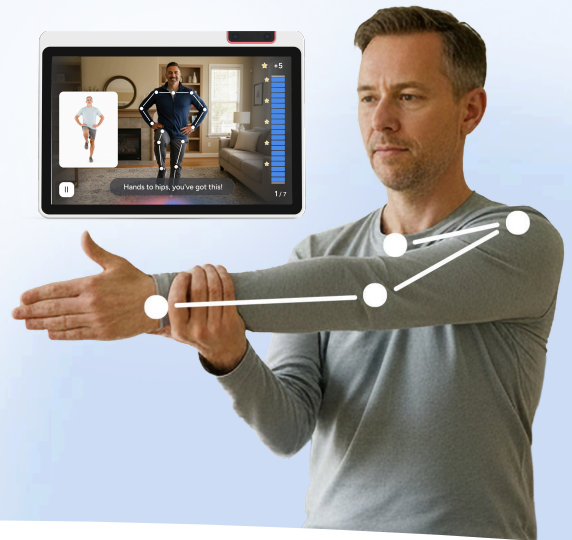


Physiotherapy support for employees: referring managers guide



FAQs

Who is Sword Health?

Sword is West Lothian Council's physiotherapy provider, offering employees access to qualified physiotherapists who assess symptoms and guide individuals to the most appropriate support. Support may include:

- Physiotherapy sessions completed from home
- In-person physiotherapy
- Guidance to help employees understand and manage symptoms

Sword's clinical team manages all clinical decisions and next steps.

When should I consider a referral?

A referral to Sword may be appropriate when an employee:

- Raises concerns about back, neck, shoulder or joint discomfort
- Reports pain or stiffness affecting their work or daily activities
- Is experiencing recurring or ongoing muscle or joint issues
- Would benefit from early physiotherapy input before symptoms worsen

Do managers make clinical decisions?

Managers are not expected to assess, diagnose, or decide treatment. Your role is simply to help employees access support. All clinical assessment and decisions are handled by Sword's physiotherapy team.

Can employees self-refer?

No. Access to Sword is via manager referral. Managers can also be referred themselves via their own line manager.

Is this service confidential?

Yes. Conversations between employees and Sword's clinical team are confidential and handled in line with clinical and data protection standards.

Is there a cost to employees?

No. This service is available to employees at no cost.

How to make a referral

To refer an employee, send an email to ukreferrals@swordhealth.com, including:

- Employee first and last name*
- Date of birth*
- Work email address*
- Phone number*
- Any relevant notes shared by the employee

*Mandatory

What happens after I refer someone?

Sword contact

The employee receives an email inviting them to book a short 15-minute triage call.

1

2

Physiotherapist call

During the call, a Sword physiotherapist listens to the employee's concerns and understands their symptoms.

3

Right support identified

The physiotherapist works with the employee to determine the most appropriate next step.

4

Support begins

This may involve at-home physiotherapy, in-person physiotherapy, or guidance to better understand and manage symptoms.



Start making
referrals today

[Scan the code or click here.](#)