30.3% of adult South Africans will suffer from some form of mental disorder over the course of a lifetime.*

Although only a quarter of people living with a mental illness ever seek or receive treatment, ICAS understands that it is pertinent for a psychosis to be understood and treated if the individual ever hopes to function at their fullest.

SUCCESSFUL TREATMENT OF THE EMPLOYEE TO ENSURE GREATER ORGANISATIONAL OUTCOMES.

*Source: 2009 South African Stress and Health Study
In answer to this, ICAS has developed a psychiatric network and now offers a psychiatric referral service as part of our managerial services. The benefit of this service includes the recommendation and referral of an employee presenting with possible psychiatric symptoms to a psychiatrist for a diagnosis and report. This will assist with optimal employee management and relevant workplace decisions.

**This referral may be necessary in the following instances:**

1. Where there are psychiatric symptoms present and no diagnosis has been made.
2. Where there is an existing diagnosis but no management thereof.
3. Where there is a diagnosis made, but a review is required with workplace recommendations.
4. Workplace recommendations are required with regards to medication and intervention compliance.
5. When a second opinion is needed.

**Telephonic consultation**
This service can be accessed through the ICAS toll-free line’s managerial consultancy team. The case will be allocated to a Case Manager when an independent psychiatric assessment is required. The relevant referral and consent forms will be provided for completion by the referrer and employee.

A telephonic consultation is conducted by the case manager with the referrer and employee. The telephonic consultation has been developed to effectively assess the risk factors and barriers that may hinder the person managing their condition and where applicable returning to work. Should counselling sessions be required as part of the referral, this will be managed by the case manager and feedback will be provided.

**Specialist Referral**
Each case will be dealt with on an individual basis. The case manager will arrange the appointment for an independent assessment and report with the Psychiatrist.

A feedback report on the practitioner’s findings will be provided to the ICAS case manager, including but not limited to information on the nature of the medical condition, prognosis and the impact on the employee’s ability to perform his/her occupation.

**Feedback Report**
Following the referral to the psychiatrist, the case manager will review all the medical reports and provide a clear, objective and quality assured report. The report includes a summary of medical, psychosocial and work related information impacting on work performance and attendance.

**This enables a more holistic managerial referral service for the successful treatment of the employee, ensuring greater organisational outcomes.**

ICAS conforms to confidentiality requirements with regards to the disclosure and receipt of medical or other confidential information. Obtaining employee consent is essential as part of the incapacity support services especially with regards to the provision of feedback to the employer.