


A guide to your
**TELEPHONE
CONSULTATION WITH
AN OCCUPATIONAL
HEALTH DOCTOR**



WHAT IS OCCUPATIONAL HEALTH?

The occupational health service is an independent, confidential health service provided by Health Management.

The occupational health service is delivered by a team of health professionals who have training in occupational medicine, the branch of medicine that deals with the relationship between your work and your health. Working to high professional standards, you can expect the team to treat you courteously and with respect for your privacy and dignity.

- Our aims are to:

- Assist employers in the rehabilitation of employees returning to work following ill health.
- Assist employees to achieve good health by providing health advice and support.
- Prevent employees from becoming ill as a result of the work they do.

The occupational health team will work in partnership with you and your employer to resolve issues in the workplace that might have an adverse effect on your health. Together we hope to ensure that your well-being at work is maintained and given the priority it deserves.

- Will this consultation replace the care I am receiving from my doctor/specialist?

No, the occupational health service is not responsible for your medical care. That continues to be the responsibility of your own GP or Specialist.

The team may, with your consent, co-ordinate with your GP to ensure continuity of care but they do not replace his/her care.

- Your telephone consultation

If you have been referred to the occupational health service, your HR/Manager will make you aware of the referral and the reason for your referral. Your HR/Manager have information about the confidentiality of your information and your rights which they will share with you.

Consultations usually take around 30 minutes; sometimes a little longer if the issues are complex. Your appointment details will be available on HealthHub and will usually be communicated to you via email and text message. We will confirm the date, time and name of the Doctor and your referring manager will also be updated.

Please ensure you are in a room where you can talk privately and confidentially at the time of your consultation. The Doctor will contact you on the telephone number given on the referral form.

Once your identity has been confirmed you will be asked for your verbal consent to carry out the telephone consultation and to release a medical report to your organisation following the consultation.

Without your consent, the consultation cannot proceed. If you are not happy to continue then you should advise your line manager or your HR representative immediately,

We may record and/or monitor the consultation to:

- improve the quality of the services we provide
- train and provide our employees with feedback or
- to resolve any complaints or concerns that may arise.

Please tell us as soon as possible or at the start of the consultation if you have any concerns with your call being recorded.

Please note – if you miss your appointment we will need to inform your organisation of the missed assessment and this will also result in a charge to your organisation.

- What information should you have available?

In order for the telephone assessment to be as effective as possible we would recommend you have the following information available if relevant:

- 1. Details of any current prescription medication from your doctor or specialist**
- 2. Information on any relevant health information, such as diabetic glucose monitoring diaries, peak flow diaries for asthmatics, mood diaries for psychological disorders.**
- 3. Names of any specialists whose care you are under and details of any forthcoming outpatient appointments or operation dates awaited.**
- 4. If you have had any recent reports of investigations, blood tests, X rays or scans, it would be very helpful to know if these demonstrated any abnormalities. (You may wish to ask your GP about this).**
- 5. Details of how long your current Fit certificate runs if relevant.**

- What happens next?

The report will be made available to your HR/Manager or named referrer which will answer the questions raised in their referral, and usually include a brief description of any health matters, recommendations and any adjustments to your role which are recommended.

Should you wish to receive a copy of the management report before or at the same time Health Management sends it to your employer, please let the Doctor know and this will be made available on HealthHub.

- Compliance Statement

Health Management processes your personal data in line with relevant data protection and clinical governance requirements and good practice, including:

- GMC Confidentiality and Faculty of Occupational Medicine (FOM) guidelines.
 - Any consent we ask you for is in order to comply with these standards
- The General Data Protection Regulation (GDPR)

Please be aware another clinician may audit your case for quality purposes to ensure all our clinicians work to best practice standard. When this is undertaken no personal data is shared.

Health Management are the Controller under GDPR. The legal basis for processing your:

- personal data is for the legitimate interests pursued by the Controller or by a third party
 - GDPR, Article 6(1)(f). Consent is not relied on for GDPR compliance;
- special category (i.e. health) data is for the purposes of preventive or occupational medicine - GDPR, Article 9(2)(h)

For more information about how your personal data is processed and your rights please see our Privacy Policy (<https://www.maximusuk.co.uk/privacy-policy>) or ask our team.