

Your assessment — what to expect

Your employer has referred you to Return Well for a remote workplace assessment. This handout walks through what happens, what's confidential, and the choices that are yours to make.

WHAT IS THIS?

A confidential conversation with a qualified UK clinician — usually an Occupational Therapist, Occupational Health Nurse, Psychologist or Physiotherapist — who specialises in helping people back to work after illness or injury, or staying at work when something is making it harder.

It is not a medical examination, not a fitness test, and not a disciplinary process. It's about understanding what's been going on and what would help.

HOW IT WORKS

- 1. Booking**
You'll be sent a private link by email. Choose a date and time that works for you — the assessment is a remote video conversation, so you can attend from any quiet, private space.
- 2. Your assessment**
A qualified UK clinician will speak with you for around 45–60 minutes. They'll ask about what's been going on, how it affects your work, and what would help you. Everything you share is confidential.
- 3. Reviewing your report**
Your clinician writes a report based on your conversation. Before it goes anywhere, you read it first — privately, on your case page.
- 4. Your decision**
You then choose whether your report can be shared with your employer. It's your call. If you'd rather it not be shared, your employer is told the assessment took place but isn't sent the report.

YOUR CONSENT MATTERS

Under our terms of service (clause 7), your report can only be released to your employer with your consent. Once your clinician finishes writing it, you'll have the chance to read it and decide.

If you choose not to share it, your employer is informed that the assessment took place but the report itself stays private. You can't be compelled to consent.

YOUR DATA

We handle your information in line with UK GDPR. Full details, including how to access, correct or delete your data, are in our privacy policy at returnwell.co.uk/privacy.

QUESTIONS?

We're a small team and happy to talk things through. Email support@returnwell.co.uk and we'll get back to you within one working day.