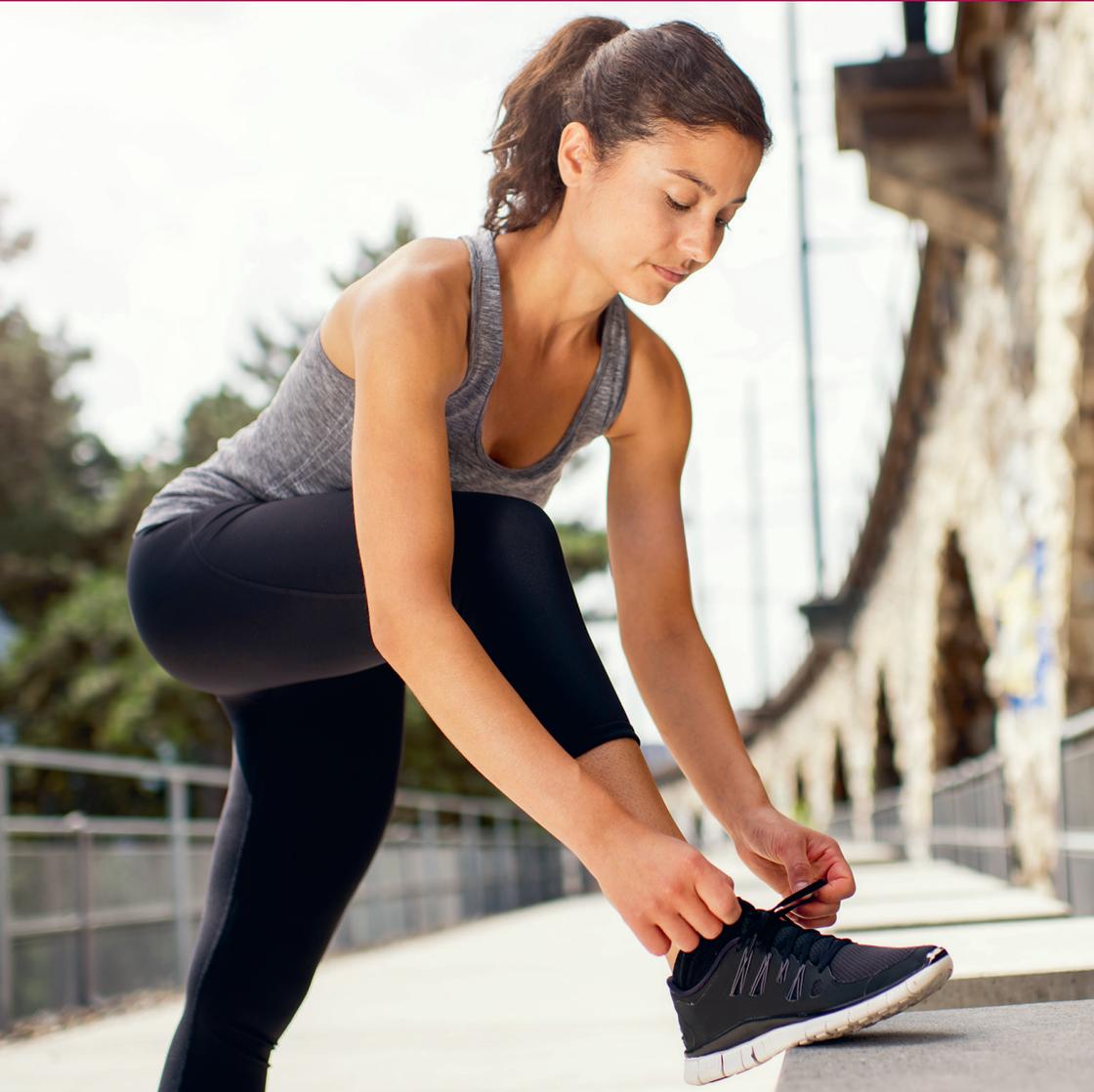


**Helsana**

Committed to life.

StayOK

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# Let's take a step forward in life

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Stress at work, problems in your personal life or financial difficulties – all these are factors which at some point can come out to the form of health problems. Add another health situation requiring treatment to the mix, and it can be difficult to find a way out of this situation.

