

# Physical recovery through rehabilitation

Customer Care Centre

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RBC Insurance® Customer Care Centre adheres to a well-defined philosophy to guide its daily activities. An important component of its philosophy centres on the thorough, fair and objective evaluation of claims. The Customer Care Centre commits significant resources to ensure the effectiveness of its claim evaluation process.

Susan is a 45-year-old office receptionist who underwent treatment for breast cancer. Following her recovery, her family physician discussed Susan's plans to return to work. Susan, although apprehensive about the changes that had occurred in the workplace since her departure eight months earlier, was willing to prepare for work re-entry.

When the HR Director was unsure of how to provide a graduated return to work, she contacted the Customer Care Centre. A Customer Care Specialist contacted a Rehabilitation Consultant, who in turn contacted Susan and the HR Director. A graduated return to work plan was implemented in conjunction with Susan's physician and supervisor.

As the hours were gradually increased over time, Susan began experiencing fatigue and a low energy level. After a multidisciplinary forum, a further evaluation of the work site was recommended. A program of physical conditioning and work-site modifications was recommended. At the end of 12 weeks, Susan was back to work on a full-time basis.

**For more information, please contact your RBC Insurance Sales Consultant or call 1-866-235-4332 or visit us online at [www.rbcinsurance.com/salesresourcecentre](http://www.rbcinsurance.com/salesresourcecentre)**

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