



Disability Management Support Services (DMSS)

Disability Management Support Services (DMSS) are designed to provide case managers with virtual tools to simplify employees' access to mental health care and facilitate return to work from a disability absence.

A first in Canadian virtual care¹, DMSS allows disability case managers to benefit from:



Accessibility

- Bilingual across Canada
- Access to multidisciplinary, accredited mental health clinicians
- Accessible anywhere the patient feels most comfortable



Privacy

- All data stored in Canada and adheres to privacy and security regulations²



Convenience

- Prompt access to case status updates through portal
- Fewer administrative tasks for case managers



Quality

- Includes logistic management support for case managers by empathetic program coordinators
- Held to a quality standard assurance methodology
- Strategically placed pre/post session questionnaires maintain evidence-based progress throughout



Recovery optimization

- Offers a series of care to cater to all absence stages
- Can optimize a sustainable return to work (RTW) with quick and accurate implementation
- Could help reduce absence durations, risks of long-term disability, relapses and chronic conditions



Case managers have the ability to tailor support programs according to the needs of the employee on disability, enabling a recovery and return to work process accomplished in two critical stages.

Assessment

Virtual independent medical evaluation (vIME) program

Virtual psychiatric assessment with a human touch from an impartial mental health expert. Pre/post case management recommendations and implementation coordination available.

Psychiatric assessment

Integrated program including early assessment, personalized recommendations for treatment, and quick access to treatment resources for early intervention.

Therapy

Virtual cognitive behavioral therapy (vCBT)

Outcome-driven CBT sessions delivered weekly directly to the plan member via a PIPEDA-compliant* encrypted video platform.

Guided online learning therapy through digital cognitive behavioural therapy (dCBT)

Clinician-guided modules offering support on a wide range of mental health concerns.

The program includes an initial screening for appropriate module assignment with progress reports delivered directly to case managers.

Virtual return to work (v-rehab)

Virtual mental health rehabilitation program supporting the employee on disability, combining occupational therapy and CBT to maximize recovery.

A robust safety net knitted from multidisciplinary threads for a sustainable return to work.

For more information on DMSS, contact us:
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