

LIVING WITH DISABILITIES



Ophilayo means “the living is beautiful”.
A principle on which Ophilayo Case Management’s
ethics and engagement model is based.
Our patients and beneficiaries are seen as whole
and respected living beings with immense
potential and human rights.



Introduction

Ophilayo's philosophy is to assist patients to live a fulfilling life. As Occupational Therapists and Case Managers we offer hands-on client service solutions to meet the requirements and needs of all role players involved. Starting from patient care, which is central to our service delivery, to liaising and mediating between Funders, Trustees, Legal and Medical Professionals, families and community members. Ophilayo is a leader in the field of Case Management and provides a comprehensive service portfolio.

With representatives all over South Africa (Gauteng, Cape Town, East London, Port Elizabeth and Durban) we take every possible step to ensure the best outcomes for all our Clients.

Our value added services allow for an all-inclusive stance when it comes to Case Management as a reliable and independent third party. We recognize that each patient and their respective families require an extensive support system, special medical infrastructure, home care facilities and transport. Our experienced and professional Case Management team advises, advocates and promotes services and recommendations for the handling of each patient's case individually to facilitate quality of life and overall health.

What Makes Us Unique?

Perspective: Each case is unique, we see opportunity where others see limitations.

Reliable and professional medical experts:

An experienced team of experts with a track record of success.

Easy Process: We provide Case Management solutions from start to finish making the process easy.

Value Add: We provide Value Added Services for all role players.

The Three A's: Analysis, Accommodations and Advice to enhance home and work accessibility, transport, care-taking and special equipment.

Extra Mile: We are caring professionals who go the extra mile for any patient and/or role player.

Passionate: We love we do. We are passionate about improving quality of life and find inspiration within every client interaction.

Our Vision

Ophilayo's vision is to be leaders in our field, empowering people with injuries or disabilities by assisting them to reach an optimal level of wellness, independence and functional capability and to educate role players to bring about a positive interface when it comes to disability support.



Our Values

We are passionate about what we do and our values are core to our service delivery. We strive to deliver:

- **Creative Solutions and service excellence;**
- **Patient Empowerment and Superior Care;**
- **Education for patients/families and role players;**
- **Practical, reliable solutions and added value;**
- **Objective and professional Advice;**

Management Profile and Summary of Experience

Ophilayo, was co-founded by two Occupational Therapists borne out of the need to assist patients with injuries or disabilities who had settled Medico-legal claims requiring a specific and structured intervention program and plan to enhance their quality of life. Following the successful implementation of care and plans for clients, Ophilayo established itself within the field of Case Management for disabled individuals that are in need of practical solutions and advice on living with their disability. Ophilayo has an excellent reputation for providing quality service, outstanding medical assistance and impartial advice. Ophilayo's experienced team boast a combined 32 years' expertise and providing care for people with disabilities.

Our Founding Team



Alison Crosbie

Occupational Therapist - BSc University of Witwatersrand
Ophilayo Case Management Co-Director and Case Manager
Owner / Director of Alison Crosbie Incorporated

Alison started her own Occupational Therapy Practice, Alison Crosbie Incorporated, which initially specialized in the treatment of children and adults with a range of disabilities. Since it opened its doors, Alison Crosbie Incorporated has expanded into an establishment specializing in medical legal work. Alison is also co-founder of Ophilayo Case Management alongside Kirsten Du Toit. Alison has an impressive track record, priding herself on delivering objective, reliable and professional Medico-legal and Case Management solutions. She provides mentorship and training to Medico-legal Occupational Therapists and Case Managers which in turn ensures the best outcomes for all role players (eg., patients and their families, clients, trustees, funders and legal professionals.) Alison's valuable experience enables her to advise and assist legal professionals and families to navigate the complex Case Management process including understanding the patient from a medical and social perspective.

