

# WORK CONTEXT: RED FLAGS/GREEN LIGHTS

	Red Flags	Green Lights
<b>RTW too early</b>	<ul style="list-style-type: none"> <li>🚩 Immediate RTW</li> <li>🚩 RTW with unclear injury</li> <li>🚩 Work absences after RTW</li> </ul>	<ul style="list-style-type: none"> <li>🟢 Later RTW</li> <li>🟢 Functional abilities assessment</li> <li>🟢 RTW planning</li> <li>🟢 Flexible RTW plan</li> </ul>
<b>Difficulty travelling to work</b>	<ul style="list-style-type: none"> <li>🚩 Driving impeded by injury</li> <li>🚩 Transportation difficulty</li> <li>🚩 Long-distance RTW</li> </ul>	<ul style="list-style-type: none"> <li>🟢 Considering worker's ability to travel</li> <li>🟢 Providing transportation options</li> </ul>
<b>Physically unsuitable work tasks</b>	<ul style="list-style-type: none"> <li>🚩 Inability to perform job tasks</li> <li>🚩 Requests for co-worker assistance</li> </ul>	<ul style="list-style-type: none"> <li>🟢 Discussing accommodation details</li> <li>🟢 Workplace assessment</li> <li>🟢 Ongoing monitoring</li> <li>🟢 Job re-orientation</li> </ul>
<b>Hazardous RTW</b>	<ul style="list-style-type: none"> <li>🚩 Fear of RTW</li> <li>🚩 Worsening health since RTW</li> </ul>	<ul style="list-style-type: none"> <li>🟢 Health and safety review</li> <li>🟢 Addressing hazards</li> <li>🟢 Alternative work</li> <li>🟢 Job re-orientation</li> </ul>
<b>Lack of accommodation</b>	<ul style="list-style-type: none"> <li>🚩 Conflicting views of work accommodation</li> <li>🚩 Increased medication use since RTW</li> <li>🚩 Work absence after injury</li> </ul>	<ul style="list-style-type: none"> <li>🟢 Appropriate workplace accommodations</li> <li>🟢 Written accommodation plan</li> <li>🟢 Dispute resolution support</li> </ul>
<b>Embarrassing modified work</b>	<ul style="list-style-type: none"> <li>🚩 Make-work modified work</li> <li>🚩 Co-worker harassment</li> </ul>	<ul style="list-style-type: none"> <li>🟢 Collaboration with injured worker</li> <li>🟢 Productive modified work</li> <li>🟢 Educating workplace parties about RTW</li> </ul>

# VOCATIONAL REHABILITATION CONTEXT: RED FLAGS/GREEN LIGHTS

	Red Flags	Green Lights
<b>Vocational rehabilitation before adequate recovery</b>	<ul style="list-style-type: none"> <li>▣ Absences for medical treatment</li> <li>▣ Medication use during training</li> </ul>	<ul style="list-style-type: none"> <li>◆ Delaying training</li> <li>◆ Revising rehabilitation timeline</li> <li>◆ Contingency planning</li> <li>◆ Understanding options</li> </ul>
<b>Fast-paced education</b>	<ul style="list-style-type: none"> <li>▣ Failing college entrance exams</li> <li>▣ Worsening health since vocational training</li> </ul>	<ul style="list-style-type: none"> <li>◆ Graduated training</li> <li>◆ Modified training</li> <li>◆ Evaluation of upgrading</li> </ul>
<b>Unrealistic training</b>	<ul style="list-style-type: none"> <li>▣ Inadequate training</li> <li>▣ Program mismatch</li> <li>▣ Feeling forced into choice</li> </ul>	<ul style="list-style-type: none"> <li>◆ Worker-oriented vocational training</li> <li>◆ Longer training courses</li> <li>◆ Greater choice</li> <li>◆ Alternative job training</li> <li>◆ Revisiting training goals</li> <li>◆ Understanding options</li> <li>◆ Collaborative decision-making</li> </ul>
<b>Physically inappropriate vocational training</b>	<ul style="list-style-type: none"> <li>▣ Lack of physical accommodations</li> <li>▣ Inflexible learning environment</li> <li>▣ Difficulties travelling to school or class</li> </ul>	<ul style="list-style-type: none"> <li>◆ Ergonomic accommodations</li> <li>◆ Alternative learning environments</li> <li>◆ Re-evaluating vocational training</li> <li>◆ Travel accommodations</li> </ul>
<b>Problems obtaining work</b>	<ul style="list-style-type: none"> <li>▣ Difficulty finding a job</li> <li>▣ Worker not hired into available jobs</li> </ul>	<ul style="list-style-type: none"> <li>◆ Work placements</li> <li>◆ Job search support</li> <li>◆ Employer incentives</li> <li>◆ Accident employer work options</li> </ul>

