

Back to Work

Zurich ensures a quick return to work
after an illness or accident



Back to Work is part of Zurich Care Management. As part of Care Management, Zurich goes to great lengths to reintegrate people into society and work following a serious illness or an accident.

Aims of Back to Work

The main tasks of Back to Work include the rapid registration of persons displaying first signs of a long-term inability to work. With the help of appropriate intervention measures, continuation of the work process or a speedy reintegration are possible.

What does Back to Work aim to achieve?

- Rapid return to the work process and prevention of chronification and possible disability
- Job retention.
- Help with self-help.

Communication and coordination

The concerns of the insured persons are at the clear center of our attention. We take the time to ascertain and correctly assess the situation from a medical, occupational, social and legal stance using the required intuition. This creates the basis for a realistic and result-oriented solution.

We remain in close and sustained contact by phone with the parties involved, continually gather information about the progress made and make sure that the agreed goals are met.

Coordination with the IV

With Back to Work, Zurich emphasizes early detection. Since the implementation of the 5th IV revision, the IV also supports our efforts with regard to accident or illness. Zurich handles the early registration at the IV for its customers and together with the IV coordinates early intervention.

Possible measures include:

- Job adjustment
- Training courses
- Employment service
- Career counseling
- Social-occupational rehabilitation
- Employment measures

Complex cases requiring personal advice are referred to Case Management.

Case Management

Personal care and support for the plan participants are central here. With Zurich Case Management, Zurich acts to counter long-term disability and prevents cases of retirement. In contrast to Back to Work, Zurich Case Management is implemented both in cases involving accidents and illness as well as in liability cases involving serious bodily injury.

Competence and experience


In order to successfully reintegrate the person who is ill or who has suffered an accident, competence and experience are indispensable. We ensure both by involving other persons or authorities (e.g. family members, treating physician, employer, insurers, and social welfare) at an early stage.

In addition, Back to Work offers the following work-supporting measures:

- Job clarification
- Support and on-site talks with the human resources staff
- Arrangement of job coaching, mediation, supervision and career counseling
- Coordination with job placement services

Medical network

Back to Work can access an extensive network geared to provide optimal support for the insured person:

- As regards medical issues Back to Work can avail of Zurich's medical and support services at any time. Zurich has a specialized team which aims to provide effective, high-quality medical processing of individual cases.
 - Medi-Point works together with a partner network composed of different physicians, acute care hospitals and rehabilitation clinics throughout Switzerland. This guarantees a speedy second opinion or a swift referral for treatments.
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Advantages at a glance

- The insured person benefits from active support
 - Zurich pursues the primary goal of maintaining the insured person's previous job
 - Thanks to early and extensive clarification of the available resources, measures can be effectively implemented
 - The advantage for the employer is that a person absent due to illness or accident returns to work quickly
 - Coordination with all parties involved
 - Everyone has the same level of information
 - Multiple assessments are no longer necessary
 - Access to the existing Zurich network
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