MHR
TRUSTED SOURCE FOR TALENT

WELCOME TO OUR TEAM



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INTRODUCTION

Your Trusted Healthcare Recruitment Partner

Since 1996, MHR has been connecting qualified healthcare professionals with leading healthcare providers across South Africa. As a trusted healthcare recruitment agency, we deliver tailored temporary and permanent staffing solutions that help healthcare facilities meet their workforce requirements while supporting exceptional patient care.

Our recruitment expertise spans a broad range of healthcare disciplines, including nurses, doctors, pharmacists, emergency services personnel, frail care staff, medical administrative professionals and other healthcare practitioners.

As a proud member of the Allied Healthcare Association of South Africa (AHASA), MHR is committed to upholding the highest standards of professionalism, ethical recruitment practices and service excellence. Learn more about AHASA at www.ahasa.org

With regional and hospital-based offices located throughout South Africa, our extensive national footprint enables us to provide personalised support, rapid response times and exceptional service to clients and healthcare professionals nationwide.

Vision

To be the leading placement agency in South Africa, providing excellent quality service to our clients, across all facets of human resources.

Mission

- To provide our clients with personnel who meet expectations.
- To deliver a cost-effective quality service.
- To create a corporate identity and sense of belonging.

Values

At MHR, we pride ourselves on exemplifying our core business values to support our clients' goals and requirements.

- **Patient Safety Focused:** We supply a competent clinical and administrative workforce.
- **Client Centred:** We deliver the right service, at the right place, at the right time.
- **Team Orientated:** We achieve our company goals by recognising and valuing our team members.
- **Trusting and Respectful:** We are consistent and fair by doing what we say and we honour our commitments.
- **Performance Driven:** We review and continuously improve our processes to reach our company goals.

DATA-FREE MHR4ME APP

We are excited to introduce MHR4me, our innovative data-free mobile app designed to enhance your MHR work experience.

Available for Android, Huawei and iPhone users, MHR4me allows you to:

- Secure your preferred shifts and update your availability
- Change your banking details
- View and download your payslips
- Upload required documentation
- Manage your personal and professional information on the go

DOWNLOAD MHR4ME TODAY!

Visit your App Store or simply scan the QR code below. Alternatively, visit the MHR4me web page at www.mhr.co.za
Huawei users must visit the MHR website to download the app.

AFTER DOWNLOADING MHR4ME, FOLLOW THESE STEPS:

1. Set up a password by clicking on '**Forgot my Password**' on the app and using the email address that MHR has on record for you.
2. Once logged in, set up your **communication preferences** and **availability for shifts**.
3. While the app itself does not use mobile data, please make sure your **mobile data is enabled** to receive notifications.

If you encounter any issues with the above steps, please contact your local MHR office or visit the MHR4me Frequently Asked Questions and Help pages on our website.

Would you mind rating our app on the Google Play and Apple App stores?

OPERATING PRACTICE

As a 'Trusted Source for Talent', MHR is committed to supporting our panel members** by providing guidance on relevant legislation, professional conduct standards, and company policies and procedures. The information below is important and must be adhered to at all times to ensure compliance, professionalism and quality patient care.

MHR REGIONS

MHR operates through three regional offices, which provide services across the following provinces:

- **MHR Central:** Eastern Cape, Free State, KwaZulu-Natal and Northern Cape
- **MHR North:** Gauteng, Limpopo, Mpumalanga and North West
- **MHR Western Cape:** Southern and Western Cape locations

FREQUENTLY ASKED QUESTIONS

MHR has a Frequently Asked Questions (FAQ) page on our website where panel members can find answers to the most common questions regarding MHR, our daily operations and processes.

POLICIES AND PROCEDURES

Panel members are expected to familiarise themselves with and adhere to all MHR and client policies and procedures at all times.

- **MHR Policies and Procedures:** You can access all MHR policies and procedures from the MHR website on our Policies and Procedures page. Alternatively, please visit your nearest MHR office.
- **Client Policies and Procedures:** Please consult the manager on duty at the client for more information on the client's policies and procedures.

