



NEWSLETTER

February 2018

2017 A YEAR OF TRIUMPH AND GOOD CHEER

MHR CELEBRATES 21 YEARS IN BUSINESS

MHR celebrated its 21st birthday in March 2017. The company, previously known as Medi-Nurse and Medi-Staff, was founded in 1996. We attribute our success to long-term relationships with our clients and panel members, a fresh, vibrant brand, and a passionate team devoted to making a difference.

'In a highly competitive environment, we are always looking for new ways to move forward and modernise. Our top priorities remain our clients, panel members and staff, as well as our continued commitment to delivering quality service at cost-effective rates.' — **André Fourie, MHR CEO**

We were delighted to celebrate this milestone with some long-standing MHR acquaintances and to share the exciting development of the Medical Human Resources (MHR) brand over the years.

BRAVO FOR BRILLIANCE

We extend our sincere appreciation to all panel members for exemplifying MHR's **Vision, Mission** and **Values** during 2017.

Your positive contribution allows MHR to go from strength to strength, signifying a '**Trusted Source for Talent**'.

Here are '**bravos**' we received from clients, colleagues and patients. Hats off to the following panel members for service excellence.

- **RN Mariska Isaks** is always keen to arrive, even for bookings made at the eleventh hour. She is happy to work wherever you place her and excited about self-development.
- A family treasured the care **ENA Zanele Tshetu** gave to their loved ones at Mediclinic Vergelegen.
- Admirable attention to detail, high standards and an exceptional work ethic, makes **Suritha Fredericks**, an MHR Career Centre Agent and Receptionist temp, stand out. Appreciated by all clients and respected by co-workers, her warm personality makes for an enriching experience to work alongside her. Suritha surpassed all expectations and is now permanently appointed as MHR Western Cape's Receptionist.
- As a newly registered MHR panel member, **EN Wendy Kgonwana** eagerly takes on additional tasks to learn and grow, enthusiastically promoting MHR.
- **EN Khomotjo Bhembe** is always delighted to offer friendly patient care at Mediclinic Heart Hospital at any time of the day.
- An MHR colleague who was also admitted as a patient at Mediclinic Brits wishes to express sincere gratefulness to **RN Rachel Bapela** for her remarkable service. RN Bapela exceeded all expectations and helped our colleague to stay calm and focused on getting well.

- A big bravo to **RN Phillip Mamabolo** for making the best of circumstances. His shift was cancelled one day upon arrival and he had to return for a different shift on the same day. He came on duty with a smile and gave the best patient experience.
- Several clients and patients praise **ENA Tendani Netshikulwe's** passion for offering quality care to patients.
- **CW Teshnay Windvogel** provided great assistance with bookings and placements at Mediclinic Louis Leipoldt.
- On several occasions, the Critical Care Unit Manager at Mediclinic Midstream shared acknowledgements received from patients and family members about **EN Crescent Kotlolo's** outstanding patient care.
- Very committed to her work, **CW Vinolia Mashego** is always available to offer welcoming care to her patients.
- **EN Philma Mabaso's** keenness to go the extra mile is evident in her ability to go out of her way to arrive on duty, even under difficult circumstances. MHR appreciates her loyalty.
- **RN Oyebisi Adelola** is very hard-working and devoted to MHR. A bravo for always being willing to work a shift — even on short notice.
- The Patient Experience Manager at Mediclinic Legae commented that patients often admire **RN Patrick Moshime's** love for his work and that he represents MHR with great zeal.
- **ENA Germinah Sealetsa** offered such exceptional service during her first shift in the Paediatric Unit, that the hospital requested MHR to book more shifts for her in the unit.
- **CW Mpho Ika** is often recognised for brilliant patient care and takes on additional tasks with great passion.

MHR treasures and embraces your commitment to patient care.



CONTACT NUMBERS

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HERMANUS T 021 861 6010

AFTER-HOURS CALL CENTRE 021 943 6262

CLIENT ORIENTATION IN THE SPOTLIGHT

A big round of applause for our MHR team member **Brendan Myburgh** who received an **Applause** reward from Mediclinic for remarkable service.

The **Applause programme** of Mediclinic Southern Africa is an initiative that provides Mediclinic personnel with the opportunity to acknowledge people for exceptional performance.

If you search for the meaning of the name Brendan on Google, you will see it means dependable, well-grounded, always looking for meaningful work and taking pride in completing tasks. These special qualities also make him a beneficent member of the MHR family.



From left: Vicky Collier (MHR Western Cape Branch Manager), Brendan Myburgh (previously an Administration Assistant at MHR Western Cape and currently a Payroll Clerk for MHR Western Cape) and André Fourie (CEO of MHR).



We salute Brendan for living the MHR value of Client Orientation.

