

Colleague Guide to OH and the Portal



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Introduction

Duradiamond provides an independent, confidential occupational health service to Barnardo's

Occupational health is dedicated to helping people to keep well, and to help them to work to their potential regardless of health problems, as and when these do arise. We know that work is an important ingredient of staying well, and beneficial for people who are having to cope with illness, so helping people to remain in work isn't just good for employers, it's good for their staff too.

The occupational health service is delivered by professionals from a variety of backgrounds, so we can draw on the kind of skills and experience that are most appropriate for any given case.

If you are referred to the Occupational Health Service for any reason, your employer should make you aware of this in advance. If you are unsure why you have been contacted by us or were not aware, your line manager or HR department should be able to advise you further.

Duradiamond use a secure online portal to request, collect and release medical information from our client's employees. This guide explains how to use that portal.

You will only need to register for the portal once, choosing your password as you do. After that you just need to log in using your email address and chosen password.

The protection of your personal and sensitive data is of the utmost importance to Duradiamond. We will:

- process any data you provide lawfully, fairly and in a transparent manner, ensuring we only collect the data for specific, explicit and legitimate purposes;
- inform you of what information we are processing about you, and will never use it for any other purposes;
- ensure the data is relevant, adequate and limited to what we need to know;
- not transfer any of your data outside the United Kingdom.



Who we are

We are a specialist Occupational Health organisation who employ a variety of professionals from all kinds of backgrounds, so we can draw on the kind of skills and experience that are most appropriate for any given case. This list includes;

- Doctors
- Nurses
- Physiotherapists
- Psychologists and
- Occupational therapists.

We pride ourselves on delivering quality Occupational Health Services and keep that focus on quality, at the centre of everything we do.

What happens when Duradiamond receives a referral from Barnardo's

When we receive the referral from your employer, our clinical team will assess it to decide what is going to be the best way forward.

Because technology now makes it so much easier to have video-calls, or telephone calls, this is usually the way that the team will assess people who have been referred. Our experience is that people who have been referred prefer this approach too: it is convenient, doesn't require them to travel, and means that we can arrange an assessment with the appropriate professional much more quickly. Sometimes however it will be helpful for us to see you in person, for example if any physical examination is needed, and on those occasions, we will offer an appointment for you at one of our clinics.

Occasionally we might want to request a report from your GP or treating specialist, but most of the time we won't: in occupational health, to give the best possible advice, we generally need to know what your experience of your illness has been like and how you feel about things, and the best way to find that out is by talking to you.



Who are your main contacts at Duradiamond

Your Occupational Health Service is supplied by a number of dedicated individuals and teams at Duradiamond. These dedicated teams manage the running of Occupational Health services and are as follows:

Chief Medical Officer (CMO)

Dr Alasdair Emslie

Dr Emslie, your CMO is responsible for overseeing the clinical provision of services, managing complex cases, advising you on your organisational health strategy and providing general medical advice to managers and HR staff.

Account Manager

Sophie Dove

Email: Sophie.dove@duradiamondhealth.com Tel: 01273 023079

Sophie is responsible for overseeing the service provision to your business, she will manage any contractual concerns and be a point of contact for escalation.

Client Associate Team

Team 1

Email: team1@duradiamondhealth.com Tel: 01273 023170

The Client Associate team are responsible for managing the all your organisations referrals, booking appointments, publishing reports etc. They are the main point of contact for all day to day queries and concerns.

Your Client Associate team are your first point of contact for all queries.

Please contact them by email or telephone on:

