



NEWSLETTER

January 2020

WARM WELCOME TO 2020

It has been a rewarding experience working with you in 2019. May 2020 bring forth another prosperous journey for us to share. Our theme for this year is **synergy**, and we look forward to celebrating the qualities of a meaningful partnership.



IN THE SPIRIT OF DISABILITY AWARENESS MONTH

In the spirit of Disability Awareness Month, MHR provided QuadPara Association of the Western Cape (QAWC) candidates with a job shadow opportunity for their work readiness programme.

Noma Ngwane worked at the reception at our Tijgerpark office and Henry Afrikaner at our MHR Western Cape admin office. Mlandeli Mayford Jordan was one the first disabled candidates MHR placed at Mediclinic Vergelegen as a scanner operator. We support QAWC's motto, 'Assisting Quadriplegics and Paraplegics to reach their full potential'.



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



INDEMNITY INSURANCE COVER IS REQUIRED IF YOU WORK AT NON-MEDICLINIC AND NON-ER24 CLIENTS

An urgent call is made to all healthcare panel members working at **non-Mediclinic and non-ER24 clients** (including frailcare care workers) to please ensure that you take out your own indemnity insurance cover from a service provider of your choice and submit proof of cover to your local MHR office. MHR thanks the healthcare panel members who have already taken out cover.

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 the client's insurance covers you.

PHARMACISTS - URGENT RENEWAL OF SAPC LICENCE

Pharmacists, remember to pay your annual South African Pharmacy Council (SAPC) licence renewal fee before the deadline on **Saturday, 1 February 2020**. For more information, visit the SAPC website www.pharmaciae.org.za and go to the 'Fees payable to Council' web page.

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.

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



HPCSA LICENCE RENEWAL DUE DATE - 1 APRIL 2020

If you are a Health Professions Council of South Africa (HPCSA) member, please ensure that you renew your licence before the deadline on **Wednesday, 1 April 2020**. For more information, visit the website www.hpcsa.co.za, click on the 'Finance' tab at the top and select 'Fees' from the dropdown menu. The council also has an online renewal portal available which enables you to renew your licence online.

Kindly submit a copy of your renewed HPCSA 2020 licence to your nearest MHR office or email a copy to your region's admin email address confirmed below. Omission to submit a copy of your renewed licence may result in the temporary deactivation of your profile on our system.

ADMINISTRATION AND PAYMENT-RELATED ENQUIRIES EMAIL ADDRESSES

You are welcome to use the email addresses below for enquiries. Kindly be sure to use the 'pay' addresses for payment enquiries only and the 'admin' addresses for administration-related questions.

- **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/Dept.* | *Day or Night shift* | *Date(s) in question.*



BRAVO FOR BRILLIANCE

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

A patient at Mediclinic Paarl commends **PN Esmeralda Tromp**, **ENA Sheronne Pedown Schoeman** and **EN Geraldine Annaline Ceasar** for making her visit to the hospital worthwhile. She extends sincere appreciation for the team's hands-on and thoughtful nursing care. They ensured that the patient was well-informed, at ease and ready for her procedure. It is a pleasure to have these skilful members on board.

Kudos to **Petro Thys** for always being willing to assist in the MHR Western Cape Admin and Pay office, even on short notice. MHR commends Petro for her enthusiasm to make the best of every situation.

Bravo to **ENA Nosicelo Virginia Jiya** for the excellent patient care she offers at Mediclinic Durbanville's Obstetrics Unit. ENA Jiya's upbeat personality, dedication and compassion contribute to memorable patient journeys.

ENA Thobe Mthembu does Mediclinic Kimberley proud with her diligence and outstanding quality work. The Clinical Facilitator at the hospital mentioned that she was very impressed with the high standard of recording patient care information on documentation. ENA Mthembu exemplifies the company value of 'performance-driven'.

A doctor at Mediclinic Morningside acknowledges **PN Dineo Prudence Pitse** for a well-performed resuscitation in the Emergency Centre. PN Pitse takes exceptional care of her patients and represents the client's motto 'Expertise you can Trust'.

Mediclinic Sandton regularly compliments **EN Stephina Mokgothu** for her meaningful contribution to the team. Colleagues and patients enjoy her optimistic attitude, and her hard work inspires the team. One can always rely on EN Mokgothu.

A patient's family at Mediclinic Kimberley expresses sincere gratitude to **EN Musa Mveli** for going out of his way to take special care of his patients. His kindness and enthusiasm shine through his work.



'PATIENT SAFETY' AND 'TEAMWORK' IN THE SPOTLIGHT

A heartfelt thank you to all the MHR panel members at Mediclinic Emfuleni who participated in the hospital's Identification Project.

Your enthusiasm and willingness to participate in the project was noteworthy. A round of applause to the winning team members **EN Edith Libuseng Raborifi**, **ENA Pretty Mthembu** and **CW Anna Mokoena** for identifying the most errors.

On the left is a photo of this remarkable team. From left to right: EN Edith Libuseng Raborifi, ENA Pretty Mthembu and CW Anna Mokoena.



RETIREMENT AGE RESTRICTION NO LONGER APPLIES

Please note that MHR no longer has a retirement age restriction. However, you will be required to complete an annual medical examination when you reach the age of 70. An MHR representative will contact you when you attain the age of 70 to remind you to obtain and hand in the outcome of your medical examination. Please refer to our **fit to work assessment policy** for more information.

WHAT DOES CONFIDENTIALITY IN THE UNIT MEAN?

The confidentiality of our patients and clients are of vital importance to each of us. Please familiarise yourself with the information below to ensure adherence to patient confidentiality.

Understanding patient 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 to take care of the patient.
- Patients have the right to determine how their health information is shared.

What do we mean by patient information?

- Clinical information or medical history
- Personal information and contact details
- Medication information
- Images of a patient in the hospital - written confirmation must be obtained if a patient is filmed or photographed.

What does this mean in our work environment?

- Keep all discussions with patients private or at a lower volume in shared rooms.
- Keep all clinical records stored safely so that they cannot be seen by anyone passing by.
- When discussing patients with other clinical staff, refrain from doing so in public areas.
- Do not release information regarding a patient to anyone who is not a close family member of the patient and who the patient has consented to this specific information being shared.
- Do not allow photos to be taken of any patient without the patient's signed consent.

Please visit our website www.mhr.co.za and click on the 'MHR Policies and Procedures' tab to view our **confidentiality policy**.

MHR thanks you for your ongoing pledge to treat clients' and patients' information and care with great confidentiality and sensitivity.



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

From **Wednesday, 1 April 2020**, MHR uniforms 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 and click on the 'MHR Policies and Procedures' tab to view our **dress code policy**.

Thank you for doing MHR proud by wearing our uniform.