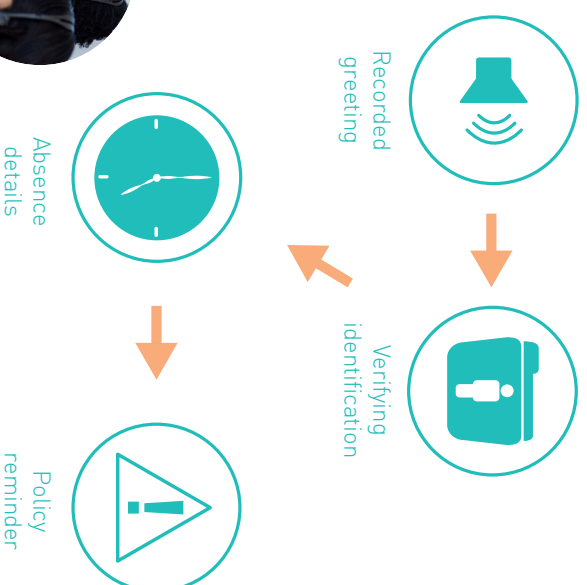


Your Absence Call

After hearing a brief recorded greeting, your call will be handled by one of our absence advisors, who will verify your identity and take down your initial absence details, such as your absence start time and whether the absence is medical or non-medical.

Your call will continue to be handled by the absence advisor, who will ask you for the absence reason and your estimated return to work date.



Your Benefits

Based on the unique circumstances of your absence there are many benefits that you will receive from calling FirstCare.

24/7

The FirstCare service is available 24/7, meaning that there will always be an advisor on hand to take your call and that you will not have to worry about missed or unanswered phone calls.

EAP Introduction

Your organisation makes an EAP service available for your use should you experience circumstantial problems. Where this is the case, and it results in an absence from work, FirstCare's Absence Advisors will be able to give you all of the EAP details and guidance on how to make use of them to help get you the best support as soon as possible.

Consistency

FirstCare's absence advisors work from agreed scripts that mirror your organisation's absence policy, ensuring that all staff are treated equally and fairly in the recording of absence details.

Benefits For Your Employer

The information you provide FirstCare will help to deliver a number of benefits to many stakeholders within your organisation.

Human Resources

Your HR Teams will now have easier transparency of absence trends through the organisation, making it easier for them to identify issues in the workplace, line manager non-compliance with policies and health trends that may warrant intervention and support.

Health & Safety

As the FirstCare service will track work related accident trends, this will help Health and Safety to identify areas of the organisations where accidents most occur and to also ensure that all appropriate reporting and records are generated.

Line Managers

Your line manager will now receive prompt notifications of all absences, as well as online reports, helping them to better plan around your absence and limit any operational disruption. At the same time they will be kept informed of any actions they must take and when, such as conducting Return to Work Interviews.

Finance

As the FirstCare service will be to record absence in an identical fashion each and every time, and will verify the data as complete and accurate, your finance team will receive better quality data that will ensure a high accuracy of sick pay for all employees and less administration for HR.



This is the telephone number to ring

Absence line
0333 321 8053

Frequently Asked Questions

When do I need to call FirstCare?

You need to contact FirstCare in 3 circumstances:

1. Whenever you need to start an absence from work of greater than 2 hours. (Absence Start)
2. Whenever an estimated return to work date you have given FirstCare changes. (Absence Update)
3. Whenever you are fit to return to work and are ready to close your absence (Absence Close)

How long will FirstCare keep me on the phone?

We endeavour to handle all calls as quickly as we can. The average length of a non-medical call is 1 minute and 19 seconds. For a sickness related call the average length is 3 minutes and 49 seconds, however we place no limit on call length and our Absence Advisors will happily stay on the line to provide as much support and guidance as you would like.

How soon after my call will my manager be notified of my absence?

FirstCare's notifications are triggered in real time aim to issue all notifications within 5 minutes of your call to FirstCare finishing.

Can I still call my line manager?

Yes. FirstCare's role is to act as an enabler between you and your manager with regards to always knowing the best next step to take to manage your absence and, in this role, fully encourages line manager and Human Resources interaction.

What type of phone line will I be dialling?

FirstCare uses an '03' absence line. This is recognised as

the best value line to use. An 0800 Freephone line would be free from a landline but is very expensive from mobile phones. As 71% of our phonecalls come from mobile phones, we have elected to use '03' numbers as you will be typically be charged a much lower cost than an 0800 number and 03 numbers also qualify for inclusion in the free minutes packages of most major tariff operators.

Where is FirstCare's contact centre based?

FirstCare's contact centre is based in the UK, with our head office located in Waterloo, London.

**Reporting
your absence
from work**

Data Protection

Conversations are strictly confidential and employee details are stored on a secure system, which only FirstCare employees who are bound by confidentiality agreements are able to access.

Any medical information will not be available to your employer without your specific consent.

We are fully compliant with the Data Protection Act, 1998.

FirstCare is accredited to the ISO 27001 Information Security Standard, which means that we conform to the highest internationally recognised standards of data security.

FirstCare