

Consultations: Face to Face and by Teams or Skype

Consultations are usually undertaken by occupational health physicians but sometimes by occupational nurse advisors. There is rarely a need for physical examination. The consultation will take place either face to face at an agreed location near to you or online. They will write a report that will be overseen by the lead occupational health doctor who supports your organisation. They will consider the information and, if necessary, add or adjust the report to ensure it reflects the job role and working environment and answer any questions asked by the referring HR manager.

Writing to your GP/Specialist:

It is sometimes necessary to write to your GP and/or Specialist in order to gain more in-depth information regarding investigations you may be having, or treatment required. Please be assured that we don't include medical detail within reports unless it is directly relevant to your job or working hours etc. Sometimes we need more information e.g. test results and treatment plans.

NB: If you have copies of any letters written by your Specialist to yourself or your GP it can be helpful to bring these with you when you come to your appointment.

For further information,
please call us on

> 020 8295 8250

maitlandmedicaloccupationalhealth.com

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Occupational Health Specialists



Occupational Health Referrals

What to expect

All occupational health assessments are for the purpose of better understanding any problems you may have with your health and putting these in the context of your job role and responsibilities. This information can then be used to advise your employer. The information can include offering timeframes for your return to work and any adjustments or support that might need to be considered.

Occupational health is a speciality that assesses and advises your employer in practical, not medical terms, regarding your health. It is not there for the purpose of treatment and does not in any way replace your GP or Specialist.

The nurses and physicians are fully qualified in general medicine, having a sound understanding and knowledge of all health conditions and their varying degrees of severity together with a working knowledge of your workplace and the roles and responsibilities of all the jobs involved. It is this knowledge and experience that allows them to assess and advise on a wealth of issues relating to health and work.



Dependant on your particular circumstances, a decision will be made to conduct an assessment which can be undertaken in a number of different ways. This could take the form of telephone assessment or short consultation with an occupational health nurse or doctor, an assessment undertaken by a physiotherapist or possibly the gathering of information from your GP and/or Specialist. It could be that more than one of these assessments is required. The decision regarding this is taken by the occupational health team in agreement with your employer in order to gain the necessary information needed.

In all forms of assessment, it is likely that a brief history will be taken regarding your physical and mental health, what has gone on in the past and how you are now feeling. This includes information regarding details of any tests, treatment and what is planned. It's therefore useful if you have any hospital correspondence to hand together with any medication you have been prescribed, details of these are helpful for us to gain a deeper understanding.

Unfortunately, we have a limited time in which to gather a fair amount of information. We therefore need to focus our questions and exchange with you on the effects and impact of your illness on your health and work. Please don't think we are not interested, however please understand that we do have to be quite structured in our questioning and if there are non-medical issues, we need only be made aware of the headlines rather than the details.

Consent

In order to report back to your employer, we need your consent. The report should hold no surprises and you are entitled to see a copy of the report at any time. Although we are able to attach any additional comments you may have to the report and change any factual inaccuracies, we are unable to change the opinions and recommendations made by the clinicians. These are made by doctors and nurses who have an extensive experience, understanding and knowledge of health at work.

Medical Telephone Assessments:

An appointment will be made to speak with you on the telephone. This can be undertaken by either an occupational health advisor (nurse) or physician (doctor) who are usually based in our Head Office in Kent. Many medical assessments (including GP consultations) are now undertaken by telephone and particularly in occupational health where there is rarely a need for a physical examination. These can be an effective way to gather information in order to advise your employer. We ask that you arrange to be somewhere relatively quiet and private so that you feel comfortable discussing your health issues and that you have with you details of any medication you are taking or treatment you might be receiving.

Functional Physiotherapy Assessments:

These are assessments (not treatment) undertaken by an experienced and qualified physiotherapist. If you have pain or problems relating to your muscles or bones, we will instruct them to examine you and advise us on your range of movement including any restrictions you may have. They will also give you some advice on how best you can manage your symptoms. Their report will be sent to the occupational health doctor who understands your job and responsibilities and he/she will compile a report and recommendations based on that information and understanding.



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