

Quick overview of the referral process

Your manager will agree with you that a referral to OH could help to clarify whether you have a medical condition that is impacting on your ability to work.

- Ad Hoc OH will contact you to arrange an appointment by telephone.
- One of our OH Clinicians will talk to you about your work-related problem.
- The Clinician will write a report including any recommendations.
- Ad Hoc OH will let your manager see the report. You can see a copy if you wish, either before it is sent, or at the same time.

Frequently asked questions

What is Occupational Health?

Occupational Health, or OH, is a specialist area of medicine that deals with:

- How health problems affect your ability to do a job
- How your job or working environment can affect your health

How can OH help if I have a health problem?

If work is affecting your health, or a health problem is affecting your ability to do your job, OH professionals can help your organization:

- Reduce work-related ill health and absence.
- Minimise risks to employee health and wellbeing.
- Make sure they meet legal health and safety requirements.

Why would I be referred to Occupational Health?

Your manager may refer you if they are concerned that your health is affecting your work. They may also refer you if your job or working environment is affecting your health, or your rate of absence is increased. This can happen after:

- Absence because of sickness.
- Health problems caused by your job.
- Health problems making it hard to do your job properly.

What is the purpose of the referral?

To help you and your manager assess:

- Your fitness for work, taking into account your health problem.
- Your health and safety in the workplace and any effects on other people at work.
- If any changes to your job or workplace could help keep you healthy and well.

How will I be referred to Occupational Health?

Your manager will talk about the situation with you, then fill in a referral form. On the referral form they will describe your job role and reason for referral. We will use this information as part of our conversation with you. If necessary, we may ask you to fill in a consent form allowing us to contact your GP or hospital doctor for medical information.

Can I refuse to be referred?

Yes, you can: we will not accept referrals where the employee has not agreed to be assessed. However, when an employee refuses to have an assessment, managers may feel they have to make decisions about the employee's fitness for work based only on the evidence they have. Without our professional and fair advice, the outcome may not help you as much as it could if you were assessed.

What happens after being referred?

We book an appointment with you for an OH assessment. The appointment may be by telephone or face-to-face. Face-to-face appointments will be at a local clinic to be agreed with you. Appointments normally last 30 to 60 minutes.

What to do if you want to move/cancel your appointment?

If you need to move or cancel your appointment you need to give us more than 48 hours' notice (excluding weekends and Bank holidays) otherwise the appointment will still be fully chargeable to your employer. You can do this by contacting us at bookings@adhocoh.com.

What happens after the appointment?

After your assessment we give advice to your employer in a Management Report. This advice is to help you and your employer improve and manage your health at work.

What is in the Management Report?

The report contains only functional, work issues:

- Your fitness for work
- What you can and cannot do at work
- If you are currently absent, when your expected return to work date is.
- What could be done to help your health improve faster.
- What adjustments may need to be made to your job or workplace to accommodate any health issues.

Does the report show medical facts?

No. We will not pass sensitive medical facts or anything confidential about you to your employer without your consent. You may also ask to see a copy of the report before it is sent to your manager. Tell your OH Advisor if this is what you would like.

How do I know the assessment is fair?

We follow a strict code of practice to make sure our service is fair, secure and confidential:

- The OH Clinician must clearly tell you their name and job role.
- We check you understand the reason for referral. If you do not, we explain it to you.
- All sensitive information you give us is confidential and we will not pass it to your employer without your explicit consent.
- The Management Report will be impartial, giving an independent, professional opinion on your fitness to work.
- The guidelines we follow are in line with the Access to Medical Records Act (1988), the Data Protection Act (2018) and the General Medical Council Guidance on Confidentiality (2009).

Who do I contact if I have further questions about the referral?

You can always speak to your manager or your HR department if you have questions about the referral. If you would prefer to discuss anything with a someone from Ad Hoc OH, please email us at bookings@adhocoh.com.