Email: team1@duradiamondhealth.com

Tel: 01273 023170

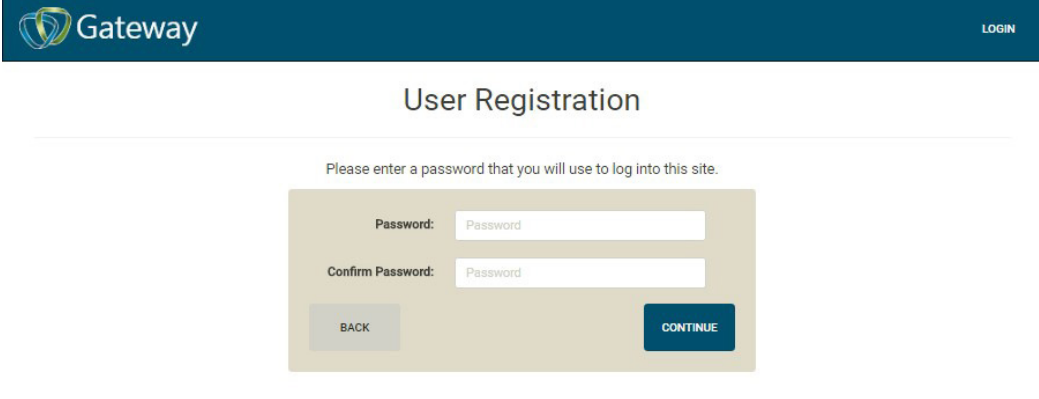


How to access our online Employee Portal

Registration

If we need you to register for an account on our portal, you will receive an email to your personal email address asking you to register for an account. Your employer will provide this contact email address to The Occupational Health Service when they instigate a request with us.

When you receive the email, click on the link to create your account. You will be asked to enter your email address and click 'Continue'.

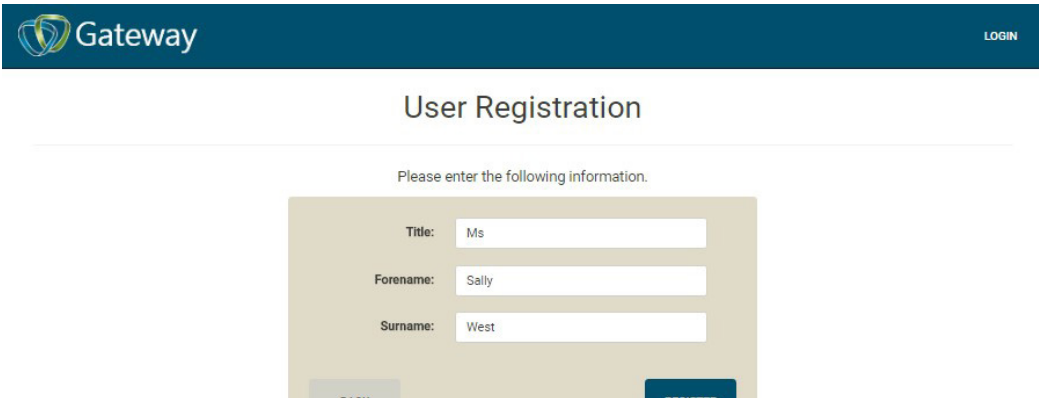


The screenshot shows the Gateway logo and a 'LOGIN' link in the top right corner. The main heading is 'User Registration'. Below the heading, it says 'Please enter a password that you will use to log into this site.' The form contains two input fields: 'Password:' and 'Confirm Password:', both with 'Password' as placeholder text. At the bottom of the form are two buttons: 'BACK' and 'CONTINUE'.

Create your password.

Please Note: Passwords must be at least 8 characters in length and contain a mix of upper and lower case letters, numbers and symbols.

Confirm your personal information and click 'Register'.



The screenshot shows the Gateway logo and a 'LOGIN' link in the top right corner. The main heading is 'User Registration'. Below the heading, it says 'Please enter the following information.' The form contains three input fields: 'Title:' with 'Ms', 'Forename:' with 'Sally', and 'Surname:' with 'West'. At the bottom of the form are two buttons: 'BACK' and 'REGISTER'.

Once completed you will receive the following message. Go to your email and follow the steps in the message to activate your account.



Login

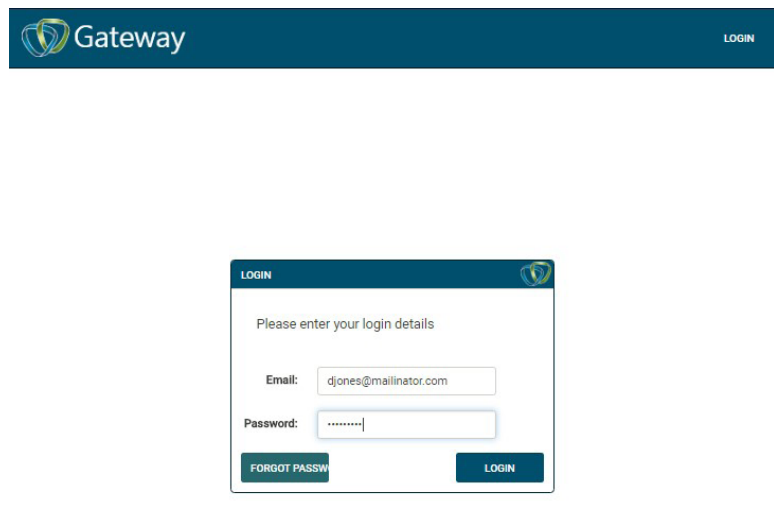
Go to <https://eportal.duradiamondhealth.com/#/>

You can either click on this link or copy and paste the address into your web browser's navigation bar.

