitation and retraining, ReIntra in the UK aims to improve their quality of life generally, and pave the way for a return to work, where possible.

This brochure explains what ReIntra does and how our partnership with the injured person and insurers, based on the principles of co-operation, trust and independence, can produce results.

Experience has shown that the outcome of rehabilitation is greatly enhanced if ReIntra is able to become involved with the injured person as soon as possible; ideally within 6 months of the accident.

Should you require further information on ReIntra's service, please do not hesitate to contact us.

The ReIntra team



RelIntra and the injured person

Here are just a few of the many questions a person who has been involved in a serious accident may ask:

How will I live my daily life from now on?

How can the pressure on my family and me be minimised?

Will I be able to return to my pre-accident employment? If not, might I be able to re-train for some other type of work?

After a serious accident, an injured per-

son may feel abandoned and confused about the future. There are many organisations or institutions that offer help with rehabilitation, but frequently this network is fragmented and difficult to identify. Further, there may be problems co-ordinating services between these organisations and the providers of primary care.

This is where RelIntra begins; by co-ordinating the activities of these various bodies at an early stage, whilst supporting the injured person and his family. This can have a positive effect on the rehabilitation and recovery process.

RelIntra aims to establish a relationship among the parties based on co-operation and where the needs of the injured person are paramount.

It is essential that RelIntra's doctors and occupational consultants obtain as full a picture as possible of the needs of the injured person. To do this they require access to as much information as possible. Therefore the injured person will be required to release his medical advisers from their obligation of confidentiality.

RelIntra aims to achieve a situation in which both injured person and insurer benefit from RelIntra's involvement.

RelIntra and children

Severely injured children can place special demands on rehabilitation support staff. Physical or mental injuries sustained by a child may impede or even arrest normal development. It is essential for medical treatment and rehabilitation to be assessed constantly and for appropriate intervention to take place at the right time. This ensures optimum recovery and development for the child.

The child's family and school are called upon to play an active part in this process.



How do insurers view a serious accident?

Poorly planned, ineffective rehabilitation can make costs rise. This is especially so when expensive medical treatment is not co-ordinated, where an injured person requires long-term care, or when inappropriate retraining prevents a person from returning to work.

Litigation and court proceedings can also delay the rehabilitation and reintegration process.

For these reasons, Relntra focuses its service where it is most effective; for example where lengthy recuperation is preventing an injured person from returning to work.

Services include:

Assessing the injured person's medical, social and vocational needs.

Gathering a broad base of information in each case, taking into account individual circumstances. This includes making recommendations for ongoing medical, occupational and rehabilitation support.

Implementing the recommendations in consultation with insurers, the injured person and his solicitors.

Providing support for the injured person and his family.

What is success?

Essentially, Relntra is looking to benefit all the parties involved. Realistically, insurers can only hope to save money in the long term if the injured person can be returned to a state of physical, mental and social well being.

Success means an injured person enjoying as much of his former quality of life as possible, including a return either to full-time or part-time work. This may be either at his pre-accident place of work or in a completely new career after having been helped by Relntra to obtain other qualifications or skills.



Relntra is concerned with the management of time, quality and information.

Time management

Slow, uncoordinated or inappropriate management of a case may cause problems from the outset.

Our experience has shown that the sooner Relntra becomes involved, the better the outcome will be.

Quality management

Relntra’s own doctors work with the injured person’s medical advisers with the aim of optimising ongoing medical treatment and care. Relntra considers it important to take an holistic approach to the rehabilitation process. For this reason, Relntra’s doctors and occupational consultants take into account the psychological impact of the accident as well as the social, economic and cultural aspects when planning the injured person’s care and support, prior to the next step, which is occupational reintegration.

Quality management not only includes optimum medical and psychological care but also individual occupational counselling. This may even begin, subject to the agreement of the injured person’s own medical advisers, while he is still in hospital.

Relntra’s expert occupational consultants assess the injured person’s needs and abilities and identify potential employment opportunities.

Information management

Relntra endeavours to establish a relationship based on trust and transparency with the injured person, as well as other people and organisations involved in the rehabilitation process. These include the family, solicitors, insurers, doctors, employers, rehabilitation clinics and self-help groups. Relntra opens the lines of communication among all these people and organisations.

27-year-old toolmaker Motorcycle accident			
Months after accident	01	Type of injury:	<ul style="list-style-type: none"> – Fractured pelvis – Fractured femur affecting the knee: left leg amputated below the knee
	13	Rehabilitation in specialised medical centre	
	15	<p>Relntra advised Injuries assessed</p> <p>Assistance in further medical care</p> <p>Occupational assessment</p> <p>Assistance</p>	<ul style="list-style-type: none"> – Restricted movement in left knee – Restricted ability to walk – Problems with artificial limb – Phantom-limb pain – Positive support in motivating patient and planning his future – New job necessary – Detailed counselling regarding job prospects – Commence reintegration procedure with job centre – Establish contact with employer
	16		
	17	<p>Careers adviser (team discussion)</p> <p>Discussion with employer</p>	<ul style="list-style-type: none"> – Further training to become technician in engineering industry – Examination of psychological suitability – Inclusion in programme of selective occupational rehabilitation aimed at full integration in new company
	18	Check for psychological suitability	– Criteria for proposed training programme met
	19		– Removal of metal plate from femur
	22	Intensive discussions with employer	– Following discussion with Relntra, official agreement received for occupation reintegration after training
	27	Vocational aim Relntra’s support	<ul style="list-style-type: none"> – Technician in engineering industry – Commencement of occupational training

Our approach - one step at a time

Relntra first becomes involved when we are contacted by insurers after an accident where long-term disability is a distinct possibility. Insurers, with the consent of the injured person's solicitors, ask Relntra for an initial medical and occupational assessment, to establish whether a case is suitable for Relntra to become involved.

