pkrück

«PK Tel»: User information

Supporting companies in managing health-related absences (illness or accident)

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1. The most important information at a glance

Basic principles

«PK Tel» offers free telephone consultations on weekdays without prior appointment or via the online application form for questions involving health-related absences in your company. Concrete measures tailored to your business can be initiated during this consultation.

User groups

«PK Tel» is intended for those in the company who are responsible for the process of reporting sickness or accident situations. Executives, managers, HR specialists and other groups involved in the matter of absences (e.g. addiction and social counselling) also have access.

Process

If an individual is potentially or already unable to work, you will immediately receive information and support regarding the process of notifying your pension fund. Experienced reintegration specialists are available to answer any questions you may have. Our aim is always to clarify the specific situation or inability to work efficiently in order to facilitate reintegration, with a focus on providing assistance to those managing the process internally.

Benefits

- Professional telephone consultation by reintegration specialists from ONVA (www.onva.ch). This consultation is also available for situations in which no extended absences have occurred as yet.
- In the case of health-related absences, the aim is to facilitate reintegration as quickly as possible through professional reintegration support.
- Improved handling of complex health situations (physical or psychological), resulting in promising approaches for the company and its employees.

Reachability by phone or via the online registration form

«PK Tel» can be reached on **043 268 27 77** (fixed line rate)
Monday to Friday: 8.30 a.m. to noon and 1.30 p.m. to 5 p.m.
You are also welcome to submit your request via the form. Once your request has been received, you will be contacted within two working days. **Click here to access the form**

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Entitlement

«PK Tel» is available to all companies whose pension fund has decided to participate in the PK Rück prevention programme. To check your entitlement to the free «PK Tel» consultation, you will need to provide us with your role, the name of your company and the name of your pension fund when you call.

2. Free services

Basic principles

«PK Tel» is available to all companies whose pension fund has decided to participate in the PK Rück prevention programme. It provides the following services:

2.1 Telephone consultation

Reachability by phone or via the online registration form

On 043 268 27 77 (fixed line rate), weekdays from 8:30 a.m. to noon and 1:30 p.m. to 5 p.m. or via the online registration form. Once your request has been received, you will be contacted within two working days. **Click here to access the form.** The consultation is available in German, French, English and Italian.

Initial support

The «PK Tel» adviser provides answers to the most common questions, e.g. on the steps for a prompt notification of sickness or accident cases to the pension fund. Free support also includes the (electronic) delivery of the relevant forms for notifying the pension fund.

If you have more in-depth questions relating to a specific, health-related situation affecting an employee in your company, you will be connected with an experienced reintegration specialist. If immediate connection is not possible, you will receive a callback within 36 hours.

Telephone reintegration consultation

A reintegration specialist answers your questions. The consultation takes a practical approach, with a view to possible next steps for you, the HR specialists and line managers involved, and the employee themself.

Examples of topics for which a consultation may be worth considering

- An employee has been absent for more than two working weeks and their return to work appears to be at risk due to health problems.
- An employee has recently gone off sick, but based on the information available to you, it appears clear that a lengthy absence[1] will follow and that health issues are playing a significant role.
- An employee or line manager has informed you of health problems that could jeopardise the employee's future in their current role or result in a disability, and you would like advice or a second opinion on how to proceed.

[1] The need for consultation arises in particular with absences where the incapacity for work is reported as "until further notice", as the duration is difficult to estimate. A lengthy but clearly defined and substantiated absence, e.g. following a complicated leg fracture, will generally not require consultation if the healing process is progressing normally.

- As an HR specialist or manager, you would like external, independent advice on a health issue that affects you personally and that you feel could jeopardise your professional future.

Consultation duration

The free telephone consultation typically lasts 30 to 60 minutes per enquiry.

Next steps

During the consultation, the reintegration specialists are also available for questions that are not, or not yet, associated with clearly identifiable disability risks (e.g. where there is no incapacity for work yet, or absence situations where the reasons are only partly health-related). The focus is on linking you with other services. Where possible, you will receive suggestions for next steps involving ONVA or other specialists; you or your company will need to cover the costs.

2.2 Personal reintegration consultation and case management

Prerequisites

Where an employee has been unable to work for health reasons for at least two working weeks, a personal reintegration consultation may be appropriate.

Basic principles

- Purpose and aims of a reintegration consultation: Is there a potential to improve reintegration prospects through targeted support? What goals are realistic and which measures are appropriate?
- Employee consent: A direct reintegration consultation will take place only if the employee agrees to such support. The employee can decide at the initial consultation whether they wish to proceed.

