

Early Intervention Service

A Guide to Early Intervention
for Employees



What is Early Intervention?

Your employer pays for an Income Protection policy with Irish Life to help employees who are off work medium to long term due to illness or injury. As part of the policy, Irish Life offers an Early Intervention Service (EIS) for employees to help people in the early stages of an absence.

The service is nurse led and we aim to guide you while off work listening to your circumstances and seeing what supports might be available to help you. The ultimate goal will be to hopefully help you back on a pathway to work.

Typically our nurses start working with employees during the first four weeks of an absence and will provide support over time if needed.



How does it actually work?

Your employer may have passed this information leaflet to you if you are currently off work, and they are looking to support you.

- > Essentially, with your consent your employer will contact us and pass over brief details of your absence, contact details and confirmation you are willing to participate.
- > One of our nurses will contact you, usually by email and agree a time suitable for you to take a call from us.
- > It's helpful to try and have information relating to your absence, discussions with your doctor, line manager and any medications you are taking to hand in advance of the call.
- > On the call itself, our nurse will ask you some questions about your absence to help build up a picture of your situation. We may be able to offer some lifestyle recommendations on the call and make some suggestions which might be helpful.
- > Following the call, our nurses will likely prepare a report about what was discussed. The report will signpost you to some helpful resources and if applicable, any offers of rehabilitation supports we are able to provide. If a return to work is imminent, some details of what this might look like in practice will be included.
- > This report now belongs to you, and you are free to bring it along to your doctor or employer if that is helpful to you.
- > We will ask for your permission to share your report with your employer as it is useful for your employer to see what suggestions have been made and ultimately it enables them to assist you during any return to work.
- > As this is YOUR report, you DO NOT have to share it with your employer. However, we encourage that you do agree to share it to get the best results. If there are certain parts of the report you would prefer not to share, just let us know and we can probably make some changes for you.
- > We will never share a report with your employer without your consent.
- > Please note that a small number of cases do not require a report depending on the circumstances.
- > If there are any follow up appointments with our nurses, or rehabilitation offers we will work with you on those.
- > With your consent your employer will be kept updated on progress

What if I don't want to do this or what if I decide not to share my report?

You are always in complete control and can withdraw from the process at any stage. Hopefully it will be clear to you that we are providing support and that you will be happy to continue.

If you take part but ultimately decide you do not want to share your report that is fine. You still have that report to help you as you see fit. However, as the report is not shared with your employer that means the full extent of our service cannot be used and we would not be able to provide further ongoing supports, including rehabilitation. A key part of our service is having the employer updated on progress so they are ready to help you back to work when the time is right.



If I provided consent to share my report with my employer, do you share it with anyone else?

Irish Life will not share your report with any other parties without your consent. If you remain out of work and your employer subsequently submits an Income Protection claim on your behalf, Irish Life will use the contents of your report to help manage your claim. This is to your advantage as it can reduce the amount of information Irish Life needs to assess a claim for you.

Is this the same thing as being sent to my Company Doctor or Occupational Health?

No, this is a completely different and independent service to what your Company Doctor or Occupational Health unit might provide. Our service is telephone based and is designed to provide support to you. It is never an assessment of your ability to work and as such we will not provide any opinions on fitness for work. In addition, we operate completely independently from your employer, the only link being the fact we are an insurance provider for your company and with your consent we will share your report with your employer.

What types of supports are available?

Every person and every situation is unique. Having an ear to talk to about your situation can be helpful in the first instance. Our nurses will be able to provide you with some practical information to aid you, along with signposting you to services that may specifically suit your circumstances. If we believe it is required, our nurses will be able to arrange to make a small financial contribution directly to you to help you start things like physiotherapy or talk therapy as appropriate. In addition, Irish Life has several rehabilitation programmes available to help people with conditions like COVID, back pain, fatigue and mental health issues and these may be offered to you if appropriate.

I'm still on the fence about this, please summarise!

Our nurses are here to help provide you with support while you are off work. We do this by listening and making lifestyle suggestions, including helping with rehabilitation. We do ask for your permission to share reports with your employer, but you will always have complete control over what is shared and can decide not to share at all if you wish. Please note, if you decide not to share anything we will not be able to continue with the service, however to date almost everyone has been happy to share and participate.

We do not work for your employer, and we are not occupational health. We are simply here to provide you with support.

We receive great feedback from participants and here are a few of the things people have been saying about us:

“ The nurse was extremely knowledgeable compassionate and helpful as she had a full background check done of suitable services that were available to my specific needs and it made everything so much easier for me to open up and didn't add extra burden.

“ I found the service to be exactly what I needed to put my focus in the right direction at a time that I felt stuck, and the help and support I was given was extremely beneficial.

“ Nurse provided outstanding support at all stages of this process. I found her to be positive, encouraging and thoroughly professional at all times.

Ok, looks good and I'm happy to give this a go. What's next?

Great, we look forward to talking with you. All you need to do is let your employer know you are happy to proceed and they will contact our nurses with your details. We will then be in touch to arrange a call with you.



Information correct as at 1st of June 2023.

Please Note: Every effort has been made to ensure that the information in this publication is accurate at the time of going to print. Irish Life Assurance plc accepts no responsibility for any liability incurred or loss suffered as a consequence of relying on any matter published in or omitted from this publication. Readers are recommended to take qualified advice before acting on any of the matters covered.

Contact us

Phone 01 562 5106
Email EIS@irishlife.ie
Website www.irishlifeemployersolutions.ie
Write to Irish Life, Irish Life Centre, Lower Abbey Street, Dublin 1.

Irish Life Assurance plc, trading as Irish Life, is regulated by the Central Bank of Ireland.
In the interest of customer service we will monitor calls.
Irish Life Assurance plc, Registered in Ireland number 152576, VAT number 9F55923G.