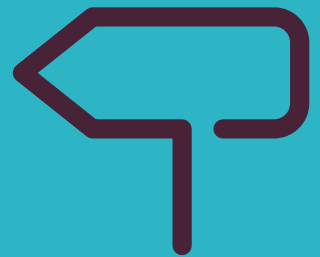


health  assured

# Active Care

Manager's Guide



# What is Active Care?



The Active Care service from Health Assured provides an effective intervention on the very first day an employee reports absence related to stress or anxiety, and/or submits a fit note stating stress or anxiety.

The referral needs to be submitted within two weeks of the employee's first day of absence. Active Care ensures a far higher degree of pro-activity and engagement with the employee during their absence.

The service provides the employee with guidance and advice on relevant support mechanisms available through Health Assured.

## What happens during an Active Care call?

- An experienced clinician will contact the employee via telephone or secure web conferencing facility and undertake a 30-minute structured consultation.
- The clinician will engage with the individual in a supportive and impartial manner to obtain an understanding of their specific needs, ascertain triggers, treatment already prescribed and offer recommendations for support. Additional resources and further supporting mechanisms will be discussed and signposted appropriately.
- In the case of work related stress or anxiety, we will obtain an understanding of the issues and identify any barriers preventing a return to work.
- With the employee's consent, a written report will be supplied by email to the employer based on the consultation within two working days.

Clinical studies show that early, proactive intervention positively influences and facilitates an earlier return to work by supporting the individual, while also safeguarding the interests of the employer.

# Active Care Referral

## How to make an Active Care referral

The Active Care Call Request Form is provided alongside this managers guide.

### Please note

- Active Care can only be used for absences related to stress or anxiety.
- The employee must be off work and referred to Health Assured within two weeks for an Active Care referral to be eligible.
- Employee must provide consent for the employer to continue the referral.

Free 24 hour confidential helpline:

**0800 030 5182**

[healthassuredeap.com](http://healthassuredeap.com)

# Referral Process



01. Employee reports absence with stress or anxiety, or submits a fit note stating stress or anxiety.
02. Employer phones the employee to gain consent to be referred to Health Assured for an Active Care consultation.
03. Employer completes and returns the 'Active Care Call Request Form' to: [activecare@healthassured.co.uk](mailto:activecare@healthassured.co.uk).
04. The Health Assured case manager contacts the employee to arrange the Active Care consultation.
05. Clinician contacts the employee, reconfirms consent and completes the structured consultation.
06. The clinician will signpost to the online stress health portal, and other services available (such as counselling and occupational health) and discuss the benefits of the support offered by their General Practitioner.
07. Clinician will provide a written report, which the employee can review prior to confirming their consent to release the report to their employer.

## Contact us

Health Assured can be contacted on:

**0161 836 9481**

or by emailing:

[activecare@healthassured.co.uk](mailto:activecare@healthassured.co.uk)

Or by post at:

**Health Assured Ltd  
The Peninsula, Victoria Place  
Manchester, M4 4FB**

Free 24 hour confidential helpline:

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