



NEWSLETTER

April 2022

LET US SHINE THE SPOTLIGHT ON OUR STARS

It is always a pleasure to recognise the hard work and accomplishments of our panel members and teams within our organisation. Click [here](#) to view all acknowledgements and join us in congratulating these team members on their service excellence.

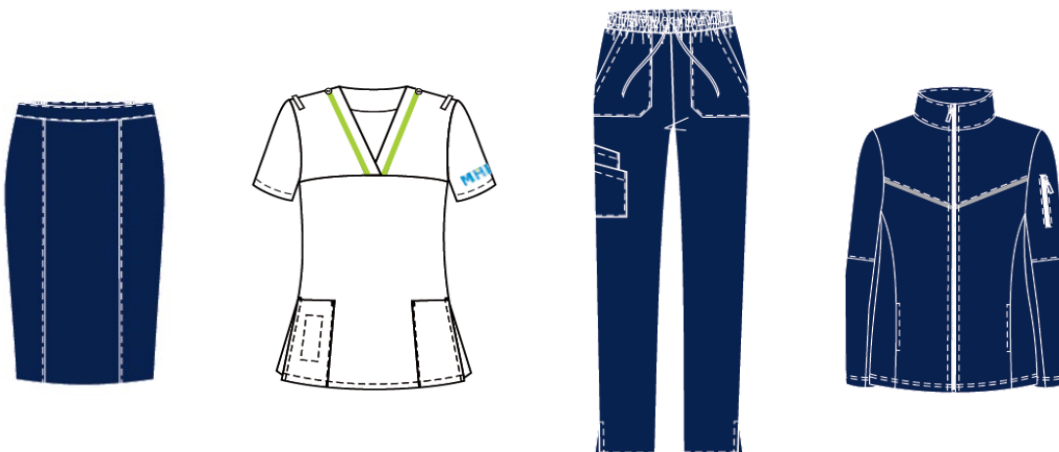
How do I recognise an MHR panel member for exceptional performance? Click [here](#) to visit our 'Feedback' page and enter the panel member's information and compliment you would like to share.



CLIENTS REQUIRE STAFF TO WEAR UNIFORM FROM APRIL 2022

Some of our clients, e.g. Mediclinic, require clinical MHR panel members to start wearing uniforms again from April 2022. We encourage administrative panel members to also wear uniforms. Please visit your nearest MHR office to place an order if you do not have an MHR uniform.

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. Below are some images of our nursing and care worker uniforms. Refer to our ['Policies and Documents'](#) web page to view our 'Dress code policy' and uniform documents for clinical and administrative panel members.



COVID-19 VACCINATION UPDATE

As you are aware, our clients – Mediclinic and ER24 – no longer require mandatory vaccination; nevertheless, we encourage you to continue getting vaccinated in support of our country's vaccination drive. **NB:** Please also remember to submit your proof of vaccination to your nearest MHR office for health statistics purposes.

PROFESSIONAL COUNCIL LICENCES DUE DATES

Please ensure that you renew your professional council licence before the following due dates:

Job Title	Professional Council	Due Date for Renewal
Nurses	South African Nursing Council (SANC) – Visit www.sanc.co.za for licence renewal-related information.	31 December
Pharmacists	South African Pharmacy Council (SAPC) – Visit www.pharmcouncil.co.za and click on the relevant job title to view the applicable fees per job title.	31 January
Pharmacist Assistants	South African Pharmacy Council (SAPC) – Visit www.pharmcouncil.co.za and click on the relevant job title to view the applicable fees per job title.	31 May
Emergency Service Personnel and Doctors	Health Professions Council of South Africa (HPCSA) – Visit www.hpcsa.co.za for fees-related information. It is recommended that you utilise the online HPCSA portal for the renewal of your licence. Click here to access the portal.	31 March

- Please ensure that you adhere to the council due dates and renew your licence on time to avoid temporary deactivation of your profile on the MHR system.
- We also urge you to please pay your licence fee in advance to ensure that your details are updated on the relevant council system before the due date.
- Kindly email proof of your renewed licence to your region's administration email address confirmed below to avoid temporary deactivation of your profile on our system.

EMAIL ADDRESSES FOR ADMINISTRATION AND PAYMENT-RELATED ENQUIRIES

- **MHR Central Region** (*Free State, KwaZulu-Natal and Northern Cape*)
admin.central@mhr.co.za | pay.central@mhr.co.za
- **MHR Northern Region** (*Johannesburg, Vaal Triangle, Potchefstroom and Mpumalanga*)
admin.north@mhr.co.za | pay.north@mhr.co.za
- **MHR Tshwane Region** (*Brits, Pretoria and Limpopo*)
admin.tshwane@mhr.co.za | pay.tshwane@mhr.co.za
- **MHR Western Cape Region** (*Southern and Western Cape locations*)
admin.wc@mhr.co.za | pay.wc@mhr.co.za

MAKE SURE YOUR INFORMATION IS UP TO DATE ON THE MHR SYSTEM

Personal information changes

MHR needs to have an up-to-date profile for you on our system, especially now that we have reached the end of the 2022 tax year. Please notify your local MHR office and **not the client** if any of the following information has changed:

- Physical or postal address
- Email address
- Contact number
- Banking details

Employment status changes

Please remember to inform your nearest MHR office if you are no longer a moonlighter (permanently employed elsewhere) or have become a permanent employee. Kindly also complete a new 'Personal tax' form received from your MHR office to change your tax status on our system. The correct tax status assists MHR to deduct the correct tax from your earnings.

