



# Occupational Health Services

## Sickness Absence Management

Sickness Absence consultations through Work Medical Direct are conducted by experienced Occupational Physicians. We place a strong emphasis on clear and independent reporting of the issues relating to sickness absence along with clear management guidance for employers.

Our Case Management approach goes beyond the consultation. For our Case Management Fee employers also experience the other aspects of our essential service which are so important is gaining outcomes in cases. After each consultation the examining doctor will give verbal feedback to the referring Human Resources consultant. This can be face to face when we are providing services at a customer site. Our typed reports are despatched within 48 hours. Employers also gain ongoing advice and case management from the examining Occupational Physician for no additional fee. We value ongoing discussion to the point of case resolution.

The only fees payable in addition to the Case Management fee would be the direct cost of GP or Specialist reports when they are needed for case resolution or in the 10-15% of cases which require a second appointment.

We can assist organisations in reducing their sickness absence through several other approaches. Organisations can make significant impacts on attendance by adopting this approach.

- Occupational Physician consultations giving clear and independent advice to employers
- Good communication with Human Resources and Managers
- Training in Sickness Absence Management, DDA 1995, Managing Stress Sickness Absence
- Assistance with Absence Management Policies
- Monitoring of cases and management reporting looking for disease category trends, DDA 1995 cases, alleged work-related ill health
- Wellness programmes to encourage positive health choices.

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## In-Work Management Referrals

Employers often need advice to manage cases where the individual is not absent from work but where there are issues in the workplace which are being attributed to work e.g. poor performance or multiple short term absence. Management referrals are always conducted by an Occupational Physician using the same processes are for Sickness Absence cases.

Consultations are allocated one hour to ensure that appropriate recommendations are made and that appropriate information has been gathered for evidence based opinions e.g. when commenting on the DDA 1995. Allocating this time is essential for us to deliver the outcomes in case management and to reduce the risks of litigation.

The service process is the same as for Sickness Absence consultations.

Our fee, as for Sickness Absence consultations, includes ongoing case management advice from our OH physicians. The only additional fee relates to those where a further consultation is needed (we have a low review rate of 1.1-1.2) or the direct cost of a GP/Specialist report, if this is needed to safely manage a case.

It is standard practice for comment to be made relating to the DDA 1995. A judgement on the applicability of the DDA 1995 is essential for employers.

In relation to Ill Health Retirement, all such medical advice is provided only by Occupational Physicians with recognition of relevant legislation and pension rules, where applicable.

**Tel: 0800 068 68 58**  
**Fax: 01908 285201**



## Pre-employment Screening

The purpose of Pre-employment screening is more than fitness to perform the duties of the proposed job. Employers need to know if they have duties under the DDA 1995 to make reasonable adjustments and if there are higher personal injury risks e.g. previous mental illness attributed to workplace stress.

The WorkMedicalDirect process for pre-employment is fast, efficient and cost effective. Most occupations do not require baseline biological measurements such as hearing tests. Therefore, these cases can normally be assessed using questionnaires and telephone contact.

The process is easy to use. We provide blank questionnaires to the employer. These are completed confidentially by the employee and they are sent directly to WMD. One of our Occupational Physicians will scrutinise the form and employers will receive a typed advice letter, despatched within 72 hours. If any clarification is needed, this is normally sought by telephone by the assessing doctor. There will still be a requirement to see about 10% of employees and this can be conducted at a Work Medical Direct Regional centre or at an on-site day.

Where there is a requirement for baseline biological measures at pre-employment we can discuss your needs further.

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## Night Workers Assessment

The most cost-effective way of delivering this service is by medical scrutiny of questionnaires. Generally only a small proportion of questionnaires need a consultation to give complete advice. We suggest annual assessment.

The process is as for Pre-employment assessment.

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## Other Services

Work Medical Direct offers a full range of Occupational Health Services. Further details can be found on our website, [www.icasworld.com](http://www.icasworld.com)

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## Making Referrals

Full details and relevant forms and guidance are available for download at [www.workmedicaldirect.com](http://www.workmedicaldirect.com). HR and Managers may discuss cases with a WMD Physician prior to referral if requested. This discussion is free of charge.

There is no additional fee for discussion with HR, supplementary reporting, Individual Stress Risk Assessment or liaising with GPs.

If you would like to arrange an appointment you can also contact our administration team by telephone on **0141 553 5129** where appointing options can be discussed.

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## Location of Services

Current Work Medical Direct regional offices are at the following city centre locations:

- Glasgow
- Edinburgh
- London (W1)
- Manchester
- Leeds

Further WMD Regional locations will be added in the coming months. Services provided at these locations are quoted as 'WMD Location' fees.

WMD provide services throughout the UK on customer sites. These services are quoted as 'Customer Site' fees. When booking Customer Site services, any type of case can be referred such as Sickness Absence, Management Referral, Work Station Assessment, Pre-employment etc.

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