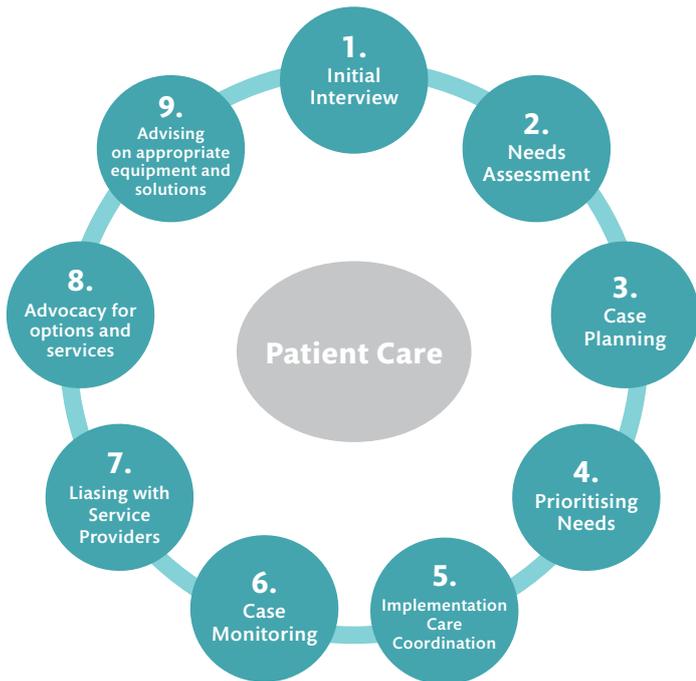


Kirsten Du Toit

Occupational Therapist - BSc and MSc University of Witwatersrand
Ophilayo Case Management Co-Director and Case Manager
Medical Legal Expert at Alison Crosbie Incorporated

Kirsten is an experienced Occupational Therapist specialising in Medical legal work and Case Management. She gained valuable experience starting out her Occupational Therapy career at Chris Hani Baragwanath Academic Hospital where she was part of a team working in Adult and Paediatric rehabilitation. Finding her niche in the Medico-legal field she joined Alison Crosbie Incorporated before co-founding Ophilayo Case Management with Alison Crosbie. Kirsten went on to complete her Masters of Science Degree in Occupational Therapy, which has facilitated her passion for assisting individuals with special needs. Kirsten's in-depth knowledge, experience in the field and pragmatic ability contributes to her success in mentoring Case Managers throughout South Africa. Ophilayo's creative solutions, superior patient care and positive attitude are direct reflections of Kirsten's approach to all situations and evidence as to her integral role as co-founder of this company.

Our Process



Our Services

Case Management

Ophilayo Case Management offers end-to-end services to address the unique needs of every case. We coordinate, oversee, monitor and analyse the nature, extent and efficacy of the required therapies, treatments, devices, aids and accessories as required by the patient. We further conduct due diligence services making sure that the patient has received medical recommendations, in keeping with the funding made available. We offer the following comprehensive services:

Patient Care

As appointed Case Managers, we help patients to communicate with the Trust and advocate for funding to take care of their needs. We facilitate quality care for all our patients who have been through the Medico-legal process.

- We explain the process to the patient and their family so that they know what to expect and understand all role players involved.
- We listen to the patient's problems and implement solutions through communicating with the relevant Trust.
- We co-ordinate all role players (family, caregivers, trustees, attorneys, doctors and therapists) with the patient's needs in mind.

- When applicable we ensure that:
 - The patient receives the right medical care and medications.
 - The patient receives appropriate therapy and general assistance.
 - We help the patient with any administrative requirements they may need. For example: admission to hospital, filling out forms, putting together monthly expense lists, liaising with financial brokers and attorneys.
 - We supply support to ensure that the patient's home and/or work environment is suitable and appropriate.
 - We motivate and submit quotations to the Funders for their consideration/approval e.g. Medical needs, emergency expenses, renovations to housing, purchasing of vehicles and equipment.

Legal Professional Assistance

We assist early on in the litigation process to be fair to all parties involved in line with the funds available, such as in the case of interim payments we facilitate and prioritise reasonable recommendations in the best interests of the Claimant.

