

A full range of medical options to support safe, swift and sustainable return-to-work



ORGANIZATIONAL SOLUTIONS INC.
SOLUTIONS ORGANISATIONNELLES INC.






Getting an ill or injured employee into care is our first priority

Appropriate treatment and care is vital to recovery and return to work.

- We believe reintegrating ill or injured employees to their workplace is important to their overall recovery and well-being
- We make their treatment program the first priority
- We ensure access to specialized treatment



WORK
MATTERS

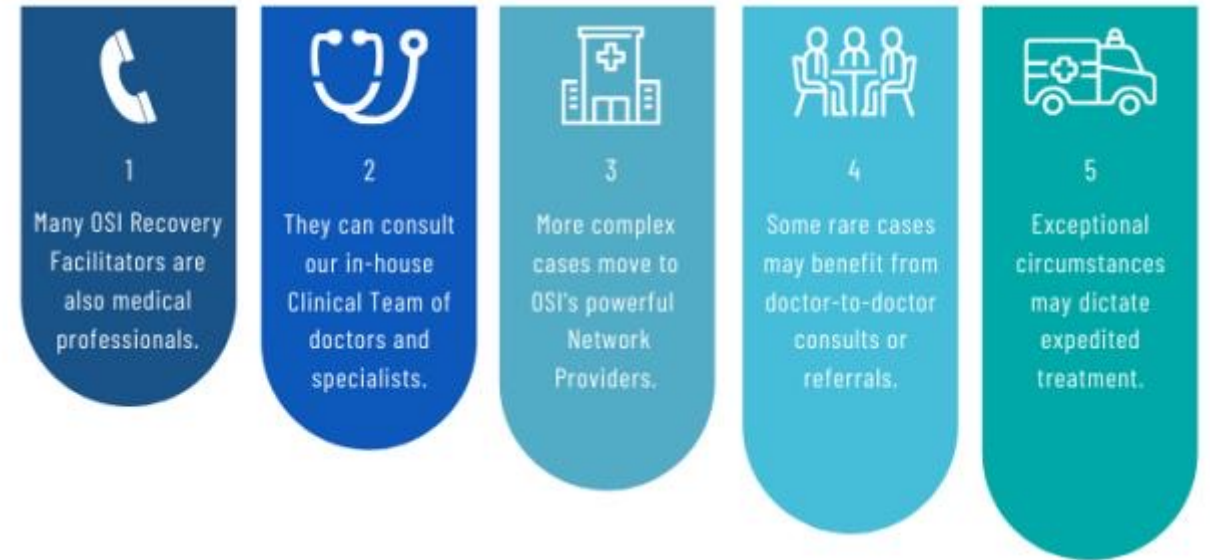


At OSI, we combine our knowledge and experience to brainstorm better solutions.

Our **Recovery Facilitators**, often medically trained, collaborate on challenging cases and have access to our in-house team of medical doctors and specialists.

Complex cases can move to OSI's powerful Preferred Network of Providers –700+ vetted medical professionals across Canada.

Or, a doctor-to-doctor consultation may be the best solution. In exceptional circumstances, expedited treatment outside the country can be the best option.



MEDICAL EXPERTISE BEGINS AT THE VERY FIRST
POINT OF CONTACT
WHEN WE SPEAK TO THE EMPLOYEE



Advanced care for mental health concerns

Cognability™ - an innovative disability management approach designed by OSI

Pharmacogenetics testing to measure the effectiveness of prescribed drugs

PNP – our Preferred Network of Providers – more than 700 medical specialists coast to coast, who support OSI with diagnostics, testing, and consultation

Work conditioning programs specific to the needs of those with complicated MSK conditions





Cognability: an exceptionally effective program designed by OSI

- **Cognability™** is an innovative disability management approach designed by Organizational Solutions Inc. and their strategic partners. It is for employees suffering from depression, anxiety and other mental-health conditions
- **What makes Cognability unique is the immediate access to cognitive behaviour therapy with a focus on developing resilience skills and returning to work.**
- At its core is a well-communicated return to work philosophy and a strong focus on appropriate treatment and care to prepare the individual for re-integration into the workplace

The program is different from others:

- **Identification:** The Organizational Solutions recovery facilitator can quickly determine if an employee could benefit from the *Cognability™* program. An initial assessment is made as soon as possible
- **Timeframe:** The entire program takes approximately 8 weeks. However, thanks to the effectiveness of the Cognitive Behavioural Therapy (CBT) and resilience building within the program, employees often return to work within the first few weeks
- **Communication:** Though specific medical information is never shared with the client, the recovery facilitator will be in frequent communication with the employer to discuss hours, return to work and possible modified duties



Managing mental health claims is one of our strongest areas of practices in part, because of Cognability, our propriety program, that leverages CBT and workplace absence best practices to help employees return to work quickly, sustainable, and safely.



