

Case study

INDUSTRY:

Building and construction



Return on investment

- ✓ Reduced lost-time and compensation payable
- ✓ Reduced replacement labour costs
- ✓ Reduced premium costs



Date of injury

November 2017



Injury

Multiple pelvic fractures



Causation

Builder who fell 3.7m from scaffolding



Recovery timeline

- 1 Taken to hospital via ambulance, admitted and underwent surgery to insert pins and stabilize fractured pelvis
- 2 RTW Consulting attended hospital and completed claim forms
- 3 Transferred from hospital and admitted to rehabilitation facility, discharged after three weeks
- 4 RTW Consulting maintained stakeholder contact, managed medical excess and wage payments/ reimbursements
- 5 Returned to work on light duties/ reduced hours (December 2017)
- 6 RTW Consulting attended multiple GP reviews to obtain RTW authorisation
- 7 Progressed to full duties and hours. Full medical clearance issued March 2018 (3.5 months post-injury)
- 8 RTW Consulting attended final GP review for provision of medical clearance

Case study

INDUSTRY:

Facility maintenance



Return on investment

- ✓ Strategic claim management leading to claim termination
- ✓ \$0 impact on premium!



Date of injury

October 2020



Injury

Left-sided lateral epicondylitis (tennis elbow)



Causation

Cleaner – injury caused by work repetition (RSI)



Recovery timeline

- 1 Ceased work, commenced physiotherapy treatment
- 2 Injured worker refused to allow RTW Consulting to attend GP reviews
- 3 RTW delayed as injured worker was not presenting GP with proposed RTW plans
- 4 RTW Consulting requested the agent organize surveillance (15 hours of surveillance approved)
- 5 Surveillance report confirmed injured worker was working as a builder's labourer
- 6 RTW Consulting instructed agent to send the surveillance report to the treating GP
- 7 GP immediately altered medical capacity to a full clearance
- 8 RTW Consulting instructed agent to terminate claim based on a fraudulent injury and worker submitted resignation