



# Parent Information Pack: Concussion Care Service

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# About Us

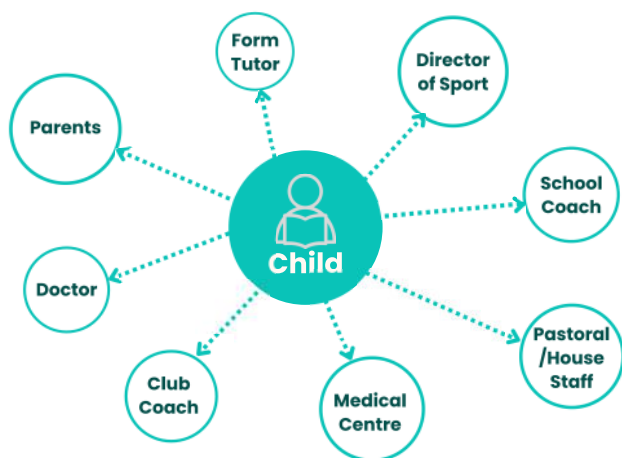
**Return2Play (R2P)** are the leading medical care provider for schools and clubs in the UK. Our services help to build a positive wellbeing culture, creating a safer environment for pupils through specialised healthcare.

## How?

- **Medical Expertise:** R2P offer unrivalled access to some of the UK's top medical professionals, ensuring pupils receive the best possible care.
- **No Waiting Rooms:** Our online telemedicine clinics run 7 days/week, with various appointment times available, including holiday periods. Our R2P Injury Management System allows you to join the online appointment remotely, whether your child is at school or beside you.
- **Bespoke Care:** Our doctors work in partnership with parents and school staff to diagnose, offer expert advice, and provide ongoing guidance across every stage of a child's recovery—ensuring they follow a care plan tailored to their specific needs. This joined-up approach gives everyone involved the confidence that your child is receiving gold-standard medical care and the right support to thrive.



# How the R2P Injury Management System works?



**R2P System** is accessible via a web app on phones, tablets, and computers.

01

## Injury

Child gets a head injury or suspected concussion.

02

## Log

Injury is recorded on the R2P System and automated notifications are sent to all stakeholders.\*

03

## Book

Parent/school staff book an online appointment with Return2Play's medical team.

04

## Appointment

Child attends the appointment with parent/school staff:

- Updates are sent to stakeholders.
- Medical notes are uploaded.

05

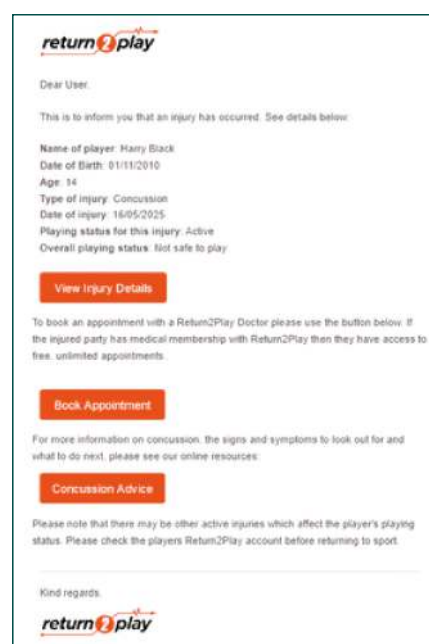
## Clearance

Child can have as many follow-up appointments as needed before being cleared as fit to return to sport.

### Steps on how to log an injury:

1. Select the 'Players' tab from the left-hand menu bar.
2. Select the injured player's name.
3. Select 'Add a New Injury' from the top-right hand corner.
4. **For Concussion:** Complete the injury report form, ensuring to select the 'Injury Type' as "concussion" and entering thorough case notes where possible. If you are unsure if the injury is a concussion, please select "head injury (possible concussion) at this stage instead.
5. Select 'Save and Finish' from the bottom right hand corner of the Summary page.

