



**It Pays to
Care**

Messaging Matters

IECCC Conversation Roadmap

Clarifying your role to treating practitioners in a way
that respects and acknowledges medical expertise



“Clear is Kind”

The intention of the [*IPTC Messaging Matters IECCC Framework*](#) (the Framework) is to translate IPTC policy principles into practical strategies to drive fair and efficient workers compensation schemes.

Conversation Roadmaps accompany the Framework, and are crafted to promote clear, compassionate communication while offering valuable knowledge to help stakeholders make informed decisions.

This Conversation Roadmap applies the IECCC Framework to a conversation in which you are clarifying your role to treating practitioners in a way that respects and acknowledges their expertise. The Roadmap provides several suggestions for each component of an IECCC conversation.

Introduce

- I’m reaching out to discuss [worker’s] capacity and return to work.
- I’d like to speak about [worker’s] capacity to return to work.
- I’m calling to discuss [worker’s] treatments for their work-related injury.
- I’m a WRP for a mutual patient I believe you’re seeing, [worker], could I please get your assistance with determine their capacity for work?
- Their employer has offered suitable duties to accommodate them, but I’d like to get your input before proceeding with everything to make sure we’re all on the same page.

Educate

- We rely on your medical knowledge and expertise to provide insight about the diagnosis, treatment regime and medical capacity.
- We can then apply our knowledge to see what services we could offer to support [worker].
- The compensation system is like a jigsaw puzzle. We all must add our pieces to complete the picture, and your piece is central.
- I’ve been in touch with [employer], and they have offered to support [worker] rehabilitation program by offering suitable duties / modified duties.
- It’s rare that a worker will be certified from unfit to 100% fit in one go, so it’s important to engage in suitable duties to graduate their recovery and return to work.



- [Employer] has met their obligations to participate in a return-to-work program by offering meaningful suitable duties.
- The [employer] has shown their commitment to the [worker's] recovery and rehabilitation program; it's now up to you to show them your commitment to the program.

Clarify

- If [worker] continues to attend treatments for the next [duration], attending sessions, doing their [independent program/prescribed activities], and puts in 100% effort, what capacity should we expect at that time?
- If we keep doing the same thing, is it reasonable to think that we'll have the same result? Apart from time, is there anything else you could suggest? Could I make some suggestions?
- Would you like me to run through the suitable duties and modifications?
- What information do you need to make a decision about increasing [worker] capacity, and supporting their return-to-work program?

Collaborate

- Shall we focus on the next stage/initial stage, and work on how to get there?
- The current rehab/treatment regime doesn't seem to be working, what could we look at changing/adjusting/tweaking?
- What information would be helpful for you before you decide to upgrade the capacity and approve [worker] to return to some type of work?
- It's important to work together and find the most appropriate solution for both [worker] and [employer] whilst adhering to the medical advice.
- Would it be helpful for you and [worker] to send a list of the work duties they can do, then I can ask them if they're available as part of a workplace rehabilitation program?
- I hear your concerns; would it be helpful if we [strategies].



Coordinate

- The next steps are [steps].
- Do you have any questions about the workers compensation system? We'd like you and [worker] to be able to navigate the system as smoothly and easily as possible.
- If at any stage, the goal changes, please let me know. The sooner we know, the sooner we can explore and find the best way to help and support [worker].
- What would [worker] need along the way to help with their recovery and return to work? What services could I look into and arrange?
- What information do you need to help you decide to approve and support [worker] return to work program?
- What do you need to see so you're comfortable in upgrading capacity?
- If have any other questions or need further information, please reach out.
- If something else comes up or if you need further assistance, please don't hesitate to reach out.
- I'm here to support you through this process.