

Introduction to Rehabilitation and Support

Via your British Rowing membership personal accident insurance, provided by Aviva, you have access to IPRS Health www.iprshealth.com one of the largest providers of Healthcare and Rehabilitation across the UK to assist your recovery. from an incident occurring in rowing that results in the need for some mental health support.

Being referred to IPRS health

A designated person from Aviva who handles personal accident claims will discuss the opportunity with you to receive support and consent to be referred to IPRS health to receive rehabilitation support. Before being referred, you should be registered with a GP in the UK. The member will need to supply their date of birth and address along with their contact details to ensure compliance with relevant Data Protection to Aviva in the first instance when they are notified of the incident, this can then be passed onto IPRS.

I have been referred for support, what is the next step?

A member of the IPRS Health Customer Contact Centre will contact you on the preferred number you have provided as part of your referral to IPRS Health. They will schedule you to initially receive a telephone/video assessment with a Mental Health Practitioner. During the call IPRS health will ask you some questions in relation to your Mental Health. This call is likely to last up to 1hr. Following the call, you will have an option of either Remote (telephonic/video) or face to face Treatment.

I've had my assessment, what's next?

Following the assessment, the therapist will provide an overview of the best next steps for care and support that you require. You will be invited to attend another appointment if treatment is required. Once the assessment is complete a report may be sent to your association's insurer (the person who referred you) if you consent for this to happen. This will outline in non-medical terms the plan to support you in your recovery.

Member Journey

