



When your employee is reported absent due to illness

As a manager, you have much to consider when one of your employees is reported absent due to illness. This folder gives you tips and advice on how to handle the situation.

Early action prevents long-term absence due to illness. The sooner you start helping your employee, the better the odds that the employee will recover.

The timeline below illustrates your responsibilities as a manager in a typical case of absence due to illness:

What should you as a manager remember when your employee is reported absent due to illness?



Stay in contact and talk with your absent employee

It is important that you stay in contact with your employee who is absent due to illness and that you talk regularly. Arrange early on how and how often you are to talk.

What can you and your employee talk about?

The purpose of the talks is to ensure that you and your employee maintain your good relationship and that your employee stays in touch with the workplace. This will make it easier for the employee to return to work after being absent.



Manager's checklist

To help you keep track of the things you have to do concerning an absent employee, we have prepared a 'manager's checklist', which you may find useful:

- Does the employee have any unfinished tasks to be delegated?
- Are there any colleagues or perhaps external partners, who need to be informed of the employee's absence?
- Should automatic replies to emails be set up?
- Should calls and text messages for the employee be redirected to a colleague?
- Agree with the absent employee whether colleagues may contact him/her.

What can you ask an absent employee?

Many managers are not sure what they are allowed to or can ask an employee who is absent due to illness. Below are some examples of what questions you as a manager are allowed to and can ask:

- Is there anything we, your colleagues, and I, your manager, can do to help you return to work?
- Do you have any tasks which are not being taken care of by your colleagues?
- Is there anything else related to your tasks that you need help with?
- What would you like me to tell the team?
- Is there anything you do not want the team to know?
- Do you have an idea of how long you expect to be absent?
- When should we have our next talk?

What are the rules regarding employees who have been reported absent due to illness?

As a manager, you may find it difficult to navigate the jungle of laws and regulations applicable to absence due to illness. In the following, we present the most important ones:

The statutory sickness absence interview

An employer is under a legal obligation to conduct a personal sickness absence interview with an employee not more than four weeks after the first day of sickness absence. The purpose of the interview is to help the employee return to work.

Is a manager allowed to contact an employee who is ill?

Yes, as a manager you are allowed to call an employee who is absent due to illness. That is particularly relevant in case of long-term illness.

What questions are you not allowed to ask as a manager?

You are not allowed to ask your employee for details of the nature of his/her illness. But you are allowed to, and should, focus on what it will take for the employee to return to work. Is it possible, for instance, for the employee to return to work gradually?





Fit for work certificate

Many companies have guidelines on when to request a fit for work certificate. The fit for work certificate consists of two parts. The first part must be completed by you and your employee. It describes the tasks to be performed and when the employee can return to work.

The second part of the certificate must subsequently be completed by the employee's doctor to obtain a medical assessment of when and how the employee can return to work.

What about the financial consequences?

When an employee is reported absent due to illness, it not only affects the company operationally, it may also have a financial effect. If the period of absence is of a certain length, it may be possible to get a reimbursement. Please note the following:

- Notify Danica Pension of your employee's absence due to illness [SKRIV](https://danicapension.dk) (danicapension.dk)
- If an employee is absent due to illness for more than 30 days, you must submit an application for reimbursement of sickness benefits through NemRefusion at Virk.dk within five weeks of the employee's first day of sickness absence.

How to get help for your employee

Encourage your employee to contact Danica Pension on +45 70 25 02 03. Our Healthcare Managers are ready to advise your employee on treatment options and answer any questions.

How to get help yourself

If you are still unsure about what you have to do, you can get help and support from Danica Business on +45 45 13 17 17. Here, a team of specialists will help you to handle any issues concerning an employee who has been reported absent due to illness.

