

OCCUPATIONAL HEALTH – EMPLOYEE FREQUENTLY ASKED QUESTIONS

EXTERNAL USE

ABOUT HEALTH ASSURED

Health Assured is the UK and Ireland's most trusted health and wellbeing provider, helping more than nine million lives overcome their physical, mental, social and financial challenges.

WHAT IS OCCUPATIONAL HEALTH?

We provide professional medical advice to employers and employees about health and work issues.

We do not take the place of your own physician. We are mainly an advisory service and rarely treat patients, although the EAP does offer support services such as counselling.

The types of work we do include:

- Assessing an employee's ability to work due to health or disability reasons, providing advice to their employers about which types of work they can or cannot manage safely.
- Providing advice to employers to assist an employee's rehabilitation and return to work after sick leave. This will include suggestions for support, work adjustments or modifications for the employer to consider during their return to work.
- Advising employers on their legal duties towards ill or disabled employees under the Equality Act 2010, Control of Noise at Work Regulations 2005, Control of Substances Hazardous to Health Regulations 2002 and Control of Vibration at Work Act 2005.
- Pension medical assessments - early release of pensions on medical grounds.

WHY DOES MY EMPLOYER WANT ME TO BE ASSESSED BY AN OCCUPATIONAL HEALTH PHYSICIAN WHEN I'M ALREADY SEEING MY GENERAL PRACTITIONER (GP)?

Your GP is your personal physician who diagnoses and treats your medical conditions, they have a broad knowledge of medical conditions and their treatments. Occupational Health physicians and advisors are trained in knowing about how medical conditions and treatments affect people, the requirements of jobs (mental, physical and safety), employment and health and safety laws. We advise employers and employees about issues such as fitness to work,

keeping well at work, and provide suggestions for support or adjustments to support an employee in the workplace.

WHAT IS A MANAGEMENT REFERRAL?

A management referral allows your employer to request that you are contacted by one of our Occupational Health advisors. The purpose of the Occupational Health assessment is to assess your current health and the physical, mental and safety requirements of your job so that advice can be provided to your employer about your ability to work and suggestions for supporting you in the workplace. It is for the employer to decide whether they can accommodate suggestions for job modification or adjustments that are proposed.

The Occupational Health advisor or physician will provide the advice to your employer in the form of a written report. If you wish, you can see the report before your employer so long as this is specified on the consent form.

WILL MY EMPLOYER BE INFORMED OF PERSONAL MEDICAL INFORMATION DISCUSSED WITH THE HEALTH PROFESSIONAL

Your confidentiality is very important to us. If you ask that certain medical information is kept private and not given to your employer, we will respect that decision. In very rare circumstances there may be a legal obligation to break confidentiality. For example, if a child is at risk (safeguarding), life-threatening emergencies, serious crimes or court orders (serious criminal investigations).

WHAT IS CONSENT AND WHY IS IT IMPORTANT?

Health Assured and our clinicians are regulated by the General Medical Council (GMC), the Nursing and Midwifery Council (NMC) and the Data Protection Act 2018. We will only ever provide personal medical information about you to a third party, if we have your explicit consent to do so. For this reason, we require you to complete a consent form.

You have the right to refuse your consent, however, you should be aware that if you decide not to give your consent, your employer may have to make decisions about you and your continued employment based on the information available to them without the benefit of an Occupational Health report. This may mean you do not receive modifications or adjustments to support you working.

AM I ABLE TO SEE THE REPORT?

The physician or advisor who assesses you will explain at the end of the consultation what they are going to write in their report. If you would like to see the Occupational Health report either at the same time it is sent to your employer, or a couple of working days beforehand, please let us know on the consent form. Please note that only factual inaccuracies within a report can be changed.

DATA PROTECTION ACT

Medical records are kept and processed confidentially by Health Assured under the terms of the General Data Protection Regulation 2016/679 (GDPR) and Data Protection Act 2018. You can request your records if you wish. Should you require access to your records please email SAR@healthassured.co.uk or you could write to us at the address below:

Quality and Compliance
Health Assured Ltd
The Peninsula
Victoria Place
Manchester
M4 4FB

WHAT IF I AM UNABLE TO ATTEND THE APPOINTMENT?

Once we have received the referral form and completed consent forms, we will contact you to arrange an appointment for either a telephone consultation or clinic appointment. If you are unable to make the allocated appointment time, you must contact Health Assured providing at least two working days' notice (see your appointment letter as clinics vary).

If an appointment is cancelled within the cancellation period (two days for telephone consultations, or five working days for clinic appointments), we reserve the right to charge your employer up to a maximum of £275 plus VAT for the consultation.

If you have any queries about your appointment, please contact your employer or Health Assured directly by emailing occhealth@healthassured.co.uk or telephone us on 0161 836 9481 and we'll be happy to help.

WHAT IF I AM LATE FOR A CLINIC APPOINTMENT?

Occupational Health appointments ordinarily range between 30-60 minutes long. If you arrive late for a physician's clinic appointment, the Occupational Health physician may have insufficient time to assess you properly and may be unable to proceed with the appointment. In this case a cancellation fee will be passed to your employer. Please plan your journey carefully and aim to arrive at least 10 minutes prior to your appointment.

I HAVE A DISABILITY AND NEED SPECIAL ACCESS PROVISIONS MADE?

If a face-to-face clinic appointment has been arranged and you have mobility or access difficulties, please phone us on 0161 836 9481 to make us aware at the earliest opportunity.

HOW SHOULD I PREPARE FOR MY OCCUPATIONAL HEALTH ASSESSMENT

Please have your medication list and any hospital or scan letters which can provide information about your diagnosis and treatment during your assessment.

CAN I BRING SOMEONE WITH ME TO A CLINIC APPOINTMENT?

Yes, as long as you do not mind them being present when details of your personal medical history or work problems are discussed. Please note that it is not usually appropriate to bring children with you.

COMPLIMENTS AND COMPLAINTS

We are always looking at ways to improve our services. If you would like to send a compliment or complaint, please either phone us on 0161 836 9481 or email your comments to client.services@healthassured.co.uk.

CONTACT US

Health Assured Team can be contacted on:

0161 836 9481

or by emailing:

occhealth@healthassured.co.uk

or by post at:

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