



what happens next? →

Hello again.

You have already had your Immediate Needs Assessment with one of our case managers and now we would like to support you in your rehabilitation journey.

This handy guide covers some commonly asked questions to help you understand what your rehabilitation journey may look like.

Have the case manager's recommendations been agreed?

The legal professionals involved in your personal injury claim reviewed our recommendations, and some or all have been approved.

Your case manager will be in touch to explain what was agreed and what happens next.

This will usually be a telephone call, where your goals and expectations will be discussed.

What happens if some of the recommendations were not agreed?

Sometimes not all recommendations are agreed.

If this happens, your solicitor should discuss the reasons with you and plan the next steps.

Please discuss with your case manager if you have not heard anything.

What happens now with the agreed recommendations?

Under GDPR rules and using your consent, your case manager will request your accident-related healthcare records to fully understand your medical needs and what processes are already underway within the NHS.

How do we make sure the right people are there to help you?

Your case manager will match your rehabilitation requirements and personal needs to an appropriately trained, registered and insured healthcare provider.

The individual may be selected from the experienced and trusted therapists we work with already or may be a new provider that better meets your needs and location.

All providers are required to adhere to our set standards to ensure you receive the highest level of care and support.

When will the rehabilitation begin and when will you meet the treatment provider?

We will ensure that the recommendations are implemented in agreement with you and referrals made to the appropriate professionals.

We will ask the rehabilitation professionals to contact you to discuss their assessments and agree a time for your first appointment.

Who will go with you to the appointments?

You can attend appointments on your own, with a family member or friend.

However, if you require additional support or assistance to attend the appointment, please speak to your case manager.

What happens next?

1

Following any assessments you have with professionals, a report containing their recommendations will be sent to your case manager and shared with you prior to being forwarded to your solicitor and the insurer involved in your claim.

2

Once funding for treatment is agreed by the legal professionals, your therapy sessions can begin.

3

Your case manager is there to co-ordinate your rehabilitation journey, and provide you with support and guidance throughout, keeping you fully informed and supporting you to decide on the right pace of input for you.

How quickly will you recover?

Your progress will be monitored by each individual treatment provider and your case manager.

Sometimes there may be meetings with everyone involved to discuss your progress and you will be kept informed through regular update reports and ongoing communication with your case manager.

What if you feel you are not getting any better?

As part of your ongoing rehabilitation, your goals and expectations will be closely monitored and reviewed, with alternate strategies and interventions suggested by your case manager if necessary.

Who pays for the rehabilitation that has been agreed?

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

Normally this is paid directly by the insurer.

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

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

Will this come out of the money received at the end of your claim?

Your solicitor will answer any questions you may have about how the rehabilitation is funded and how this may impact your final settlement.

Your case manager is not involved in the legal process; they are there to fully support you through your rehabilitation journey.

How can you prepare for your rehabilitation journey?

Reading this booklet will provide you with a better understanding of the process.

The key to success is maintaining open and honest communication with your case manager and to raise any worries you may have at any time throughout your rehabilitation.

If you have any concerns with any of your treatment providers, please raise them with your case manager.

At Bridge Case Management, our focus is supporting you to understand what may or may not take place, but we also realise that speaking to someone who has gone through the claims process may be more helpful.

Mentoring

We have a client mentor scheme in place where our clients, who have settled their claim, are happy to discuss their journey with you and give you a chance to ask questions.

If you would be interested in speaking to one of our mentors, please let your case manager know.

NHS App

We recommend that you download the NHS app which gives you access to your clinic letters and appointments which can then easily be shared with your case manager.

Appointments

Please be aware that missed private appointments may be charged for, so please keep us up to date if things change to avoid any undue costs.

Your commitment to engage with all recommended therapy is key to a positive outcome.

Please, always ask if you are unsure or concerned about anything.

Your case manager is here for you and can be contacted with any concerns, no matter how small.

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 'We Reassure' button on the front cover for extra guidance or use the links below to get in touch with our team:

01759 37 22 22