

Engagement Call Script

The following is the script for the introduction and engagement call when a referral has been received from Sunlife.

Hello Mr/Mrs xxx;

My name is xxx and I am calling from First Health Care regarding your disability situation. You have access to a confidential, free service to help you with your situation. This service provides you with advocacy and navigational support, assistance with filling out claim forms and information about supportive resources that may pertain to your situation. The service is completely voluntary and your information is kept completely confidential. It is not shared with your employer, your insurer, or anyone else unless you direct us to do so. In order to get started, I want to email you a release form that enables us to gather medical and other relevant information on your behalf. Once this is complete, we will begin the service. I am happy to answer any questions you may have, or I can send you the form.

Commonly Asked Questions and Responses:

What is the Disability Advisor Service?

Employees facing a disability situation have support that is uniquely designed to be for them. The service provides navigational support, assistance with filling out claims forms, engaging supportive resources and general assistance to help better understand and work towards a resolution of the disability.

Who is First Health Care? Do they work for the insurance company?

First Health Care is a Canadian accredited nursing services provider with almost two decades of experience. They are completely independent from your insurance provider and do not share information with them.

Why is my company offering this service?

Your benefits provider, the Alberta Municipal Services Corporation (www.auma.ca) is providing this new service as part of the organization's goal to provide valuable benefits to help employees with challenges they are facing. By providing assistance to employees going through a disability challenge, they hope to improve the quality of service and support you receive.

Do I have to use this program? Do I need to pay for it?

No. Participation is completely voluntary and there is no cost to you. The program is funded by your company.

Should I be concerned about the privacy of my personal and health information?

First Health Care's Disability Advisors are Registered Nurses and follow legislated privacy processes and protocols. Your information is always kept secure and never shared without your permission.

Who is eligible to use the service?

Individuals who have made, or are in the process of making a claim as part of their short-term disability process are eligible to receive services.

How does the process work?

The Disability Advisor will contact you at the appropriate time; explain the services, their role and other important information. It is your decision whether you feel you need their support, but if so, they will be available to help you better manage through the process. It is important to remember that they are on your side, and there to support you. This may include getting you connected with other programs and supports available to you, always based on your permission. The Disability Advisor will conduct an interview over the phone and in most cases will provide you with a consent form so that the Disability Advisor may gather information on your behalf.

How often will I speak to the Disability Advisor?

Each situation is unique. In most cases, the Disability Advisor will be in contact with you at least weekly over a number of weeks, but sometimes it can be more frequent. Again, they are there to support you in whatever way is appropriate, to get you the help and assistance you need.