

# The Sibley Report

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*...valuable information to make your job and life easier! To suggest topics, please call Angela Veri, National Director of Customer Relations. Sibley & Associates is a national disability management firm with close to fifteen years experience, nearly 300 staff/consultants and advanced technology.*

## Ongoing communication - it's the answer for smooth file management

Communication is by far one of the most important success factors for setting the foundation for smooth file management. Collecting and sharing the right information, with the right people, right away paves the way for effective file management.

Clear, comprehensive communication is not only critical upon file onset, but also throughout the file duration. Whether communicating with the client, family members, employer, legal counsel, hospital or range of treating specialists and healthcare providers, communication makes all the difference for a timely and efficient return to maximum function.

While you oversee all of the following aspects of file management, the ideal is to interweave continuous, two-way communication throughout each stage:

- Take a proactive approach by facilitating discharge planning well ahead of the discharge date

- Obtain medical records from treating professionals
- Co-ordinate all assessments to ensure all client issues are addressed (e.g., Occupational Therapy Assessments, Job Site Assessments, etc.)
- Refer for Insurer Examinations as appropriate and follow-up on recommendations
- Co-ordinate Return to Work Plan

While monitoring the above tasks, creating an atmosphere of ongoing, open communication between all stakeholders will:

- Facilitate trouble-shooting;
- Encourage problem-solving;
- Avoid overlap of efforts; and
- Eliminate duplication of services.

Overall, an emphasis on communication establishes a proactive approach that will result in time and cost efficiency. To assist you at file onset while you gather and share information, please consider using the attached checklist.

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