



Process

A typical rehabilitation case

INCIDENT OCCURS ON SITE

- Incident occurred on site
- Injury is of a type likely to benefit from injury management

ZURICH'S RCM NOTIFIED

- Customer notifies Rehabilitation Case Manager (RCM) of the incident via gbz.zrt@uk.zurich.com or via <https://liabilityclaims.zurich.co.uk/index.html>
- The RCM will liaise with all parties to establish full information surrounding the injury

If case is not suitable for injury management the RCM will advise insured site co-ordinator and the claims handler

If injury case is suitable for injury management the RCM will agree a treatment plan with the injury party and advise insured site co-ordinator

If treatment is already being provided (e.g. by the NHS) the RCM will monitor the case and consider intervention at a later date if necessary



The RCM will liaise with all parties throughout to update on progress etc. If treatment via the NHS is appropriate and timely the RCM may withdraw from the case if no further support is required.

[Learn more about our rehabilitation proposition](#)

Making it Personal...



Clear...



Effortless...



and Collaborative.



That's our promise to you, our Claims Commitment.



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