

Working process for Arbo Unie consultation contacts

Time	Action: University of Twente	Action: Arbo Unie
Day 1	<p>HR assistant</p> <ul style="list-style-type: none"> Records the absence report in the absence registration system. <p>Manager</p> <ul style="list-style-type: none"> Contacts the employee. If an urgent call-up is required (within 48 hours of working days), this will be done by telephone to Arbo Unie Internal Services. If an accelerated call-up is required (within two weeks), the employability coach will be contacted to coordinate this. 	<p>Internal Services</p> <ul style="list-style-type: none"> Arbo Unie receives the recorded absence report through a link with the <i>Verzuimsignaal</i> absence monitoring system. <p>Internal Services (in the case of a non-regular call up)</p> <ul style="list-style-type: none"> In the event of an urgent call-up, telephones the employee as soon as possible to make an appointment; schedules the appointment within 48 hours (on working days). <i>In view of the short notice, it is usually not possible to deploy the designated occupational physician/employability coach. A call-up to another occupational physician/employability coach at another Arbo Unie location is most likely.</i> or In the case of an accelerated call-up, sends a letter inviting the employee to the consultation with the employability coach/occupational physician in week 1 or week 2. For details of the action to be taken in the event of regular call-ups, see week 2.
Week 2	<p>Manager</p> <ul style="list-style-type: none"> Prior to the consultation, posts a request to the employability coach, together with background information, in <i>Verzuimsignaal</i> (email function). 	<p>Internal Services (in the case of a regular call up)</p> <ul style="list-style-type: none"> Within two weeks of the first day of absence, sends a letter inviting the employee to attend the consultation with the employability coach within five working days. <i>A copy of the invitation is posted in Verzuimsignaal.</i>
Week 3	<p>Employee</p> <ul style="list-style-type: none"> Receives a letter of invitation to the consultation with the employability coach. Attends the consultation with the employability coach. 	<p>Employability coach</p> <ul style="list-style-type: none"> Holds the first consultation with the employee and assesses the possibilities for recovery and a return to work. If necessary, consults with the occupational physician. Compiles a consultation report. <i>The report is posted in Verzuimsignaal. The manager and HR are notified by means of an email sent from Verzuimsignaal.</i>
Follow-up	<p>Employee</p> <ul style="list-style-type: none"> Receives a letter of invitation to the consultation with the employability coach / occupational physician. <p>Manager</p> <ul style="list-style-type: none"> Prior to the consultation, posts a new or additional request to the employability coach / occupational physician, together with background information, in <i>Verzuimsignaal</i> (email function). 	<p>Internal Services</p> <ul style="list-style-type: none"> In cases in which the employability coach / occupational physician has not scheduled a follow-up appointment, sends a letter inviting the employee to the consultation. The employability coach / occupational physician determines the frequency of appointments (every 3 to 6 weeks). <p>Employability coach / occupational physician</p> <ul style="list-style-type: none"> Reads the information well in advance of the consultation and asks any additional questions and discusses expectations with the actors involved (manager / HR). Holds the consultation with the employee and assesses possibilities for recovery and a return to work. Compiles a consultation report. <i>The report is posted in Verzuimsignaal. The manager and HR are notified by means of an email sent from Verzuimsignaal</i>