



Heales Medical

Welcome to Heales Medical Occupational Health



Who are Heales Medical?

We are a specialist Occupational Health company who provide an independent service to our clients. We work with both our clients and their employees to provide impartial advice.

We offer flexible, tailor-made solutions to reduce sickness absence rates and improve overall health and wellbeing supported by dedicated resources and an advanced secure online management system.



What do we do?

Our role is to make an independent assessment of employee's medical fitness to perform their job and to offer support and advice to both employee and your employers.

We give constructive advice concerning their situation and advise management on the best possible way to support staff when planning a return to work after a period of sickness absence. We also provide advice on temporary or permanent adjustments that may be needed for employees to be able to perform their job.

What Occupational Health can offer:

- Pre-Employment Screening
- Sickness Absence Referral
- Health Surveillance
- Full range of Vaccinations, including Flu
- Ill Health Retirement
- Health Education and Promotion
- Employee Assistance Programmes

Benefits of the OH service:

We can offer the Occupational Service that is right for your company. No matter what your usage, we will offer you an excellent, efficient and cost effective service. Ad-hoc services work well for one-off referrals, or if you think you'll only need the service a few times a year. Prices are offered on a comprehensive price list, which details prices for all the services we offer. Flexible contract pricing is the most cost effective if you think you'll have a number of referrals. We will create a tailor made package according to your requirements, including as much or as little as you need.



	Ad-hoc	Contract
Reduced Sickness Absence	✓	✓
Increased Workforce Wellbeing	✓	✓
Bespoke Online Case Management System	✓	✓
Secure encrypted electronic records	✓	✓
Quick and easy to make online referrals	✓	✓
Up to the minute online case tracking	✓	✓
Managers portal for easy referrals and case tracking	✓	✓
Notifications sent to managers via secure email link	✓	✓
Appointment reminders sent via email and text	✓	✓
Competitive Pricing	✓	✓
Dedicated Contract Management and Administration		✓
Flexible, tailor-made packages		✓
Annual or fixed pricing		✓
Customisable system features		✓
Access to Health and Wellbeing Portal		✓
Monthly Health Newsletter		✓
Quarterly Health E-poster		✓

Core Services

Pre-Employment Screening

We offer an end-to-end, two stage, online pre-employment process. All you have to do is input the employee contact details, job role and associated risks, and we'll do the rest!

The fully automated online process is able to send appointment offers, and questionnaire and appointment reminders by email and text to the employee and automatically clear the employee for work if there are no health issues. Appointments can be conducted in person, or via telephone or video call. Following any necessary steps Management Advice will be issued by secure e-mail link to the referring manager. The referring manager is kept automatically informed, by e-mail at all stages of the clearance process.

For Healthcare Workers/ Students, and according to the service requirement, appointments will be offered to undertake vaccinations and immunisation assessment or appropriate baseline health surveillance.

Sickness Absence Referrals

Employers are required by law to protect employee health at work. During the year 2018/19 an estimated 1.4 million people were suffering from an illness caused or made worse by work. Approximately 81% of self reported workrelated conditions were musculoskeletal disorders or stress, depression or anxiety.

Our role is to provide clear and consistent advice based on objective evidence, and to pro-actively support management in rehabilitating employees back to work where moving possible, cases and forward to clear fact conclusion.

Early intervention, evidence-based advice, targeted treatment and relevant health promotion will help minimise absence significantly.

Following triage, appointment or receipt of medical information, objective Management Advice will be provided answering questions raised by the referring manager during referral.

Where appropriate we will advise on where intervention will help an employee remain at, or return to work. We offer a wide variety of short-term intervention services (counselling, psychotherapy, physiotherapy, osteopathy and chiropractic) which can be arranged at short-notice local to the employee's work or home.

Source: HSE Labour Force Survey, complemented by THOR
<http://www.hse.gov.uk/statistics/causdis/index.htm>
<http://www.hse.gov.uk/statistics/index.htm>

Ill-Health Retirement

If one of your employees becomes chronically unwell and can no longer work to their full potential, or the options for workplace adjustments or redeployment are exhausted, then it may be time to consider dependent ill-health upon retirement the pension scheme regulations.

Ill-health retirement cases can be complex and stressful for both employee and employer, and whilst an employee may not be able to work it is not always a clear-cut case whether they will meet pension criteria. We provide an independent assessment service according to the relevant pension scheme requirements and will work with all parties to ensure we obtain all the necessary medical information employee's to support an employee's application to the pension board or to provide a decision against pension scheme criteria whilst minimising stress for all concerned.



