



**INTEGRAL**<sup>®</sup>  
OCCUPATIONAL HEALTH

## Referral Information

This pack contains the following:

1. **Standard Consultation Process Flowchart**  
- for employer
2. **Employee Information Sheet**  
- to be given to the employee
3. **Appointment Instructions Sheet**  
- to be given to the employee

# Standard Consultation Procedure

## STEP 1 Point of referral

- Referrals can be made by telephone, email or fax.
- If a telephone referral is made, the referral paperwork should be forwarded to Integral prior to the appointment time.
- All relevant documents for making a referral are available from our website.
- HR Consultants are able to discuss potential referrals with Integral Occupational Physicians prior to referral if they wish.

## STEP 2 OH physician consultation

Objective assessment technique is used for all OH appointments.

The report will cover the following questions as standard.

- Whether there is a genuine medical condition or not?
- Is the employee fit, unfit or fit with restrictions?
- How long the condition will last?
- Is the employee covered by the DDA 1995?
- Are any adjustments required?
- Is the condition work related or not?
- Are any risk assessments required?
- Is a GP or specialist report required?
- Should a report to RIDDOR be made?
- General advice on interventions to resolve the health problem or reason for absence.

At the end of the consultation, the OH Physician will write out the main contents of the report they wish to send to HR. The employee will have a chance to add any comments they wish and they will sign the document stating that they give consent for the release of the information.

## Standard Consultation Procedure

### **STEP 3 Verbal feedback to HR**

- Verbal feedback is given to the referring HR on the day of the consultation or the next. This takes place within the terms of the consent given already.

### **STEP 4 Typed report dispatched within 48 hours**

- The typed report will be dispatched within 48 hours of the consultation.

### **STEP 5 Ongoing case management advice**

- Telephone discussion, supplementary reports and risk assessment advice.

# Employee Information Sheet

Many employees have not attended Occupational Health before and would like to understand the nature of an OH consultation. The following information sheet describes the process and answers the main questions we receive.

## **Why has my employer arranged an Occupational Health consultation?**

Occupational Health is a medical speciality that deals with health and work. Employers have a duty of care to assess health risks and ensure that work is carried out safely. Often employers need advice on how to manage health problems impacting on work.

Occupational Health doctors have specific training in assessment of health risks and rehabilitation and this means that they are best placed to advise the employee and employer together.

## **What is the Occupational Health doctor's role?**

The OH doctor's role is to evaluate health problems affecting work and to advise on measures to minimise future health risks. We provide advice on the rehabilitation of ill workers and we provide information to managers on any interventions the employer should consider to assist the employee. We also provide advice on disability adjustment and advice on Ill Health Retirement.

All of our doctors have undergone specific training in Occupational Health including examinations of competence and ongoing accreditation. The OH doctor is bound by clear ethical codes from the GMC and the Faculty of Occupational Medicine. OH doctors are Independent and they are expected to be fair and impartial in their advice.

## **What can I expect from the consultation?**

The consultation will last approximately one hour and will include asking about your health problems and any impacts on your day to day activities. The consultation is confidential and notes will be kept by the doctor and will not be accessible by your employer.

The doctor may wish to examine you, with your consent, but no intimate examination will be carried out.

The doctor will discuss the best ways of addressing any work place health problems. You may be given information and resources to help with your health problem.

The doctor will create an advice report for your employer as outlined below.

## **What information will the report contain?**

The OH report will contain information about your health problem and the impact it has on work and what practical steps the employer should consider. A handwritten version of the report will be shown to you during the consultation when you will be able to discuss any aspects of it and you will be allowed to add your own comments if you wish. The report will then be typed and sent to your employer.

# Employee Information Sheet

## **Will my GP or specialist be involved?**

If the OH doctor feels that further information is required from your GP or Specialist this will involve separate consent to request a report from them . We can also write to your GP if we have found any particular problem they should be aware of. We will only write to your GP or Specialist with your specific consent.

## **Data Protection**

We will require your consent in writing to obtain and process any health related data about you. Your OH doctor will explain this at the start of the consultation and obtain your consent. We have processes in place to ensure the confidentiality and security of your data.

Any processing of medical information is categorised as “sensitive personal data” under the Data Protection Act 1998.

