



NEWSLETTER

April 2020

CORONAVIRUS (COVID-19) - IMPORTANT INFORMATION

The global pandemic COVID-19 has already had a significant impact on our operations, our daily work and home lives. The South African government has admirably responded to the crisis by implementing a lockdown to contain the spread of the virus and hopefully minimise the negative economic aftermath.

MHR and MHR clients have acted with urgency and decisiveness to deal with a myriad of issues, including the substantial financial impact that the virus has on business. At the moment, some of our clients' occupancy rates have decreased, and surgery restrictions also have a significant impact on clients' near-term cash flow. For this reason, clients are obliged to utilise their permanent personnel as far as possible, and agency staff is limited to a minimum.

However, based on the latest prediction, a surge in the virus can be expected in the near future. During this period, our clients may require additional agency staff to assist in taking care of COVID-19 infected patients. Having said this, most of these predictions are based on assumptions and may change from day to day. In these unprecedented circumstances, together with our clients, we need to be agile and make decisions quickly and decisively. We will continue to monitor developments on an ongoing basis and will keep on communicating with you, as circumstances permit.

COVID-19 safety protocols

Please report any symptoms of respiratory illness to the MHR Branch Manager or Coordinator so that we can ensure that you receive the correct treatment and take the necessary precautions to prevent the spreading of the virus.

Symptoms that could be indicative of respiratory illness include, but are not limited to:

- Sore or scratchy throat
- Fever
- Cough
- Shortness of breath

Patient Safety is paramount. Even if your symptoms are mild and you don't deem it necessary, please do not accept a shift, and inform the MHR Coordinator immediately. If you develop symptoms during your shift, please report this immediately to your line manager. Kindly also visit the **MHR website** www.mhr.co.za for the latest information regarding the pandemic.

Our clients have strict access control protocols at their facilities. It is essential that you comply with these protocols and complete the access screening document honestly for us to work together to prevent the spreading of this virus.

If you are exposed to a COVID-19 infected patient or colleague, please report this immediately to your line manager and the MHR Branch Manager so that we can take the necessary steps to assist you. MHR will inform you immediately if we are notified of a panel member who was exposed to a COVID-19 infected patient or colleague and will assist you with the treatment or isolation protocols.

Make sure that you comply with the Personal Protective Equipment (PPE) procedures at the client to protect yourself, patients and colleagues. When you arrive for your first shift at a Mediclinic or ER24 client, please collect the two double-layer cloth face masks that you need to wear while on duty. Kindly also ensure that you follow the cleaning instructions on the mask package.

Nursing panel members should refrain from wearing your distinguishing devices while on duty for infection prevention purposes.

Travel permits

Please ensure that you have the following documents with you when you are travelling to and from work:

- MHR travel permit
- Companies and Intellectual Property Commission (CIPC) document
- ID/Passport
- Name badge
- Professional Council receipt/document

If you are making use of public transport or travelling in a vehicle with more than one person, please ensure that you wear a face mask and comply with the transport company's rules.

Accrued leave payouts

MHR management has decided to amend the MHR Accrued Leave Payout policy during the COVID-19 period. Accumulated leave balances exceeding a R100 will be paid out:

- End of May 2020
- End of June 2020

UIF Covid19 - TERS

MHR has registered with the UIF COVID-19 Temporary Employee/Employer Relief Scheme (C19 TERS) and is currently investigating all the options available to claim on behalf of panel members against the fund. To date, MHR has not yet received any feedback on whether the claims will be honoured, but we are monitoring the progress closely. Panel members will be notified upon receipt of more information from the fund.

Interim clocking protocol due to COVID-19

As most of you are aware, our Mediclinic clients have stopped biometric Kronos clocking at their facilities as a COVID-19 risk prevention strategy. All personnel, including panel members, are now required to swipe cards issued by the client when they clock in and out at the client's facility. Please collect your card at the Human Resources office when you arrive on duty for the first time.

Unfortunately, the above clocking arrangement has a temporary impact on DAILY BANKING payment arrangements:

- All daily payments will take place one day later than standard practice. For example: If you worked until 07:00 on Tuesday morning, you will be paid on the Wednesday evening instead of the Tuesday evening.
- If you worked a weekend shift (Friday 07:00 until Monday morning 07:00), you will be paid on a Tuesday instead of a Monday.

