

# Unite → Professionals Case Management

Your legal representative has appointed a **Unite Professionals Case Manager** to carry out an Immediate Needs Assessment.

We recognise that life after an injury can raise numerous questions.

This Frequently Asked Questions guide is designed to address some of the questions you may have regarding your forthcoming assessment appointment.



## What is an Immediate Needs Assessment (INA)?

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An Immediate Needs Assessment evaluates your lifestyle and abilities before and after injury to identify necessary support for recovery and quality of life improvement. Conducted by a case manager, it gathers information on your medical history, daily activities, and changes in health. The assessment considers your home, work environment, and social activities for a holistic view. A report will outline key findings and recommendations for interventions like physiotherapy, occupational therapy, or psychological support to aid your recovery.

An Immediate Needs Assessment is thorough and can take 2-3 hours to complete.

## Who is my Case Manager?

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Your case manager is a qualified healthcare professional with relevant rehabilitation experience. They are well-equipped to assess your needs, evaluate any ongoing treatment pathways, and make informed recommendations for continued services and rehabilitation.

It is important to note that your case manager is not part of your legal team, as their role lies outside the legal process. Their primary responsibilities include recommending and coordinating rehabilitation, advocating for your rehabilitation needs, and supporting you in achieving the best possible outcome following your injury.

## What happens after the Immediate Needs Assessment?

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Following your assessment, the case manager will compile their findings into a report and forward it to your legal representation for their review and consideration.

## Will you need access to my medical information?

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When your case manager refers you to a rehabilitation service, they will need to provide information about you. This information is crucial for the service to make informed decisions regarding your health needs and to ascertain how they can best support you.

Therefore, we require you to sign a consent form. You will receive this form along with your Immediate Needs Assessment appointment letter, typically in electronic format, unless we are instructed otherwise to send it by post. **Please sign and return this form as quickly as possible to avoid delay.**

## Personal Data.

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When managing your personal information, we adhere to stringent compliance standards to ensure the security of your data. The Data Protection Act, UK-GDPR (General Data Protection Regulation) and Caldicott Principles govern the way in which we manage your personal information. Should you have any concerns regarding the handling of your personal information, please reach out in the first instance to our Head of Internal Operations.

If your concern is not addressed as you had hoped, you may raise a concern with the Information Commissioners Office. You can call the ICO helpline on 0303 123113.

## Feedback.

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Upon completion of your Immediate Needs Assessment, you will receive a brief feedback questionnaire designed to gather your insights regarding your experience with your case manager. While participation in this questionnaire is entirely voluntary, your feedback is invaluable in helping us uphold our standards of client care. The questionnaire will be sent to you electronically.

Thank you.

## About Unite Professionals Case Management

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Unite Professionals are a renowned, independent Case Management firm, committed to assisting individuals who have endured catastrophic and life altering injuries. Our approach is both comprehensive and empathetic, underpinned by our professional expertise and steadfast belief in the strength of those we support.



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