You have certain rights under the Act including access to the information held on your health record. If you want to access health information please make this application in writing. A check will be made to verify your identity. In some situations a charge may be made for this service and we will notify you if a charge is applicable.

## **Appointment information**

Please contact your employer if you are unable to attend for any reason. We may be able to use your appointment for another employee.

You may bring someone with you to the appointment if you wish but please make sure you are comfortable discussing any personal issues in front of them.

## **Adjustments for disability**

We can provide assistance for individuals with mobility problems or requirements for wheelchair access. Please call our office in advance so we can make sure all arrangements are in place for you.

Employees who have hearing problems can use our loop system.

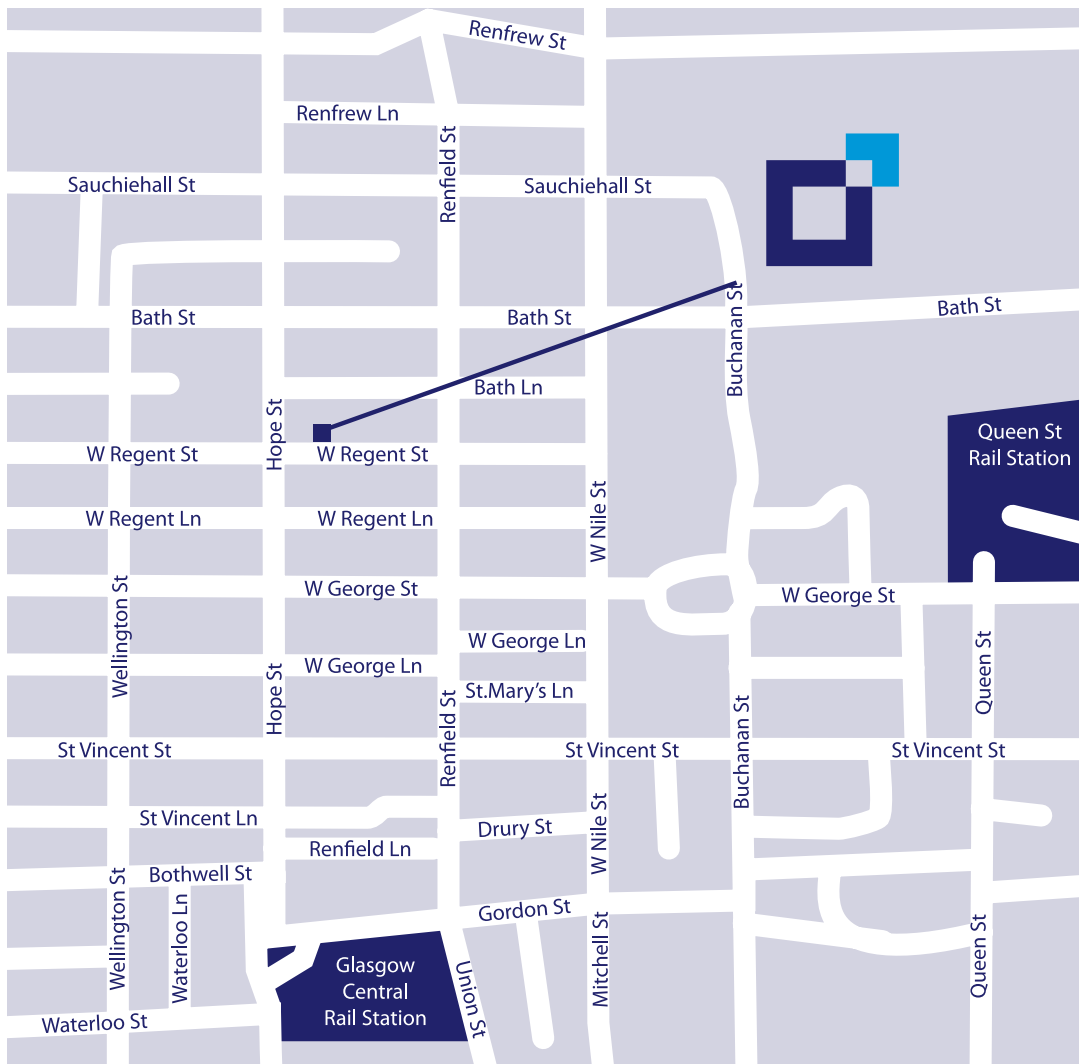
We can arrange for interpreter services if required. Please let us know in advance.