As mentioned in previous newsletters, the confidentiality of our patients and clients is of vital importance to each of us. Please familiarise yourself with the information below to ensure adherence to patient confidentiality.



WHAT DOES CONFIDENTIALITY IN THE UNIT/DEPARTMENT MEAN?

Understanding patient privacy

- According to the national Patients Rights' Charter, every patient has the right to confidentiality and privacy. Patient privacy refers to the right of patients to determine when, how and to what extent their health information is shared with others.
- It involves maintaining confidentiality and sharing protected patient information only with healthcare providers and related professions who need it to take care of the patient.
- Patients have the right to determine how their health information is shared.

What does MHR classify as patient information?

- Clinical information or medical history.
- Personal information and contact details.
- Medication information and any medical results such as laboratory and radiology, etc.
- Images of a patient in the hospital (Written confirmation must be obtained if a patient is photographed or filmed).

What does this mean in the work environment?

- Keep all discussions with patients private or at a lower volume in shared rooms.
- Store all clinical records safely so that they cannot be seen by anyone passing by (according to the client's policy).
- All documents featuring patient information are considered the client's property and may not leave the client's premises without the authorisation of a Senior Manager.
- Clinical discussions regarding patients may not take place in public areas.
- Do not release any patient information to anyone who is not a close family member of the patient. Information may only be shared upon a patient's consent.
- Do not allow photos to be taken of any patient without the patient's signed consent.



SOCIAL MEDIA WISDOM

MHR understands the importance of social media in peoples' lives but acknowledges that there are always risks involved – both in a professional and/or personal capacity. Where your connection with MHR or MHR's clients is apparent, please be mindful of how your behaviour or comments on social media can affect your career. Are you comfortable with MHR or a client representative seeing the content? If the answer to this question is 'no', it is probably best not to post it.

Refrain from sharing and posting any information or photos of patients, clients and MHR on social media platforms such as Facebook, LinkedIn, Twitter, WhatsApp, Instagram, Telegram, Signal, YouTube, TikTok, etc. **NB:** This includes sharing videos or photos of yourself or colleagues dressed in MHR or a client's uniform or where MHR or a client's name or logo is visible in the video or photo.

MHR compiled a social media usage policy to assist panel members in making appropriate decisions when conducting themselves on social media, including conduct outside working hours. Click [here](#) to visit our 'Policies and Procedures' web page on our website and click on the 'Cell Phone Usage and Social Media Wisdom' tab to view this policy. You are also welcome to consult your nearest MHR office for more information.



CLOCK IN AND OUT CORRECTLY TO AVOID PAYMENT DELAYS

Please ensure that you sign or clock in and out correctly by adhering to the guidelines below to avoid a delay in payment. The guidelines below apply to clients who use electronic clocking or hand registers.

- Always **sign** or **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 remain on the premises after your shift, make sure that you sign/clock out when your shift finishes and not when you leave the premises.

CONFIRM AVAILABILITY FOR SHIFTS AND KEEP CELL PHONE SWITCHED ON FOR CONFIRMATION AND CANCELLATION SMSs

We urge you to please confirm your availability with your local MHR coordinator or MHR after-hours call centre. MHR sends out SMSs to reach a larger pool of panel members. After sending SMSs, MHR contacts panel members according to their confirmed availability. If you are available, please reply to the SMS or contact your local MHR coordinator or MHR after-hours call centre to secure the shift. This will also assist us in providing a service to our clients and their patients.

NB: Please do not contact the client to confirm your availability, book, or cancel a shift.

Make sure that your cell phone is switched on, especially at 16:00 and 21:00, to receive confirmation and cancellation SMSs on time.

SELF-CANCELLATION OF SHIFTS

Should you wish to cancel your shift, please inform the MHR coordinator or MHR after-hours call centre, adhering to the times below. **Please do not contact the client.**

- **Night duty:** At least 3 hours before the shift commences
- **Day duty:** Preferably the previous night, but not later than 2½ hours before the shift commences

Please consult your nearest MHR office should you require more information.

AN ONLINE HUB OF WELLNESS RESOURCES CREATED ESPECIALLY FOR YOU

We remind you of our online hub that was created to support you in accessing wellbeing services and support, equip you with information, and empower you with helpful tools and advice. Click [here](#) to access the hub.

You are important to us, and we care about your health!



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
HERMANUS T 021 861 6010

AFTER-HOURS CALL CENTRE T 021 861 6100