MHR NEWSLETTERS

Please read our newsletters, published on our News page on the MHR website, to remain informed of the latest news and updates.

PROFESSIONAL COUNCIL REQUIREMENTS

If you are a registered healthcare professional, it is your responsibility to:

- Maintain active registration with your applicable professional council
- Renew your annual registration at least 1 month before the expiry date to ensure the council's register is updated before the expiry date
- Submit proof of your renewed registration to your nearest MHR office or upload proof to the MHR4me app

Ensure that you have the necessary knowledge, skills and competencies to perform your duties according to your scope of practice:

****Panel member**: A candidate successfully onboarded and registered with MHR.

- **Stay informed about the regulations governing your scope of practice and know your scope**: Ensure you are familiar with the scope of practice applicable to your profession (available from your professional council's website SANC | HPCSA | SAPC)
- **Do not exceed your scope**: If a client asks you to perform duties outside of your scope, you have the right to refuse politely. In such cases, immediately inform your MHR representative so we can address the matter with the client and prevent any risk to patient safety
- **Consequences**: Working outside your scope of practice can lead to disciplinary action by MHR and, possibly, by your professional council. Always practise within your competencies and legal scope to ensure safe, compliant care.

INDEMNITY

Certain categories of panel members must maintain appropriate indemnity cover and ensure it remains valid at all times. Submit proof of renewed cover to MHR or upload it to the MHR4me app before the expiry date.

- **Porters**, **care workers** and **healthcare professionals** (excluding Emergency Centre doctors, as referred to in point 3) working through MHR at **Busamed**, **Intercare**, **Mediclinic** or **ER24** facilities are covered by the client's insurance.
- **Porters**, **care workers** and **healthcare professionals** working at clients not listed above are required to obtain their own indemnity insurance.
- **Emergency Centre doctors** working at **privately owned Mediclinic Emergency Centres** are required to obtain their own indemnity insurance. Doctors working at **Mediclinic-owned Emergency Centres** are covered by Mediclinic Group indemnity cover.

PROFESSIONAL CONDUCT

When providing services through MHR, panel members must comply with MHR's policies, procedures and disciplinary code, as well as the client facility's policies and procedures. Panel members are expected to:

- Conduct themselves professionally and treat patients, colleagues and healthcare professionals with respect and courtesy at all times
- Maintain a professional work environment by minimising noise and refraining from gossip, especially in the presence of patients or clients
- Refrain from using abusive, offensive or inappropriate language
- Eat and smoke only in designated areas
- Remain alert and fit for duty at all times. Sleeping while on duty is a disciplinary offence
- Focus on patient care and assigned duties. Personal activities such as crafting, hobbies or television viewing are not permitted during working hours
- Avoid borrowing money or personal items from patients, clients or colleagues
- Make their own meal arrangements. Most client sites have cafeteria facilities
- Note that credit facilities at client facilities (e.g. restaurants or pharmacies) are generally not available to MHR panel members.

Remember: Your conduct reflects both your profession and MHR's reputation as a trusted healthcare placement partner.

CONDUCT, ETHICS AND SPEAKING UP

MHR is committed to maintaining a professional, respectful, ethical and safe working environment. All panel members are encouraged to familiarise themselves with the following MHR policies and guidelines:

- **Whistleblowing and Protected Disclosures Policy**: Provides guidance on raising concerns about suspected unethical or improper conduct through the appropriate reporting channels.
- **Workplace Conduct and Harassment Policy**: Outlines expectations for respectful and professional workplace behaviour and reinforces MHR's commitment to addressing inappropriate conduct and harassment.
- **MHR Business Conduct and Ethics Guideline**: Sets out the ethical principles and standards of conduct expected when performing duties and interacting with colleagues, clients and other stakeholders.

These policies and guidelines are available on our 'Policies and Documents' web page. If you are uncertain about your responsibilities or how to report or raise a concern, please seek guidance through the appropriate MHR channels or speak to a member of the MHR management team.

PERMITTED WORKING HOURS PER MONTH

To promote patient safety and prevent fatigue-related incidents, panel members may not exceed the maximum working hours permitted by the Basic Conditions of Employment Act, 1997.

