

# FIRST CHOICE FOR MULTI-CHANNEL REHABILITATION



**Cases that are referred for rehabilitation within 5 days of an accident have a 21% shorter case-lifecycle than those referred more than 30 days after an accident.**

**HCML utilises innovation to enable rapid referral and quick & easy access to rehabilitation, in turn reducing the cost of claims, and providing an accelerated return to health & work.**

## Treatment Only

Where there are **clear and precise expert recommendations** for basic musculoskeletal rehabilitation, HCML's team can quickly and easily coordinate appropriate **evidence-based** intervention through **Innotrex**; a clinically managed nationwide network of treatment providers.

### Criteria

- A recent medical report exists which makes clear recommendations for treatment
- Fixed cost fee for coordination of intervention
- Online referral followed by telephonic communication

A HCML rehabilitation manager will review a recent medical report to ensure that the recommendations made by the expert or GP are evidence-based & appropriate, and will then proceed to arrange intervention which is easy & convenient for the injured individual.

## Triage & Treatment

HCML's Triage is the most **cost-effective** method for assessing minor and moderate injuries with a view to progressing towards either the most **appropriate musculoskeletal treatment**, or referral into a more appropriate rehabilitation pathway without incurring any further assessment charges.

### Criteria

- No recent medical report
- Fixed cost fee for triage
- Telephonic or video assessment
- Face-to-face and self-help treatment options
- Entry point for cases where treatment needs are unclear

The triage is carried out by a HCML clinician and clarifies the effects & symptoms of minor injuries. It also seeks out 'red-flags' - or other relevant information - to ensure that appropriate intervention can be provided through **Innotrex**, HCML's clinically managed network of treatment providers.

## Desktop Case Management

The **fixed-fee** Telephonic Rehabilitation Assessment (**TRA**), is a **joint musculoskeletal and psychological assessment** which will make recommendations for **multi-modal treatment** in cases where injuries are multi-faceted or more complex.

### Criteria

- No recent medical report, **or**
- Existing medical documentation which is more than 6 months old and/or suggests more complex symptoms
- Multi-site orthopaedic injuries
- Purely psychological symptoms

Once a Telephonic Rehabilitation Assessment (**TRA**) has been undertaken, the HCML Case Manager will produce a report with recommendations for appropriate intervention. Once approved, hourly-rate case management support will be provided remotely to affect an accelerated & effective recovery.

Effective,  
innovative and  
rapid assessment &  
treatment solutions  
- with simple & fair  
fee structures - for  
minor to moderate  
rehabilitation needs



### Why choose HCML?

- HCML engages with statutory, voluntary & NHS services in order to strategically boost rehabilitation and accelerate recovery
- Our systems & processes are designed around providing cost-effectiveness and reductions in case life-cycles
- We employ & develop the highest calibre case managers with the experience and qualifications that ensures successful outcomes
- HCML only uses market leading evidence-based treatment modalities, arranged and carried out by fully experienced & qualified clinicians
- Assessments & rehabilitation interventions are aimed at enabling a safe and sustainable return to work

### About us

Established in 2003, HCML is a leading provider of rehabilitation case management & treatment. We assist injured and ill individuals to maximise their recovery, while at the same time easing the burden on insurers & claims handlers by minimising unproductive time and managing the rehabilitation process



the brain injury association



To find out how you can benefit from HCML's end-to-end rehabilitation & case management services, please contact us:

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