



# NEWSLETTER

April 2019

## IT TAKES A SPECIAL PERSON TO BE A NURSE

**12 May marks International Nurses' Day**, the day MHR and the world pay tribute to the skills of nurses everywhere. We are excited to commemorate the extraordinary individuals who work tirelessly, care selflessly and strive for the attention to detail that saves lives.

## HPCSA LICENCE RENEWAL DUE DATE - 1 APRIL 2019

If you are a Health Professions Council of South Africa (HPCSA) member, please ensure that you pay your annual licence renewal fee before **Monday, 1 April 2019**. For more information, please visit the website [www.hpcsa.co.za/Registrations/Fees](http://www.hpcsa.co.za/Registrations/Fees)

Kindly submit a copy of your renewed HPCSA 2019 licence to your nearest MHR office or email a copy to your region's admin email address confirmed below. Omission to submit a copy of your renewed licence may result in the temporary inactivation of your profile on our system.

MHR thanks the healthcare panel members who have already paid their 2019 fees.



## ADMIN OR PAYMENT-RELATED ENQUIRIES

You are welcome to use the email addresses below for enquiries. Kindly be sure to use the 'pay' addresses for payment enquiries only and the 'admin' addresses for administration-related questions.

- **MHR Central Region:** [admin.central@mhr.co.za](mailto:admin.central@mhr.co.za) | [pay.central@mhr.co.za](mailto:pay.central@mhr.co.za)
- **MHR Northern Region:** [admin.north@mhr.co.za](mailto:admin.north@mhr.co.za) | [pay.north@mhr.co.za](mailto:pay.north@mhr.co.za)
- **MHR Tshwane Region:** [admin.tshwane@mhr.co.za](mailto:admin.tshwane@mhr.co.za) | [pay.tshwane@mhr.co.za](mailto:pay.tshwane@mhr.co.za)
- **MHR Western Cape Region:** [admin.wc@mhr.co.za](mailto:admin.wc@mhr.co.za) | [pay.wc@mhr.co.za](mailto:pay.wc@mhr.co.za)

**IMPORTANT:** Remember to include all the applicable information when you send an email to the addresses above: for example, for a payment-related enquiry, include the *Enquiry details* | *Your name and surname* | *MHR number* | *Facility or Hospital name* | *Unit/Dept.* | *Day or Night shift* | *Date(s) in question.*



### CONTACT NUMBERS

**HEAD OFFICE** T 021 943 6200  
**WESTERN CAPE** T 021 943 6200  
**NORTHERN** T 012 440 7688

**TSHWANE** T 012 440 7688  
**FREE STATE** T 051 411 4111  
**GEORGE** T 044 803 2380/1

**PIETERMARITZBURG** T 033 342 9279  
**NELSPRUIT** T 013 741 4440  
**HERMANUS** T 021 861 6010

**AFTER-HOURS CALL CENTRE** T 021 861 6100

## INDEMNITY INSURANCE RENEWAL DUE DATE - 1 APRIL 2019

If you are a healthcare panel member and took out Willis indemnity insurance through MHR, please renew your Willis indemnity insurance before **Monday, 1 April 2019** at your nearest MHR office.

If you are making use of another indemnity insurance provider, please ensure that you renew your indemnity before it expires. Kindly submit a copy of your renewed indemnity to your nearest MHR office or email a copy to your region's admin email address confirmed on the previous page.

MHR thanks the panel members who have already renewed their indemnity insurance for 2019. Omission to renew or submit a copy of your renewed indemnity insurance may result in the temporary inactivation of your profile on our system.

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## PATIENT SAFETY ALWAYS COME FIRST – EXCEEDING HOURS NOTICE



Fatigue can cause incidents that could harm patients. MHR urges you not to exceed the hours below as specified in the Basic Conditions of Employment Act (*Act No. 75 of 1997*):

**MHR EMPLOYEES:** 230 hours/month  
**MOONLIGHTERS:** 48 hours/month

Remember to notify MHR if you are no longer a moonlighter (permanently employed elsewhere) **or** have become a permanent employee.