- **MHR employees: 230 hours per month**
- **Moonlighters: 48 hours per month**

NB: Please notify MHR if your employment status changes, if you are no longer a moonlighter (permanently employed elsewhere) or if you become a permanent employee and complete a new '**Tax Deduction Change**' form to ensure your tax records are updated.

CLIENT AND PATIENT CONFIDENTIALITY

The Protection of Personal Information Act, 2013 (POPIA), requires all personal information to be handled lawfully, securely and confidentially. MHR expects all panel members to treat information relating to MHR, its clients and their patients as confidential and to protect such information at all times. Panel members must:

- Keep discussions relating to patients and clients private and maintain a low volume when conversations take place in shared areas
- Avoid discussing confidential patient information with other healthcare personnel in public or shared areas
- Share patient information only with authorised persons and only where the patient has provided the necessary consent
- Store and handle patient records and clinical information in accordance with client policies and procedures
- Safeguard confidential documents and ensure that all records are stored securely
- Obtain the required written consent before taking or sharing photographs of patients or clients

- Maintain the confidentiality of MHR, client and patient information during and after their association with MHR and the client

Please familiarise yourself with the **MHR Confidentiality Policy** and ensure that you adhere to the standards specified in this policy. Also read the **MHR Data Privacy Statement** that is available on our website on the 'Policies and Documents' web page.

SOCIAL MEDIA USAGE

Panel members are expected to conduct themselves professionally at all times and must refrain from any conduct that may directly or indirectly harm the reputation of MHR, its clients, patients or fellow healthcare professionals. These responsibilities apply both during and outside of working hours. When using social media or other online platforms, panel members may not post, share, forward, comment on or upload any of the following:

- Confidential information relating to MHR, its clients or patients
- Photographs of patients, clients or confidential work-related information
- Abusive, offensive, discriminatory, threatening or inappropriate content
- Unlawful, defamatory, racist, sexist or misleading content
- Chain messages, junk mail, gossip or content that may damage the reputation of others
- Information that infringes on another person's privacy or confidentiality
- Explicit political messages that may be associated with MHR
- Content that criticises or disparages MHR, its clients, patients, colleagues or healthcare professionals

Remember: Any reference to MHR, its clients, patients or colleagues on social media must be made responsibly and in a manner that upholds MHR's values and professional standards.

See MHR Policy: **MHR Social Media Usage**.

MEDIA COMMUNICATION

Panel members are not authorised to make public statements on behalf of MHR. Refer any media enquiries or requests for official comment to the relevant MHR office.

CELL PHONE AND TABLET USAGE WHILE ON DUTY

Using personal devices while on duty can impact professionalism and patient safety. Please follow these guidelines for cell phone/tablet use during shifts:

- **Adhere to facility rules** – follow any specific hospital or clinic policies and procedures regarding personal device use.
- **Keep devices silent** – set phones and tablets to silent or vibrate mode to avoid disturbing patients and colleagues.

- **Limit use to breaks or emergencies** – use personal devices only during your breaks or for urgent matters. Avoid personal calls, texting or browsing in patient care areas.
- **Protect privacy** – never capture or share patient information, photos or videos on your personal device. Always maintain confidentiality and respect privacy regulations.

See MHR Policy: **MHR Cell Phone and Tablet Usage**.

STANDARD UNIFORM REQUIREMENTS

The uniform guidelines on the following page apply to all panel members, except locum doctors, emergency services personnel and pharmacy panel members, whose dress codes are determined by the client. For further information, please contact the relevant client or your nearest MHR office.

See the MHR Policies: **Dress Code (Administrative)** and **Dress Code (Nursing and Care Workers)**.