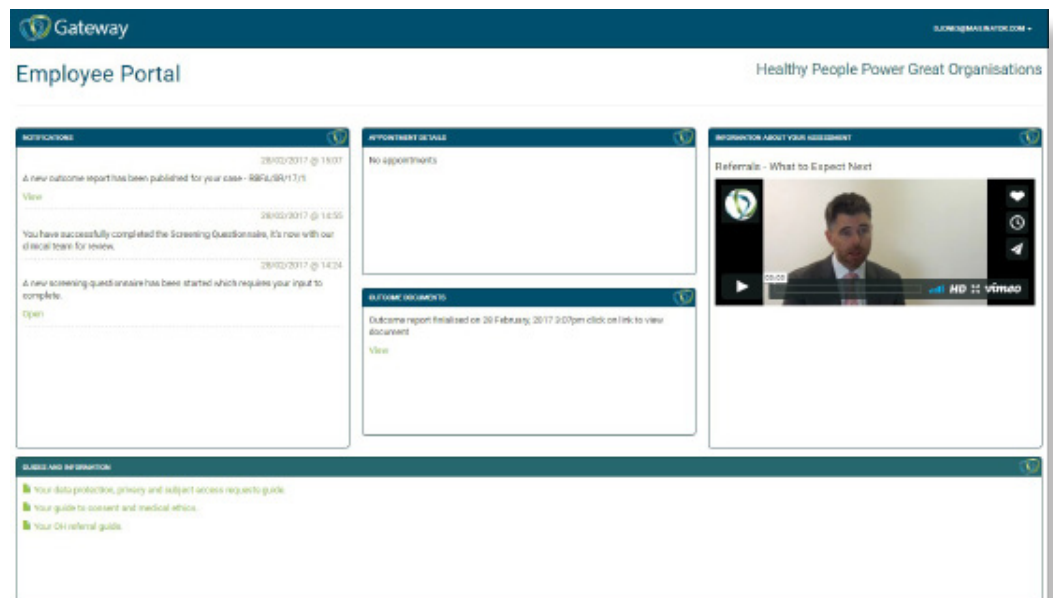
Click 'Login' at the top right of the screen.



Enter your email and password and click 'Login'.



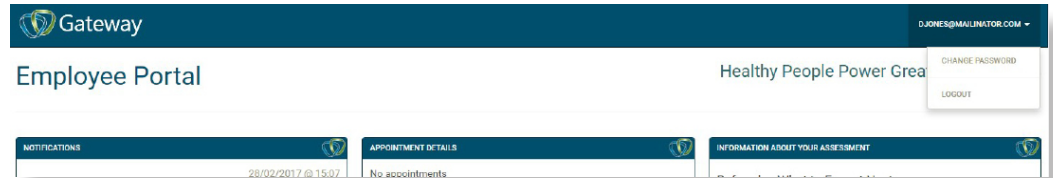
Once you have logged into the portal, you will be taken to your homepage. This is the screen where you can access all other features of the portal.



Logout

Once you have finished using the portal you will need to logout.

To do this, click on your email address in the top right hand corner and select 'Logout' from the dropdown list which appears.



Forgotten Password

If you have forgotten your password, then you can reset this from the login screen by clicking on 'Forgot Password'.

Enter the email address you used to register for an account and click 'Submit'.

If the email address you have entered matches the one in our system you will be sent a password reset email. Click on the link in this email to set a new password and log in.



Homepage

After log in you will reach your homepage. From here you will have access to a range of information relating to your contact with the Occupational Health service.

The screenshot shows the Gateway Employee Portal homepage. The header includes the Gateway logo and the slogan 'Healthy People Power Great Organisations'. The main content area is divided into three columns:

- NOTIFICATIONS:** Contains three notification items:
 - A new outcome report has been published for your case - BSCU/SR1376.
 - You have successfully completed the Screening Questionnaire, it's now with our clinical team for review.
 - A new screening questionnaire has been started which requires your input to complete.
- APPOINTMENT DETAILS:** Shows 'NO APPOINTMENTS'.
- OUTCOME DOCUMENTS:** Shows 'Outcome report finalized on 20 February, 2017 2:07pm click on link to view document'.

