FREQUENTLY ASKED QUESTION'S

REFERRALS

Q   Do employees see referral wording?

A   No, but they should be aware of the referral and what is being asked of OH.

Q   What documents should I upload to the OHIO system?

A   You should upload any documents you think are relevant to the employees employment/absence i.e. absence records / job outlines / risk assessments / shift patterns

Q   Can there be a save button added to the system in case I am disrupted during a referral / what happens to any details I have entered if I am interrupted whilst making a referral?

A   Not currently, PAM will look into this. However the OHIO system is used by more organisations that East Lothian Council so would need a overall system upgrade.

     If you have a complicated referral, it may be best to save into a word document and either copy and paste into the referral or attach the word document to the referral.

Q   Do HR see referrals before they go on the OHIO system?

A   No, they are submitted directly by the manager, however if you have any concerns you are still able to discuss with your HR Adviser who will still have access to all referrals and reports through OHIO

Q   How do I know when referring, whether it is best for the employee to see the OH Nurse Adviser or Physician?

A   For a normal referral managers should select the OH Nurse Adviser. However, if you have a complex case or a referral for Ill-health retirement then you should select the Physician when making the referral.

Q   What do we do if the employee can't make the appointment time/date given?

A   We need clarification on this – The employee should re-arrange the appointment directly to People Asset Management and make the manager aware that they have re-arranged the appointment. The manager would be sent an email with the new appointment date/time.

Q   Will previous referrals and reports be available on the OHIO system for the manager to look at or if an employee moves to another area within the Council will the information on any previous referral or reports be accessible to the new manager??

A   Yes, any referrals or reports undertaken since PAM became the OH Provider (March 2014) are available on the OHIO system. When an employee moves to another area within the Council, the OHIO system will be updated to reflect that change and allow the new manager access to the reports.

Q   If an employee's address is incorrect on the OHIO system can the manager change it?

A   Yes, but as this information is sourced from the HR and Payroll system please ensure that a Personal Change Form is also completed and returned to payroll so that other systems can also be updated. Following the initial OHIO system upload, there will not be any further updates to employee details. No letters will be sent to the employee from the OHIO system.

APPOINTMENTS

Q   If the employee fails to attend the appointment, is it automatically re-scheduled?

A   No. The referring manager would need to make a further referral on the OHIO system. Therefore it is important that you check that the employee is aware off the appointment day/time. If the employee is unable to attend, they should contact PAM and re-arrange the appointment.

Q   If the OH report recommends a review appointment, is this automatically arranged?

A   No. A further referral would need to be made by the manager at the review date (or later depending on your discussions with the employee to ensure OH report is relevant). This will allow the manager to add any new / updated information relevant to the referral.

Q   What if the employee does not have, nor will not give, the referring manager a mobile phone number to get notifications of appointments?

A   The manager will receive an email notification of the appointment and should confirm the details with the employee.

Q   Can an employee elect to receive an email notification of appointments?

A   Yes but the preferred method of notification is by SMS message to a mobile phone. Email address could be used but if the employee is also a referring manager, the email address needs to be a work email address otherwise if would affect any future notifications sent from the OHIO system (i.e. notification of employee referrals made would all be sent to this email address)

Q   Does the employee need to reply to the text to confirm attendance?

A   No. If they are able to attend on the date/time notified then they don't need to do anything

Q   What action do we take if an employee repeatedly does not attend their appointment?

A   Discuss this with HR and this would potentially be a disciplinary issue. There is an expectation that employees will attend appointments with Occupational Health.

Q   If a referring manager is on annual /sick when the appointment date or report comes in and their out of office is on will PAM re-direct the appointment?

A   No. The manager would need to make their manager aware of the outstanding appointment and they will be able to check the OHIO system for the appointment details / report.

OH REPORTS

Q   Does the referring manager need to issue a copy of the OH report to the employee?

A   Yes. It is now the referring manager's responsibility to issue the report to the employee. A manager should always discuss the Occupational Health report with the employee therefore, the report could be attached to the letter sent to the employee inviting them to an absence meeting (giving 5 days notice).

Q   Does the referring manager need to keep a copy of the OH report in local files?

A   No. All OH reports will be available on OHIO if need to be referred to at a later

stage.

Q   What do I do if I feel that the OH report does not answer the questions asked?

A   In this circumstance, you should contact the OH Nurse / Physician directly.

If you have any queries regarding to the referral process, please contact the OHIO Helpdesk on 01620 820112 (internal – extension 8112)

If you have any queries relating to the employee records that you have access to, please send an email to the OHIO Helpline (ohio@eastlothian.gov.uk).