Professional appearance and personal hygiene

- All panel members must maintain a professional appearance at all times.
- Uniforms, clothing, footwear, hair, facial hair, nails and overall grooming must be clean, neat, well maintained and appropriate for a healthcare environment.
- Jewellery, watches and accessories must be kept to a minimum, remain patient-friendly and not pose a safety or infection-control risk.
- Staff providing direct patient care must comply with the '**bare below the elbow**' principle, may not wear nail varnish or artificial nails, and must ensure hair is secured where required.
- Nursing panel members must wear the required SANC distinguishing devices.
- Always maintain good personal hygiene, including body odour, oral hygiene and the appropriate use of perfume, cologne and other scented products.
- Panel members who smoke must ensure that they do not smell of smoke while on duty.

Administrative panel members

Administrative panel members must wear one of the following approved uniform options:

- MHR-subsidised suit top and skirt or trousers
- MHR-subsidised dress
- MHR-subsidised shirt and trousers
- White blouse or shirt with navy or black trousers, as authorised by the applicable MHR Regional Manager and in accordance with all standards specified in this policy
- Uniform as prescribed by the client

The following requirements also apply:

- Black court shoes or other professional black closed shoes
- Navy, blackmail or skin-coloured stockings or black socks, where applicable
- Neat tie, where applicable
- MHR fleece jacket (to be removed when entering the facility or department)

Nursing panel members and care workers

Nursing panel members and care works must wear one of the following approved uniform options:

- MHR-subsidised tunic top
- MHR-subsidised trousers or prescribed skirt
- Black or navy professional closed shoes (clogs, Crocs or slip-on shoes are not permitted)
- Blackmail, navy or skin-coloured stockings, or black or navy socks, where applicable
- MHR fleece jacket (to be removed on entering the facility or department)

Please visit your nearest MHR office to fit uniforms and place an order.

MHR NAME BADGE

- A temporary name badge will be issued before client onboarding and must be worn until a permanent name badge is received.
- A permanent name badge will be provided free of charge once a panel member has worked **60 hours**. Collect name badges from the relevant MHR office after receiving a collection SMS.
- If a name badge is lost or damaged, please contact the nearest MHR office for assistance.

Name badges must:

- Be worn at all times while on duty
- Be clean, visible and positioned on the left side of the chest
- Not be altered, decorated or covered with stickers

Remember: Patients have the right to identify the healthcare personnel providing their care.

REPORTING FOR DUTY

All panel members must report punctually to the facility where they are scheduled to work. If you are delayed or experience difficulty locating the facility, you must inform MHR as soon as possible. Failure to report for duty or arriving late without a valid reason may result in disciplinary action.

First shift at a facility with an electronic clocking system
If you are working your first shift through MHR at a facility that uses an electronic clocking system:
- Report to HR or the manager on duty to complete your system enrolment
- Bring your ID book, Smart ID card or passport for verification

General requirements when reporting for duty
- Arrive at least 15 minutes before your shift commences.
- Report to the department or unit to which you have been assigned.
- Follow all client-specific reporting procedures.

Signing/clocking in and out correctly to avoid delays in payment
- Always sign or clock in and out when you work a shift through MHR.
- If you transfer to another unit during your shift, sign or clock out at the previous unit and sign or clock in at the new unit, where required by the client.

Sign or clock in and out only at the official start and end times of your shift
- If you arrive early, do not sign or clock in before your shift begins.
- If you remain on the premises after your shift, sign or clock out when your shift ends, not when you leave the facility.

Facilities without an electronic clocking system
If the client does not use an electronic clocking system:
- Verify that your personal details are recorded correctly
- Ensure that your shift times are accurately recorded

After-hours bookings at facilities without an electronic clocking system
- When reporting for duty, record the shift date, MHR panel member number, full name and surname, professional category (e.g. Professional Nurse, Pharmacist), on-duty time and department or unit (e.g. ICU or Reception).
- At the end of your shift, record your finishing time and ensure that both you and the person in charge sign the register.

Shift arrangements
MHR schedules shifts according to client requirements. The client representative responsible for the unit manages staffing arrangements during the shift. You may, therefore, be required to:
- Transfer to another unit during your shift at the client's request. Refusal to transfer without a valid reason may result in the client ending your shift
- Complete your shift according to the agreed booking time. Leaving before the scheduled shift end time or leaving the premises without client approval may result in disciplinary action

SELF-CANCELLATION OF SHIFTS

Should you need to cancel a confirmed shift, you must inform the MHR Coordinator or the After-Hours Service Centre within the time frames below:

- **Night Shift**: At least three hours before the shift starts
- **Day Shift**: Preferably the evening before, but no later than two and a half hours before the shift starts

See MHR Policy: **Cancellation by Panel Member** for more information.