On the right side, there is a video player titled 'Referrals - What to Expect Next' showing a man speaking. Below the main content, there is a 'USEFUL AND IMPORTANT' section with links to 'Your data protection, privacy and subject access request to guide', 'Your guide to consent and medical ethics', and 'Your OH referral guide'.

Notifications

This section is where you will find the links for any forms which you may need to complete. Once you have completed the form and submitted this back to The Occupational Health Service, a second notification will appear to confirm that the form is with our clinical team for review.

Appointment Details

This section acts as a summary reminder of any appointments which have been arranged for you. This includes face to face, telephone or video consultations with one of our Healthcare Practitioners.

You will also receive an accompanying email confirmation for any appointment with additional information.

Outcome Documents

Once our clinical team have the information they require to provide your employer with the necessary advice, an outcome document will be shared with you and your employer. This outcome document often takes the form of a fitness certificate or an advice report depending on the reason for your referral to the Occupational Health Service. You can download the outcome document from the portal for your records.



Your Assessment

This video from one of our Chief Medical Officers provides information on what the Occupational Health Service is and what to expect from your interaction with us.

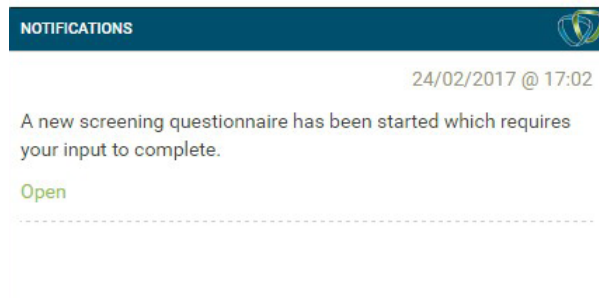
Guides and Information

The guides and information on the portal homepage focus on explaining your rights in regard to your personal information and consent as well as further details on what the Occupational Health Service is.

Completing A Form

If you have received a notification this means your employer would like you to complete a questionnaire, or that The Occupational Health Service need further information from you to progress your case with us.

To respond to the request, to click on the 'Open' link from the notification.



This will take you to the form you need to complete. The first page will explain what the form is and why you have been asked to complete it.

The subsequent screen will ask you to confirm the personal information which your employers have provided us with. This includes items such as your date of birth and your contact details.

You will then be asked a series of medical questions relevant to the reason for your referral to the Occupational Health Service.

Any information you provide in response to medical questions is returned directly to the Occupational Health Service and will not be shown to your employer. The Occupational Health Service will only release summarised information regarding your health to your employer with your consent.

Screening Form (QF30)

YOUR DETAILS 3 / 4

Please answer the questions about your lifestyle

Are you currently in good health? No Yes *

Do you have any illness, impairment or disability which may affect your ability to undertake the new role? This would include physical or psychological conditions including learning disorders, such as dyslexia or dyspraxia. Yes No *

Have you ever had any illness, impairment or disability which may have been caused or made worse by your work? Yes No *

Are you taking any medication or undertaking, or waiting for, any treatment or investigations at present? If yes, please give details of the condition, medication and/or treatment and dates below. Yes No *

Do you think you may need any adjustments or assistance to help you to undertake the new role? Yes No *

Please use the box to give details of any other health conditions that you are suffering from, or have suffered from in the past.

Are there any dates that you cannot attend an assessment, if one is required?


BACK SAVE NEXT

- Any field marked with a '*' is mandatory and must be completed before you can complete the form.
- Use the 'Next' and 'Back' Buttons to navigate through the pages.
- The 'Save' button allows you to save your progress so that you can continue to complete the form later.

When you save your progress, you can return to the partially completed form by clicking on the 'Open' link from the Notifications section again.

The final screen before you submit your form to The Occupational Health Service is a declaration. You just need to read the points given and confirm that you agree.

Once you have completed your form, a new notification will appear to confirm that this is now with the clinical team for screening.

NOTIFICATIONS 

28/02/2017 @ 14:55

You have successfully completed the Screening Questionnaire, it's now with our clinical team for review.

28/02/2017 @ 14:24

A new screening questionnaire has been started which requires your input to complete.

[Open](#)

If you try to complete a form which you have already submitted, then you will receive a pop up to confirm that no further action is required.

Already Complete ✕

This form has already been completed.

OK



Management Referrals - What Happens and What to Expect from Us

If you have been asked to attend an Independent Medical Assessment (IMA)

Following a referral from your employer or a questionnaire you have submitted to us, you may be asked to attend an IMA assessment, this will be conducted by video conferencing or telephone most of the time. However, on occasions we may need to see you in person in which case you will be asked to attend an appointment at one of our clinics. An assessment is the most common outcome following a referral however depending on your specific health concerns or situation this is not strictly always the case.

