

## EW Assist

### Sickness – A user guide

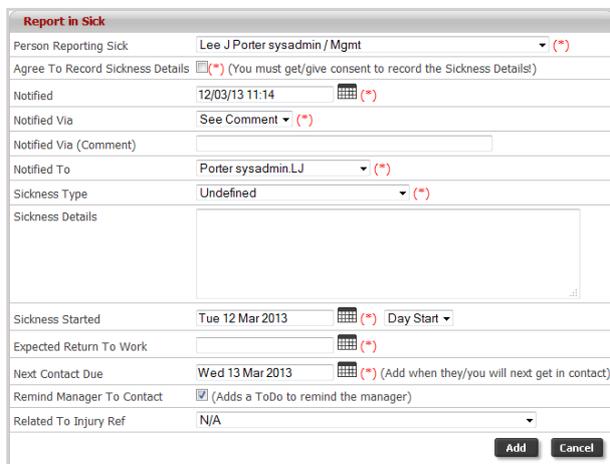
Sicknesses can be recorded in EW Assist.

#### Recording a sickness

Anyone can record the sickness including the sick employee but your company procedures should apply e.g. call your line manager before 9.30am on each workday of your sickness and your line Manager will record the sickness in EW Assist.

Sicknesses can be recorded onto EW Assist as soon as you are notified of the sickness or retrospectively at a later date.

To record a sickness go to Actions > Sickness > Report in Sick OR Dashboard > Report in Sick.



The Sickness Started allows for the sickness to be recorded retrospectively but it defaults to today. The Day Start allows you to record the sickness starting midway through the day.

An Expected Return To Work date MUST be added even if it's an estimate. If you are not sure you should put tomorrows date.

The Next Contact Due date and the following Manager reminder tick schedules a support call task for the sick employees manager. This is useful when the sickness is long term.

A pre-recorded injury can also be linked to this sickness if necessary.

Once added the employee is sick UNTIL a Return to Work date is added (see below).

An email is sent to the line manager informing them of the sickness and the expected return to work date.

## Finishing a sickness

When the employee returns back to work, the corresponding sickness needs to be closed. To do that go to Actions > Sickness > Return to Work, find the sickness absence for the returning employee and click the sickness reference.

You can also click the estimated return to work date in 'My Current Staff Sickness Register' on the Dashboard of the sickness to update.

My Current Staff Sickness Register (23) Hide											
Sickness Ref	Sick Notes	Person	Group	Type	Sickness Started	Return To Work	Next Contact Due	Status	Notified	Updated	By
<a href="#">SR001012</a>	<a href="#">000</a>	<a href="#">Blossom.C</a>	<a href="#">Accounts</a>	Asthma	Thu 24 May 2012	(A) Wed 06 Mar 13		Returned - Sick Note Needed	24/05/12 10:37	06/03/13 14:44	TM
<a href="#">SR001032</a>	<a href="#">001</a>	<a href="#">Blue.D</a>	<a href="#">Managers</a>	Dental Disorders	Tue 26 Mar 2013	(A) Thu 18 Apr 13	<a href="#">Goto Mgmt Review</a>	Management Review	26/03/13 15:11	18/04/13 15:24	TM
<a href="#">SR001024</a>	<a href="#">001</a>	<a href="#">Blue.D</a>	<a href="#">Managers</a>	Cough, Cold, Influenza, Tonsillitis etc	Mon 10 Sep 2012	(A) Tue 11 Sep 12	<a href="#">Goto Mgmt Review</a>	Management Review	11/09/12 15:18	18/01/13 11:26	TM
<a href="#">SR001033</a>	<a href="#">000</a>	<a href="#">Boy.L</a>	<a href="#">Sales</a>	Undefined	Thu 18 Apr 2013	(E) Fri 19 Apr 13	Fri 19 Apr 13	Initial Report	18/04/13 15:17	18/04/13 15:18	TM
<a href="#">SR001010</a>	<a href="#">001</a>	<a href="#">Boy.L</a>	<a href="#">Sales</a>	Other	Mon 07 May 2012	(A) Tue 29 May 12		Returned - Sick Note Needed	07/05/12 00:00	30/05/12 09:53	TM
<a href="#">SR001034</a>	<a href="#">000</a>	<a href="#">Flower.C</a>	<a href="#">Sales</a>	Undefined	Fri 19 Apr 2013	(E) Wed 24 Apr 13	Wed 24 Apr 13	Initial Report	19/04/13 14:29	19/04/13 14:31	TM
<a href="#">SR001029</a>	<a href="#">000</a>	<a href="#">Flower.C</a>	<a href="#">Sales</a>	Back, Neck and Spinal Disorders	Fri 09 Nov 2012	(E) Mon 12 Nov 12	Sat 10 Nov 12	Initial Report	09/11/12 14:12	09/11/12 14:13	TM
<a href="#">SR001026</a>	<a href="#">000</a>	<a href="#">Flower.C</a>	<a href="#">Sales</a>	Cough, Cold, Influenza, Tonsillitis etc	Mon 17 Sep 2012	(A) Thu 28 Feb 13		Returned - Sick Note Needed	17/09/12 11:00	28/02/13 10:20	TM
<a href="#">SR001017</a>	<a href="#">000</a>	<a href="#">Flower.C</a>	<a href="#">Sales</a>	Cough, Cold, Influenza, Tonsillitis etc	Mon 09 Jul 2012	(A) Wed 12 Sep 12		Returned - Sick Note Needed	09/07/12 10:43	12/09/12 15:15	TM
<a href="#">SR001014</a>	<a href="#">000</a>	<a href="#">Green.L</a>	<a href="#">Managers</a>	Cough, Cold, Influenza, Tonsillitis etc	Fri 15 Jun 2012	(A) Fri 03 Aug 12		Returned - Sick Note Needed	15/06/12 10:03	03/08/12 09:20	TM

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Then choose the date when the employee actually returned to work.