CHANGE OF PERSONAL INFORMATION

You must notify MHR immediately if any of the following details change or update the applicable information on the MHR4me app:

- Contact numbers (cell phone, home or work), email address and residential or postal address
- Surname or marital status (Submit a certified copy of your marriage or divorce certificate)
- Additional qualifications (Submit a certified copy of the qualification)
- Banking details
- Employment status: If you are no longer permanently employed or become permanently employed, please inform MHR and complete a 'Tax Deduction Change' form to ensure your tax status is updated.

See MHR Policy: **Change of Personal Information**.

INCIDENT/EVENT REPORTING

Report any incident involving a patient, visitor, staff member or equipment immediately. Panel members must:

- Notify the Unit Manager or Department Manager without delay
- Follow both the facility's incident-reporting procedure, including capturing the incident on the client's system where required as well as MHR's incident-reporting procedure
- Inform MHR immediately
- Submit a completed MHR Incident Report Form to the relevant MHR office

INJURY ON DUTY

Report any injury sustained while working on an MHR shift immediately to the department manager or, after hours, to the manager on duty.

In the event of exposure to blood or body fluids, the steps on the next page must be followed immediately:

Needle-stick Injury

- Encourage free bleeding of the wound.
- Wash the affected area thoroughly with water.
- Do not apply caustic substances or antiseptic agents directly into the wound.

Nose, mouth and/or eye exposure (mucous membrane)
Rinse the affected area thoroughly with clean water immediately.

The relevant manager or on-call representative will then take the required actions in accordance with client and MHR policies and procedures.

An **MHR Event Report Form** must be completed for all injuries on duty.

See the MHR Policies: **Event Reporting**, **Blood and Body Fluid Exposure** and **Injury on Duty**.

COST AWARENESS

Panel members are expected to use stationery, stock, equipment and other resources responsibly and cost-effectively.

- Use all resources responsibly and charge for consumables where applicable.
- Treat all equipment with care and ensure that you are properly trained before operating specialised equipment. Failure to do so may result in you being held accountable for equipment damage.
- Personal calls may not be made using client telephones.

SECURITY

All panel members share responsibility for maintaining a safe and secure environment.

- Do not remove any items from client premises without the required authorisation.
- Security personnel may conduct searches where permitted by facility policies.
- The sale of commercial products on client premises is prohibited.
- Safeguard patients', clients' and colleagues' belongings and valuables.
- Be familiar with and comply with the facility's security procedures, including those applicable to paediatric and obstetric units.
- Report any unusual or suspicious activity to the relevant manager immediately.

HEALTH AND SAFETY

Every client has a Health and Safety Committee. It is your responsibility to familiarise yourself with the health and safety policies and procedures of the department in which you are working. Know the location of fire exits, fire extinguishers, assembly points and evacuation routes and understand your role and responsibilities in an evacuation or emergency.

CLIENT SERVICE

At MHR, we believe values and behaviours drive culture, culture drives job fulfilment, job fulfilment drives client satisfaction and client satisfaction drives business value.

MHR CLIENTS INCLUDE

- The facilities to which MHR provides services
- Patients, their families and visitors
- Healthcare professionals and support staff
- Colleagues and team members

PATIENT NEEDS

Patients expect:

- A safe and comfortable environment
- Professional, competent care
- Respect, dignity and confidentiality
- Individualised attention and empathy
- Prompt action, communication and feedback
- Value for money

CLIENT EXPECTATIONS

Clients expect panel members to be:

- Punctual and reliable
- Clinically competent and knowledgeable regarding policies and procedures
- Professional in appearance and conduct
- Adaptable, flexible and service-orientated
- Enthusiastic, friendly and positive
- Committed to teamwork and safe practice

