

# MDR'S "On Call" Service

*A Whole New Approach to Looking at  
Absence Management*



## Our Service

Now employers have one reliable source to deal with **any absence**, regardless of its type, duration or time it was incurred. Our service combines both thorough review and effective management of absence in a cost effective and reliable manner. It also empowers employers to review **any absence** and retain **MDR's "On Call" Service** at their discretion.

Our service was created by demands of our clients that were unable to be fully met by conventional plans or programs.

# Forms and Reports

## Notice to Employee (Form)

- gives the employer the authority to have a third party (**MDR**) review any absence or limitations of working employees. (powerful deterrent factor)

## Employee/Employer (Form)

- simple one-page forms which when submitted authorize **MDR** to provide our services

## Initial / Supplementary (Reports)

- each are one-page, concise reports highlighting information that is relevant to the duties of the employee. (personal, non related medical information is kept confidential)
- submitted to the designated representative of the organization

All forms and reports are designed for ease of use, integration and understanding.

# Unique to MDR

## Use for ANY Absence

- neither the reason or type of absence affects our ability to provide our service
- in fact, you can utilize our service for still working employees to prevent an absence or to assist with modified duties

## Powerful Deterrent Factor

- with our **Notice to Employee Form** posted in your workplace, you now have the authority to have a third party (**MDR**) review any absence
- can be used to address intermittent days (potential for large savings in both time and money)

## Easy to Implement and Use

- simply post the **Notice to Employee Form** (provided) in your workplace and ensure all employees are aware of its existence and assign a designate from your company as a contact for MDR
- use **Employee / Employer Forms** (provided) - these are simple one-page forms
- **Reports** from MDR are one-page and written in usable language with usable information

# Case Studies

## Case Study # 1 – Intermittent Absence

Employee, normally a good performer, is off work intermittently – one/two days a month for last six months. No explainable reason given for absence pattern. Absences are causing service disruptions and affecting morale. **MDR's "On Call" Service** is engaged. The problem is quickly identified and resolved. Attendance is no longer an issue and the employee appreciated both the support and privacy in dealing directly with MDR.

## Case Study # 2 – Still-Working Employee

Employee reports he has a medical condition preventing prolonged bending, lifting, standing (which his job requires). Can work otherwise. **MDR's "On Call" Service** is called in. **Direct-Doctor Contact** promptly validates the medical condition, establishes finite timelines for medical correction of problem, and facilitates appropriate modified work plan until the medical situation is resolved.

## Case Study # 3 – Complex Issues/Graduated Return

Employee is off on sick leave. Doctor's notes are vague and unclear on prognosis. No resolution in sight. Absence is causing serious challenges with current and longer-term scheduling. **MDR's "On Call" Service** is asked to review. MDR collaborates with the treating specialist, and jointly prepares a **Graduated Return To Work Plan**. The employee is transitioned back to work successfully and sustainably, and monitored throughout.

# Benefits

- can be used for any type of absence
- easy to use (simple forms and reports)
- pay only when you use our service, we are always **“On Call”**
- no start up or administrative fees
- no contract necessary
- powerful deterrent built in (through **Notice to Employee Form**)
- clear invoicing (no surprises, work always authorized)
- our reports and forms are concise and easy to understand
- can complement existing plans, programs and policies
- can be used for any size of company
- addresses modified duties of still-working employees
- can significantly reduce intermittent absences (widely abused)
- no timeline barriers (eliminates the waiting period, we start right away)

# Fees and Service

## Initial Report

**\$425**

- thorough review and validation of an absence
- check that medical care is sufficient
- focus on return to work based on findings
- provide a written report complete with findings and recommendations
- written report provided within 72 hours of receipt of Employee/Employer forms

## Supplementary Activity **\$160/hour** (billed in 1/4 hour increments)

- covers the **anomalies** of an absence (complex injuries/illness, underlying issues, medical setbacks, modified work ...)
- any recommendations for supplementary activity are provided in the Initial Report along with an estimate for fees
- supplementary work will only commence after authorization is received

With no start up fees, no contract or commitment, what would stop you from trying **MDR's "On Call" Service**? We can help you address **any absence**, at **any time**, all **at your discretion**. Let us help you.

Welcome to -

### **MDR'S "On Call" Service**

- **Easy to use**
- **Solutions for all absences**
- **Powerful deterrent component**
- **Use it only when you need it**

**It's time to get acquainted with the MDR you may not know**

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