



NEWSLETTER

August 2023

WE ARE VERY PROUD OF OUR NEWLY APPOINTED CEO, ALINA VAN DER MERWE

It is a great honour and privilege to announce the appointment of our new Chief Executive Officer, Alina van der Merwe, effective 1 July 2023. Alina started her journey with MHR in 2004 and entrenched herself as an exceptional member of the MHR team. She has worn many MHR hats and fulfilled various roles. Of particular mention is her outstanding contribution as Quality Control/Operations Manager to developing and launching our new Medical Human Resources (MHR) brand in 2013, as well as introducing and managing our national after-hours call centre. As the system owner of our unique management system, MHRM, she plays an instrumental role in the exciting development of our new system, MHRM2.0. Watch this space!

We are very proud of you, Alina, and delighted to embark on this new journey with you as we share in the success story of MHR.

NEW ER24 MHR COORDINATOR – JENNIFER VAN DEN BERG

MHR launched an ER24 Shift Coordination project. Please ensure that you contact MHR Coordinator **Jennifer van den Berg** (Email: jennifer.vandenberg@mhr.co.za | Tel: [021 943 6288](tel:0219436288) / [0860 647 647](tel:0860647647) ext. 2019) instead of the ER24 branch office for shift requests and bookings or placement enquiries.



MHR AFTER-HOURS CALL CENTRE – NEW CONTACT NUMBER

Our after-hours call centre has a new contact number – [0860 647 647](tel:0860647647) (**0860 MHR MHR**). The old contact number is still in use but will be terminated soon. Please start using the new contact number.

MHR COORDINATORS – NEW CONTACT NUMBERS

MHR Coordinators can be reached on the new contact number **0860 647 647 + the extension number of the relevant Coordinator**. The old contact numbers are still in use but will be terminated soon. Please start using the new contact numbers.

SARS TAX SEASON AND IRP5 CERTIFICATES

The SARS tax season opened on **Friday, 7 July 2023**. Panel members' IRP5 certificates are available on [SARS eFiling](#). If you require a hard copy, please email irp5.request@mhr.co.za or contact your local MHR Office or MHR Coordinator for a copy. Did you know you can download the **SARS MobiApp** on your cell phone to complete and submit your Income Tax Return (ITR12)? Click [here](#) for more information about this app.



INTERNATIONAL NURSES DAY CELEBRATIONS – FRIDAY, 12 MAY 2023

‘In union there is strength’ – Aesop’s Fables. It is inspiring to see a team of nurses working together efficiently to care for patients. Thank you to our nurses – our partners in patient care – for working together on the front lines of care. Below are a few photos of the Nurses Day celebrations at some of our clients.



**MHR Nurses Day Gift
Stainless Steel
Cutlery Set**



Click [here](#) to download the special thank-you letter that was sent to our nurses.



**From left to right:
ENA Sylvia Hartnick and
PN Carla Oosthuizen**



From left to right: Unit Manager Blanche Peens,
ENA Mokhatsane Ramaboka and PN Nicole Nel



From left to right: EN Vatiswa Thwesa,
PN Margo Fourie, PN Anelle Tromp,
EN Anna Maria Pieters and
PN Chrismare Joubert

Because of you, our partners in patient care, we can look forward to a healthier future.

BASIC LIFE SUPPORT (BLS) COMPETENCY IS IMPORTANT

All nursing and clinical ER24 panel members must be competent in Basic Life Support (BLS). Please ensure you complete BLS training, which is offered at a minimal cost of R150. You can contact your nearest MHR Office, MHR Coordinator or MHR Clinical Facilitator for more information.

LOCUM EMERGENCY CENTRE DOCTORS – RENEWAL OF ADVANCED LIFE SUPPORT CERTIFICATES BEFORE EXPIRY

Locum MHR Emergency Centre Doctors, please renew your Advanced Life Support Course Certificates before the expiry date to continue working shifts through MHR.

‘SAFETY EVENT FORM’ LINK FOR EVENTS AT MEDICLINIC HOSPITALS

When you are involved in an incident with a patient or visitor at a Mediclinic hospital, please click on the following link ([Safety Event Form](#)) to complete the Mediclinic Safety Event Form. Kindly save this link on your cell phone for future use.



NEW MHR NAVY UNIFORM TOPS AVAILABLE CLIENTS REQUIRE MHR PANEL MEMBERS TO WEAR UNIFORMS

Exciting news! MHR has new navy tops available for nurses and care workers. You are welcome to visit your nearest MHR office to place an order. See the images below for examples.

MHR clients urge all admin and clinical MHR panel members to please wear MHR or client-specific uniforms. 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. Refer to our [‘Policies and Documents’](#) web page to view our ‘Dress code’ policy and uniform documents for clinical and administrative panel members.



Samuel Top
Unisex Short Sleeve
tunic with pockets



Emery Top
Ladies V-neck scrub
top with green contrast

MHR NAME BADGE – YOUR ‘IDENTITY’ TO SUCCESS

Please remember to wear your name badge while on duty, as it is the patient’s right to identify all personnel working in healthcare facilities. This will also make it easier for patients to compliment your service in their client service survey.

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 along with the compliment you would like to share.



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