PATIENTS' RIGHTS CHARTER

Panel members must respect, protect and uphold the rights set out in the Patients' Rights Charter at all times. Patients have the right to:

- A healthy and safe environment
- Access to healthcare services
- Participate in decisions relating to their healthcare
- Information regarding their health insurance or medical scheme benefits
- Choose their healthcare provider and services where applicable
- Confidentiality, privacy and dignity
- Informed consent and the right to refuse treatment
- Obtain a second opinion
- Continuity of care
- Raise concerns or complaints regarding healthcare services

ONBOARDING AND LEARNING AND DEVELOPMENT

LEARNING AND DEVELOPMENT OPPORTUNITIES

MHR is committed to continuous quality improvement and encourages all panel members to participate in training and development opportunities.

- Our Moodle online learning and development platform remains a key resource for remote learning and training. If you experience any technical issues with Moodle, including login or access-related queries, please contact the relevant regional clinical team using the contact details provided under the '**MHR Contact Details**' section.
- Mandatory onboarding and training programmes must be completed as required.
- Where necessary, guidance, mentorship and support will be provided by a mentor or clinical facilitator to assist with professional development.
- MHR offers regular continuous professional development (CPD) opportunities throughout the year to help panel members maintain and enhance their skills.

For more information on available training and development opportunities, please contact your nearest MHR office.

BASIC LIFE SUPPORT (BLS) COMPETENCY

All locum Emergency Centre doctors, temporary nursing panel members and clinical Emergency Medical Services (EMS) panel members must be competent in Basic Life Support (BLS).

- **If you have not yet completed BLS training**, please contact your nearest MHR office or the relevant MHR Clinical Facilitator. Refer to the '**MHR Contact Details**' section for the regional clinical teams' contact details.
- **If you have completed BLS training**, please email a copy of your BLS certificate/card to the relevant MHR Admin Team. Refer to the **'MHR Contact Details'** section for the regional administration teams' email addresses.

FINANCIAL

This section provides information regarding your payments, tax and unemployment insurance benefits.

PAYMENT

For enquiries relating to payments, UIF and IRP5s, please contact the MHR Pay Office using the contact details provided in the '**MHR Contact Details**' section.

- Payments can only be made into a valid bank account.
- Non-MHR deductions, such as Professional Council licence fees, cannot be deducted from payments.

- MHR offers daily (where applicable), weekly and monthly accrual payment options:
  - **Daily**: If your register is received before the applicable cut-off time on the day after the shift was worked, payment will be processed that afternoon. Registers for Friday and Saturday shifts are processed on Mondays.
  - **Weekly**: If your register is received before the cut-off time on a Monday after a week's shifts were worked, you will be paid on that Friday.
  - **Monthly Accrual**: If your register for a month's shifts worked is received before the cut-off time, you will be paid on the monthly accrual pay run date.

Please note that if the payment date falls on a public holiday, payment will only reflect on the next working day or on the following Saturday if the public holiday falls on a Friday.

TAX

- All panel members are taxed in accordance with SARS legislation.
- It is your responsibility to ensure that MHR is informed of any changes to your employment or tax status.
- Depending on your tax preference, changes may result in either retaining your existing MHR number or the creation of a new MHR number.
- IRP5 certificates are available annually via SARS eFiling.

How tax calculations work when working for multiple agencies

For panel members who work for more than one agency (or have another permanent job), **SARS will combine all your earnings and assess the total as one annual income**. SARS taxes this combined income according to the standard tax tables (higher total earnings can result in a higher tax rate).

At year-end, SARS will compare the total tax payable on your combined income with the tax already deducted during the year.

- If there is a **shortfall** (too little tax paid overall), you will need to pay the difference.
- If there is an **overpayment**, you will receive a refund.

Example: If you earned R15 000 from one agency and R8 000 through another agency, SARS would calculate tax on the total of R23 000, which may result in an additional tax liability at the end of the year.

UNEMPLOYMENT INSURANCE FUND (UIF)

MHR panel members may qualify for the following benefits, subject to the applicable legislative requirements: unemployment benefits, sickness benefits, maternity benefits, adoption benefits and death benefits.

