

The Occupational Health Referral

Before the consultation

Your manager will have discussed with you the reasons for the referral to occupational health.

You will have been given a time that the Occupational Health Practitioner will ring you by your manager, via a text message to your mobile phone or you will have had this confirmed by telephone by OH Assist, if it is a face to face appointment then you may be advised of this in writing or by telephone.

Telephone Consultation.

You need to ensure that you are available at the time of the consultation. Please make sure that you are in a suitable environment to take the call as you may not want someone to inadvertently overhear the conversation with the practitioner as they discuss your medical details with you.

The practitioner will ring you at the allotted time, please be available 10 minutes either side of the appointment time to receive the call in case of a delay or earlier availability of the practitioner. If you are taking any medication please ensure you have a list of this medication available

Calls will usually last around 20 minutes, but may take longer so allow time for this and make sure that you are in a comfortable position and able to take a telephone call of this length.

The practitioner will ring you on the telephone numbers provided by the referring manager.

Face to Face Consultation

You will be advised of the date time and venue of your appointment by OH Assist. We aim to undertake face to face appointments at a site within a reasonable distance to you; this may be at one of our sites or at one of our network sites which can be in a health centre, shared office or other facility. Please make sure that you arrive in plenty of time for your appointment as we always try and run our clinics to time, but please bear with us as there may be occasions where there is a short delay. Please bring some form of identification with you and also a list of any medication you are taking. Your appointment will always be with one of our Practitioners, usually either an Occupational Health Adviser (Nurse) or Occupational Physician (Doctor). Appointments will usually last around 20 minutes but please allow time for the appointment to last longer than this.

During the consultation

All Consultations are conducted by OH Assist employees who will introduce themselves to you, confirm your identity by checking personal details e.g. date of birth, and then the practitioner will ask you about your:

- ✓ Employment history.
- ✓ Past medical history
- ✓ Lifestyle/hobbies/family social aspects
- ✓ Your current health problem, recent events, treatments, tests, referrals etc
- ✓ How your health affects your daily activities
- ✓ Assess your pain levels, mobility, mood etc depending on the condition that you have been referred for
- ✓ Discuss and agree any adjustments or if a return to work plan is required
- ✓ Discuss the content of the report that they will send to you manager

If following the consultation the practitioner is not able to address all the issues raised in the referral they may request a report from your GP or Specialist or arrange for you to be seen by another Occupational Health Practitioner.

After the Consultation

Following the consultation the practitioner will write a report to your manager. The practitioner will have discussed the content of the report with you at the consultation and you can request a copy of the report if you want one. The report will be written by the practitioner on the day of your consultation. You are entitled to a copy of the report and if you wish to see this report before it goes to your manager we can arrange to do this

Once the report has been completed your manager will be able to access the report via the OH Assist secure web portal. If you have requested a copy it will be sent by post to your home address and you will receive it in 2-3 days. Once the report has been received by your manager they may arrange to meet with you to discuss any changes that can be made at work to help you to do your job.

If you are off work they may discuss your return to work and agree a return to work plan. Your manager may agree to meet with you on a regular basis to review the return to work plan until you are able to perform your role fully.

Your manager may not be able to accommodate all the adjustments recommended by occupational health and may need to discuss with you what support they can provide to help you at work