



MEDICAL CASE MANAGEMENT

Following an injury or illness, it is imperative that the right treatment and support is provided at the earliest possible moment to appropriately manage and promote recovery.

Cogent Thinking's medical case management services ensure that injured employees are seen by the right practitioner at the right time. It ensures that the treatment being delivered is effective, evidence based and includes functional goal setting to maximise recovery in the shortest possible time.

Our services are delivered by experts in the fields of nursing, allied health and occupational rehabilitation. Services include triage and the development, coordination and ongoing management of relevant assessments, plans and reviews throughout the injury management process. We focus on early engagement, collaboration between all parties and an unwavering commitment to the most effective treatment to ensure the best possible outcome. Medical case management services include:

Medical status assessment

Discussion with all treating practitioners to identify a holistic overview of the employee's treatment program, impact assessment and anticipated recovery timeframes.

Condition management planning

A clear plan of practitioners interventions, milestones and goals, as well as communication expectations between all parties.

Ongoing medical case management

Focusing on what the employee can do, rather than restrictions and limitations. This includes coordination of medical and workplace meetings, liaison with all stakeholders and the provision of advice to employees and employers.



Cogent Thinking's medical case management services can be provided either over the phone, face-to-face or via a combination of these methods. It will result in:

- ▶ Earliest access to the right treatment
- ▶ Early engagement and increased collaboration between all stakeholders
- ▶ Treatment that is aligned to functional goals
- ▶ Accountability for all parties via progress reviews against the plan
- ▶ Regular, timely and ongoing communication to support, reassure and retain focus
- ▶ The resolution of injuries and illnesses in a timely manner

It will also mean your managers are no longer spending time trying to engage with treating practitioners and can focus on their primary responsibilities.