How it works

The further steps are agreed on a case-by-case basis between you and the ONVA reintegration specialist; data protection requirements must be observed in this process (see Chapter 7).

The reintegration specialists are qualified to arrange an initial consultation with you and the employee. This service is free of charge for your company (however, there is no legal entitlement to this service); the costs are covered by PK Rück (i.e. notification of incapacity for work to the pension fund and PK Rück, initiation of case management). If it becomes apparent that the reintegration process will require support over an extended period and the pension fund has not been notified, continuation of the support requires the approval of PK Rück. This may also involve chargeable services (as per Chapter 3), which must be agreed between the employer and ONVA. PK Rück does not cover these costs.

3. Chargeable services

Additional services by agreement

As a general rule, «PK Tel» is a free consultation service (standard telephone charges apply). You will not incur any further costs without explicit notification from «PK Tel» and your consent.

«PK Tel» does, however, give you access to specific services; you or your company will need to cover the costs.

Examples of additional services

- Targeted, regular telephone consultation (e.g. every two weeks for one to three months).
- A personal consultation for an employee who is not incapacitated for work but whose situation you feel would benefit from support (e.g. coaching following a change of role or in particularly stressful situations).
- Consultation and support for an entire team (e.g. in situations of overload or difficult team dynamics).
- An external, independent consultation requested by you as an HR specialist or manager on a health issue that affects your company as a whole as a specific risk (e.g., occupational illnesses).

Individual agreement and quote

Any chargeable services are agreed individually between you and the ONVA reintegration specialist. In all cases, you will receive a written quote for the service[2] and will not incur any costs until you confirm it.

If you require services that ONVA reintegration specialists are not qualified to provide, you will be referred to outside specialists with the relevant expertise wherever possible.

[2] Usually brief, precise details by email.

4. User group «PK Tel»

Contact groups

- HR specialists responsible for handling sickness and accident situations
- Managers and executives
- Internal specialist departments directly involved in the matter of absences, e.g. internal social service or occupational health

Contact details

To check your entitlement to the free «PK Tel» consultation, we will need your role, the name of your company and the name of your pension fund.

Callback

If our initial support is unable to help you or immediate access to a reintegration specialist is not possible, you will receive a callback within 36 hours on working days.

5. Who funds the service?

Funding

The cost of the free consultation is covered by the pension fund with which your employer/company is affiliated.

Provider

The pension fund has joined the prevention programme of the independent life insurance company PK Rück for this purpose. PK Rück has engaged ONVA, an independent company specialising in reintegration, to operate «PK Tel». Further information is available online at www.pkrueck.com and www.onva.ch or directly from «PK Tel», 043 268 27 77.

6. Why is «PK Tel» being offered to you?

Prevention as a success factor

Workplace prevention and early interevention in cases of incapacity for work is a key success factor in reducing disability cases and lengthy absences. According to experts, the number of disability cases can be reduced by 20 to 30% through a combination of preventive measures and case management in the event of sickness.

Services for SMEs

Due to their size, SMEs are generally unable to afford their own specialist staff for this area. «PK Tel» therefore offers the opportunity to provide targeted and timely assistance to internal resources (HR/personnel department, managers) where needed. This strengthens the role of those managing the process internally.

Reasons for «PK Tel»

«PK Tel» is committed to providing a professional, client-oriented service within the timeframes described and with all due care.

7. Data protection employee consent; entitlement to consultation and disclaimer

Basic principles

«PK Tel» is committed to providing a professional, client-oriented service within the timeframes described and with all due care.

Data protection; recording of contact details and employee protection

When you use «PK Tel», your name, company and pension fund will be recorded in the caller and contact log. These logs can be accessed by ONVA staff and by those at PK Rück responsible for «PK Tel». The data will not be made available to third parties.

The names of employees whose reintegration, incapacity for work or other issues are the subject of telephone consultations are not recorded by «PK Tel». Please comply with your employer's data protection and duty of care regulations when providing information.

Employee consent for case management

If reintegration support or case management is initiated, the employee's consent must be obtained before the reintegration specialist makes contact with them.

Entitlement and liability

Affiliated companies have no legal entitlement to a consultation.

Neither «PK Tel» nor ONVA, which is entrusted with operating «PK Tel», nor PK Rück can be held liable for the content or possible consequences of consultations.