Heales Medical

Occupational Health

Services for GP and Dentist Practices

...Take the first steps towards a healthier & more productive organisation
Benefits of the OH service:

- Reduced Sickness Absence
- Increased Workforce Wellbeing
- Bespoke Online Management System
- Dedicated portal for GPs/Dentists
- Quick and easy to make online referrals
- Notifications and information sent to managers via secure e-mail link
- Up to the minute online case tracking
- Appointment information and appointment reminders sent via e-mail and text
- Dedicated Contract Management and GP/Dentist Liaison Administrator
- Competitive Pricing
- Secure encrypted electronic records

What Occupational Health can offer:

- A dedicated GP/Dentist portal for easy online referrals
- Pre-Employment Screening
- Sickness Absence Referral
- Health Surveillance
- Full range of Vaccinations, including Flu
- Needlestick Injury Helpline
- Ill Health Retirement
- Health Education and Promotion
- Employee Assistance Programmes
What does the GP/Dentist Portal Offer?

- Quick and easy online referral for pre-employment, management referral and other cases allowing the user to upload additional information as required.

- Online guides, help and reports.

- Fast and efficient online processes, for example:
  
  - Once the practice has submitted a pre-employment referral online an automatic email is generated sending a secure link to the online questionnaires.

  - The employee will also receive a text message on their mobile phone informing them that the pre-employment questionnaire has been sent to their email address and requires completion.

  - The employee will receive automatic email and text 'chases' to complete the questionnaires, the referring manager will receive automatic updates on the progress of the referral.

  - The referring manager will receive confirmation that the employee is either fit or not fit for the role along with advice on reasonable adjustments and health surveillance.
Needlestick Injury Helpline

We offer a Needlestick Injury Helpline which provides you with a risk assessment, confidential advice and immediate support following a needlestick/sharps injury.

If you have had a needlestick injury, call:

03333 449 006
9am - 5pm Monday - Friday.

Recorded advice and message service available outside of these hours.

Information about Needlestick Injury is also available via your client OH website. Log in at www.heales.com to find out more.
Frequently Asked Questions

How long will it take to get an appointment?
We will normally arrange an appointment with an Occupational Health Advisor within 5 working days of the referral. For more complex cases we may advise an appointment with an Occupational Health Physician, which will be within 10 working days.

When will we receive Management Advice following a referral?
Management advice is released within 2 working days of an appointment or GP/Consultant report(s), and often on the same day, with employee consent. If the employee chooses to view the report first we will assume consent after 3 working days, or 5 working days if sent by post, if we have not been asked for amendments or the employee has not withdrawn consent to release the report.

When will we be invoiced?
Invoices will be sent out monthly.
Terms and Conditions

- Let OH know of personnel changes to make sure you receive our emails on time.

- Payment is due within 30 days from the end of the month in which the service is provided.

- Late payment of invoices may result in statutory late payment charges and interest.

- Making a referral will result in charges, even if the service is cancelled.

- Appointments cancelled within 3 working days of the appointment or not attended will still be charged.

- Charges will be applied for non-responses to Pre-Employment Questionnaires.

- Payment by BACS is free of charge, however an additional charge is made where customers choose to pay by cheque in order to cover associated bank charges.

Contact Us

Linda Copeland
Contract Manager
0844 842 1755 ext 4001
linda.copeland@heales.com

Valerie Hills
Administrator
0844 842 1755 ext 4000
nhsengland@heales.com
Contact us today to find out what we can do for you

Heales Medical
27, Bridge Street
Hitchin
Hertfordshire
SG5 2DF

0844 842 1755
www.heales.com