The Helsana Group case management team takes all relevant medical, social, insurance-related and financial factors into account, and on that basis, devises potential solutions designed to fit the individual's situation. Using a personal advisor is the perfect way of analysing the problem situation effectively, of working out a solution and finally of getting the patient fit for work again as soon as possible and finding the best possible way of easing them back into work and their social environment.

## Stages of case management

### Evaluation

Evaluate success. If necessary, decisions are taken about long-term measures and an assessment is made of possibilities in other fields of work.

### Monitoring

Review measures and success on a regular basis, making corrections where necessary.

### Self-analysis and analysis by third parties

The employee's personal situation is comprehensively analysed.

### Planning

The person in question and the case manager draw up goals for each area of his/her life that is affected. This helps him/her to find the way back to a normal personal and working life.

### Implementation

Use the goals to identify where action is needed and how this can be implemented.



“My Helsana case manager helped me find my feet again. In particular, I got the medical and psychological help that fit my situation. Now I’m as fit as I always was before my health problems started. And the most important thing for me is that I’m fit to go back to work again.”

CM participant

Using case management at early stage helps to prevent an illness or the results of an accident from becoming a chronic problem, and so actively supports the process of reintegration.

Before actively planning together which solution may be best for the participant, it is worth analysing their current situation in as much depth as possible. The analysis phase is made up of two parts: firstly a self-analysis, through filling in a web-based questionnaire “StayOK”, and then a follow-up conversation.

At the end you receive an individualised report with information which should help to improve your personal situation, in your private and working life.

This information, which is collected immediately, helps the case manager to advise you and accompany you on your path to recovery. Among the case manager’s tasks include strengthening your resources and the aim of working together with you as a partner to reach the goals agreed upon according to the principle of helping participants to strengthen their self-empowerment.

The Helsana Group case managers do their utmost to stabilise difficult situations as quickly as possible and to steer things in a positive direction.

## StayOK

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In StayOK, Helsana Insurance Company Ltd, together with Health & Medical Service AG, has developed a web-based service for case management customers to detect health issues at the earliest possible stage. StayOK maps out your situation based on a solid understanding and creates an individual report which helps to improve your situation both in your private life and at work. The aim of StayOK is to highlight and represent relevant information regarding the health and wellness of the person in question as well as their resources and deficits.

# Using StayOK

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StayOK can basically be used for everybody, both for employees and those who are no longer in the work process. The case management support is free of charge.

## What role does StayOK play in the case management support?

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### **1 Filling in the questionnaire and discussing the report**

After you have given consent in the form of the authorisation, the case manager will provide you with the access details for the questionnaire. The questionnaire can also be completed in paper form. The questions contained in it cover various aspects of your life. The answers regarding the various different aspects of your life and how they fit together are evaluated and summarised in a report. The case manager discusses the report with you and the case management support can begin.



### **2 Clarifying**

Through frank discussion with you, the case manager explores the underlying causes. This enables you to be clear in your own mind about what your needs are and about what scope there is for action. Together you can work out solutions, agree on targets, and decide on suitable action and treatments. This may also include ideas of what you may be able to do yourself to improve your situation.



### **3 Coordinating**

The case manager clarifies any insurance issues. As a coordinator, he/she plays the role of broker between the person concerned, the employer and the institutions. In this role, he/she ensures that the different services involved are coordinated with each other.



#### 4 Providing support

The case manager provides you with access to the services required. He/she acts as a trustworthy advisor, guiding proceedings and providing support when necessary. In terms of helping the participants back into work, he/she finds personnel management experts to assess workplaces and to advise on retraining and further education. The aim of case management at the Helsana Group is to improve and stabilise the life situation of the concerned person during the course of the support provided, so that he/she can get back to social and work life.

[www.stay-ok.ch](http://www.stay-ok.ch)

## Competence as a guarantee of professionalism

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At the Helsana Group, case management is backed up by a team of qualified specialists in the fields of care, therapy and insurance. They have many years of experience in assisting people whose lives have been made difficult by their health issues. The case managers have all successfully completed a degree course in case management or in a related subject. They are well acquainted with all the different facets of the Swiss health and social care system and are committed to continuous professional development.

## Contact

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The Helsana Group comprises Helsana Insurance Company Ltd, Helsana Supplementary Insurance Ltd, Helsana Accidents Ltd and Progrès Insurance Company Ltd.