



Heales Medical

Occupational Health



Services for
NHS Shropshire, Telford and Wrekin ICB

www.heales.com

Who are Heales Medical?

We are a specialist Occupational Health company who have been providing services since 1999, to a diverse range of private and public sector clients including NHS, Schools, Higher education, Local Authorities, Charities and Manufacturers.

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?

We help organisations improve overall health and reduce sickness absence by offering a range of support and advisory services to determine the true cause of sickness and to provide early, sensitive and effective intervention and rehabilitation programmes, as well as health and lifestyle resources.

We track all cases through to conclusion and can provide analysis and reports of usage and alert your company to any trends.

The service is provided via our secure online management system which is designed and developed inhouse to exactly meet our clients needs. Features can be added and many forms and processes customised or ammended.

What Occupational Health can offer:

- Pre-Employment Screening
- Sickness Absence Referral
- Ill Health Retirement
- Health Surveillance
- Full range of Vaccinations
- Blood/ Urine Tests
- Health Education and Promotion
- Management Support
- Training and Development
- Drug and Alcohol Testing
- Employee Assistance Programmes (EAP)

Benefits of the OH service:

- Reduced Sickness Absence
- Increased Workforce Wellbeing
- Bespoke Online Management System
- Dedicated portal for Practitioners
- 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
- Competitive Pricing
- Secure encrypted electronic records

What does the Practitioner Portal Offer?

- Quick and easy online referral for preemployment, 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 preemployment 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.
 - If the employee does not state any medical issues they will automatically be cleared Fit For Work by our Management System without the need for any Occupational Health involvement. Employees that state a medical condition, Health Care Workers or those engaged with Exposure Prone Procedures will be taken to a more detailed medical questionnaire that will be screened by Occupational Health.
 - 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

Our Needlestick Injury (NSI) Helpline is available 9am-5pm Monday to Friday, with recorded advice and messaging service available outside of these hours.

Our NSI helpline is available to any employee who has sustained a sharps injury while working, it is advised to call as soon as the injury has occurred.

The helpline will provide your employee with:

- ✓ **Risk Assessment**
- ✓ **Confidential Advice**
- ✓ **Immediate Support**

We will then be able to follow up with any necessary blood testing or immunisation boosters at the appropriate times.



If you have had a needlestick, sharps or splash injury please call:

03333 449 006

FAQ's

When can we start referring?

As soon as you have registered with us you will receive a secure link and login where you can start referring straight away.

How long will it take to get an appointment?

We will normally arrange an appointment with an Occupational Health Nurse within 10 working days of triage. For more complex cases we may advise an appointment with an Occupational Health Physician, which will be within 10 working days of triage. Employees and their managers will be able to change their appointment up to 3 working days prior.

When will we receive Management Advice following a referral?

Management Advice is released within 2 working days of an appointment or GP/ Consultant report, and often on the same day, with employee consent. The employee can choose to review the report in case of any changes within 3 working days, or 5 working days if sent by post, if we have not been asked for amendments the report will be sent to the employer.

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

If you have any questions about our service, or require more information, contact:

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