what happens now?

You Recover

Hello. Thanks for taking the time to read this. You may have been told that one of our Bridge Case Managers will be contacting you to arrange a visit and start supporting you on your recovery journey.

This interactive handy guide covers some commonly asked questions to help you understand what the visit involves and how we work.

Bridge

Who are Bridge Case Management?

Bridge Case Management is an independent team of Case Managers and Admin staff.

We work with people who are going through rehabilitation after an injury, helping them access the support they need.

Who asked for this visit — and why?

Our involvement usually comes at the request of the legal professionals handling your injury claim — they're known as the "instructing parties."

There are guides for legal professionals which aim to help injured claimants make the best possible recovery. That includes medical, social, psychological, and vocational well-being.

The main guides are The Rehabilitation Code and The Serious Injury Guide.

What is a Case Manager?

Our Case Managers are professionals such as Nurses, Occupational Therapists and Physiotherapists with extensive experience. They specialise in supporting people recovering from traumatic injuries.

We work independently of the legal process, even though we're involved because you have a personal injury claim.

Our focus is on your recovery and support needs.

Why is a Case Manager coming to see me?

This visit helps us to understand how your injury or injuries have affected your day-to-day life.

We call it an Immediate Needs Assessment (INA).

We'll write a report that outlines any treatment, services, or extra support that might help you in your recovery.

Once we've shared the report, the people managing your injury claim will decide on funding the recommendations.

If funding is approved, your Case Manager will stay involved to help put the support plan into action.

We'll talk more about that once we know what has been agreed.

Will I have to pay for any of this?

No — you do not need to worry about paying.

The visit and assessment are paid for by the legal professionals.

What's included in the Immediate Needs Assessment?

We like to do the assessment in your home so we can get the best possible understanding of your situation.

The report we write will cover areas like:

- The injuries you've sustained and any treatment you've had so far
- Any symptoms or challenges you're currently facing
- How your injury is affecting your home life and routine
- The impact on your work, finances, and social life
- How your injury has affected your family or support network

How long will the visit take?

The assessment can take around 2 to 3 hours, depending on your situation — so it's a good idea to set aside plenty of time.

It may take longer, but we can arrange more time with you if you wish. This would be better done over the telephone or online to ensure we get our reports done quickly.

How can I prepare for the visit?

1

You might want a family member or friend with you — especially since we may need to talk about sensitive topics.

If there's anything you'd rather discuss privately, just let us know ahead of time.

2

It also helps if you have a list of your current medication, any letters or reports from your GP, hospital or other healthcare providers handy — these give us a clearer picture of your care so far.

3

Lastly, think about what your goals for recovery might be.

What would a 'good' recovery look like for you?

Maybe it's returning to work, getting back to hobbies, or feeling more independent.

Why do I need to sign a consent form?

Your Case Manager will be gathering personal information to write the report.

We won't share anything with others unless you give us permission, which is why we ask you to sign a consent form.

Your Case Manager will explain how your information is used.

You can change your mind and withdraw your consent at any time.

Who sees the report?

Once the report is finished, copies go to you and to the legal professionals.

It's important to know that this report is not used as evidence in your legal case.

Its only purpose is to recommend ways to support your recovery.

What happens after the assessment?

The legal professionals will review our recommendations and decide on the funding of the rehabilitation plan.

Your Case Manager can only move forward with the plan once we get that funding approval.

How long this takes can vary... sometimes it is quick, and other times it may take a few weeks.

Your solicitor can update you on the progress.

When will I hear from my Case Manager again?

Once we have been told that funding for the recommendations has been approved, your Case Manager will be in touch to explain what happens next.

Sometimes, not all recommendations are agreed upon.

If that happens, your solicitor can talk you through the reasons and help figure out next steps.

Will I have to pay for the rehabilitation that you recommend?

As with the Immediate Needs Assessment, the funds for the ongoing rehabilitation, including our fees, are paid for via the claims process.

Usually this is paid for directly by the defendants.

In a few cases funds are provided to clients directly to fund all or part of their rehabilitation.

If this happens, your solicitor will explain how this works.

We Review We Reassure You Recover

#ReLustforLife

This guide is interactive.

If you have any additional questions along the way, you don’t need to worry — simply click on the buttons or links at any time to find out more.

You can tap the green 'You Recover' button on the front cover for extra guidance or use the links below to get in touch with our team:

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