



# NEWSLETTER

December 2019

## COMPLIMENTS OF THE SEASON



## MHR ACCRUED LEAVE PAYMENTS - THE WAY FORWARD

Previously, MHR paid out accrued leave during the year upon a panel member's request with a final pay-out in March each year.

As of Monday, 18 November 2019, leave requests are no longer paid upon request. **MHR now pays out leave on a quarterly basis at the end of February, May, August and November each year.**

Please visit your nearest MHR office should you wish to change your current leave option.



### 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



## RENEWAL OF SANC LICENCE FOR 2020

MHR urges all nursing panel members to please pay their South African Nursing Council (SANC) renewal fees at least a week before the **deadline on Tuesday, 31 December 2019**. This will allow SANC enough time to update your licence details before the deadline.

Kindly submit a copy of your renewed licence to your nearest MHR office or email a copy to your region's admin email address below. Omission to submit a copy of your renewed licence may result in the temporary deactivation of your profile on our system. The council also charges costly restoration fees for late payments. Visit the SANC website [www.sanc.co.za](http://www.sanc.co.za) and scroll down the home page to view the **annual fees for 2020**.

MHR thanks the healthcare panel members who have already paid their 2020 fees.

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



## 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? No? Probably best not to post it.

MHR has compiled a social media usage policy to assist panel members in making appropriate decisions when conducting themselves on social media, including conduct outside of working hours. Please visit our website [www.mhr.co.za](http://www.mhr.co.za) and click on the 'MHR Policies and Procedures' tab to view this policy. You are also welcome to consult your nearest MHR office for more information.



## COST SAVING OFFER! INDEMNITY INSURANCE COVER AT SPECIFIED CLIENTS

As of **1 October 2019**, all healthcare panel members (excluding Emergency Centre Doctors) working at Mediclinic or ER24 clients **do not require** indemnity insurance as you are covered by the client's insurance. Hence, if you have taken out cover in 2019, you do not need to renew your cover for 2020.

**NB:** If you are working at non-Mediclinic clients, please ensure that you take out your own cover from an indemnity insurance service provider of your choice and submit proof of cover to your local MHR office. Kindly ensure that you renew this cover timeously before its expiry date to prevent temporary deactivation on our system.

**MHR recommends the following minimum cover per job description:**

Minimum R2.5 million	Minimum R5 million	Minimum R10 million
Care workers	Enrolled Nurses	Midwives
Enrolled Auxiliary Nurses	Professional Nurses	
Basic Life Support personnel	Pharmacists/Assistants	
All other healthcare panel members not listed in this table	Advanced Life Support personnel	
	Intermediate Life Support personnel	



## BRAVO FOR BRILLIANCE

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

A big round of applause to **PN Londeka Khumalo** for going beyond her call of duty to assist in the Orthopaedic Unit at Mediclinic Gariep. She always offers friendly patient care despite working under pressure. PN Khumalo exemplifies the company values and puts patients first!

The Night Duty Manager at Mediclinic Vereeniging acknowledges **PN Spenzer Mposi, ENA Carlifonia Moela** and **CW Mampho Mabusane's** for the vital role they play in the Cardiology unit. She mentioned that she was very impressed by how the team handled an emergency in the unit. It is a pleasure to have these skilful team members on board.

**EN Cicilia Ribabo** is not only dedicated and dependable but well-liked by parents and children who are admitted to the Paediatric Unit at Mediclinic Sandton. Along with her upbeat personality, she takes special care of her patients, which contributes to noteworthy patient journeys.

A patient at Mediclinic Morningside remarked that **EN Milton Dera** made her visit to the Emergency Centre worthwhile. She extends her sincere appreciation for EN Dera's hands-on and thoughtful nursing care.

Mediclinic Hermanus praises **CW Isabell October** for her exemplary work ethic and great teamwork in the Orthopaedic Unit. **Kitchen Assistant Mrs Maria Cronjé** was also complimented by patients for providing delicious meals which contribute to a pleasant hospital stay.

Hats off to **ENA Rowena Koert** for her skilful support and teamwork at Mediclinic George's Medical Unit. The Unit Manager remarked that it is a pleasure to work with her and inspires her to keep up the good work.

**EN Pretty Makhatshwa** is recognised for her significant contribution to the High Care Unit 2 at Mediclinic Nelspruit, since the opening of the unit in August 2019. Her keenness to learn is remarkable.

Patients at Mediclinic Gariep commend **EN Gugu Ndlovu, ENA Magdeline Gomba** and **PN Sharon Jansen** for their round-the-clock nursing care, compassion and dedication. They take special care of their patients and represent the client's motto *'Expertise you can trust'*.

