

Information for People Attending a VIDEO/TEAMS Occupational Health Assessment

What is WTW?

WTW provides professional and independent occupational health services. We have access to doctors and nurses who have additional specialist training and qualifications in Occupational Medicine. They are specialists in workplace medicine and are also familiar with your work, so they can help you with workplace health problems that your own GP or NHS consultant may not be trained in or familiar with.

Our Occupational Health Clinicians will not diagnose your health conditions, nor will they offer treatments or prescribe medication – this is the remit of your GP.

Why do I need to see a Medical or Nursing Adviser?

Your employer has a responsibility to act reasonably towards you and to take proper account of any issues of health. They often need specialist medical help to understand how to be fair to people whose health is causing them problems with work.

You may therefore be referred to us by your manager if:

- You have had an illness or injury that has led to you being off sick for a period of time
- You have had a number of short absences from work that are due to 'illness'
- You have problems doing your job role because of your health, or any apparent problems with your behaviour at work

Your manager will complete a referral form telling us what the problems are, and include details about your job role and your absence. Your manager should discuss with you what they are putting on the form so that you know exactly why you are being referred and can confidently sign the consent form.

Consent to examination

Our Occupational Health Clinicians work to the same rules as any other doctor or nurse. They will not assess you unless you consent to this freely. In order to do this, there are specific things you need to know.

- Who has asked you to see the Occupational Health Clinician and why?
- The doctor or nurse will only assess you for the purpose you have agreed to, and will want to be sure that you really understand why you are being seen.
- What will be done with the information you give to the doctor or nurse?

The doctor or nurse will only use the information for the purpose for which you gave it.

If you do not know, please ask whoever made the appointment for you, *before* seeing the doctor or nurse.

If we need to obtain information from your GP or a Specialist we will ask for your consent and the relevant details. This is all contained on the same consent form and we will explain your rights under the Access to Medical Reports Act.

We also ask if you would like a copy of the report before it sent to your manager. If you are not happy for us to write to your manager, you can withdraw your consent at any time. If you do that, we will inform your manager that we cannot send the report and they will have to manage the situation without the benefit of our advice.

In confidence when completed

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Confidentiality

Unless you have agreed otherwise, the medical details about your health will be kept private. Your medical notes will be kept safely by Willis Towers Watson staff and will not be seen by managers or your HR department.

If appropriate, and with your agreement, an interpretation of your situation will be given to your employer in a report, advising on the effects that your health will have on your work, now and possibly also in the future. We might say, for example, that you will be 'unfit to work at heights' without revealing details of the medical condition that makes this unsafe for you. You will receive a copy of the report at the same time that it is sent to your employer, unless you have specified otherwise.

Attending your VIDEO /TEAMS appointment

Your manager will confirm the details of the appointment, and if you are not available for the appointment you have been offered you will need to let your manager know, as soon as possible, as cancellation charges may apply.

Please ensure you are available with your laptop logged on and Teams running 5 minutes prior to your appointment to ensure there are no delays connecting with the OH Clinician when they call. If you are more than 10 minutes late, the Clinician will be unable to conduct the assessment as their diary is very busy, and your employer will still be charged.

The Consultation

Anything discussed in the consultation is confidential and responses to the questions asked are recorded in your confidential occupational health notes. These notes are not open to anyone other than you and the Occupational Health staff.

What is a VIDEO/ TEAMS consultation?

It is a private conversation that happens between you and the OH Clinician i.e. you can see and hear each other without being in the same room or building. No one else should be present at the time of the consultation, unless this has been agreed prior to the appointment. It uses a technology called "Microsoft Teams" which works over the internet and it allows you to see and hear each other during the consultation.

Is MICROSOFT TEAMS safe/secure?

Microsoft Teams has been used in many other healthcare organisations providing a secure connection between the assessing doctor and patient and there have not been any reports of security breaches. Teams is **not** recorded therefore the only record of the consultation will be the OH Clinician's clinical notes and the final report.

As with all information transmitted across the internet, the security of Teams is not 100%, but it is more secure than sending an email or posting a letter, so we believe the benefits outweigh the risks.

What happens if I don't want to talk to the OH Clinician in this way?

If you do not like this method of communication, it can be stopped at any time and changed to a telephone assessment. It is your choice whether or not you use it and we will answer any questions you may have before the consultation. You can withdraw your written (remove) consent at any time.

How will I be prepared for my remote consultation?

We will arrange to contact you via your Teams appointment (received via email) at a set time which will have been arranged between yourself and your employer/HR contact.

For the assessment you need to ensure:

- You are in a quiet room, in a suitable environment for a medical consultation.
- You must be on your own, unless it has been agreed prior to the appointment for you to be accompanied.
- You should ensure that there are no external distractions that could inhibit the assessment i.e. television/radios should be switched off and other members of your household should be asked not to enter the room during the consultation.

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Please note, the expectation is that you will be dressed appropriately for a medical assessment i.e. dressed as you would be to attend an appointment at your GP practice.

When the OH clinician starts the consultation with you, they will introduce themselves, check that you are happy to proceed and check your name and date of birth. They will then check you have consented to the consultation before commencing the assessment. After the consultation has finished, the OH Clinician will summarise all of the key points that will be included in the report and a copy of the report will be emailed to you (or posted) to you and your employer (as outlined in the above section – ‘Consent to examination’).