



[On Site Health Clinics](#)  
[FREQUENTLY ASKED QUESTION AND ANSWERS](#)

[Question 1](#)

If a member of staff is "IOD", and as per normal procedure, forms are completed and staff member dispatched to the nearest hospital, would our nurse be able to follow up on the treatments prescribed?

[The Answer:](#)

If the occupational service is instituted, then a Professional Nurse registered with an occupational health qualification may be placed with you on a retainer fee and on call for IOD's. She would be able to take on the care of minor injuries but the employee would still have to report to a local hospital for follow-ups, as per the Occupational Injuries and Diseases Act. Without this extra service then on the day, the Nurse visits your site, she will attend to any IOD's.

[Question 2](#)

Could I possibly access testimonials from clients who are currently using your services?

[The Answer:](#)

Please find below two sources to testimonials.

**Mrs. Winnie Dlamini** Corporate Affairs Officer Location: Longmeadow Phone: (011) 372-5161  
Mobile: 0824658726 Email: [WDLamini@merck.co.za](mailto:WDLamini@merck.co.za)

**Vaneshree Maripa** HR - Supply  
T +27 (0)11 871 1658 F +27 (0)11 871 1874  
Reckitt Benckiser South Africa (Pty) Limited,  
8 Jet Park Road Elandsfontein,  
Johannesburg, South Africa, 1406  
[www.reckittbenckiser.com](http://www.reckittbenckiser.com)

[Question 3](#)

What have been the average extra costs accrued to companies, for drugs, for specialist services and any other unknown costs?

[The Answer:](#)

The cost of medication is part of the Primary Health component of the proposal, as is the use of a medical practitioner as required. There are no-unknown costs. Additional costs would only relate to additional services the company requires, the company before hand would approve these costs.



#### **Question 4**

What is the Sister is allowed to divulge to the company in the case of critical infectious diseases or substance abuse?

#### **The Answer**

The monthly statistical report for Primary Health, lists number of employees attended and for what condition. The Sister will only share medical information with the employer with signed consent of employee.

#### **Question 5**

When a member of staff is experiencing problems with colleagues or management, how is the confidentiality honored and yet imparted to the company to solve the issue?

#### **The Answer:**

In terms of EAP, monthly numbers and reasons of visits are supplied. Confidentiality is maintained unless the employee has signed a written consent to share information.

EAP is about working through options available to him/her and guiding through a decision making process. Common work related trends could be identified

Often HR prefers to outsource EAP. Why: An employee assistance program (EAP) is a worksite-based program designed to assist in addressing productivity issues and employees in identifying and resolving personal concerns, including, but not limited to, health, marital, family, financial, alcohol, drug, legal, emotional, stress, or other personal issues that may affect job performance. Many of these issues the HR find best not to be involved with.

#### **Question 6**

If a member of staff refuses to be screened by the Sister, even though they may have been away from work for some time, how could the situation be resolved?

#### **The Answer:**

This is an outsourcing program and reliant on the company to ensure the employee is interviewed. If there is refusal from the employee, it is for the line manager to deal with the employees and reach their own conclusion. In these cases, we can only record the absenteeism and the reason supplied on the sick note and view trends.

There is a reverse element here as well an employee may be regularly off for a justified medical reason and needs the support to manage the condition and reduce time away from work. The company could be asked to look at leniency while this is resolved. This is the caring component to the programme.



**Question 7**

When new staff members apply and are accepted by the company they are required to sign a number of company Policies, if a company were to take on our program should they institute a "Health Care Policy" as part of the terms of employment?

**The Answer:**

This is a good idea in order to outline the components of the programme. This allows for the employee to know what support is available. It offers a further benefit for working for your company.

**Question 8**

During the "eye examination", a patient is seen as needing further assistance, is this patient then referred to an optometrist. ?

**The Answer:**

An eye screen based on the services offered in the proposal would only be conducted if this were the complaint – If there is need for the person to see an optometrist to get glasses, then this is the employee's costs.