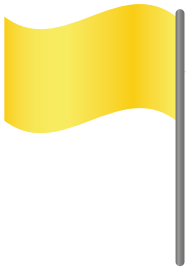


Managing common concerns

The flag model



Yellow flags

- Belief pain & activity causes harm
- Fear avoidant behaviour i.e. bed rest
- Reduced activity
- Expects passive treatment
- Low or negative mood
- Socially withdrawn
- Heavy work /unsociable hours, i.e. shift work
- Overprotective family or lack of support

“If I go back to work, the pain will get worse”
“Treatment will fix my injury”
“I don’t know what the future holds for me”
“I have to lie down because of the pain”

Useful statements

- “There is no sign of anything serious”
- “It is important to stay active”
- “Pain does not mean there is harm”
- “The pain will settle”
- “Most people make a full recovery”
- “It is important to keep moving and doing what you can ”

Consider

- Referral to suitable Allied Health.



Blue flags

- Lack of job satisfaction
- Poor social support from colleagues
- Concerns regarding meeting the job demands
- Perceived time pressure to recover

“There aren’t any light duties at my work”
“If I go back on light duties they will make my life hell”

Useful statements

- “My role is to prescribe activity that is safe for you to do at work and at home based on your injury”
- “Not being at work can have a negative impact on your health and overall wellbeing”
- “Your claims manager will work with you and your employer to find suitable duties”

Consider

- Request a Case Conference.



Black flags

- Threat to financial security
- Lack of contact with work
- Involvement of litigation
- Uncertainty around claim acceptance

“I cant afford to lose this income”
“I haven’t heard from my employer since my injury”
“I think they are reviewing my claim”

Useful statements

- “Your claims manager can help support you with this”
- “These are great things to discuss with your claims manager”

Consider

- Request a Case Conference
- Contact the claims manager directly.