



**Education
Mutual
Healthcare**



**Education
Mutual**

Introduction

How

Easily Accessible

Clinical Assessment

Recognised Evidence-based

Treatment Pathways

Clinical Governance

Care Delivery

Introduction

Education Mutual provides a new innovative way forward to managing staff absence and healthcare. As a discretionary mutual we run solely for the benefit of members rather than shareholders, with funds used to settle claims and support people in their time of need.

Our health care team is very important to our membership and help deliver a UK wide service for the management and provision of health, wellbeing and rehabilitation solutions. Our continuous focus on clinical governance ensures the highest level of service provision and quality outcomes for our members.



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**Our health,
wellbeing and
rehabilitation
services are
designed around
⑤ key components**

**Easily
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Easily Accessible

**All protected members apply for access
via the Education Mutual website,
www.educationmutual.co.uk**

**All requests are assessed by a fully
qualified and dedicated medical case
manager who provides rapid assessment.**

The goal orientated case management includes:

- Experienced case managers with
extensive education in injury/condition
management**
- Compliance with evidence-based
treatment and return-to-work
guidelines**
- Early intervention to help prevent
an incapacity mindset**
- Expedited medical treatment through
our own preferred provider network**
- Prompt communications with your
employee and medical professionals**
- Treatment plan and guideline reviews**

Clinical Assessment



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Where applicable, all referrals are provided with an appropriate clinical assessment which determines the most suitable evidence-based treatment pathway for the individual, and facilitates access to fast track treatment options with suitable return to work assistance. Once the assessment has been undertaken a report is provided with recommendations for support.



Recognised Evidence-based Treatment Pathways

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Education Mutual's services are aligned to **NICE** guidelines, providing evidence-based interventions for common physical, mental health and associated conditions. Support options are comprehensive and integrate occupational issues into the treatment pathway enabling us to offer flexibility in fully meeting the needs of your diverse workforce. Being innovative in its approach to healthcare we have developed access via technologies to enhance rather than replace traditional services.

We deliver through:

- Supported online programmes
 - Secure video conferencing
 - Face to face
 - Telephone

Clinical Governance



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Our nationwide network of therapists are appropriately registered with their regulatory bodies, some of which are below, and we undertake regular feedback reviews from users to ensure quality of care.

- **The General Medical Council (GMC)**
- **Nursing and Midwifery Council (NMC)**
- **British Association of Cognitive Psychotherapists (BABCP)**



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Physiotherapy/MSK Services

With waiting times for NHS services on the increase, there are often lengthy delays in people receiving vital treatment which in turn can prolong their absence from work. Our nationwide network of physiotherapists provides timely, effective and efficient therapy for muscular skeletal problems, both on a face to face basis, and remotely via video link. These can be accessed at any time; also providing a preventative route suited to those taking a proactive approach to their healthcare.

Mental Health Services

Finally, the stigma is being removed from mental health. One in four of us experience a mental health problem during our lives and one in six of us are affected every year by common mental health issues such as stress, anxiety and depression. Our service gives early access to clinical assessment, with every referral receiving a clinical triage determining the most suitable evidence-based treatment pathway for your employee. Treatment is then fast tracked via our nationwide network of highly qualified therapists, offering treatment options such as online programmes, secure video conferencing, and face to face therapy.

Surgical Assistance Program

There is often a lengthy NHS waiting list for common surgical procedures, meaning employee's can remain out of work for a considerable amount of time. Our surgical assistance programme involves coordinating and overcoming obstacles you and your employees face relating to the health care system. Research has found that the sooner a procedure is carried out, the shorter the recuperation period. Our Case Managers help by facilitating private specialist surgical procedures, as well as providing advice after seeing a specialist.