A 1% UIF contribution is deducted from qualifying earnings and paid to the UIF in accordance with applicable legislation. If you need to submit a UIF claim, notify your nearest MHR office or email our pay office team (see the '**MHR Contact Details**' section for the email address).

LEAVE, SICK LEAVE AND FAMILY RESPONSIBILITY LEAVE

LEAVE

- Leave accrues in accordance with the Basic Conditions of Employment Act (BCEA) at a rate of **one hour for every 17 hours worked**.
- Accrued leave is excluded from your hourly tariff and paid out automatically on a quarterly basis.
- Leave payouts are processed at the end of February, May, August and November each year.

SICK LEAVE

- Sick leave accrues at a rate of **one hour for every 26 hours worked over a three-year cycle**.
- The cycle starts on your MHR start date and cannot be carried forward.
- Original medical certificates must be submitted when claiming sick leave.

FAMILY RESPONSIBILITY LEAVE

- Family responsibility leave only applies to a panel member who works shifts through MHR and is not permanently employed elsewhere.
- Eligible panel members who have worked for MHR for more than 4 months and on a regular basis (an average of approximately 4 shifts per week over a 4-month period) may qualify for up to **24 hours of paid family responsibility leave per work year**.
- Family responsibility leave may be granted for the **birth of a child, the death of certain close family members or the illness of a child (18 years or younger)**, subject to the submission of the required supporting documentation.
- Applications must be submitted to MHR **within one month** of the event; approval is subject to eligibility criteria and the discretion of the applicable Regional Manager.

See the MHR Policies: **Leave**, **Family Responsibility** and **Sick Leave**.

MHR AFTER-HOURS SERVICE CENTRE

Tel: 0860 647 647 (0860 MHR MHR)

Operating Hours

- Mon – Fri: 04:00 – 08:00 / 16:00 – 22:00
- Sat, Sun and public holidays: 04:00 – 22:00

USEFUL CONTACTS, ONLINE QUERIES AND ANONYMOUS FEEDBACK

ONLINE ENQUIRIES AND ANONYMOUS FEEDBACK

At MHR, your feedback matters. Whether you have an enquiry, suggestion, compliment, concern or idea for improvement, we would love to hear from you. You can submit your feedback via the MHR Feedback Page on our website.

If you wish to submit anonymous feedback, concerns or suggestions, you may do so via our Anonymous Feedback Page. All submissions are treated confidentially.

MHR OFFICE CONTACT DETAILS

All our contact numbers and coordinators' extension numbers are available on our website contact page.

For shift bookings, contact our coordinators:
0860 647 647 (Option 1 → Option 1 again → enter the coordinator's extension)

For any payment, UIF or IRP5-related enquiries:
pay@mhr.co.za | 0860 647 647 (Option 3 → Option 1)

For any registration with MHR, MHR system profile or admin-related enquiries:

- **MHR Central** (Eastern Cape, Free State, KwaZulu-Natal and Northern Cape)
  admin.central@mhr.co.za | 0860 647 647 (Option 2 → Option 1 → Option 1)
- **MHR North** (Gauteng, Limpopo, Mpumalanga and North West)
  admin.north@mhr.co.za | 0860 647 647 (Option 2 → Option 1 → Option 2)
- **MHR Western Cape** (Southern and Western Cape locations)
  admin.wc@mhr.co.za | 0860 647 647 (Option 2 → Option 1 → Option 3)

For any clinical onboarding or training enquiries:

- **MHR Central** (Eastern Cape, Free State, KwaZulu-Natal and Northern Cape)
  clinical.central@mhr.co.za | 0860 647 647 (Option 4 → Option 1 → Option 1)
- **MHR North** (Gauteng, Limpopo, Mpumalanga and North West)
  clinical.north@mhr.co.za | 0860 647 647 (Option 4 → Option 1 → Option 2)
- **MHR Western Cape** (Southern and Western Cape locations)
  clinical.wc@mhr.co.za | 0860 647 647 (Option 4 → Option 1 → Option 3)

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