

# Heales Medical

## Occupational Health

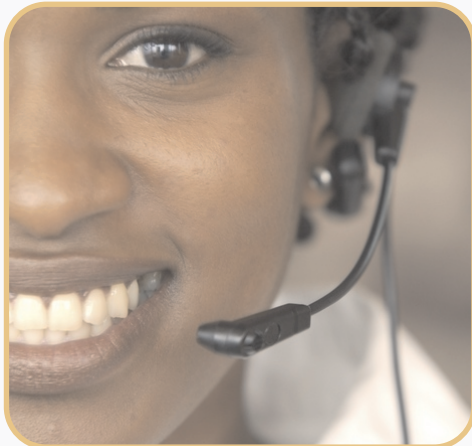
Services for GP and Dentist Practices



...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

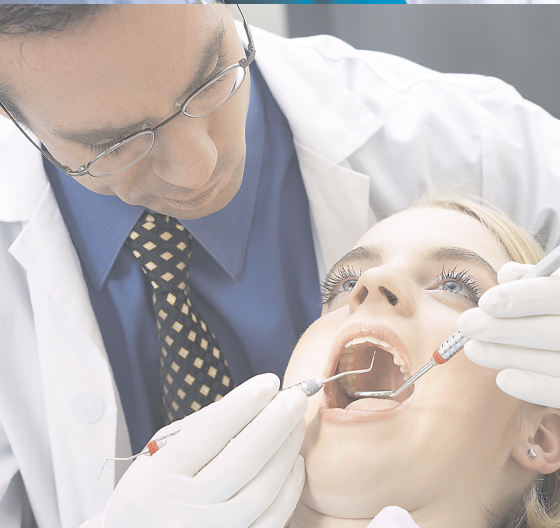
## What does the GP/Dentist Portal Offer?

- 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](http://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](mailto:linda.copeland@heales.com)

Valerie Hills  
Administrator  
0844 842 1755 ext 4000  
[nhsengland@heales.com](mailto:nhsengland@heales.com)

