

# Helping a manufacturing machinist after a knee replacement

While the case study draws from actual claim experiences, it does not represent any specific individual or claim.



### Client profile

- Manufacturing industry

### Claimant profile

- Mid-career machine operator
- Required to lift heavy boxes and stand the entire shift
- Diagnosis of osteoarthritis results in total knee replacement surgery
- Estimated time out of work is 16 weeks

## Challenge

While on post-operative leave, Melinda progresses from a walker to a cane but continues to need medications regularly for persistent pain. At her second follow up with her physician, Melinda is not cleared to return to work. She would like to return to work sooner than her next physician appointment, which is over a month away.

## Strategy

- ✓ Our Sun Life inter-disciplinary model facilitated early intervention through provider and employer contact.
- ✓ A Case Specialist advised Melinda to talk to her physician about an early return to work and the restrictions required to return to work with accommodations.
- ✓ A Registered Nurse contacted the physician for the approval of an earlier return to work, explaining that our vocational expert would work with the employer to modify work duties while Melinda still needed a cane. The physician agreed to a return to work with the accommodation of restrictions.
- ✓ A Vocational Rehabilitation Counselor worked with the employer to develop specific modifications to accommodate the restrictions which enabled a return to work at 12 weeks.

## Success

**Benefit to claimant:** Melinda returned to work 4 weeks early due to Sun Life accommodation support.

**Benefit to Client:** The employer saved 4 weeks of lost production.



**Our Work is Healthy (WisH) philosophy** recognizes that work is an essential part of healthy living and fulfills important psychosocial needs for the employee, while helping the employer with lost productivity challenges. Sun Life's early intervention helped Melinda successfully return to work earlier than planned, and she was truly grateful for the support she received in her time of need.

**To learn more, contact your broker or Sun Life Employee Benefits Representative.**

While this case study describes an actual claimant experience, the name and other details have been changed for privacy considerations.

This policy provides disability income insurance only. The expected benefit ratio for this policy is 65%. The expected benefit ratio reflects the portion of future premiums which the Company expects to return as benefits, when averaged over all people with the policy.

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The group insurance policies described in this advertisement provide disability income insurance only. They do NOT provide basic hospital, basic medical, or major medical insurance as defined by the New York State Department of Financial Services.

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