We sincerely apologise for the inconvenience caused by these arrangements and thank you for your understanding and support during this challenging time.

The above payment arrangement may change in the near future, and we commit to keeping you updated.



HPCSA LICENCE RENEWAL - DUE DATE EXTENDED TO 1 JULY 2020

Due to the current COVID-19 pandemic, the Health Professions Council of South Africa (HPCSA) has extended the due date for annual licence renewals from 1 April 2020 to **Wednesday, 1 July 2020** and practitioners should ensure that they pay their annual fees by **Tuesday, 30 June 2020**. All annual practising certificates which expired on Tuesday, 31 March 2020, are now valid until Tuesday, 30 June 2020.

Please visit the **HPCSA website** www.hpcsa.co.za, click on the Finance tab at the top and select Fees from the dropdown menu.

It is recommended that you utilise the online HPCSA portal for the renewal of your registration as this will allow you to access your annual practising certificate. Click [here](#) to access the online portal. You may also access your profile using the HPCSA mobile app, by visiting <https://hpcsamobileapp.co.za/> on your mobile.

Kindly email a copy of your renewed HPCSA 2020 licence to your region's administration email address confirmed below. Omission to submit a copy of your renewed licence may result in the temporary deactivation of your profile on our system.

PHARMACIST ASSISTANTS: RENEWAL OF SAPC LICENCE - 1 JUNE 2020

Pharmacist Assistants, remember to pay your annual South African Pharmacy Council (SAPC) licence renewal fee before the deadline **Monday, 1 June 2020**. For more information, please visit the **SAPC website** <https://pharmcouncil.co.za/registered-persons>, click on the relevant job title, and then select Fees on the menu bar to view the applicable fees per job title.

Kindly email a copy of your renewed licence to your region's administration email address confirmed below. Omission to submit a copy of your renewed licence may result in the temporary deactivation of your profile on our system.



PAYMENT ENQUIRIES - IMPORTANT NOTE

With the new system restrictions, we encourage you to please contact the MHR office (**not the HR Department at the client**) as soon as possible with a payment enquiry, to prevent payment delays and difficulties. You are also welcome to email your payment enquiry to your region's payment email address confirmed below. **NB:** Please remember to check your payslip **before** you contact the MHR Branch Office with a payment enquiry.

ADMINISTRATION AND PAYMENT-RELATED ENQUIRIES EMAIL ADDRESSES

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 | pay.central@mhr.co.za
- **MHR Northern Region:** admin.north@mhr.co.za | pay.north@mhr.co.za
- **MHR Tshwane Region:** admin.tshwane@mhr.co.za | pay.tshwane@mhr.co.za
- **MHR Western Cape Region:** admin.wc@mhr.co.za | pay.wc@mhr.co.za



BRAVO FOR BRILLIANCE

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

The MHR Hermanus office and Mediclinic Hermanus commends:

- **CW Isabell October** for the exceptional service she offered in Ward B in assisting a client with a client survey and for her valuable contribution to memorable patient journeys.
- **Porter Patric Gxolo** for promptly attending to patients' needs and excellent client service.
- **CW Essie de Wee** for the remarkable patient care she offers in the Orthopaedic Unit. This is not the first time CW de Wee is recognised for her good work in the Orthopaedic Unit. She continues to be a competent, friendly and versatile panel member who acts both as a porter and care worker.
- **EN Christa Small** for always being available to offer welcoming care to her patients.

Mediclinic Highveld compliments **Sheila Linda** for her hard work and committed service. Her pro-active and hands-on approach adds significant value to the team.

A mother of a little girl who was admitted to the Paediatric Unit at Mediclinic Highveld praises **ENA Stellah Pretty Hlambo** for the loving care and compassion she showed when she cared for her little girl during her hospital stay. She encourages ENA Hlambo to keep up the good work.

Mediclinic Nelspruit recognises **EN Mirenda Mashaba** and **PN Mpho Mosebi** for going beyond their call of duty to provide exceptional nursing care in the GCCU.

Mediclinic Highveld Pharmacy extends sincere appreciation for **ENA Palesa Tsuinyane's** willingness to go out of her way to deliver medication to a patient's home after it stayed behind at the Pharmacy. ENA Tsuinyane really assisted the Pharmacy in need.