### \*Example email following an injury being recorded:

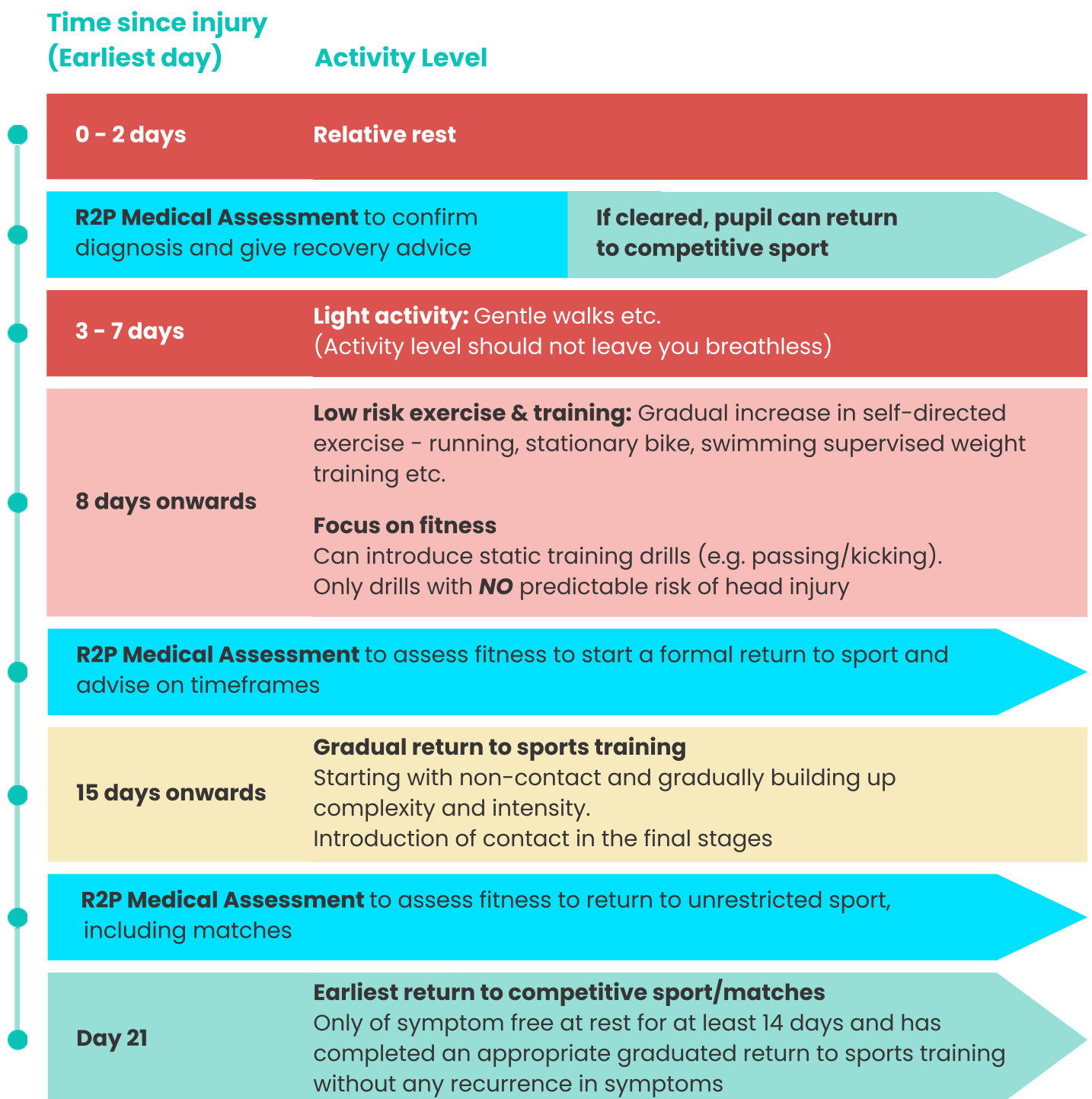


Please visit [return2play.org.uk/userguideparents](https://return2play.org.uk/userguideparents) to learn more about the R2P Injury Management System and other system functions. Video guides are available.



# Concussion: Return to Activity & Sport Pathway.

After a head injury, established guidelines must be followed before your child returns to full sporting activity. Below is the pathway that Return2Play's medical team follows to ensure player safety and compliance with these guidelines. **The minimum recovery time for concussion is 21 days.**



If you are interested in learning more about 'Concussion', please access our E-Modules via the following links:

- [E-Modules Guideline](#)
- [Education Portal](#)

# FAQs & R2P Service Support Team

For general FAQs, please visit: <https://return2play.freshdesk.com/support/home>

## How to log into the R2P System for the first time?

- Head to [r2psystem.melioramedicalgroup.co.uk](https://r2psystem.melioramedicalgroup.co.uk).
- Select the 'forgot password' button to be emailed a password.
- Enter email address as username and the newly received password.
- When prompted to do so, set a new password. This should contain an upper case letter, lower case letter and be more than eight characters long.

## Whose responsibility is it to book appointments?

This may vary from organisation to organisation. But normally, it is the parent's responsibility to book appointments. For boarding pupils, this is often done by the Housemasters or School Medical Centre.

## Should an adult be present at the appointment?

We recommend that parents or school staff be present with the child for their appointment, though it is not mandatory.

## If you have any queries, who they should contact?

If you have any queries at all then please contact us directly on [support@return2play.org.uk](mailto:support@return2play.org.uk).

**Our fantastic support team is available at [support@return2play.org.uk](mailto:support@return2play.org.uk) to assist you with all your queries seven days a week, including:**

- On-Duty Doctor
- IT Support
- Medical Secretary

