Occupational Health: Guidance Notes

How to use the Medical Advisory Service

Guidance notes for managers on how the Medical Advisory Team can help you

Dedicated Care for a Specialised Business

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Appendices

Appendix 1:

i) guidelines for interviewing staff who are off sick & may be off long term

ii) examples of questions managers have found useful to ask the Medical Advisory Team concerning employees who are off sick

Appendix 2:

i) Questionnaire for managers regarding employees who are currently at work and in restricted duties due to medications taken for stress or depression

ii) Self-assessment questionnaire for employees who are at work and in restricted duties due to medication for stress or depression

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INTRODUCTION

This document aims to give guidance to managers on when and how to seek advice from the Medical Advisory Team at Occupational Health about individual employees.

The Medical Advisory Team consists of occupationally trained doctors and nurses who have railway experience and who are familiar with the working environment of the Underground and Surface Transport.

How to contact
The Medical Advisory Team

Office Hours: 0830 - 1630hrs Monday to Friday

Medical Teams

For all areas of TFL and LU

External - 0845 600 2490 Auto - 1760
External - 0845 600 2491 Auto - 1761
External - 0845 600 2492 Auto - 1762
External - 0845 600 2493 Auto - 1763
External - 020 7027 8813 Auto – 58813

Email: Luohme@tube.tfl.gov.uk
Fax: 0207 027 8830 Auto - 58830

For Information on Drug Test Results call
External - 0845 600 2494 Auto - 1764

We ALWAYS require the following information to allow medical records to be retrieved quickly:

- Name
- Employee Number
- Job Title and Grade
- Location
- Contact Name & Number

In order to provide continuity and consistency, doctors are allocated areas of the organisation. They are familiar with any specific requirements of individual areas. If you require advice, please contact the doctor allocated to your area. If your doctor is not available, there will always be another doctor available who can assist you.

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E-Mails

If a manager wishes to make a referral, please complete the referral form and send this to '**LUOH Medical Advisory Service Inbox**' indicating the name and employee number and business unit and marked confidential. The administrators will then find the medical record for the doctor/nurse.

E-mails sent to individual doctors/nurses are subject to delay as these are then forwarded to the LUOH Medical Advisory Service for the notes to be found.

E-mails are treated in the same way as a referral letter and are filed on the medical record. In the event of litigation, e-mails are disclosable in court.

Given the above, please do not include more than one employee's details in an email.

E-Forms

In order to improve our response times to requests for Medication Advice, we have devised a fitness for work/medication advice e-form which allows managers to submit requests for medication advice electronically. Once submitted, the form will be sent to the LUOH Medical Advisory Service Inbox for action. This mailbox is checked regularly throughout the day. We will then respond via email, with the appropriate advice.

The e-form can be found in the managers handbook under the section on medication.

Referral Forms

When making a referral or requesting advice regarding an employee, please use the standard Referral Form. This ensures that we have all the relevant information in order to give you the advice you require efficiently.

The form can be found in the managers handbook under the section on making referrals and requesting advice

Sickness Absence and Referral form to OH

The form, once completed, can then be faxed, sent or emailed to Occupational Health. We have provided some guidance on how this form should be filled in which can be found at the above address.

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When to contact Occupational Health

Illness/sickness absence

For any illness or absence from work caused by medical conditions, or symptoms that could impair the employee's ability to perform their job safely, the manager MUST contact LUOH.

Not all requests for advice will necessarily require a medical examination but advice will always be given.

Some Examples

- Stroke or CVA
- Neurological conditions such as epilepsy, Parkinson's disease or MS
- Any heart disease e.g.
    - Heart attack (Myocardial infarction)
    - Chest pain/Angina
    - Raised blood pressure(Hypertension)
    - Palpitations/irregular heart beat
    - Shortness of breath
- Any vision or hearing problem
- Diagnosis/treatment for cancer
- Mental health problems such as Stress, anxiety, depression
- After major operations
- Long term absence where manager requires advice
- After industrial injuries – work-related accidents and injuries affecting ability to perform their job
- Symptoms of concern
    - Blackout, faint or collapse
    - Loss of consciousness
    - Fit or seizure
    - Dizziness or balance problems
    - Vertigo
    - Drowsiness

Where medical conditions are present that necessitate work restrictions, the Medical Advisory Team will make every effort to clarify the exact restriction(s) and timescale involved.

Please find below a 'checklist' for information required by OH on sickness absence referrals.

IF IN ANY DOUBT IT IS ALWAYS SAFEST TO CONTACT OH FOR ADVICE

Checklist for Sickness Absence Referral to Medical Advisory Service

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