



FIRSTHEALTH
p l a t i n u m

ONSITE SERVICES Information Guide



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INTRODUCTION

FIRSTHEALTH PLATINUM (FHP) is pleased to have the opportunity to tell you about the delivery of our onsite occupational medical services. Whilst we also provide in-clinic services FHP is the arm of our company that can provide services at your worksite.

We understand that trying to access occupational medical services in a clinic setting is not always convenient for your business and that's why for some services, we can bring the clinic to you.

OMR & On Site Injury Management

Injury management remains one of the most difficult aspects of health for a business to manage. Our unique OMR service discussed below provides you with an even more effective option.

OTHER ONSITE SERVICES

Pre-Employment Medicals

Traditionally Pre Employment medicals are performed in a clinic setting and this works well on an as required individual basis. However FHP can provide on-site PEM services where there are en masse bookings of > 10 at once. Included in the PEM is Audio, Spiro, Site or Lab screen D&A, Musculoskeletal, Grip Strength, Manual Handling assessment and ICON Functional Physio assessment.

Drug & Alcohol Screening

Utilising our OMR capability on site testing can be done either en masse or individually, on a 'random' or 'for cause' basis e.g. following a work related injury or accident. OMR is particularly helpful in for cause testing. Testing is performed in accordance with the National Standards: AS/NZ4308:2001.

Preventative Health & Wellness

Wellness programs help improve fitness and morale in a work situation which in turn can help prevent injuries at work. Wellness programs can be designed to meet the specific needs of the business and delivered within any budget.

- Cardiovascular Risk Assessment
- Skin Cancer Screening
- Drug and Alcohol Awareness
- Health Check's

Occupational Vaccinations

Employers should ensure that all staff are protected by immunisation in workplace situations where they could be exposed to specific diseases.

- Influenza
- Q Fever
- Hepatitis A & B

THE ONSITE MEDICAL RESPONSE (OMR)

Early Intervention Principles

Early intervention in workplace injury/illness has been shown to improve return to work outcomes. The OMR service takes early intervention to its ultimate extent with ill or injured workers seen in their own environment near the time of injury.

Early Return vs Stay at Work Outcomes

Early return to work is beneficial for both workers and employers but stay at work outcomes are the ultimate with the avoidance of un-necessary lost time injury (LTI) events.

Up Front Pain Back End Gain

OMR is not a taxi service it is crewed by nurses and paramedical personnel who can assess and provide a range of treatments with telephone access to a medical officer and the ability to provide formal advice on suitable duties without the need for a worker to leave the worksite. Reduction of LTIFR's and early return to pre injury duties by payment of upfront fees reduces longer term i.e. back end claims costs that can be far greater.

OMR services aren't designed for pre-existing injuries which can be easily seen to during clinic times.

Integration with Clinic Services

All OMR attendances are discussed with a medical officer whether during business hours or at any time after hours. The doctor makes the decision as to whether the worker needs to be seen at a clinic immediately or whether it can wait until the next day before start of shift. We aim to manage workers on site wherever clinically feasible to reduce downtime and cost, however we are also responsive to employer preference.

We will book employees in to see a medical officer prior to start of the next shift at one of our own clinics. Occasionally we may have to use the services of a hospital emergency department or other tertiary provider. Whilst we endeavour to have people seen to as efficiently as possible we cannot control this when reliant on other providers.

Priority Clinic Service

All patients brought to clinic during business hours are given priority access to the MO. If after hours this access is exclusive. OMR aims to minimise downtime from the worksite if an employee has to be seen in clinic.

GETTING STARTED WITH OMR

Agreement

The First step is completion of an Agreement. With an agreement in place you become an OMR client and are then able to access the service. You complete an enrolment form, a Corporate Liaison officer will visit you to train and educate about our system and you are then given the **1300 all hours number**. When we receive a call from this number we know that you need our assistance.

Induction and Education in the Workplace

After agreements have been signed and enrolment form's completed we will organise to come to the worksite and undertake an induction with key staff that may need to contact us in the event of assistance being required. Taking the form of a "toolbox talk" you are given an induction in the workplace including instruction for staff in how to activate the service, what to expect and the opportunity to discuss your specific workplace needs. We will provide wall mounted information flyers with phone numbers and information required when requesting assistance.

Activation

We only charge you if an OMR is activated i.e. attendance is requested and the OMR officer is in the vehicle proceeding to attend. When you ring the allocated number the OMRO will obtain brief details and discuss the merits of activation. We will always attend if you wish us to. Phone advice comes at no charge. The OMRO if unsure will discuss with the on call medical officer.

Response Times

We operate on a 5 minute call answer time with a maximum of 5 mins to decide whether attendance is required or not and a maximum 30 minute travel time to site when activated.

OUR VISION MISSION & VALUES

It's always important to know who you are dealing no more so than in business. Your enterprise is as important to us as it is you. After all we are in business too.

FIRSTHEALTH PLATINUM's Vision

"Our vision is to be the onsite health services provider of choice to our clients and to be their recommendation".

Our Mission

To protect and promote a high standard of health and wellbeing within our clients' workforce and achieve business growth by:

- Assisting clients to effectively manage injury/illness in the workplace

Our Core Values (Business Philosophy)

The following core values are imbedded in our organisation in order to establish a culture capable of achieving our Mission:

- Honesty and Integrity
- Fairness and Egalitarianism
- Continuous Improvement
- Teamwork

FEE ARRANGEMENTS

The OMR service is usually accessed as a pay as you use (PAYU) service for up to twelve (12) months. This gives you the opportunity to assess the value of the service to the company without committing to a contract. If happy with the service we can then operate under a contract by agreement with you. By looking at various parameters including usage rates and times we can put together a contract package at a more cost effective rate than PAYU. The PAYU rates can be advised by your Corporate Liaison Officer, please phone the office on (08) 8355 9400 or email reception@workair.com.au

Payment

Upfront payment is not required at the time of service. With an agreement in place we will invoice you following each service. Our payment terms are 14 days from the date of invoice unless by arrangement otherwise.

In the event the injury results in a Work Cover claim we will need to be notified immediately so that we can re-invoice to the correct debtor.

