



NEWSLETTER

February 2019

SALUTING 2019

It is time to welcome a year that is going to add new colours and stories to our lives. Wave goodbye to the old and embrace the new with optimism, dreams and ambition. We wish you a prosperous 2019 filled with good cheer and great achievements.

PHARMACISTS - URGENT RENEWAL OF SAPC LICENCE

Please note that the annual South African Pharmacy Council (SAPC) licence renewal due date for Pharmacists was **Friday, 1 February 2019**. If you have not yet renewed your licence, please visit the **SAPC website** (www.pharmaciae.org.za) and go to the '2019 Fees payable to Council' web page.

MHR thanks the Pharmacists who have already paid their 2019 fees and cautions the Pharmacists who failed to pay timeously that their names will be made temporarily inactive on our system.

Please submit a copy of your renewed SAPC 2019 licence to your nearest MHR branch office/hospital coordinator or email the region's admin email address below.



EMAIL ADDRESSES FOR ADMIN OR PAYMENT-RELATED ENQUIRIES

You are welcome to use the email addresses below for administration and payment-related enquiries. Please do not use the admin email address for payment enquiries or vice versa, to ensure that your enquiry is sent to the correct contact person.

- **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

IMPORTANT: Remember to include all the applicable information when you send an email to the addresses above: for example for a payment-related enquiry include the *Enquiry details* | *Your name and surname* | *MHR number* | *Facility or Hospital name* | *Unit* | *Day or Night shift* | *Date(s) in question*.



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
NELSPRUIT T 013 741 4440
HERMANUS T 021 861 6010

AFTER-HOURS CALL CENTRE T 021 861 6100

HPCSA LICENSE RENEWAL DUE DATE - 1 APRIL 2019

Herewith a friendly reminder to all Health Professions Council of South Africa (HPCSA) members to pay their annual licence renewal fee before **Monday, 1 April 2019** (Visit www.hpcsa.co.za/Registrations/Fees).

Please submit a copy of your renewed HPCSA 2019 licence to your nearest MHR branch office/hospital coordinator or email the region's admin email address confirmed on the previous page.



IMPORTANT ALERT REGARDING ADVERTISED CAREER OPPORTUNITIES

MHR wants to alert candidates that third parties are from time to time fraudulently advertising employment positions at MHR or at MHR clients and/or offering employment contracts with subsequent payment instructions to accounts linked to the fraudulent activity.

Please note that MHR will never request payment for an employment application or offer made. All official permanent career opportunities are published on the MHR careers website and some of the temporary career opportunities are advertised on PNET, followed by a competency-based process that could lead to the appointment of suitable candidates.

PATIENT SAFETY ALWAYS COMES FIRST - EXCEEDING HOURS NOTICE

Fatigue can cause incidents that could harm patients. MHR urges you to not exceed the hours below as specified in the *Basic Conditions of Employment Act (Act no. 75 of 1997)*:

- **MHR Employees:** 230 hours monthly
- **Moonlighters:** 48 hours monthly

Remember to notify MHR if you are no longer a moonlighter (permanently employed elsewhere) **or** have become a permanent employee. Also, ensure that you complete a new '*Leave and Personal Tax*' form at your nearest MHR office.



BRAVO FOR BRILLIANCE

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

The Deputy Nursing Manager of Mediclinic Nelspruit would like to acknowledge the **MHR panel members working in the Day Unit** for their diligence, excellent teamwork and professionalism. She remarked that the team always offers friendly patient care despite working under pressure, living the company values and putting the patients first.

Bravo to **PN Sifiso Nhlabathi** for always going the extra mile and for his keenness to assist. PN Nhlabathi helped out in the Mediclinic Sandton Paediatric Unit on very short notice, despite being a Critical Care Nurse. It was a very busy shift, with a few nurses who knew the unit well, and PN Nhlabathi managed the shift excellently, ensuring round-the-clock nursing care.

The Nursing Manager of Wits Donald Gordon Medical Centre wishes to extend a heartfelt thank you to **PN Pauline Matlou Marema** for her attentive patient care. Unfortunately, the hospital had someone with a severe injury on duty on its construction site and the patient had to be treated in the recovery room before he was transferred to another hospital. PN Marema was active in the resuscitation, intubation and stabilisation of the patient. She was scheduled for 'Care Expert' that day, but jumped in and shared her expertise willingly. MHR appreciates PN Marema's exceptional service.

SELF-CANCELLATION OF SHIFTS

Patient Safety is our first company value as it is of the utmost importance to us. Kindly ensure that you cancel your shift by informing the MHR coordinator, recruitment consultant or after-hours coordinator as per the times below:

- **Night duty:** At least three hours before the shift commences
- **Day duty:** Preferably the previous night or two and a half hours before the shift commences

Please visit our website www.mhr.co.za and click on the 'MHR Policies and Procedures' tab to view our 'Cancellation by panel member' policy or consult your nearest MHR office for more information.

CANCELLATION OF SHIFTS BY MHR OR MHR CLIENTS

Please note that our current cancellation fees will change to the below effective **Monday 1 April**. The client or MHR will be liable for the fees below if a panel member is cancelled after the prescribed times as per our 'Cancellation of panel member' policy:

- **Late cancellation:** A cancellation fee equal to **two hours of the average hourly rate** charged for the specific job description
- **Arrival on duty:** A cancellation fee equal to **four hours of the average hourly rate** charged for the specific job description

Important note regarding cancellation SMS messages: Please check your cell phone regularly for a cancellation SMS and ensure that your cell phone is switched on when you are off duty to prevent potential SMS delivery failures. MHR does not take responsibility for an SMS delivery failure, once our server releases the SMS.

Kindly visit our website www.mhr.co.za and click on the 'MHR Policies and Procedures' tab to view our 'Cancellation of panel member' policy or consult your nearest MHR office for more information.

SIGN OR CLOCK IN AND OUT CORRECTLY TO AVOID DELAY IN PAYMENT



To avoid a delay in the payment of your shift, please ensure that you sign/clock in and out correctly by adhering to the guidelines below:

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

LAST, BUT NOT LEAST

A new year is like a blank book. The pen is in your hands. It is your chance to write meaningful stories, realise new dreams, rediscover the strength within yourself, rejoice in the simple pleasures and gear up for new challenges. May the new year bring us more wonderful opportunities to work together.



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