Our Occupational Health Triage Process

This ensures that the most appropriate appointment is scheduled, basing the option on the type of support required and the nature of the case. Including:

Types of Support
- Physiotherapy or Psychological Support
- OHA Face-to-Face Meeting
- OHP Face-to-Face Meeting

Physiotherapy or Psychological Support
- Third party referral to partner, e.g., physiotherapy, counselling, CBT, substance misuse support.

OHA Face-to-Face Meeting
- This will involve a workplace assessment, home office assessment, and on-site clinic.

OHP Face-to-Face Meeting
- Complex mental health issues
- Previous referrals with unresolved issues
- Physical examination
- Termination on health grounds
- Potential dismissal
- Referral within 6 months
- Health retirement
- Speech/hearing difficulties
- The need for a chaperone

Appointment will only be booked when the report received.

Report received

Manager or HR professional sends us a referral request

Automatic email sent to manager or HR professional confirming receipt of the referral

Referral sent to clinical governance team within 24 hours

Triage

Referral received

Telephone consultation

Face-to-face meeting with OHA

Face-to-face meeting with OHP

Triage response within 24 hours

OHA telephone conversation within 5 working days

Physiotherapy or Psychological Support

Referral forwarded to appropriate partner

OHA face-to-face appointment within 10 working days

OHP face-to-face appointment within 10 working days

First referral straightforward, requiring minimal information from the referring manager.
- Work or family issues affecting health
- Musculoskeletal issues (not requiring a physical medical)
- Non-complex health issues
- Stress related issues
- Reopening an unsuccessful return-to-work plan

OHA Teleconsultation

Physiotherapy or Psychological Support

Physiotherapy or Psychological Support

Types of Appointment
- Face-to-face meeting with Appropriate Specialist Clinician
- Telephone consultation