

OH Consultation Employee Information Sheet

Introduction

When Human Resources (HR) or your manager has concerns about your health or sickness absence, they may refer you to InterHealth Occupational Health (OH) for an OH Consultation. This involves OH obtaining sufficient information in order to provide a clear, accurate and objective opinion on issues such as your fitness for work, reasonable adjustments and rehabilitation to assist you in managing or recovering from your health condition from a work perspective and returning to work if you are absent.

HR or your manager will discuss the referral with you and send a Referral Form to OH, which provides details of your employment and the health concerns. OH will then undertake a consultation with you either on the telephone or face-to-face at the InterHealth office in London, your workplace or other suitable location.

OH Consultation

The consultation will be undertaken by an OH Nurse/ Adviser or Doctor. They will ask you questions to gain a good understanding of your work and health, including but not limited to, personal details; your physical and/ or mental health and condition; family, lifestyle and social circumstances; employment details. During face-to-face consultations, they may also want to carry out a functional assessment e.g. to check mobility and movement.

It is helpful to have the following details available for the consultation:

- Your symptoms and when they started/ stopped, and your diagnosis, if you have one
- Names and dosages of any current or recent medicines and when you started/ stopped taking them
- The types and dates of investigations that you have had or that are planned
- Treatment by other healthcare practitioners e.g. physiotherapy
- Names and contact numbers for your GP and any Specialists you have been referred to

At the end of the consultation OH will answer any questions you may have, provide health advice and summarise the planned feedback to be given to named personnel in the organisation. Further information may be required by a workplace visit or by contacting your GP or Specialist with your written consent.

Feedback

Following the consultation and receipt of any additional information as required, OH sends a written feedback report to the named personnel in the organisation (usually HR and your Manager). The report focuses on the work-related aspects of your health and fitness for work. Medical information remains confidential to OH, who will ask for your consent to disclose any sensitive or confidential information. The report includes but is not limited to:

- Relevant details of your health condition(s) and treatment e.g. whether it is on-going or likely to recur and how your work may be affected in terms of attendance, performance, time off for appointments etc
- Your fitness for work and, if applicable, the likely date for your return to work
- Any limitations on your work activities
- Reasonable adjustments and rehabilitation to assist you in returning to work and managing or recovering from your health condition, from a work perspective
- Any work issues that may be contributing to or could exacerbate your health condition

Recommendations made by OH in the report are advisory only and HR and/ or your manager will consider these and whether they can be reasonably implemented. If you would like a copy of the report, please contact HR or your manager in the first instance.

Data Protection

OH creates and stores a confidential record of your referral and consultation. In your OH Record items may include but are not limited to the Referral Form, record of consultation(s) and other communications, medical reports, OH Feedback Report. If there is a change in the occupational health service, your OH Record will usually be transferred to another OH Provider or doctor, who will continue confidential storage of your record(s).

Your OH record will usually be stored during the period of your employment plus 3 years, or 10 years following the last recorded entry, whichever is the later. You are able to access your OH Record by sending a signed written request stating what information you require with your name, date of birth and address to OH. Following receipt of your request, OH will provide a copy the information requested within 40 calendar days unless certain third party requirements or other legal exemptions apply.

Access to clinical information is usually restricted to OH Advisers and Physicians although other members of OH and administrative staff and may also need to see it. People who may receive or have access to information in your OH record include but are not limited to professional advisers, central Government, your current employer, employees and agents of OH and healthcare, social and welfare advisers or practitioners. The information held in your OH record will be used:

- To provide feedback to the organisation on your fitness for work etc (as per above section)
- In reports to the organisation (usually HR or management) confirming work undertaken by OH (information will usually be restricted to name, referral date, type, reason and outcome and data will be made anonymous wherever that is practicable)
- In internal clinical audit by OH to ensure high standards of service delivery (data will be made anonymous wherever that is practicable)
- When Parliament requires disclosure e.g. notifiable diseases
- In OH research activities

By undertaking the OH Consultation with OH, it is deemed that you are giving your consent to have the consultation with OH and to your data being processed as described above. If you have any queries regarding this, please contact OH, via HR or your manager.