The assessment

The clinician will want to know how your illness is affecting you and your ability to do things, and what kind of help and support might be useful. We are very clear that helping you to work is our objective (as well as helping you to get better), so at the outset we will check that this is what you want too, so we can be sure that we are providing you with the right kind of help.

Traditional occupational health services haven't really asked the person to be very involved in their case however we do not feel this is the best way forward, because we are going to be able to do much more to help you, if you are helping us too. For example, we might ask you to measure your blood pressure or blood sugars over a period of time and to send us the readings, or you may have letters from your GP or treating specialist about your condition that it would be very helpful for us to see.

All information that you send us is kept securely and in medical confidence, to be used by our doctors, nurses and other clinicians only.

The assessment report

At the end of the assessment we will talk to you about the kind of things that you, we, your GP and your employer could do that would help you to work. We will want to share these ideas with your employer and GP too, and will ask for your consent to include them in the assessment report.

The OH Service will treat the information you discuss with us as confidential and we confirm it will not be shared with either your employer or GP without your consent.

In our reports, we won't mention health problems that aren't relevant to your work. We will always tell you what we will be putting in the report so there will be 'no surprises', and when we have prepared a written report you will be asked if you would like to see a copy of it before your employer or at the same time as them. If you do want a copy, we will ask you for your e mail address at the assessment so we can send it to you.

Much of the time one assessment may be all that is needed because fortunately most health problems are only temporary. If your case is more complicated and we think that further review is going to be helpful, then we will also advise what the follow-up arrangements should be.



Additional Information

Additional guides in relation to your rights and consent when interacting with the Occupational Health service are available from your portal homepage. If you do not have access, the Client Associate Team are more than happy to provide copies of these via email.

When to expect contact from us

Throughout the duration of your OH referral there are a few times when The Occupational Health Service will be in contact with you.

1. Notification of Appointment

Following a referral from your employer or submission of a questionnaire, our clinical team may feel that it is necessary to arrange an appointment with you. This appointment could be via telephone, video conferencing or in a face to face setting.

If a face to face appointment is required, our administrators will book the soonest available appointment, as close as possible to your location. Once an assessment has been booked for you we will send confirmation of the appointment to both you and your employer. These are normally send via email; however, we can send confirmation by post if required. Any appointments you have pending can be seen when you log into your portal on the homepage.

Charges will apply to any appointments which are cancelled within 5 working days or if you don't attend on the day with no prior notice. If an appointment which has been booked for you is unsuitable for any reason, then please do let us know as soon as possible.

Please note, if you arrive for an appointment more than 10 minutes late the clinician may not be able to complete the assessment but the appointment will still be charged.

2. If a GP or Specialist report is required

Sometimes the Occupational Health Service may feel that it is necessary to obtain a report from your GP or treating specialist to enable us to provide meaningful advice to your employer. We will only write to your treating doctors with your express consent, if required either the Client Associate team, your manager or HR team will ask you to complete a consent form and return it to us.

The reverse side of the consent form outlines all your rights and consent options to and how to exercise your rights. You will need to read this in detail and then complete the consent options on the first page of the form before signing and returning it to the Client Associate Team.

