

# INFINITY OCCUPATIONAL HEALTH – ABOUT YOUR APPOINTMENT

## HOW CAN I BE REFERRED?

Your manager or human resources department will refer you to Infinity Occupational Health. This is for advice regarding how any medical problem affects your employment.

## WHAT CAN I EXPECT ON MY FIRST VISIT?

On your first visit, you will see one of our doctors for a routine occupational health assessment. This involves going through some questions to get a full history of your health which will allow us to focus on the main issues that are affecting your health and work.

Frequently an examination is not needed, and this would be to assess function usually rather than diagnose any medical problem.

Please bring any medical reports about your condition and details of your medication.

It is important that you arrive on time so that we do not have to cut short your visit or cause delays for those who have appointments after you. If you are unfamiliar with the clinic location, please allow plenty of time.

If you are going to be late, please try and let us know. We may have to ask you to visit on another occasion, especially if you attend more than 10 minutes late. We will let your employer know about any missed or postponed appointments.

You are welcome to bring someone with you if you would like.

## IS MY VISIT TO THE OCCUPATIONAL HEALTH SERVICE CONFIDENTIAL?

Our staff will not disclose any personal information or information about your health to anyone else without your consent, including your employer.

## WHAT HAPPENS IF YOU NEED MORE MEDICAL INFORMATION FROM ME?

We may require more information about your health from your GP or a specialist. We can only ask for this with your consent. If this is necessary, the process will be explained to you during your visit. Any medical reports from your GP or a specialist will be sent directly to our Occupational Health Service and not your employer.

### CAN I SEE MY HEALTH RECORDS?

You can access any of your records held by Infinity Occupational Health in accordance with the General Data Protection Regulations (GDPR). Further details are available on request.

### WHAT WILL INFINITY OCCUPATIONAL HEALTH TELL MY EMPLOYER?

After your visit, we will prepare a response to the manager who made your referral or to your human resources adviser. It is our job to assess your health and advise you and your employer on how this affects your work. We will advise whether or not you are fit to carry out your normal work duties and whether your job needs modifying. We also try, wherever we can, to give some indication of the timescale for your recovery. If you have a long-term disability, including a disability that is not always present but occurs in spells, we will advise on adjustments to be considered by your employer. Occasionally we have to consider if redeployment or retirement is appropriate. We also advise on some health and safety issues.

If there is no medical problem affecting your work we will also explain this to your employer.

### WHAT WILL BE IN THE REPORT?

A report will be written which may include:

- Medical suitability to continue in the current or a proposed role
- Suggestions to help you to remain in work or assist a return to work
- Recommendations for relevant role or workplace adjustments.

### DOES MY EMPLOYER NEED TO KNOW WHAT IS WRONG WITH MY HEALTH?

If you have already told your employer what is wrong with you, then some information about how this affects your work can be helpful, but generally the employer does not need to know the specific nature of any condition in order to manage your work situation safely.

## CAN I SEE THE RESPONSE TO MY EMPLOYER?

We will explain to you the advice we will be giving to your employer during your visit. We will also send you a copy of the response at the same time that we send this to your manager and/or human resources adviser. If you would like to see the reply before it is sent, we are happy to provide this. We will show you or send you a copy of the response as soon as possible. If you have any concerns about the response, please let us know as quickly as possible by email or in writing; preferably within five working days. We will consider your concerns and correct any factual or spelling errors (occupational health opinion cannot be amended, but you are also welcome to attach a letter to the report if you wish).

## WHAT IF I DO NOT AGREE TO THE RELEASE OF THE RESPONSE TO MY EMPLOYER?

If you do not agree to the release of the response to your employer, we will inform your employer that the assessment has been completed and that we do not have your consent to release the report at this stage. If you agree to this at a later date, we will be happy to release the report at this time. If you do not accept the release of the response to your employer, your employer will need to follow their procedures without occupational health advice in relation to your work.

## WHAT HAPPENS IF I HAVE REFERRED MYSELF TO THE OCCUPATIONAL HEALTH SERVICE?

If you have referred yourself to the occupational health service, we will talk to you about whether it is appropriate to contact your employer and we will speak to you about any advice that we will be giving your employer. Your health must be our priority, and we do not do anything that will impact negatively on your health. At the same time, we do not encourage employees to stay off work any longer than is necessary. There may be times when we need to advise staff to return to work with some temporary restrictions to safeguard their health and support their recovery, for example, following an operation.