

## **INTERVIEW GUIDE FOR USE WITH THE REHABILITATION COUNSELLOR (AT THE INSURER'S)**

To foster an alliance between the insurer and the clinician, here are some points that the clinician should document with the insurer (other than the CNESST) during the initial telephone contact.

### **Employment component:**

1. What are the possibilities of returning to work at the employer's?
3. Is there a safety rating attributed to the job?
4. Is there an occupational health and safety office at the employer's?
5. How much time does the employer require to organize the return to work?
6. What mechanisms have been put in place for collaborating and communicating with the employer?

### **Healthcare system component:**

7. Are there currently any other professionals or practitioners involved in the insured's case? (e.g. psychologist, social worker, nurse, Employee Assistance Program)
8. What currently existing factors may hinder or facilitate the return to work?

### **Insurance component:**

9. On what date does the short-term disability turn into long-term disability (unfit for his/her job versus unfit for any job)?
10. Are any changes anticipated in the payment frequency of the insurance benefits?
11. How many weeks of coverage can be attributed to the rehabilitation program?
12. What expectations do you have of the services to be offered?
13. Is there a relapse clause?
14. What expectations do you have regarding collaboration and communication?