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## PAYMENT-RELATED ENQUIRIES

Please check your payslip **before** you contact the MHR Branch Office with a payment enquiry.

**NB:** Contact the payroll clerk at the MHR Branch Office (**not the HR Department at the client**) on the contact numbers/at the email addresses supplied on the previous page.

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## PANEL MEMBER TRANSFER BETWEEN REGIONS

MHR urges you to please inform your current region when you are transferring from one region to another **before** you transfer. This allows the region to follow the steps specified in our '*Panel member transfer*' policy, which includes informing the new region of your transfer request.



### BRAVO FOR BRILLIANCE

It is an honour and privilege for MHR to congratulate the following individuals on their service excellence:

The Theatre Clinical Facilitator at Mediclinic Cape Gate wishes to congratulate the following panel members for their diligence and commitment to safe patient care and for living the company values as a team. A big round of applause to **EN Theodora Mooi, EN Drienie Boccafola, ENA Zizina Kilabi, PN Maretha Newman, EN Zama Dlamini, ENA Martha Elizabeth Prinsloo, ENA Ernstina Olivier and Porter Victor September** for doing us proud.

**WE EXTEND OUR APPRECIATION TO EVERY PANEL MEMBER FOR LIVING THE MHR VALUES. THESE ARE:**  
Patient Safety • Client Focus • Mutual Trust and Respect • Teamwork • Performance Driven



## AN UP-TO-DATE MHR PROFILE REMAINS KEY

Please contact your local MHR office if any of your personal information changes as indicated below:

- **Cell phone or home/work landline number**
- **Email address**
- **Residential or postal address** (*Complete a 'Change of personal information' form*)
- **Marital status** (*Complete a 'Change of personal information' form and submit an original certified copy of your marriage certificate*)
- **Additional qualifications** (*Submit an original certified copy of your new qualification*)
- **Banking details** (*Complete a new 'Confirmation of banking details and payment option' form and submit an original stamped bank statement or a stamped letter from the bank confirming the new account*)
- **If you are no longer a moonlighter (permanently employed elsewhere) or have become a permanent employee** (*Complete a new 'Leave and Personal Tax' form to change your tax status*)

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## END OF CONTRACT AGE NOTICE

As per our new/amended terms and conditions and policy, which became effective on 1 November 2018, panel members will be retired from their services at the age of 68 (end of contract age).

MHR will send a notice of retirement to you three months prior to attaining the age of 68. It is pertinent to note that the notice is in accordance with our policy and in no way reflects upon your performance in your position.

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## SIGN OR CLOCK IN AND OUT CORRECTLY TO AVOID DELAY IN PAYMENT



**To avoid a delay in the payment of your shift, please ensure that you sign/clock in and out correctly by adhering to the guidelines below:**

- Always **sign/clock in and out** when you work a shift through MHR at a client.
- If you transfer to another unit during your shift, remember to sign/clock out at the previous unit and sign/clock in at the new unit (*if it is a requirement of the specific client*).
- **NB:** Sign/clock in and out **when your shift starts and finishes**. If you arrive early, only sign/clock in when your shift starts. If you stay on the premises after your shift, make sure that you sign/clock out when your shift finishes and not when you leave the premises.



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## LAST, BUT NOT LEAST - A NOTE OF THANKS TO ALL PANEL MEMBERS

As we are approaching the second quarter of 2019, MHR wishes to express sincere appreciation for your valuable contribution to our company during the first quarter. It is your energy, talent and hard work that allow MHR to go from strength to strength. MHR is proud to be associated with you.



FOR **CAREER OPPORTUNITIES** IN NURSING AND ADMINISTRATION VISIT OUR WEBSITE AT [WWW.MHR.CO.ZA](http://WWW.MHR.CO.ZA) OR CONTACT YOUR LOCAL OFFICE.