Relntra then deals with the case in three phases.

Phase I

Initial medical assessment:

Ideally, this should take place as soon as possible after the accident has occurred, and after the injured person has released his own doctors from their obligation of confidentiality.

Our doctors examine all the relevant medical records relating to the injuries sustained by the injured person. Our doctor also liaises with the injured person's current medical team.

There are two possible outcomes at this stage:

Relntra accepts the case and contacts the injured person; or the case is deferred because, for example, the injured person requires further major medical or hospital treatment.

Phase II

Visit to the injured person:

Prior to the visit, other members of the Relntra team contact the injured person, his family and his solicitors as appropriate. This is done to enable them to get to know the Relntra team and to raise any queries they may have.

The injured person is visited in his home by a doctor and an occupational consultant from Relntra. The injured person's solicitor is welcome to be present during the visit. The first visit is very important. It enables the doctor and occupational consultant to undertake a multidimensional evaluation of the needs of the injured person and his family.

Examples of the information obtained are details of the injured person's social, domestic, physical and medical situation. Future employment opportunities, problems and needs currently being faced (e.g. pain management, transport), hobbies and interests, aims and aspirations are also discussed and evaluated.

After the visit, the Relntra team designs an integrated, flexible, comprehensive programme of medical, vocational and social rehabilitation tailored to the actual abilities, needs and wishes of the injured person and his family.

The programme, in the form of a report, is then sent simultaneously to the injured person's solicitors and to insurers.

Phase III

Individual case management:

This phase covers the implementation and management of the rehabilitation programme by Relntra working in close co-operation with the injured person and his family. We remain in constant contact with his medical advisers and the agencies and organisations that we have already identified as being the key to providing the necessary facilities and services to help the injured person return to work and improve his quality of life. This includes, where appropriate, liaison with former and prospective employers with regard to work opportunities.

The Relntra team constantly monitors the progress the injured person is making and provides medical and psychological support and employment advice. Interim progress reports are sent at regular intervals to the solicitors and insurers.

Insurers need to know as soon as possible...

- Prognosis
- Degree of disability
- Likelihood of long-term care
- Type, outcome and cost of any further medical treatment
- Cost of retraining/obtaining qualifications and new skills

Relntra's terms of reference

Relntra is independent of insurers. It acts as an impartial partner to both parties.

The needs of the injured person are paramount and Relntra aims to minimise the effects of the accident for everyone involved by entering into a partnership based on trust, openness and excellent communication.



Medical

- Our own in-house doctors
- NHS and private consultants in all disciplines, including neurology, orthopaedics, psychiatry, orthodontics, plastic surgery, trauma
- Consultants in rehabilitation medicine
- Prosthetics
- Centres of excellence in specialist rehabilitation

Paramedical

- Psychologists
- Counsellors
- Physiotherapists
- Specialists in stress management

Educational/Vocational/Social

- Our own in-house occupational consultants
- Universities
- Technical colleges
- Schools
- Centres for adult education
- Careers advisers
- Social workers
- Professional associations
- Rehabilitation clinics and centres
- Chambers of Commerce
- Employers
- Sports clubs
- Gyms
- Self-help groups for the disabled
- Motability
- Employment agencies

24-year-old cabinet-maker Motorcycle accident			
Months after accident	01	Type of injury:	- Cranio-cerebral trauma - Multiple fractures
	04	Relntra activated Injuries ascertained	- Problems with speech - Problems with memory - Problems with concentration - Reduced strength and movement of right upper arm
	07	Management of further medical care; organisation of medical reintegration	- Orthopaedic assessment of secondary injuries - Ascertain cause of pain in right hand
	10		- Removal of metal plates from jaw and arm
	11	Commencement of neurological rehabilitation Contact with employer	- Assessment of neurological problems - Improvements in speech and concentration problems - Willing to modify workplace
	12	Stress test Gradual reintegration	- Concentration level: max. 4 hours
	13		- Right hand: severe restrictions
	14		- Visit to company:
	15		- 4 hours at work: no problems
	16		- 4-7 hours at work: less productive, nervous, aggressive, unable to cope properly
	17	- 8 hours at work: drop in work quality, signs of stress	
	18	Extension of reintegration programme; talks with employer, neurologists, surgeons	
	19	Parties agree to step-by-step reintegration alternating between rehabilitation centre and company	- Gradual training in work skills in rehabilitation centre, followed by practical work in the company
	21	Monitoring of claimant to detect first signs of stress	- Full-time job as cabinet-maker with former employer; no problems at the moment

What are the needs of an injured person and the family?

Excellent medical treatment

Follow-up care e.g. prostheses, pain management

Psychological support to assist with coming to terms with the accident

Expert advice and assistance with education and retraining to obtain technical skills and other qualifications

Arrange and support work experience

Help with job search and interviews

Support during return to work

Practical support e.g. with modifications to the home and car

Assistance in re-starting hobbies and interests, and taking up new ones

Identifying and contacting relevant self-help organisations which can provide the best support and encouragement

Advice and help in dealing with statutory agencies and services

Respite care and holidays

Home help





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S. Elleringmann, R. v. Forster,
P. Ginter, M. Horacek,
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Image Bank/
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Design
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