

OH Assist provides an Occupational Health (OH) service for the University's employees. Working with line managers and HR at all stages of the process, OH Assist will provide advice and consultancy support on subjects including:

- Work/health related measures
- Sickness absence management
- Employee's fitness for work
- Health surveillance
- Management training and support

### How will the Occupational Health service help me?

The service has been designed specifically to meet the needs of managers and employees. The benefits include:

- An on-site OH Assist clinical team who will provide impartial medical advice to help you as a manager and the University, address the issues affecting an individual's health
- Clear statements regarding your employee's fitness for work including a functional prognosis and likely return to work
- Advice on rehabilitation and adjustments to the working environment which is defined and time limited to help you facilitate an employee's return into the workplace
- Opportunity to discuss and agree actions to resolve attendance and productivity issues
- Delivery of 'How to make a good referral' sessions and other manager related training

### Who should I refer?

There are a number of reasons why you as a manager may consider referring an employee to Occupational Health. It could be that you require advice regarding an employee's medical condition and its effect on their ability to attend work regularly, or you may require some information regarding potential adjustments to the working environment which could enable an employee to carry out their job more effectively, or indeed help them to return to work. If you require any support in determining whether you need to refer a member of staff or not, you can either contact HR or your OH Assist Medical Helpdesk on 0845 606 9979 (select option 4) for advice, although all referrals currently need to be made via HR.

### How do I refer an employee?

As a line manager you must discuss the reasons for the referral with your employee and gain verbal consent to refer them to OH Assist. It is important that they understand that the referral process is a supportive measure to help benefit individuals in either returning to work or staying at work.

Once agreed, you will need to complete a referral and forward to [humanresources@napier.ac.uk](mailto:humanresources@napier.ac.uk).

### What happens next?

When a referral is made and the relevant documents have been received by OH Assist, an appointment will be scheduled for the employee to see the relevant practitioner within the agreed appointment timescales.

OH Assist will attempt to contact the employee by phone to schedule the appointment as this helps gain immediate confirmation from the employee that they accept the appointment time allocated to them. If this is not possible then a letter offering an appointment will be sent.

If you have any concerns or queries at all regarding the content of the report produced following the appointment then please contact the OH Assist Medical Helpdesk or HR on x3344.

### What if my staff member doesn't attend the consultation?

Employee's should make every effort to attend the appointment, in line with the University's Managing Sickness Absence Procedure. If an employee fails to attend an appointment with an OHA or an OP a further appointment will be given. If the employee fails to attend for a second time then the case will be withdrawn and the referring manager advised of the non attendance.

You will need to discuss the reason for non attendance with the employee and re-refer if necessary.

### What if I want to discuss the report with the practitioner?

In complex cases, you may want further advice in relation to the content of the report. In the first instance you can contact the OH Assist Helpdesk on 0845 606 9979 (option 4) to speak with an adviser. If you need further advice, please contact HR, who can arrange a time for you to discuss the content of the report or clarify anything within it with the Occupational Health Adviser or Physician.

### What if the case is very complex and I want to discuss the outcome in more detail?

Case conferences are an effective way to discuss particularly complex cases. They can involve a number of stakeholders in reviewing the progress of the case and agreeing an action plan of how to take the case forward. You should contact HR, if you think this would be beneficial.

### Confidentiality

OH Assist operates the highest standards of client confidentiality, adhering to the Data Protection Act (1998) and the Access to Medical Records and Reports Act (1998). Information disclosed to line managers and/or to HR department will be in general terms only and will not disclose any confidential medical details. It will not include any information that could prove harmful or embarrassing to either party. OH Assist will retain confidential medical information securely.