This includes inter alia:

- Prioritizing the Claimant's immediate needs e.g., medical, therapeutic and interpersonal care,
- Our Case Managers assist in quantifying your claims if applying for interim payments.
- Once the quantum is settled and funds become available (for example in a Trust), our Case Managers assist in implementing the recommendations as per all the Medico-legal Reports.

Trustee or Funder Assistance

- As Case Managers we act as intermediaries between the Trust and the Client, making the management of their funds easier for the funder.
- We ensure that the money is spent for what it was intended for in favour of the Client's wellbeing.
- We implement the medical and therapeutic needs of the Client.
- We act as mediators between the Trust, the Client and their family relating to some of their demands.
- We ensure that cost effective spend is in line with available funds in partnership with the Trust to safeguard fund longevity.
- We ensure that any spending is motivated and justified.
- We offer a professional and reliable service with flexible options.



Training

Ophilayo offers the following training, mentorship and support for:

Health Care Professionals, we can help:

- Equip professionals with a deeper understanding of the entire Case Management Process.
- Provide professionals with a practical system to ensure the delivery of a hassle-free Case Management support service.
- Hands-on training to improve the skills of the health care professional.
- Mentorship.

Case Management training for a Trust or Legal Professionals, we can help with:

- Understanding the complex process and administration requirements for physically/mentally and / or psychologically impaired (special-needs) Clients.
- Understanding the medical jargon and Medico-legal Reports related to the Client.
- Assisting with a Client Centred Plan.
- Developing interpersonal and mediation skills to deal with special-needs Clients.

Patient Support, we can help by:

- Supply counselling to cope with the emotional and physical challenges the patient may be experiencing as a result of living with a disability.

- Mediate between the patient, the family members and the Trust.
- Supply Support Groups for the patient.
- Supply appropriate training pertaining to the use of special equipment, eg., wheelchairs.
- Guidance in basic home and vehicle maintenance and upkeep.
- Supporting and managing the social dynamics associated with the people who will be interacting with the patient, e.g: Caregivers, Medical Professionals, Teachers, Therapists, Employers/ Employees etc.

Family Support, we can help by:

- Supply counselling to cope with the emotional and physical challenges the family are experiencing.
- Mediate between the family, the disabled family member and the Trust.
- Evaluate fatigue or burnout and supply referrals to ensure that the family are able to provide care and support to the disabled family member.
- Supply Support Groups for family members.
- Supply appropriate training with regards to using special equipment, for example wheelchairs.
- Provide guidance in basic home and vehicle maintenance and upkeep.
- Supporting and managing the social dynamics associated with the people who will be interacting with the disabled family member, e.g. Caregivers, Medical Professionals, Teachers, Therapists, Employers/Employees etc.





Consulting

Ophilayo makes the difficult situations easy by asking the hard questions and dealing with everyday difficulties to make it easier for you. Ophilayo's expert Case Managers offer consulting services in the privacy of your home or work to assist in making the right decisions for the patient, a client, loved one or employee.

HOME

Should assistance be required within the home environment, we assist through:

- Performing a home visit to discuss, analyse and assess your needs.
- Finding creative solutions to help solve the problems you may be experiencing as a result of your disability or impairment.
- Formulation of Reports/feedback and quotations of costing for the adaptations and recommendations for disability management.
- Implementation of the adaptations and recommendations.
- Follow up visits and consultations to ensure long term solutions.

WORK

Should assistance be required within the workplace, we assist through:

- Completing workplace visits to discuss, analyse and assess your needs and the difficulties within the workplace.
- Understanding the day to day experience of the disabled within the workplace and breaking down any stigmas related thereto.
- Formulation of Reports/feedback and quotations of costing for the adaptations and recommendations for disability management.
- Implementation of the adaptations and recommendations.
- Follow up visits and consultations to ensure long term solutions.

STATUTORY

Company Registration Number: 2015 / 288360 / 07

We look forward to assisting you!

MEMBERSHIPS & ASSOCIATIONS



OPHILAYO

CASE MANAGEMENT
CONSULTING & TRAINING