

Overview

Location

Canada

Challenge

COVID-19 infection delaying return-to-work plan.

Solution

Short-term disability experts.

Results

Full-time return to work following a 3-week GRTW.

Disability and Leave

Comprehensive, industry-leading programs to drive better outcomes for employees and employers.

- Supporting a healthy and expedited return to work
- Online claims reporting and real-time tracking
- Reducing risk cost

“Our highly experienced team of disability management professionals provide the most advanced suite of solutions to facilitate employee recovery and expedited return to work resolutions. Our employer clients benefit from reduced absences and leave costs.”

Anthony Magagna

Director, Human Risk Services

Learn more at:

www.crawco.ca/disability-and-leave

Disability Claims Management

The challenge

Crawford’s Human Risk Services team was assigned a COVID-19 claim where a 40-year old office employee began experiencing symptoms on December 24, 2020. Two days later, the employee tested positive for COVID-19.

As per the attending physician’s statement APS (Claims Forms), the employee showed several ongoing symptoms consisting of cough, tightness of upper chest and back, fatigue, severe myalgia, headache, decreased appetite and shortness of breath on exertion.

Following her diagnosis, the employee had regular virtual assessments with their General Practitioner (GP) and visited the Emergency Room (ER) on January 02, 2021. Fortunately, no hospital admission was required.

The solution

The Crawford Human Risk Services team developed a solution utilizing short-term disability (STD) experts and tried and tested accommodation solutions developed for the employer client. The STD claim was approved and ongoing updates were required from both the employer and the GP.

On February 21, 2021, an update from the GP reported the employee was starting to see improvement in her cough and was gradually feeling better. However, the employee continued to experience ongoing difficulties with stamina and fatigue due to interrupted sleep, reported the GP.

A Human Risk team consultant contacted the employee and the ER to confirm potential accommodation options, while faxing her GP for confirmation of the proposed gradual return to work (GRTW) plan.

The results

The Crawford Human Risk Services team and the employee’s GP came to agreement on a 3-week GRTW plan with a full-time return-to-work (RTW) plan at the conclusion.