# Appointment Instructions - Glasgow

We are in the city centre of Glasgow. Both Central Station and Queen Street Station are a 5 minute walk away. There are car parking facilities nearby either at a meter or at several multi-storey car parks.

Integral Occupational Health  
76 West Regent Street  
Glasgow  
G2 2QZ

T 0141 331 4199



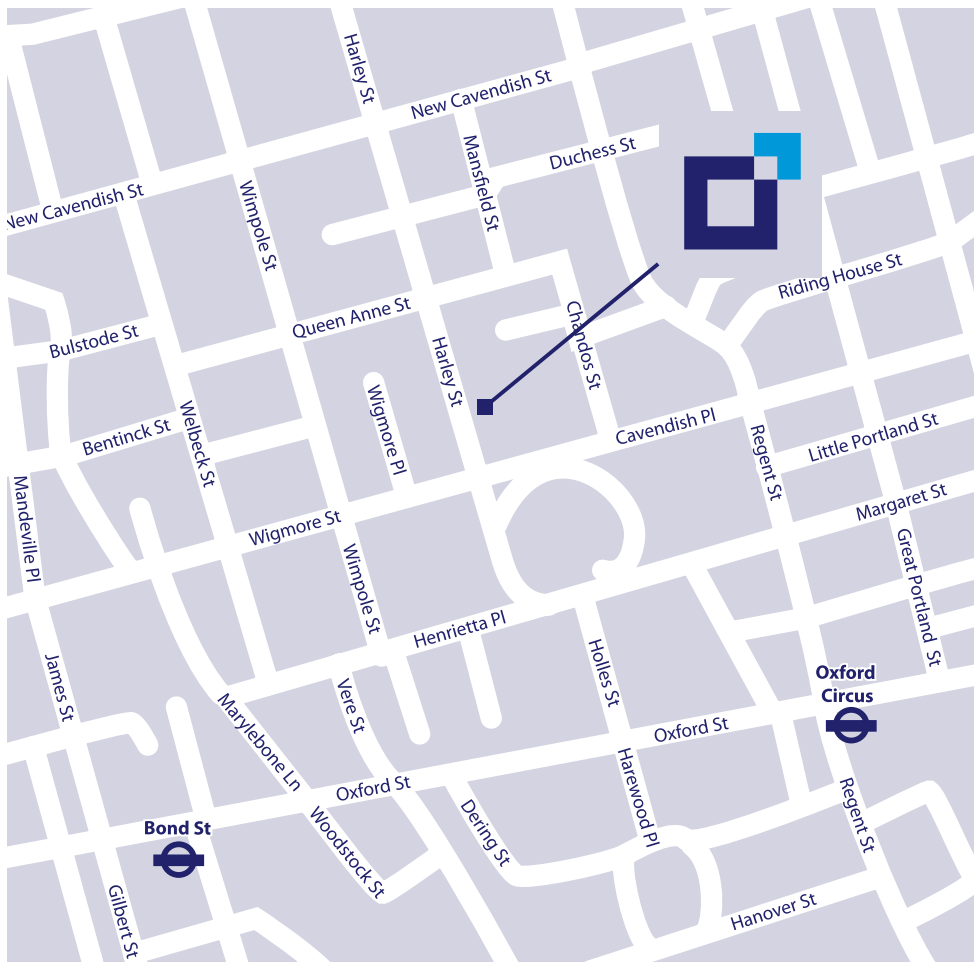
- Please aim to arrive 5 minutes before your appointment time
- If you will be late, please contact us on the number above
- Anyone requiring assistance to access our premises please notify us in advance

## Appointment Instructions - London

- Tube** The nearest stations are Bond St. (Central & Jubilee Lines) and Oxford Circus (Victoria, Bakerloo and Central Lines) Both are only a short walk away.
- Bus** The following buses stop outside John Lewis, Oxford St. 6, 8, 13, 15, 23, 73, 135, 137, 139, & 189.
- Car** Short stay metre parking in surrounding streets and long stay parking at NCP car parks at Cavendish Sq. and at the rear of Harley St. is available.

