

You are close to our hearts!

The Synaps Care Management

Introduction

Imagine sitting in your armchair at home in the evening after a hard day's work, making yourself comfortable, unwinding and now wanting to watch your favourite show on TV. You turn on the TV and see written on the screen: "We're sorry, but due to sickness, we cannot broadcast today."

Unthinkable? Or indeed conceivable in another form!

We tend to forget that there are people behind everything we buy and use as a product or service. People with their ups and downs. We must and want to look after the employees in our company. Even during these cloudy days, when work cannot be performed due to sickness or accident.

To ensure that our employees are cared for in this situation, appropriate financial precautions have been taken, such as insurance, continued salary payments, medical care, etc. However, an important point should also be human care and support during the leave of absence.

For various reasons, fulfilling this responsibility is not easy and requires everyone's help. That is why Synaps supports you as an independent and neutral partner and assists all employees during their inability to work as a competent supervisor and consultant.

Why care management

How can a company function when its employees are sick?

In order to improve the health and motivation of all employees, Synaps provides care in the event of incapacity for work – active care for employees who are sick or have an accident – independent of any direct influence from the employer.

Accidents and sicknesses are part of our lives and cannot be completely prevented.

The aim of your employer and Synaps is to support the absent employee and help him or her with any problems. This is the only way for patients to focus fully on their recovery and slowly return to health.

Absences and the resulting additional costs for employee replacement, work coordination, loss of earnings, etc. lead to high expenses every year, which we would much rather invest in you – our employees. The introduction of care management should

- ensure better service for our customers,
- reduce the additional burden on employees due to overtime and additional work,
- accompany and support employees who are unable to work, and
- increase employee motivation.

This project focuses on you – the employee.

Who is Synaps

Synaps places people and their long-term ability to work at the heart of its activities.

Synaps assumes the coordination between the employer, employees and the insurer for all matters related to absence management as well as the corresponding processing.

Synaps provides employees with care who are incapacitated for work and tries to facilitate their recovery and return to work. We focus on the well-being of employees and their long-term ability to work. Synaps provides incapacitated employees with care around the clock and accompanies them back to work.

Synaps is commissioned by the employer, but is not bound by instructions. Thanks to the trust of both sides – the employer and the employee – Synaps is able to respond more specifically to the needs of sick and injured employees without violating their privacy.

If you are in an emergency situation, need advice and help, have an accident or are sick and do not know what to do – call the Synaps hotline (0800 79 62 77).

We care!

Your advantage

Your employer's care management is focused on you and your health.

- Your absence report can be received at any time (24-hour service).
- You no longer have to worry about any further steps that need to be taken. Your supervisor receives the necessary absence information directly from Synaps.
- You will be supported and advised so that you receive the right care.
Your employer will be notified of your return to work in good time: You will be expected on your return.
- The person responsible for your care at Synaps will be happy to assist you with any questions or problems you may have.
- The support and advice are completely voluntary and are purely assistance.
- Synaps is independent and treats your information with care and the necessary discretion.

What is changing

New things also always mean changes and adjustments.

What does this mean for you in particular? What changes will you be exposed to in the near future?

- From the time of introduction, you will no longer have to report to your supervisor as before, but directly (as described later) via the Synaps hotline.
- The absence must be reported as soon as possible, regardless of the time of day (24-hour service).
- After reporting the absence, a Synaps carer will contact you during the day.
- Depending on your health insurance, Synaps will provide you with medical advice by telephone (telemedicine).
- Synaps will advise you on the search for doctors and provide you with the right contact points.
- Synaps guarantees medical confidentiality. The health information obtained over the course of the care is subject to confidentiality and remains with the doctors.

What to do in case of sickness or accident

You must contact Synaps Care AG as soon as you feel incapacitated for work. You have two choices:

- ☞ by phone: 0800 sy na ps = 0800 79 62 77
- ☞ via Synaps app, which you can download from your app shop.

Confidentiality and discretion

Everyone has the right to the protection of their personality.

Information about their health and person is subject to special legal and ethical principles.

Synaps receives information from you during the support phase that must be kept confidential. This information is securely managed by Synaps. Data about your health will only be passed on to certain parties with your express consent.

Synaps will only inform your employer about the absence and the expected duration and will only provide a periodic, anonymised evaluation with a standardised diagnosis, such as influenza, general sickness, etc. Your employer has no right to access the employee data stored and processed by Synaps.

Every employee has the right and possibility to view the data stored by Synaps Care AG.