

**AIG** Medical &  
Rehabilitation

AIG Medical & Rehabilitation is a medical and vocational case management company. Since its formation in 1998 it has assisted over 6,000 victims of workplace injury and illness back to work throughout the UK and Republic of Ireland.

Its professional employee base of registered nurses, physiotherapists, occupational therapists, occupational health consultants and vocational consultants are deployed at the company's four offices in Croydon, Manchester, Glasgow and Dublin.

AIG Medical & Rehabilitation has developed three specialist service groups: Medical and Vocational Rehabilitation, Health Consultancy and Health Assessment.

## Medical and Vocational Case Management



Studies have shown that employee absence represents a cost in Ireland in excess of €1.56billion per annum, and that 75% of people off work for one year, and 90% of people off work for more than two years, do not return to productive employment.

Our professional case managers get involved as early as possible – often arranging accelerated diagnostics, second opinions or co-ordinating specialist treatments to speed recovery and reduce ultimate costs. Where employment is affected, our vocational consultants work closely with victims and employers for a safe return to work in a position that is right for them. Our partnership approach keeps costs of absence to a minimum.

**We are delighted to provide our award winning medical and vocational services dealing with injured people covered by employers liability, public liability or third party motor injury insurance. We are also happy to accept solicitor or individual referrals on a private basis.**

- Immediate co-ordination and management of treatment & care
- Arrangement of necessary specialist, complementary or private medical treatment
- Ongoing case management to remove barriers and accelerate recovery
- Vocational support for timely and appropriate return to productive employment strategies

## Health Consultancy



The corporate health and safety environment has never been tougher. Prevention and management of accidents, disease and illness in the workplace is now higher up the corporate agenda than ever. AIG MR have developed a range of comprehensive occupational health services that help businesses put in place procedures to detect and manage health issues and reduce the incidence and the impact of workplace accidents and ill health. Our occupational health professionals work with employers to evaluate their health and safety systems, and develop health and safety strategies. We also provide specialist operational support (such as return to work procedures and attendance management) to help businesses turn their strategies into effective and measurable action plans.

**Our Health Consultancy services can be arranged directly for individual businesses. We can also develop programmes on a wholesale basis for employers' liability insurers to provide to their clients as risk improvement strategies.**

- Help prevent employees getting killed or injured at work
- Reduce absence costs and potential disruption
- Ensure legal and regulatory compliance
- Spot strengths and weaknesses of companies' health and safety systems and develop best practice
- Define approach to injury prevention and commitment to a healthy workforce
- Pre & post employment healthcare

## Health Assessment Services



AIG MR uses its depth of medical, occupational health and vocational consultancy expertise to undertake job and welfare specific medical and vocational assessments. These have several applications, such as in establishing and quantifying loss in post accident situations for PMI, health or creditor insurers.

We can also develop bespoke health assessment services for specific occupations - which can be particularly appropriate for public service occupations where sector specific accident and health profiles combine with high numbers of employees.

**Our Health Assessment Services can be embedded in company insurance plans, developed and tailored for specific organisations or provided on an individual case by case basis, for instance in response to solicitor referrals.**

- Evaluation of physical condition
- Immediate and long term assessment of physical abilities
- Long term support needs assessment
- Job evaluation, amendment and adaptation to the work environment
- Job availability and training requirements

## Case Studies



**This case showed how, without careful monitoring and follow up procedures, even a relatively minor injury with apparently routine medical treatment, could suddenly deteriorate. Here, AIG MR's expert and professional intervention was able to get the recovery program back on track - and get a valuable and motivated employee back to work:**

An electrician tripped over a cable and fell onto his outstretched dominant right arm. The resulting fracture to the upper arm required a plaster of paris cast for 6 weeks, and rendered him incapable of work. Treatment was provided by the public health service and following removal of the plaster, the patient was discharged and given a follow up appointment for 2 months later.

However, after 2 weeks his arm was still stiff with increasing loss of movement at the elbow joint. No follow up procedures had been put in place; the patient could not return to work and was getting increasingly concerned about his recovery. It was his employer who called in AIG MR, and it was AIG MR who organised a private orthopaedic consultation followed by a course of physiotherapy. After 4 weeks, the patient was able to fully resume his duties at work.

**Sometimes a combination of expert medical intervention to limit the damage of a severe injury and proactive hands-on vocational consultancy is necessary – which in this case rescued a career:**

A general operative suffered severe pain in his back and down into his left leg while lifting a 10kg box off the ground. Medical examination revealed the full extent of his injuries, and immediate surgery was necessary – which AIG MR's Case Manager arranged without delay. AIG MR also organised intensive post-operative physiotherapy, which succeeded in alleviating much of the pain, but nevertheless the range of movement was greatly restricted and medical experts agreed that he would never be able to return to his previous job.

AIG MR arranged for a vocational consultant to interview the employee regarding his work background and to conduct a job demands analysis. The vocational consultant then liaised with the employee, the employers and medical experts and was able to broker a medically safe return to work. This included important amendments to his role and job description such as restricting lifting duties and ensuring that long sedentary periods sitting down were avoided. AIG MR also organised the purchase of an orthopaedic chair, which was recommended by his physiotherapist. As a result the employee was able to make a return to full time modified work duties after 4 months.

**AIG Medical & Rehabilitation**

**For more information about  
AIG Medical & Rehabilitation Services**

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