

# SAME EMPLOYER REHABILITATION

Rocket Rehab provides specialist rehabilitation consulting services to injured or ill workers with physical or psychological conditions.

We understand the need to provide specifically tailored services for each individual, as no one injury, illness, workplace or job demand is the same.

We provide a flexible and sustainable approach to our injury management, ensuring injured individuals return to work efficiently whilst rehabilitating in a safe and effective manner.

## PRE CLAIM EARLY INTERVENTION:

Rocket Rehab's team of clinical consultants are able to provide expert opinion, assessment and intervention for any pre-claim injury or illness.

Evidence based practice shows that individuals who have been referred to Rocket Rehab within 8 weeks of the notification of injury or illness, result in a more favourable return to work outcome with a reduced financial impact.

## POST CLAIM CASE MANAGEMENT:

Following the acceptance of a workers compensation claim, Rocket Rehab provides clients with fast, tailored and accessible occupational rehabilitation.

Our knowledgeable team of allied health professionals use the evidence based principles of the bio psychosocial model for all areas of rehabilitation. Founding the Rocket Rehab model on this basis delivers efficient and sustainable occupational rehabilitation services when returning individuals to their same employer.

Rocket Rehab Consultants assess and identify any abnormalities/potential barriers to successful rehabilitation not just at the initial assessment but repeatedly throughout the life of a case.

Evidence based questionnaires such as the OMPQ and DASS are administered at the assessment phase and throughout the life of the case to benchmark for success.

Consultants scrutinise the presenting barriers to return to work. Solutions are identified for each of the following areas:

- The Individual's needs [pre-existing conditions] and personal beliefs
- The Individual's Workplace, employer, co-workers, job demand and job satisfaction
- The Individual's treating parties including Nominated Treating Doctor [NTD], Physiotherapist, Psychologist, Hydrotherapist, Pain Management health care team and Specialist
- The Individual's home life, their family, culture and support network



Rocket Rehab Consultants constantly re-evaluate the presenting barriers and facilitate early, transparent solutions for each area as appropriate.

In being transparent, Rocket Rehab Consultants work collaboratively with all parties to openly share their solutions and work towards achieving the return to work goal.

## OUTCOME DATA:

Rocket Rehab collects and reviews all outcome data on a monthly basis.

Prior to working with any new Employer or Agent, Rocket Rehab's Account Managers will obtain the specific benchmark data fields to report on, ensuring the data provided is valid, relevant and assists in demonstrating the success of the rehabilitation intervention.

## WHY ROCKET REHAB?

Because we are an energetic and agile organisation with high expectations and values.

We understand the frustration of getting 'lost in the system' and ensure that our return to work programs are designed to be transparent every step of the way.

We cease our involvement when we are no longer required and encourage both injured workers and employers to be as proactive with the rehabilitation process as possible, in turn empowering their rehabilitation experience and managing down the level of rehabilitation costs.

**ALL STAFF ARE EXPERIENCED INDIVIDUALS WHO UNDERSTAND HOW TO MANAGE DIFFERING PERSONALITIES AND EXPECTATIONS, ACHIEVING SUSTAINABLE RESULTS FOR ALL PARTIES INVOLVED.**

## SERVICE STANDARDS:

Every new customer will be contacted by a dedicated Account Manager to ensure our service standards are in line with expectations.

We know that some customers like things a little differently and we are happy to discuss and customise our approach to suit. Through this, we ensure what we deliver is exactly what the customer ordered.



**WE TAILOR OUR SERVICES TO EACH OF OUR CUSTOMERS DESIRES, ENSURING WHAT WE DELIVER IS EXACTLY WHAT THE CUSTOMER ORDERED.**

## WHAT MAKES OUR SAME EMPLOYER SERVICES DIFFERENT?

### **We are experienced:**

Rocket Rehab only employs Rehabilitation Consultants with a prior 2 years Occupational Rehabilitation experience. This level of prior experience within the industry ensures all Consultants have a superior skill set and knowledge of the latest legislation.

### **We understand your exact needs:**

For every referral received by Rocket Rehab, an Account Manager will contact the referrer to confirm the exact purpose of the referral prior to allocating a Consultant. This pre-allocation discussion ensures that the service provided achieves the outcome desired and does not result in over servicing.

### **We educate:**

Rocket Rehab prides itself on educating our customers, injured workers and our own employees constantly.

We empower the injured individual to be able to take ownership of their injury/illness, thereby minimising dependence on the case manager and reducing costs.

We empower the employer through every step of the process, educating them about their role and the importance of how to best assist their injured worker to achieve sustainable outcomes.

Same Employer Services:

- Initial and Workplace Assessments
- Addressing both the physical and psychological/cognitive demands of job roles
- Rehabilitation Plan development and ongoing case management
- Return to work programmes
- Medical Case Conferencing
- Mediation
- Equipment prescription
- Workplace modification
- Ergonomic assessments and training
- Manual handling awareness and education