



## OH Assist

OH Assist provides an Occupational Health (OH) service to Network Rail. OH Assist provides advice and support on subjects relating to work and health issues in order that employees' health issues can be managed more effectively within the working environment.

## Why might the OH adviser want to talk to me?

OH Assist may need to discuss your illness, the treatment you are receiving and the effect your illness has on your ability to attend work or do your job. They do this to ensure the advice they give is accurate and comprehensive.

If you are suffering from a condition such as stress, they may want to talk about what could be causing this.

## Why have I been given an appointment?

Your employer has asked OH Assist to provide them with advice in relation to your health or wellbeing and should have explained to you the reasons why they have requested an assessment by us. OH Assist works under contract to Network Rail.

## What will happen at the appointment?

The OH practitioner will look at all the information made available to them, including any that you, your manager or your GP may have provided. This will allow the practitioner to build a picture of your current illness or disability, giving particular consideration to the tasks of your job. This is different to the role of your own doctor, who is responsible for diagnosing and treating your illness. The OH practitioner will ask



your questions about your illness or disability. Your telephone or face to face consultation will take approximately 20 minutes.

If you have an appointment with the OHA the appointment is scheduled as follows: If you are at work a face to face appointment will be made for you for you, if you are away from work i.e. at home then a telephone consultation will be arranged.

If you have an appointment with an Occupational Physician it will be scheduled as advised by an OHA.

If a telephone consultation has been arranged then the practitioner will endeavour to contact you at the given time but please be available for at least 10 minutes before and after this time.

## What do I need to have?

- > Access to a landline (preferable) or mobile telephone (for a telephone consultation only)
- > Access to a quiet, private room where the telephone or face to face consultation can take place (the on-site OHA will have a room allocated by the Establishment for face to face appointments)
- > Details of any prescribed tablets, medication or inhalers you are currently taking
- > Details of any specialist appointments you may have arranged
- > Proof of identity (e.g. employee identification number, personal details).

## What happens next?

After the consultation, the practitioner will produce a record of the assessment and their clinical findings known as a clinical record. This record is held in strict medical confidence by OH Assist and will not be sent to your manager. Instead, a general summary is produced for your manager. This is called an Outcome Summary Report. Outcome Summary Reports deal with issues about your fitness to attend work or carry out your job, and do not contain clinical information which would breach medical confidentiality. We will not reveal anything you have asked the practitioner to keep confidential. You can ask your Occupational Health practitioner to arrange for a copy of the report to be sent to you if you wish. Your manager should discuss the contents of the Outcome Summary Report with you once it has been received.



You have access to information OH Assist hold on you under the Data Protection Act.

## What should I do if I want to comment on the service I received from OH Assist?

You can provide positive feedback or make any suggestions for improvement direct to OH Assist. Your letter will be acknowledged within 2 days of receipt by OH Assist. You should talk to your manager or HR Business Partner if you are concerned about the service you have received. If you want to complain, your manager or HR Business Partner will provide you with a complaints form. OH Assist will acknowledge all complaints within 2 days of receipt.

## Any other queries?

Our help desk phone number is 0845 6080656. Please call if you have a general query regarding your appointment.

## 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 the 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.