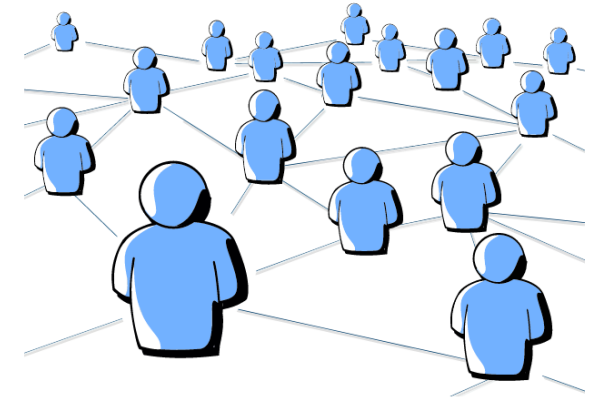
Preferred Network Providers: an exceptionally effective program designed by OSI

Complex cases can move to OSI's powerful **Preferred Network of Providers (PNP)** –700+ vetted medical professionals across the country. medical professionals vetted by OSI and audited annually. These professionals must:

- align to our philosophy that benefits are for the ill and injured
- have the ability to accommodate appointments quickly
- be responsive and positive towards patients
- demonstrate superior medical skills
- meet the criteria of our annual audit

ORGANIZATIONAL SOLUTION'S PNP

Preferred Network of Providers



- ✓ More than 700 doctors and other medical experts and practitioners across the country
- ✓ Fully vetted by OSI to meet our standards of care
- ✓ Aligned to our philosophy: the right care, at the right time, for the right outcome

More than 700 medical professionals across the country who have met OSI's stringent requirements to partner with us.



Pharmacogenetic testing can resolve worries about the efficacy of a prescription medication.

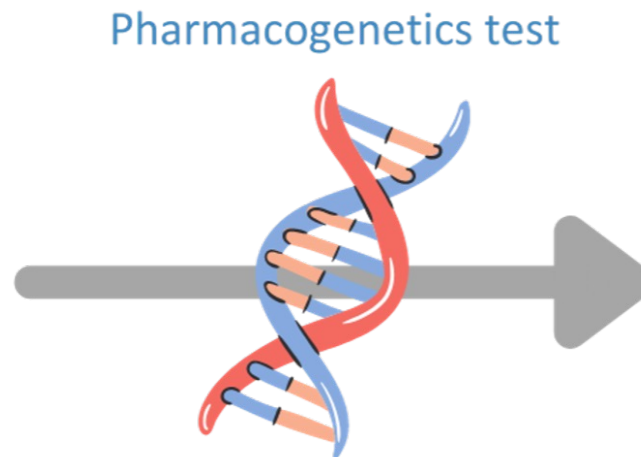
Simple pharmacogenetics testing can reveal if the medications prescribed are suitable or if an adjustment should be made.

One-size-fits-all prescribing method



Toxic! Intended effect No effect!

Personalized prescribing method



Intended effect



Reducing frustration for individuals who need more support

Sophisticated testing and treatment options

We leave no stone unturned in seeking the best, most effective treatment opportunities to return employees to work, swiftly, safely and sustainably

- ✓ Cognability
- ✓ Pharmacogenetics
- ✓ Team Consultations - Complex Cases
- ✓ EFAP
- ✓ Psychological Consultations
- ✓ Substance Abuse – PNP
- ✓ Research Focused



Interacting with the WSIB Specialty Clinics

- OSI believes in being in complete control of WSIB claims including directing the need for escalated treatment to ensure recovery
- OSI will utilize all internal resources/avenues with PNPs before involving WSIB or requesting a referral to the WSIB Specialty Clinics in order to case manage and cost mitigate effectively to reduce the impact on WSIB/WCB premiums
- OSI keeps the WSIB case manager fully informed on all steps taken in a case, to ensure they have the functional and medical information required to adjudicate the claim
- OSI can't control when the WSIB makes an internal referral, but we are mindful that a specialty clinic is typically referred after community resources (physio/chiro) aren't successful. This typically occurs in the 12–16-week (Program of care + 1 extension block) window pending progress reports from the healthcare provider (HCP). OSI will advise the WSIB of internal medical management to try and delay any possible referrals the WSIB may be considering
- PNP will also be able to discern occupational vs non-occupational which will aid OSI when requesting limited entitlement and cost relief
- OSI believes the outcomes of closely managing the claim and referrals results in better outcomes and takes into consideration the complexity of the claim, duration of the treatment, internal resources, etc. prior to suggesting that specialty clinic referral may be warranted by the WSIB