Integral Occupational Health  
10 Harley Street  
London W1G 9PF

T 0844 555 5113



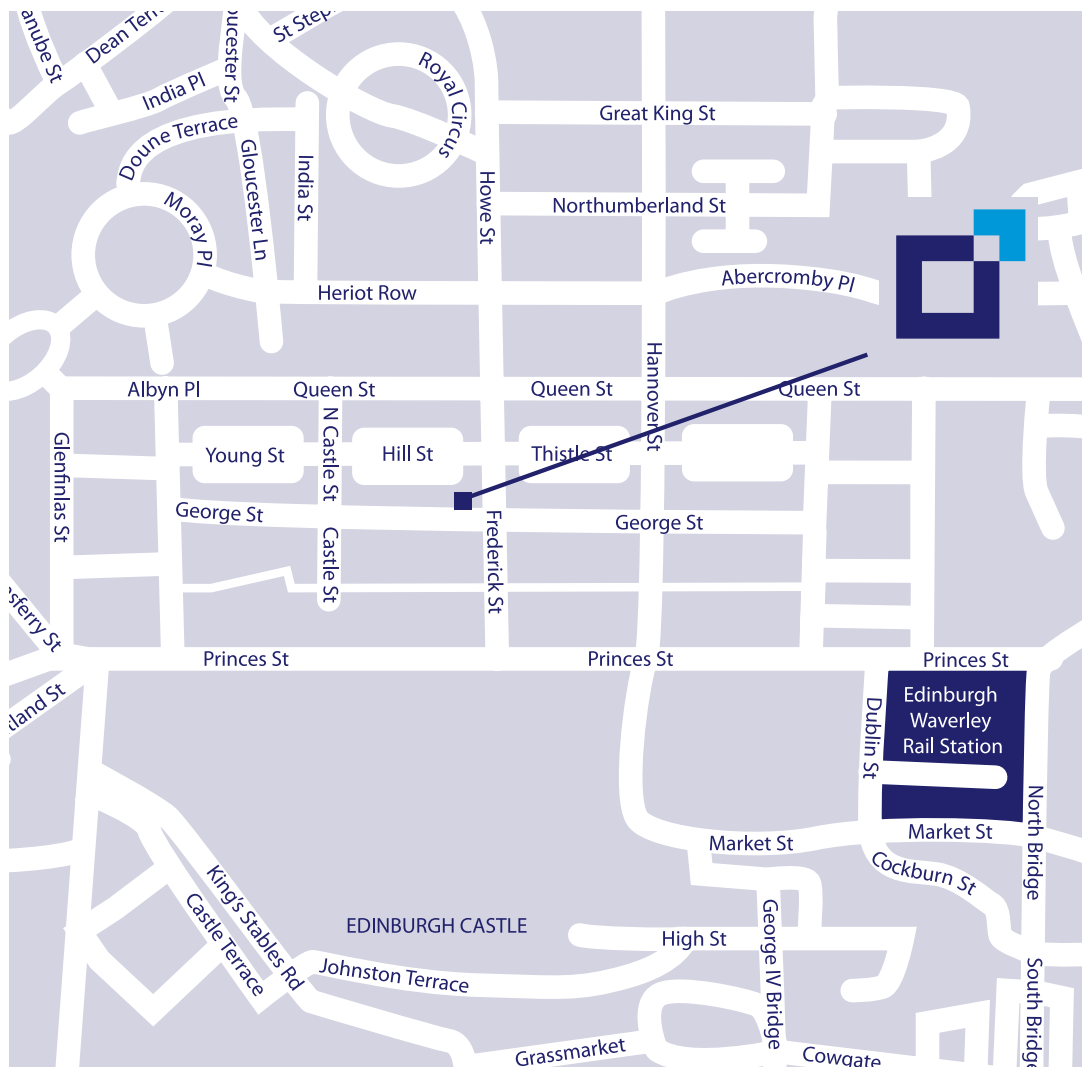
- Please aim to arrive 5 minutes before your appointment time
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# Appointment Instructions - Edinburgh

Our Edinburgh office is centrally located about 10 minutes walk from Waverley Train Station  
Multi-storey car parking is also available close by.