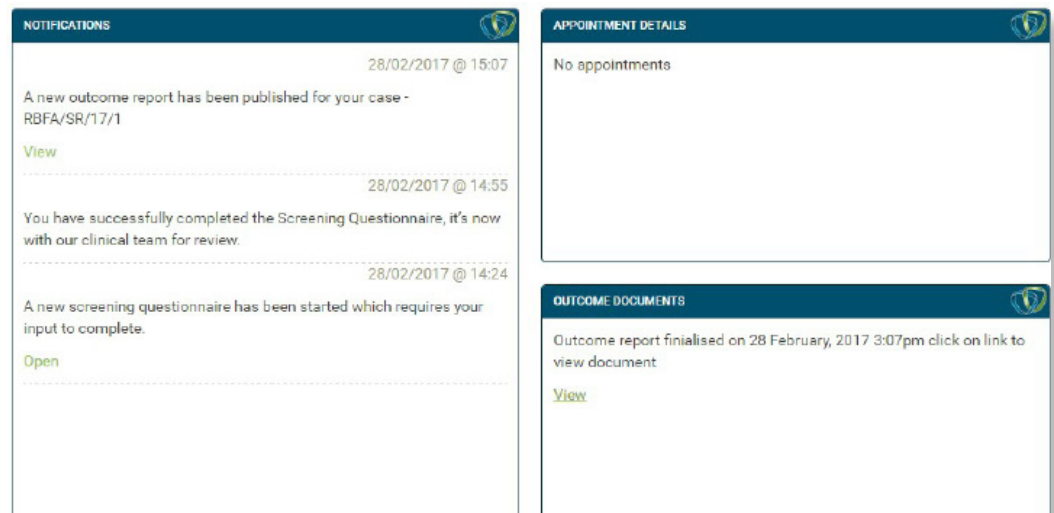


3. When an Outcome Document is available to download

When the Occupational Health Service have all the information they require, an outcome document will be shared with you and your employer. This is usually in the form of a certificate or an advice letter.

An email will be sent notifying you that the document is available for download and then you can access it through your portal account.

To review an outcome report, log into your portal account. The outcome reports are accessed from your homepage.



If you have requested to view a report prior to its release to your employer, then you can preview the document here. You can either accept the outcome report, in which case our system will automatically send it on to your employer. Or, you can make us aware of any factual inaccuracies that you may have seen.

In some instances, if we do not have an email address for you, or you have not registered for an account. The outcome document will then be posted to you as an alternative.

Employee Assistance Programme - Health Assured

Everyday life, and just balancing the requirements of work and home, can create pressures for all of us. To assist in achieving this balance, organisations can put an Employee Assistance Programme in place.

The EAP service provided by Health Assured offers a quick, confidential, and highly professional way to resolve, whatever life throws at you and is there whenever you need it.

The EAP can help employers support their staff with concerns such as:

- Health and well-being information
- Stress at home or work
- Financial issues including debt
- Family and relationship matters
- Consumer issues

An EAP is a personal support programme that can greatly assist employers and their staff to achieve a positive balance in life. The service gives unlimited access to a range of specialist support and information including:

- Telephone support and counselling provided by qualified and experienced therapists
- Up to eight Structured Telephone Counselling (STC) sessions per person, per annum

The service is completely confidential and can be accessed via a free phone number and is available 24 hours a day, 365 days a year. The service is available to employees and immediate family members residing at the same address.

EMPLOYEE ASSISTANCE PROGRAMME

Family Issues	FREE 24 HOUR <small>personal support service</small> 0800 716 017 Code/password is barnardos www.employeecare.com
Debt	
Work	
Lifestyle Addictions	
Relationships	
Legal	



Security

Data held or processed by The Occupational Health Service's bespoke IT system is completely confidential. Data is encrypted in transit and at rest, and a range of other managed controls provide a reliable framework to secure your data. The system and its associated processes are managed under an ISO27001 information security management system to provide evidential assurance that your transactions with Occupational Health are adequately and proportionately protected throughout their lifecycle in terms of confidentiality, integrity, and availability and that they comply with relevant contractual, regulatory, and legal requirements.

Your Responsibilities

- Never share your portal password with anyone.
- If you are using a public computer, ensure you log out of your account before leaving the website.
- Be mindful of who can see the information on your computer screen while you are logged into the portal.
- If you move away from your workstation, lock your computer so your screen is not visible.



Abbreviations and Acronyms

AFOM	- Associate of the Faculty of Occupational Medicine
CBT	- Cognitive Behavioural Therapy
CMO	- Chief Medical Officer
CRM	- Client Relationship Manager
DNA	- Did Not Attend (Appointment)
DPA	- Data Protection Act
DSE	- Display Screen Equipment
EAP	- Employee Assistance Programme
FFOM	- Fellow of the Faculty of Occupational Medicine
FME	- Further Medical Evidence
GP	- General Practitioner
PPQ	- Pre-Placement Questionnaire
HSE	- Health and Safety Executive
ICD	- International Classification of Diseases
IHR	- Ill Health Retirement
IMA	- Independent Medical Assessment
IP	- Intellectual Property
MFOM	- Member of the Faculty of Occupational Medicine
MR	- Management Referral
NWQ	- Night Workers Questionnaire
OH	- Occupational Health
OHA	- Occupational Health Adviser (Nurse)
OHP	- Occupational Health Physician (Doctor)
RIDDOR	- Regulating of Injuries, Diseases and Dangerous Occurrences Regulations
SLAs	- Service Level Agreements
UPPQ	- Unsatisfactory Pre-Placement Questionnaire
WR	- Work Related
WSA	- Work Station Assessment
WTR	- Working Time Regulations