HERMANUS HOME AND FRAIL CARE BROADEN HORIZONS

MHR explored new avenues and successfully set up an office in Hermanus providing quality home and frail care to various clients in Hermanus and the surrounding areas.

We pay tribute to Mariëtte van der Merwe and the team for being the **key** to this successful initiative. It is an honour and privilege to recognise this achievement. Your **dedication, tenacity and perseverance** does MHR proud and took this initiative to a new level. MHR thanks you for promoting our values of **Performance-driven** and **Client Orientation**.

Hermanus office address: Ground Floor, Arundel Medical Centre, 20 Arundel Street, Westcliff, Hermanus
Contact number: T +27 21 861 6010

Here's to many more opportunities to broaden horizons in 2018.

WARM WELCOME TO 2018

May the new year bring greater heights of success, delightful experiences and good fortune to you and your family. As we convey our best wishes for the new year, we also reflect on our valued partnerships and look forward to an ongoing, prosperous journey together as a **Trusted Source for Talent**.

NEW YEAR AND A NEW START

People say: 'Change is as good as a holiday.'



Tshwane and Northern Region kickstarted the year in a new office space. Come and visit us at our new offices on the second floor at **1064 Arcadia Street in Hatfield, Pretoria**.



Perseverance Chauke is MHR Tshwane and Northern Region's new Receptionist.



Central Region: Please note that the Central Region office moved early 2017 to the office block next to the old office. The new address is: **Ground Floor, Quantum Building, Third Avenue, Westdene, Bloemfontein**.

SELF-CANCELLATION OF SHIFTS

Patient Safety is our first company value as it is of the utmost importance to us. Take note of the new self-cancellation of shifts procedure. **The purpose of this procedure is to ensure that panel members cancel shifts themselves at a fair and reasonable time and to take Patient Safety into consideration at all times.**

Please ensure that you cancel your shift by informing the MHR coordinator, recruitment consultant or after-hours coordinator as per below guidelines:

- **Night duty:** 3 hours before a shift commences
- **Day duty:** the previous night or 2.5 hours before a shift commences

Consult your MHR local office or visit our website at www.mhr.co.za for more information about this policy and procedure.



Thank you for assisting MHR to put patient safety first at all times.

SHIFT CONFIRMATION VIA SMS

MHR now confirms shifts via SMS. You will receive a shift confirmation SMS as follows:

- **Night shift:** at 16:00 on the afternoon of your night shift
- **Day shift:** at 21:00 for the following day's day shift

Should you have any questions or require assistance, contact the MHR or hospital coordinator during office hours or the MHR Call Centre on **021 943 6262** at the following times:

- **Mondays – Fridays:** 04:00 – 08:00 | 16:00 – 22:00
- **Saturdays, Sundays and public holidays:** 04:00 – 22:00

AFTER-HOURS CALL CENTRE NUMBER



Please note that our MHR Call Centre number is changing and we will confirm the new number once the new system is implemented. This system allows us to record calls for quality purposes.

PROFESSIONAL COUNCIL LICENCES

MHR adheres to the prescribed regulations of the professional councils of South Africa to ensure that all medical professionals placed by MHR are registered with a professional council and are working according to their scope of practice.

Herewith the council licence documentation MHR requires:

New panel members: A certified copy of your current licence is required (a council e-register may not be submitted).

Existing panel members: A certified copy of your renewed licence is required for MHR to verify it with the applicable council's e-register.

Foreign panel members: A certified copy of your current licence is required (a council e-register may not be submitted).

VALIDITY PERIOD OF PROFESSIONAL COUNCIL LICENCES

- The SANC licence is valid from **1 January until 31 December**.
- The HPCSA licence is valid from **1 April until 31 March**.
- A SAPC licence for a pharmacist is valid from **1 February until 31 January**, with an extension of three months for late payments.
- A SAPC licence for a pharmacist assistant is valid from **1 June until 31 May**, with an extension of three months for late payments.
- Take note that a professional council may decide to extend their licence period and will notify members on their website.
- **NB:** Please ensure that you adhere to the council time frames and renew your licence on time to avoid disablement on our system.
 - Remember that if the council licence expiry date falls on a weekend day, you are required to pay your licence fee on the last working day of the month, and not at the end of the month, to ensure your licence is renewed on time.
 - We also urge you to please pay your licence fee as soon as possible to avoid a last-minute rush.

LAST, BUT NOT LEAST

A meaningful chapter is waiting to be written:

12 Months | 52 Weeks | 365 Days | 8760 Hours | 525 600 Minutes | 31 536 000 Seconds



FOR **CAREER OPPORTUNITIES** IN NURSING AND ADMINISTRATION VISIT OUR WEBSITE AT WWW.MHR.CO.ZA OR CONTACT YOUR LOCAL OFFICE.