Vaccinations and Immunisations

All employers, employees & the self-employed have specific duties to ensure they are immunised in accordance with the recommendations from the Department of Health. This is to protect those at work and others who may be affected by their work activity, such as contractors, visitors and patients. (COSHH 2002 regulations)

We offer tailor made vaccination programmes to reduce sickness absence and improve business resilience.

Heales Medical has developed an online process for assessing immunity status based on evidence provided and managing the process for ensuring that all vaccination and immunity assessments are properly completed with an immunity report provided to the employee via a secure email for future reference.

Vaccinations and immunisation we provide include:

- Immunisation of Health Workers, Staff and Students
- Travel Vaccinations
- Flu/Pandemic Vaccinations

More specific Pandemics (Bird or Swine flu) will have different modes of treatment recommended by the Regional Directors for Public Health. We provide regular bulletins to clients in these circumstances.



Health Surveillance

Heales provides a full range of Health Surveillance services specific to your requirements.

This can be delivered either on site at your workplace or from one of our regional offices spread across the UK by our highly trained staff of Occupational Health Nurses, Advisors or Physicians.

Our internet based Management Referral service allows you to manage the surveillance process of employees effectively with the ability to set up appointments, review of management of reports along with many other useful features.



Health Surveillance can include, but is not limited to:

- Audiometry Tests
- Eye testing/VDU Testing
- Lung Function Assessment (Spirometry Assessments)
- Driver Health Assessments
- General Driver Health Assessment
- Fork Lift Driver Assessments
- Night Worker Assessment
- Hand and Arm Vibration Syndrome (HAVS)
- Food Handler Medicals
- Skin Assessment
- Substances Hazardous to Health (COSHH)
- Lone Worker and Confined Space Medicals
- Working at Height Assessments and Medicals
- HSE Approved Medicals
- Asbestos Medical
- Lead Medical
- Ionizing Radiation Medical
- Workplace Assessment
- Expectant Mothers
- Airside Medicals
- DSE Screening
- Glasses/Eye Test Voucher Services

Health Promotion

Health Promotion programmes can be delivered through a combination of posters, workshops, newsletters, online meetings/videos and, for our contract clients, the customised OH website linked to the client's own website. Health Promotion events and talks can be organised based on a particular health issue and may also be run to coincide with national campaigns.

We provide, as standard:

- Monthly newsletter with health news stories
- Online diary of Health Promotion events
- Health information on the OH website
- Access to a Healthy Lifestyle blog with easy exercises to do from home and fitness tips
- Access to a Healthy Eating blog with lots of yummy vegetarian recipes
- Quarterly Health Promotion Poster

Health Promotion Packages

To help you ensure your staff are at their optimum level of fitness, health and wellbeing we offer a range of lifestyle promotion options. Starting with the simplest with a blood pressure check, resting pulse rate and total cholesterol level, through a complete assessment including ECG, lung function, blood profile and fitness profile to executive/senior management medicals.

Health Education

Health Education can be offered on a range of topics on an individual or group basis, such as manual handling, the proper use of safety equipment, or more general topics such as

Additional Services

Counselling/ EAP

We can provide Employee Assistance Programmes which include 24/7 freephone services for individuals to access support, information and short-term counselling and web support as well as trauma and critical incident management. We can also provide structured counselling either face to face or by telephone during normal working hours.

Musculoskeletal Assessment and Treatment

We provide a wide range of procedures to objectively assess and improve employees' musculoskeletal health, including Physiotherapy, Functional Capability Testing, MRI Scans and Psychiatric Assessments. We also offer a telephone physiotherapy triage and assessment service.

Other Services:

- Absence Management Helpline
- First Aid Training
- Lifestyle Health Assessments
- Stress Assessment Training/Audits
- Health/Lifestyle Audits
- Manual Handling Training
- Drug and Alcohol Testing



How do we manage our services to you?

We provide you with access to our secure bespoke management system. You only need a modern browser to access it.

All data between your browser and our servers is encrypted. All sensitive data stored in our database is encrypted. Data is held and processed in the UK in our private cloud and held in a Tier 3+ secure data centre.

You can have unlimited users at no additional cost. We provide special portals for line managers and Schools/Clinics. The management system provides many features to make it easier to refer and manage Occupational Health case.

All clients:

- Online referral and case tracking for all types of case
- Online forms
- Secure notifications via e-mail link
- Automatic chasing of online questionnaires
- End to end pre-employment and health surveillance process

Contract clients:

- Online reports
- Access to our Health & Wellbeing portal
- Performance and spend tracking (coming soon)
- Management of subsidiary organisations and users (e.g. Academy, Multi-practice clinic, Multi-company)
- Import and update of staff through a simple import
- API to connect to client systems

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.

Contact Us

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