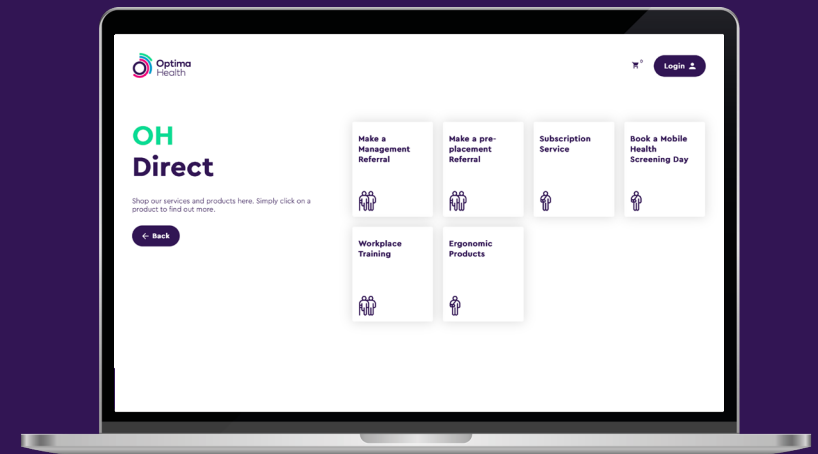


OH Direct



What is OH Direct?

OH Direct is an easy to use web based Occupational Health site designed specifically for small to medium enterprises. Key OH services such as management referrals, pre-placement referrals, medicals, workplace training and ergonomic products are all available within the site.



[Click here to access OH Direct](#)

Why are appointments delivered virtually?

Our experience tells us that remote models are the best way to achieve a cost-effective, efficient and consistent service whilst also increasing accessibility to appointments. Growing global evidence supports the effectiveness of video consultations and NHS England continues to push it's 'Digital-First' movement.

- The model is significantly more cost-effective.
- Using our state-of-the-art virtual consultation platform allows for 'face-to-face' appointments and the 'warmth' of interaction. The technology used is straightforward and user-friendly. As a 'fail-safe', our clinicians can easily switch the appointment to a telephone consultation where issues occur.
- Increased convenience for end-users, reducing missed appointments.

If I have used the service before, will my details be saved?

Yes, simply use the login icon in the top right hand corner via OH Direct. Once your referral has been submitted and processed, you will also be able to review progress using your existing online portal account, myOH.

How do I pay for the service?

Either check out as a guest and make payment on a credit card, or set up an account to pay by invoice. The invoice will detail how to make payment.

Please note that if you have selected to pay by invoice, this will only be received once we have completed the appointment.

Login 

Management Referrals

Why is it important to complete all the fields in the referral information?

The information provided online will form the basis for the referral which will be shared with the clinician completing the assessment prior to the appointment. To ensure you get the best outcome, with a proposed plan which is easy to implement with your employee, it is important to share all the information requested on the referral form. This allows the clinician to understand the presenting issue, the employees role and adjustments you are able to accommodate in the workplace.

What happens after I send my request?

Our customer service team will set you up with access to our secure online portal, myOH. This will be done within 24 hours but can take up to 48 hours during times of heightened demand. An automated link to register will be sent to your email address. Once registered, you will be able to track the progress of the case including when the appointment is scheduled, when it is completed and you will also be able to securely access the outcome report. You will receive automated email notifications when there are any changes or updates to review on the case.

How is the appointment booked?

Our customer service team will contact your employee to book a suitable appointment. It is important to include a telephone number for the employee to allow us to make contact. If we are unable to reach your employee to confirm an appointment, an appointment will be allocated and an email will be sent to the employee and line manager.

How long will my employee have to wait for an appointment?

All referrals placed via OH Direct will be processed within a standard 24–48 hours. Our customer service team will then contact the employee to book a mutually convenient appointment.

We will attempt to offer an appointment within ten working days of receipt of the referral. Things that can impact this timescale are the employees' availability or increased demand to our service.

How will I receive my output report?

Reports will be made available on our secure online portal, myOH.

How can I obtain advice on Ill Health Retirement?

An Occupational Physician will be able to provide advice on whether Ill Health Retirement is applicable but will not be able to complete a pension application as part of this process. If you require advice on ill health retirement, please select an Occupational Physician appointment.

If I have a query about the appointment or a report, what should I do?

Case information such as appointments and progress tracking can be accessed through the online portal, myOH. If you have queries relating to a specific case, please use the 'case conversation' button. You will receive an email notification once a response has been submitted. If you have a query relating to something else, such as invoicing or account queries please contact ohdirect@optimahealth.co.uk directly.

Why can't I make referrals on the online portal, myOH?

The full remit of myOH is for contracted customers only. The OH Direct platform gives users the freedom to use services as and when required without being tied into a contract and allows users to pick payment method. All referrals, including follow up referrals for a single employee, must be made via OH Direct as this is the platform for customers who are not in a contract with Optima Health. myOH is accessible once a referral has been processed by the team to allow you to track your case in real time.

What is the cancellation process for appointments/ medicals?

Employee's will have up to 48 hours prior to their appointment time to cancel their appointment by telephone or email; these details will be available on the appointment confirmation. If an employee cancels within 48 hours, we may charge for this appointment and you will be required to raise another referral via OH Direct.

Very occasionally, we may need to cancel appointments at short notice due to unforeseen circumstances. In this instance, you will not be charged, and the employee will be contacted to rearrange another suitable appointment.

Please note if an employee does not attend their consultation (DNA), you will be charged for this appointment and a new referral will be required via OH Direct.

If your employee does start the consultation but is not in a suitable environment to take the call (i.e. a public location, or an unsafe situation like driving) then the clinician may choose to end the call but you will still be charged.

Pre-placement Health Questionnaire

What is the process once I have submitted the referrals?

The prospective employee will be issued with an online questionnaire for completion. The employee will receive an email every two days for 21 days reminding them to complete the questionnaire

Once received, our clinical team will review the questionnaire. If the individual does not have any health issues which would impact their ability to carry out the role, a certificate will be issued to you via our online portal, for which you will be sent a secure link to access, confirming fitness to work.

In some cases, the clinician may need to carry out a follow up appointment with the employee to clarify the answers to their questions, this may result in a report being issued which contains recommendations for adjustment to be made in the workplace to accommodate the individual working safely. Again, this will be shared with you via the secure online portal.

Where a follow up appointment is required, we will book this direct with the employee. You may find that if the fitness certificate is not received immediately after the questionnaire has been completed, that this further intervention is required. Please rest assured that we are completing the process directly with the individual and you will be informed of the outcome once complete.

Please be aware that, in a very small number of cases, there may be a requirement to obtain a GP or Specialist report to allow our clinicians to make a decision on fitness. This is not included in the OH Direct cost advertised and in this circumstance, we may contact you to discuss what is needed and the costs associated.

Specialist Medicals

How long will I have to wait for my specialist medicals with Optima Health?

All fitness for role medicals requested via OH Direct will be processed within a standard 24–48 hours. Our customer service team will then contact the employee to book a suitable appointment at one of our clinic locations.

Due to the specialist nature of the medicals, it may take up to two weeks for the appointment to take place. Please do not order a medical with us if it is due at short notice as we may not be able to fulfil this request.

Mobile Unit

Occasionally you may not find the availability you are looking for in your area, however our availability does change frequently and in this circumstance, we would encourage you to contact us to discuss your requirements and whether we are able to accommodate. If we are able to accommodate your needs, we will work with you to add the relevant availability to the OH Direct website to allow you to continue with your order.

OH Direct