# HEALTH CONTEXT: RED FLAGS/GREEN LIGHTS

	Red Flags	Green Lights
<b>Complicated health situations</b>	<ul style="list-style-type: none"><li>Walk-in clinic assessment</li><li>"Invisible" injuries</li><li>Difficulties assessing if injury is related to work</li><li>Conflicting diagnoses</li><li>Non-work health problems</li><li>Incomplete or delayed reporting</li></ul>	<ul style="list-style-type: none"><li>Support from occupational health practitioner</li><li>Considering the whole person</li><li>Collaboration</li><li>Multidisciplinary assessment</li><li>Investigating the cause of injury</li></ul>
<b>Medication use problems</b>	<ul style="list-style-type: none"><li>Reactions to medication</li><li>Medication side effects</li><li>Changes in medication use</li><li>Multiple prescriptions</li></ul>	<ul style="list-style-type: none"><li>Multidisciplinary treatment</li><li>Reassessment</li><li>Observing changes in medication</li></ul>
<b>Worsening health or re-injury</b>	<ul style="list-style-type: none"><li>New symptoms</li><li>Lack of progress in RTW or vocational rehabilitation</li><li>Relying on medication for RTW or vocational rehabilitation</li><li>Incomplete communication</li></ul>	<ul style="list-style-type: none"><li>Listening to worker</li><li>Monitoring worker health</li><li>Collaboration</li><li>Work trial</li><li>Work adjustment</li><li>Health examination</li></ul>
<b>Depression and other mental health problems</b>	<ul style="list-style-type: none"><li>Fatigue</li><li>Mental distress</li><li>Problems at home</li></ul>	<ul style="list-style-type: none"><li>Acknowledging difficulties</li><li>Referrals</li><li>Providing information</li><li>Peer support</li></ul>

# CLAIM CONTEXT: RED FLAGS/GREEN LIGHTS

	Red Flags	Green Lights
<b>Poor communication</b>	<ul style="list-style-type: none"> <li>▣ Indirect contact</li> <li>▣ Decisions without collaboration</li> </ul>	<ul style="list-style-type: none"> <li>◆ Consultation</li> <li>◆ Face-to-face contact</li> <li>◆ Including the right people</li> <li>◆ Providing system knowledge</li> </ul>
<b>Decision-maker conflicts</b>	<ul style="list-style-type: none"> <li>▣ Conflicting views of RTW readiness</li> <li>▣ Conflicting views of accommodation</li> </ul>	<ul style="list-style-type: none"> <li>◆ Claim coordination</li> <li>◆ Representation</li> <li>◆ Workplace visit</li> </ul>
<b>Delayed reporting</b>	<ul style="list-style-type: none"> <li>▣ Late reporting of injury</li> <li>▣ Late filing of health-care reports or worker appeals</li> <li>▣ Medical delays</li> </ul>	<ul style="list-style-type: none"> <li>◆ Talking to the worker</li> <li>◆ Timely follow-up</li> <li>◆ Providing accessible information</li> <li>◆ Providing system knowledge</li> </ul>
<b>Delayed decision-making</b>	<ul style="list-style-type: none"> <li>▣ Decision-making conflicts</li> <li>▣ Long waits for decisions</li> </ul>	<ul style="list-style-type: none"> <li>◆ Regular communication</li> <li>◆ Seeking information quickly</li> <li>◆ “Benefit of the doubt” decision-making</li> <li>◆ Worker representation</li> <li>◆ Ombudsman</li> <li>◆ Financial resources</li> </ul>
<b>Worker non-compliance</b>	<ul style="list-style-type: none"> <li>▣ Decision-maker conflicts</li> <li>▣ Unresolved health concerns</li> </ul>	<ul style="list-style-type: none"> <li>◆ Communication</li> <li>◆ Mediation</li> <li>◆ Worker representation</li> </ul>
<b>Worker emotional reactions</b>	<ul style="list-style-type: none"> <li>▣ Angry worker</li> <li>▣ Workplace conflicts</li> <li>▣ Complaints about RTW</li> </ul>	<ul style="list-style-type: none"> <li>◆ Investigating complaints</li> <li>◆ Workplace involvement</li> <li>◆ Timely intervention</li> <li>◆ Providing system knowledge</li> <li>◆ Regular, thoughtful communication with worker</li> </ul>