

Top tips

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Adviser

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Case Manager

- Ensures the investigation is conducted efficiently
- Coordinates with the doctor and everyone else involved
- Ensures the doctor has proper support
- Ensures confidentiality and is responsible for documentation
- Makes judgements on the basis of the report and other information

Case Investigator

- Appointed by and accountable to the Case manager
- Works within the terms of reference and ask Case manager for amendments
- Must have no conflict of interest or appearance of bias
- Plans the investigation, documents and interviews
- Records the process

Top tips

- Only investigate formally when other alternatives have been explored and discounted
- Make sure that you have done a thorough preliminary assessment
- Get the ToR right and tight
- Separate the role of the Case Manager and Case Investigator
- Talk to the practitioner.