

Occupational Health Service Levels

Management Referrals

Occupational Health Physician

- Referral acknowledgment within 48 hours/2 working days
- Appointment Confirmation within 72 hours/3 working days from receipt of OH email acknowledgement
- Appointment Dates will be offered the first available appointment, typically within 10 working days from date of referral, but it is clinic dependent and seasonality can impact on availability of appointments. Due to limited clinic availability, face-to-face appointments may sit outside this SLA depending on the location required.
- Report Turnaround is typically 7-10 working days from date of appointment and reports issued in line with employee consent.
- Cancellation Notice applies if appointments are cancelled within 5 working days of the appointment date.
- Non-attendance, including technical issues, will result in cancellation charges.

Occupational Health Nurse Adviser

- **Referral acknowledgment** within 48 hours/2 working days
- **Appointment Confirmation** within 72 hours/3 working days from receipt of OH email acknowledgement
- **Appointment Dates** will be offered the first available appointment, typically within 10 working days from date of referral, but it is clinic dependent and seasonality can impact on availability of appointments. Due to limited clinic availability, face-to-face appointments may sit outside this SLA depending on the location required.
- **Report Turnaround** is typically 7-10 working days from date of appointment and reports issued in line with employee consent.
- **Cancellation Notice** applies if appointments are cancelled within 5 working days of the appointment date. Non-attendance, including technical issues, will result in cancellation charges.

III Health Early Retirement

- **Referral acknowledgment** within 48 hours/2 working days
- **Appointment Confirmation** within 72 hours/3 working days on the proviso that full case notes are provided
- **Appointment Dates** will be offered the first available appointment, typically within 10 working days from date of referral, but it is clinic dependent and seasonality can impact on availability of appointments. Due to limited clinic availability, face-to-face appointments may sit outside this SLA depending on the location required.
- **Report Turnaround** is typically 7 working days from date of appointment, and certificate and report issued immediately
- **Cancellation Notice** applies if appointments are cancelled within 5 working days of the appointment date. Non-attendance, including technical issues, will result in cancellation charges.

Absence Case Management

Registered Nurse

- **Referral acknowledgment** within 48 hours/2 working days
- **Appointment Confirmation** within 72 hours/3 working days from receipt of OH email acknowledgement
- **Appointment Dates** will be offered the first available appointment, typically within 10 working days from date of referral, but it is clinic dependent and seasonality can impact on availability
- **HR Updates** are typically communicated within 48 hours/2 working days from the date of appointment/call subject to employee consent.
- **Cancellation Notice** applies if appointments are cancelled within 5 working days of the appointment date. Please note that cancellation fees do not apply to Absence Management Cases unless a rescheduled appointment is not attended

If you have an urgent request, please speak to our OH Case Managers who will endeavour to support your request.

For all other services, you will be advised of the SLA that is in place with the specialist provider as these do differ.

Please note that non-attendance for any appointments made will be subject to the cancellation notice.