



A telephone based coaching for long term sick leave patients

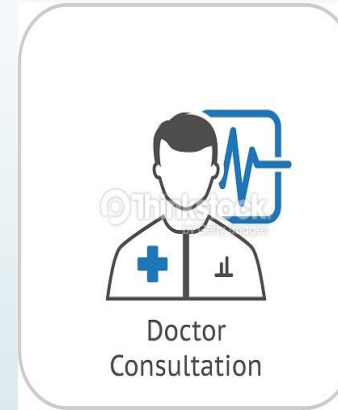
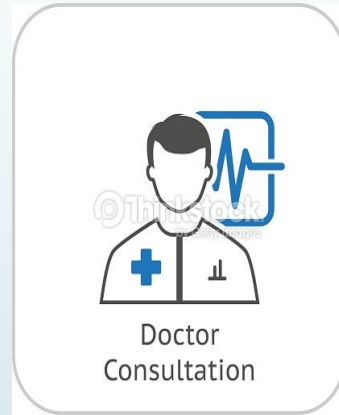
F. Latil, MH. Conde, S. Dangeard

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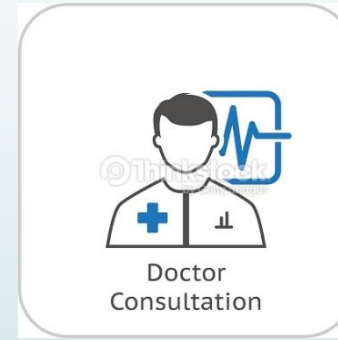
CONFLICT OF INTEREST DISCLOSURE

➤ I DECLARE HAVING NO CONFLICT OF INTEREST IN THE FIELD

The control of sick-leave



Saving time at the beginning...



And save time at the end...



The medical consulting process

► INPUT

COLLECTING DATA

- Occupational
- Medical
- Financial
- Claimant's will (1)

► OUTPUT

DECISION

- Stop /Go
- Benefit
- Disability statement
- Any help

(1) The use of a check-list with factors relevant for work ability assessments
,Patricia Dekkers A, de Wind



METHOD

- ▶ **Inclusion of 61 patient in long-term sick-leave**
 - ❖ Beyond 90 days
 - ❖ Consulting date scheduled from a questionnaire
 - ❖ Consulting
 - ❖ Announcement and Settlement date of the phone call by the medical advisor

METHOD

EXCLUSION CRITERIA

- ❖ Failure of phone call
- ❖ Disability of language, hearing or heavy Ψ
- ❖ many pathology topics (more than 2)
- ❖ Final disability assessment



RESULTS

- ▶ 23 MEDICAL CONSULTING SAVED / 61 patients (replaced by phone call)
- ▶ THE TOTAL SAVING IS **20% of the number of examinations** on the whole sick-leave control process

What's in it for us ?



Saving time for the doctors

Medical examination



► Consulting	30'
► Update the file	5
► TOTAL	35'

Phone call by the doctor



Call	10'
Update of the file	5
TOTAL	15'

Saving time for the secretaries



Medical examination

- Organise the convening 30'
- Seizing the decision 5'
- TOTAL 35'



Phone call by the doctor

- Seizing the decision Of the doctor 5'
- TOTAL 5'

What's in it for the patient ?



- ▶ **SOME BONUS ...**
- ▶ **A Straight access to the doctor**
- ▶ **Avoid applying a needless consulting (recent surgery, complications impairing disability assessment)**
- ▶ **Avoid moving**

CONCLUSION

**A GOOD WAY TO
OPTIMIZE YOUR JOB**



**A RESCUE PROCESS FOR
SUBMERGED SERVICES**



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