**IMPORTANT:** *Reporting in Sick* and closing it with a *Return to Work* date are the two essential steps for recording sicknesses in EW Assist.

## Updating a sickness

Actions > Sickness > Update on Sickness OR click the Sickness Reference in the 'My Current Staff Sickness Register' on the Dashboard (only available when the status is Initial Report and Updated Report).

In some cases you might want to update a sickness. You can update the following:

1. Sickness Type
2. Sickness Details
3. Expected Return to work date
4. Next Contact due date
5. Progress notes

## Add a Sick Note

**ADMIN:** Sick Notes can be set to be required after a specific number of working days sick (Admin > System Functionality > Sickness > Core > Sick Note Required). Initially this is set to always.

Actions > Sickness > Sick Note OR click the Sick Notes (initially 000) in the 'My Current Staff Sickness Register' on the Dashboard

A Sick Note can be added at anytime during or after the sickness and can take the form of a self certification, Doctors Note or medical certificate.

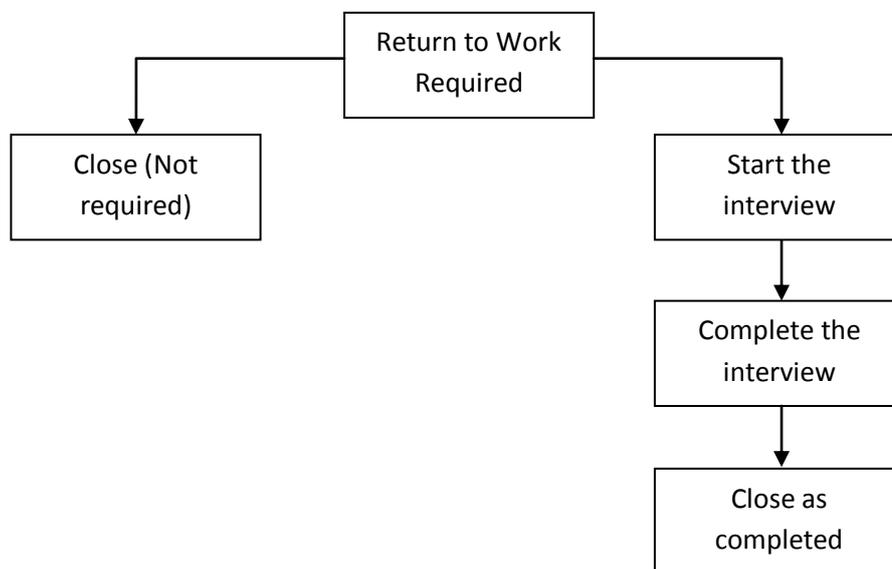
**IMPORTANT:** The Sick Note should be dated from the first day of sickness to the day before the return to work date (even if this end date was not a working day).

Conduct a Return to Work Interview

**ADMIN:** Return to Work Interviews can be set to be required after a specific number of working days sick (Admin > System Functionality > Sickness > Core > Required Review on Return). Initially this is set to always.

Actions > Sickness > Return Interviews OR click the Absence Ref in the 'My Current Staff Sickness Register' on the Dashboard when the status is 'Returned – Pending Interview'.

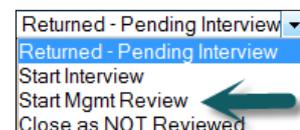
*Carrying out a return to Work Interview*



Management Review

A management review can be conducted to collect information such as patterns, costs, lost time, associated warnings, sick pay, medical reports and Occupational health reports.

A Management Review takes place after a return to Work interview and can be scheduled from the closing of the Return to Work interview (either not required or as complete).



## Sickness Levels Alert (Admin)

Admin > System Functionality > Sickness > Alerts

An email is sent to inform people included in the email list (initially the sick employee's manager and Ellis Whittam) that the employee has exceeded the levels of sickness that the company has deemed acceptable. These levels start at a Bradford Factor of 50 measured over 3 months and 1 year. A similar measure of the Milton Mitigation is included at the same levels which more fairly compares Full and Part timer staff (useful when comparing all staff against one another).

The email alert includes a summary of the person's sickness including the amount of sickness over the last 12 months. It also includes a suggested action depending on the Bradford Factor levels. This suggested action is simply a guide and can be changed at Admin > Settings > Lookup tables > Sickness > Bradford Factor Ranges to suit your business exactly.

## Reports

A list of Absences – *Absence in Period* – Shows a list of sicknesses that fall within the specified dates.

Sickness Statistics – *Absence in Period > Statistics* – Useful sickness statistics

Costs associated to sicknesses – *Costs in Period* – Costs collected during Management Review

Bradford factor Report - *Year Rolling Summary By Bradford Factor* – All employees sorted by Bradford Factor