



**From the desk of Jeanine Visser**  
**15/04/2011**



MEDICAL HUMAN RESOURCES(PTY) LTD

TRADING AS

**MEDI-NURSE** *MEDI-Staff*

Dear panel member/Medi-Clinic colleague

Medi-Nurse/Medi-Staff would like to thank you for your valuable feedback – online, telephonically and by e-mail. We aim to improve communication and are doing so by means of:

1. **Online** queries and comments at [www.mhr.co.za](http://www.mhr.co.za).
2. **SMS** – it is important to update both your contact and personal details.
3. **E-payslips** – use this option if you have e-mail access. Check your payslip and report any problems to the local MHR office.

We are also planning panel member meetings, regular newsletters and hospital visits by MHR team members to improve communication.

#### **DID YOU KNOW?**

- **Medi-Nurse/Medi-Staff** is affiliated to Medi-Clinic Corporation. Medi-Clinic employees who work additional hours through **Medi-Nurse** therefore have indemnity cover. However, Medi-Clinic employees who work additional hours through other agencies must have additional cover. We offer additional indemnity cover at competitive rates.
- All employees earning an income in South Africa must register with SARS for a tax reference number. The local **MHR** office can apply for this number on your behalf. Phone your branch for assistance.
- If you already have a tax reference number, please forward it to your branch. This has been mandatory since 01/03/2011.
- Update your personal details when they change as it is important for us to keep in contact with you.
- Payment is done weekly on Friday for hours worked from Monday to Sunday in the previous week. Should a public holiday occur during the week of the pay run, payment will be made on the Saturday.
- **Medi-Nurse** does not charge administration fees for weekly payments.
- We have sent you an SMS to confirm your tax status. You will be taxed correctly according to tax tables if we are your only source of income, however, fixed tax (minimum of 25%) will apply if you have more than one source of income.
- **Medi-Nurse** pays a recruitment fee to panel mem-

bers if they refer new members who successfully complete the interview and orientation process. Please refer to our policy.

- Keep **Medi-Nurse** informed about your availability for placement.
- **Medi-Nurse** will pay sick leave if you had been booked and confirmed by the client and on submission of an original sick certificate. Please refer to our policy.
- Our registration process is comprehensive and includes a competency-based interview, ANASA test and workshop to ensure that all recruits meet our minimum requirements. Medi-Clinic employees are exempt, but we still need your personal details to ensure that we comply with legislation.
- A coordinator has been placed at most hospitals as branch offices are not readily accessible to all panel members.
- The following hospitals have an MHR coordinator on site to provide a one-stop-shop including: Updating of availability; queries; payslips and IRP5s, and updating of personal information:  
**Western Cape Region:** Panorama Medi-Clinic, Stellenbosch Medi-Clinic, Vergelegen Medi-Clinic, Worcester Medi-Clinic  
**Gauteng Region:** Brits Medi-Clinic, Emfuleni Medi-Clinic, Highveld Medi-Clinic, Kloof Medi-Clinic from 03/05/2011, Legae Medi-Clinic, Limpopo Medi-Clinic, Medforum Medi-Clinic from 04/04/2011, Morningside Medi-Clinic, Muelmed Medi-Clinic from 03/05/2011, Sandton Medi-Clinic, Tzaneen Medi-Clinic, Vereeniging Medi-Clinic, Wits Donald Gordon Medical Centre  
**Central Region:** Hoogland Medi-Clinic, Kimberley Medi-Clinic, Welkom Medi-Clinic  
**Satellite offices:** Geneva Clinic and Pietermaritzburg Medi-Clinic

We are focused on improving our service. Our staff is committed to processing payments and dealing with your telephonic queries or comments promptly – contact us if you do not receive the service you expect. Our quarterly newsletters are available at the hospitals and on our website. Your comments, suggestions and feedback will help us to improve our service.

Thank you for your loyal support.

*Caring is our business*