Integral Occupational Health  
Forsyth House  
93 George Street  
Edinburgh EH 3ES

T 0844 555 5113



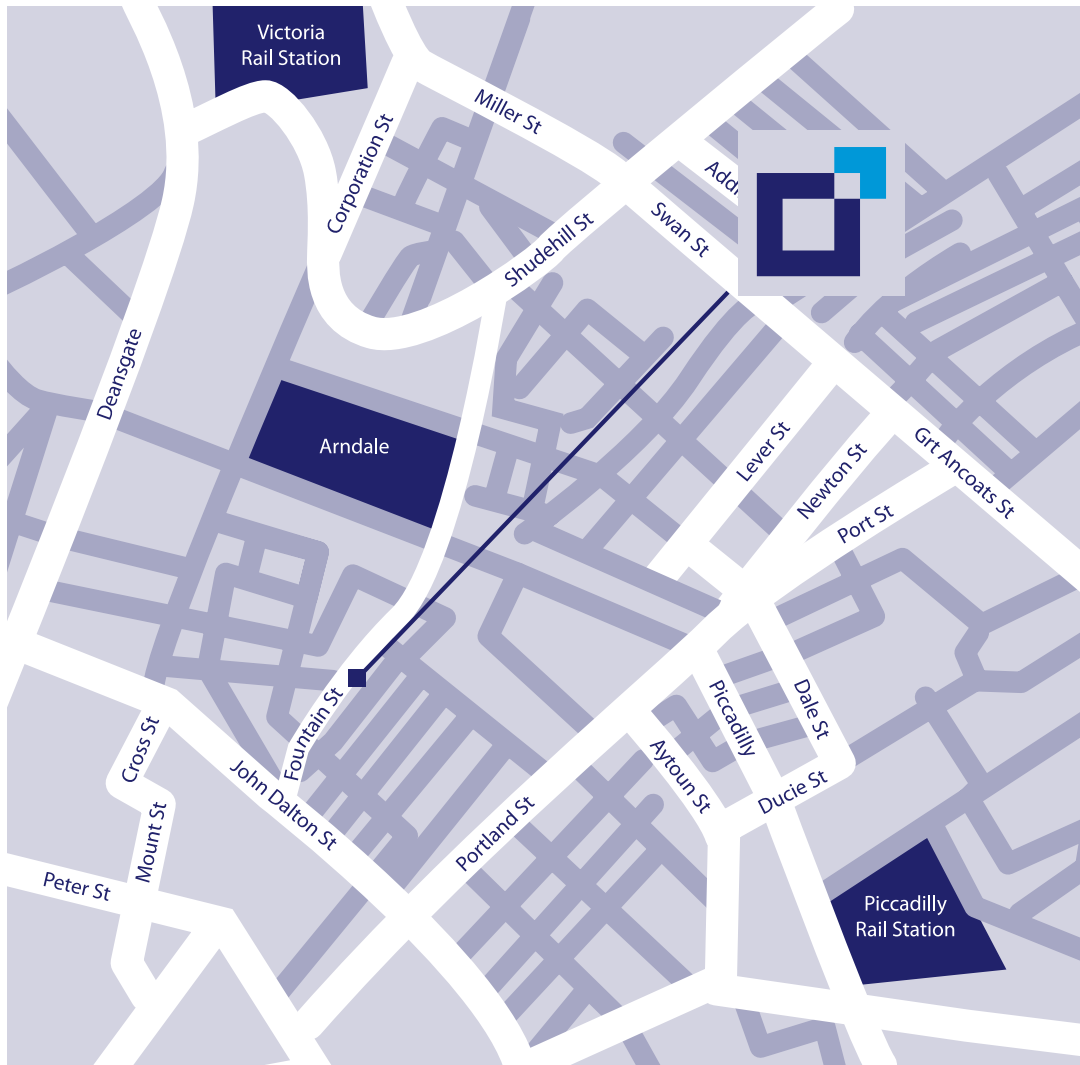
- Please aim to arrive 5 minutes before your appointment time
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# Appointment Instructions - Manchester

Our Manchester office is centrally located within easy walking distance from Metrolink, Piccadilly and Victoria stations. Multi-storey NCP car parking is also available close by.