A team member at the Mediclinic Kimberley Emergency Centre applauds **PN Veronica Mokgosi** and **PN Jacob Mogotsi** for their remarkable teamwork and dedication during a very busy night in the unit.

EN Gugu Ndlovu regularly receives high praises from Mediclinic Gariep. The Unit Manager of Ward D is very impressed with her conscientiousness, spot-on record keeping and admirable patient care. EN Ndlovu exemplifies the MHR values of Performance-driven and Patient Safety.

It is a delightful experience to work alongside **ENA Lilian Gys** in the Orthopaedic Unit at Mediclinic Sandton. Colleagues remark that they admire ENA Gys's vibrant energy, special patient care and upbeat personality.

The Unit Manager at Mediclinic Morningside Emergency Centre commemorates **EN Perseverance Ramulwela** for remaining focused on delivering outstanding service during high-pressure times in the unit. Thank you EN Ramulwela for doing MHR proud.

ENA Thobe Mthembu was complimented for the manner in which she took care of a COVID-19 patient at Mediclinic Kimberley. She put her patient's needs first and went out of her way to take care of the patient during these challenging times.

The Unit Manager of Ward E at Mediclinic Gariep salutes **PN Francisca Smangele Mbanjwa** and **ENA Lethu Dubazane** for their enthusiasm and diligence. They delivered excellent nursing care during high patient turnover in the unit.

A team member at Mediclinic Vereeniging compliments **CW Dimakatso Moyo** for her noteworthy assistance in the unit. Colleagues appreciate the fact that they can always rely on CW Moyo.

Mediclinic George's Doctor Relationship Manager sends a well-deserved Bravo to **PN Lawrine Zander** as a token of gratitude for her loyalty and assistance during a very challenging time at the hospital.

BRAVO FOR BRILLIANCE CONTINUES

The Unit Manager of the Emergency Centre at Mediclinic Milnerton acknowledges **PN Veronica Austin** and **EN Phumezo Ngqayimbana** for the vital role they played in the Centre during a time when some of the emergency service team members were admitted to hospital for an accident. It is a pleasure to have these skilful team members on board.

A Professional Nurse at Mediclinic Hoogland NCCU expresses a heartfelt thank you to **ENA Nelisiwe Zwane** for the initiative, knowledge and leadership skills she portrayed during a difficult time when the unit was short-staffed. Her devotedness and passion shine through her work.

Mediclinic Paarl Hospital General Manager recognises **EN Samantha Phillipus** for her meaningful contribution and great teamwork, which resulted in a successful heart transplant at the hospital.



MHR UNIFORM - COMPULSORY 1 JULY 2020

From **Wednesday, 1 July 2020**, MHR uniform will be compulsory for all MHR nursing and care worker panel members (excluding Mediclinic moonlighters).

Kindly contact your MHR office to place your order. Remember, our uniform range is part of our corporate identity. Please share in our pride to have you as part of the MHR team by wearing your MHR uniform when you work at our clients. Visit our website at www.mhr.co.za and click on the MHR Policies and Procedures tab to view our **dress code policy**.

2020 SARS TAX FILING SEASON

Please note that SARS has not yet confirmed the 2020 tax season commencement date. Upon season commencement, you will receive an SMS informing you that your 2020 MHR IRP5 certificate is available on the **SARS eFiling website** <https://www.sarsefiling.co.za/>

Did you know you can do your tax via the SARS MobiApp? SARS has launched a MobiApp with many new features, including:

- A simplified registration process and a streamlined login process
- A quick and easy way to upload supporting documents

Click [here](#) on your mobile to download this App.

LAST, BUT NOT LEAST

The role that MHR plays over the next few months is critical, and our contribution to our local communities and the country will be vast. This pandemic will test our abilities to stand and work together as a team. We extend our sincere gratitude for the invaluable contribution you make in combating the pandemic. We have the utmost appreciation for our front-line panel members who are continuing to care for our clients' patients who need support, especially those patients who have been infected by COVID-19.

May our best wishes accompany you and your family.



CONTACT NUMBERS

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GEORGE T 044 803 2380/1

PIETERMARITZBURG T 033 342 9279
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