OH Assist –
your questions answered

Q. Who are OH Assist?

A. OH Assist are an occupational health service provider working throughout the UK with a range of both public and private sector organisations, and employing more than 250 clinicians. They have 20 years' experience delivering occupational health services, providing support to over one million UK employees.

Q. What is the relationship between Atos and OH Assist?

A. OH Assist operates as a separate business unit within Atos, delivering Occupational Health (OH) and Employee Assistance Programme related services. It has its own management team and specialist OH clinicians who undergo specific OH competency training and do not deliver other independent assessments on behalf of the UK Government. To reflect this, and to recognise the difference in the services that they deliver, OH Assist became the trading name of Atos' occupational health business in February 2014.

Q. How will the transfer of records be conducted?

A. All Occupational Health (OH) medical records are held in full accordance with the Data Protection Act 1998, and all relevant guidelines including those issued by the General Medical Council (GMC) and Nursing & Midwifery Council (NMC).

OH Assist has been working closely with the existing provider, Bupa, to undertake the transfer of OH medical records. All current Network Rail employees with OH medical records; excluding South West Trains employees whose occupational health services are offered by a different provider, have been sent a letter advising them of the transfer. Where the employee has requested that their OH medical record is not transferred to OH Assist, Bupa will remove the file and it will not be included in the data transfer.

Q. Will my records be available to third parties?

A. Any transfer of information between OH Assist and third parties will only be completed when approval has been given by the employee. Data transfer will follow consent processes and all appropriate data protection principles.