Integral Occupational Health  
Abbey Business Centre  
Barnett House  
53 Fountain Street  
Manchester M2 2AN

T 0844 555 5113



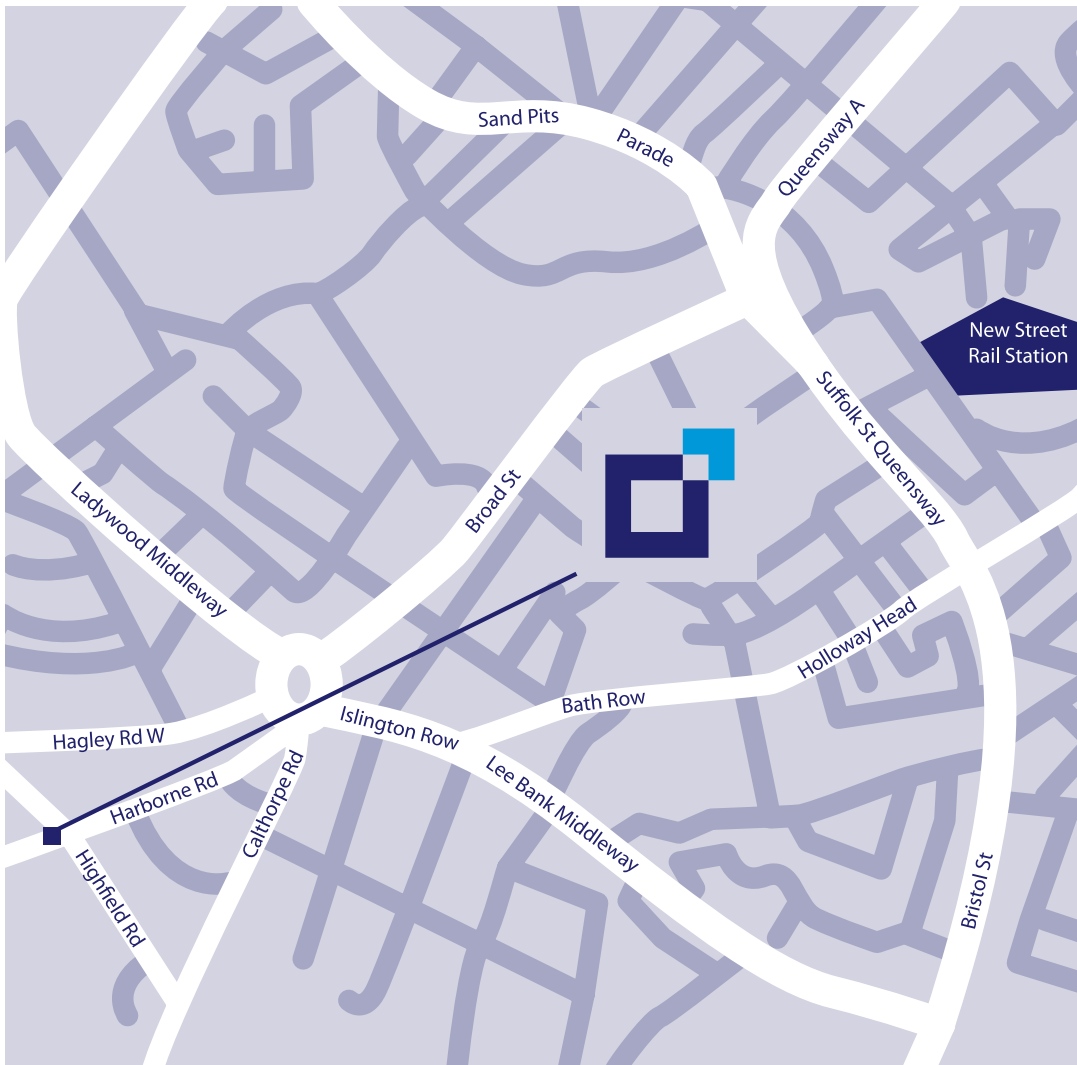
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## Appointment Instructions - Birmingham

Our Birmingham consulting rooms are located in a period property approximately 1.5 miles from the city centre.

Integral Occupational Health  
Consulting Rooms  
38 Harborne Road  
Edgbaston  
Birmingham B15 3HE

T 0844 555 5113



- Please aim to arrive 5 minutes before your appointment time
- If you will be late, please contact us on the number above
- Anyone requiring assistance to access our premises please notify us in advance