Mediclinic Durbanville Central Sterile Services Department (CSSD) Supervisor expresses a heartfelt thank-you to **CSSD Technicians Koenraad Schepers, Clayton Jacobs, Zukile Mhlaba, Bongani Plaatjie** and **Milly Harris** for their admirable contribution. Every team member adds value in their unique way, and together they play a meaningful part in the success of the department.

Busamed Paardevlei Private Hospital applauds **EN Phumlani Ntloko** for embodying the hospital's values with his professional approach and attributes, such as compassion and enthusiasm to learn.

A patient at Mediclinic Milnerton had high praise for **PN Philiswe Bernadette Chiya's** exceptional patient care. PN Chiya went out of her way to care for her baby. Her love and enthusiasm shine through her work.

Mediclinic Cape Gate is very proud of **PN Anita Louise Banfield, PN Mercy Lategan, ENA Nosisi Jalamba Tshobeni, Porter Angelo Cupido** and **ENA Vuyelwa Anastasia Jimmy** for living the company values of *'teamwork'* and *'client focus'*. A patient used the words 'passionate, reassuring, caring, friendly and professional' when she described the team that looked after her in the Obstetrics Unit.

Along with her optimistic attitude, **EN Stephina Mokgothu** offers outstanding nursing care at Mediclinic Sandton and is often complimented for her diligence and hard work. One can always rely on EN Mokgothu.

Bravo to **CW Nondumiso Masilela, CW Harriet Masinga, CW Lorraine Malopi, PN Dominique Mnisi, PN Rollet Mathonsi, EN Lindi Nkosi, ENA Innocentia Vuma** and **ENA Thembisile Mabuza** for a great team approach to patient care at the High Care Unit 2 of Mediclinic Nelspruit. The Unit Manager expresses sincere gratitude to the team for their hard work and devotion to offer quality patient care.

## MHR NAME BADGE - YOUR 'IDENTITY' TO SUCCESS

MHR urges you to wear your name badge while you are on duty, as it is the patient's right to identify all personnel members working in healthcare facilities. Patients are also able to compliment you on your service in their client service survey if they can identify you by your name badge.

Thank you for valuing patients' rights by always wearing your MHR name badge while on duty.



## MHR UNIFORM - WE ARE PROUD TO HAVE YOU AS PART OF OUR TEAM

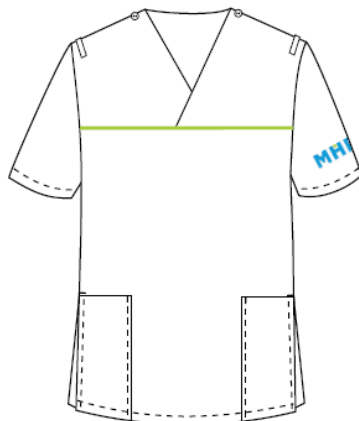
From **Wednesday 1 April 2020**, MHR uniform will be compulsory for all MHR nursing and care worker panel members (excluding Mediclinic Moonlighters).

Kindly visit your nearest 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](http://www.mhr.co.za) and click on the 'MHR Policies and Procedures' tab to view our dress code policy.



### TERRY

Lined pencil skirt  
Size 28-50  
65cm or 75cm



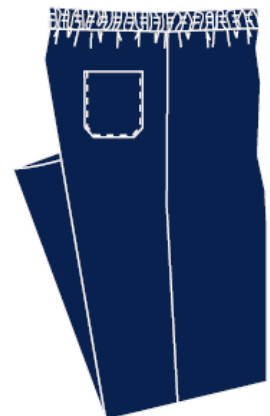
### SAMUEL

Unisex  
S/s tunic with pockets  
Size XS-5XL



### MATRIX

Unisex  
L/s tunic with pockets  
Size XS-5XL



### JORDAN

Unisex  
elasticated pants  
Size XS-5XL

Watch this space for our 2020 cost-saving uniform offer.

Thank you for doing MHR proud by wearing our uniform.

## [WWW.MHR.CO.ZA](http://www.mhr.co.za) - A COMMUNICATION TOOL AT YOUR FINGERTIPS

Did you know that you can use the feedback option on the MHR website to post suggestions, compliments and to report problems? Please visit our website [www.mhr.co.za](http://www.mhr.co.za) and click on the 'Feedback' tab for this function. MHR values your feedback as it allows us to be 'Patient Safety Focused', 'Client-centred', 'Team orientated', 'Trusting and Respectful' and 'Performance driven'.

With this news we conclude 2019 and look forward to welcoming you to 2020 in our next issue.