



NEWSLETTER

July 2018

MAY WAS THE MONTH OF INTERNATIONAL NURSES' DAY

We honoured and celebrated nurses around the world for their selfless service on International Nurses' Day on **12 May 2018**.

This significant day – which is also the anniversary of Florence Nightingale's birth – honours the contributions nurses make to society. Nurses are the **heart** of our healthcare system. It is known that character is as important as knowledge to help heal patients. With this in mind, the theme for Nursing Excellence 2018 is **'You define nursing'** with the question asked being **'What makes a great nurse?'**

MHR welcomes some of the intrinsic qualities highlighted during this defining initiative:

- A determined and focused approach
- Compassion and an encouraging disposition
- The ability to exercise sound judgement
- Enthusiasm to learn and grow

Below are photos of the MHR Nurses' Day gifts in the spirit of this momentous day. Each nursing panel member received a nurse's watch as a token of appreciation for offering quality patient care at all times.



MHR Nurses' Day gifts



From left: ENA Sinah Matlou and ENA Precious Mogorogo celebrating this special day



MHR nurse's watch

MHR commends each nursing panel member for making a difference in patients' lives.



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 021 861 6100

BRAVO FOR BRILLIANCE CONTINUES

MHR continues to value recognition and appreciation. It is a privilege to congratulate and celebrate the following individuals for service excellence:

- The Unit Manager of the Neuro-orthopaedic Unit at Mediclinic Nelspruit wishes to extend her gratitude to **PN Ingrid Ngomane** for always being willing to go the extra mile, offering a helping hand in the unit. PN Ngomane's dependable, calm and mature qualities make her a great asset to the unit.
- A patient praised **EN Hlengiwe Bridget Mashele** for offering excellent care and a wonderful patient experience at Mediclinic Morningside.
- The Patient Safety Manager at Mediclinic Sandton compliments **PN Priscilla Veronica Philisiwe Khumalo** for being very attentive in identifying a sacral bedsore and following excellent reporting protocol.
- **CW Zama Sithole** proved to be very supportive, calm and collected under difficult circumstances in the Unit (Unit Manager of the Paediatric Unit at Mediclinic Sandton).
- A patient admitted to Mediclinic Morningside sent the following note of thanks: 'After being rushed to the hospital for an emergency caesarean, I feared having a traumatic post-birth experience. I am thankful to confess that I experienced the complete opposite and I am grateful to your staff and in particular **PN Nombulelo Patricia Qabaka**.'
- Mediclinic Sandton's Nursing Manager gives positive feedback regarding MHR panel members placed in the Neonatal Unit during the December festive season. The unit was very busy with up to 50 babies. We would like to acknowledge **PN Virgie Louw** and **PN Palesa Mohale** for their exceptional contribution to the team.

Bravo for brilliance. MHR treasures and embraces your commitment to all our values.

ADMIRABLE ACT THAT MERITS ATTENTION

MHR pay tribute to **PN Rudolf Lourens Holtzhausen**, also known as Rudi, for his admirable commitment to a valuable cause of volunteering in West Africa for six months during the Ebola outbreak.

The African Union Commission awarded him a Gold Medal Award as part of their appreciation of his service and dedication to saving lives. The Department of Health and the Government of South Africa also acknowledged his contribution with a personal letter from the Minister of Health, Dr Aaron Motsoaledi. Benito Vergotine from Smile 90.4 FM recently interviewed Rudi to share this remarkable event.



From left to right: Dr Barry Kistnasamy (Compensation Commissioner for Occupational Diseases at the National Department of Health of South Africa), **PN Rudolf Lourens Holtzhausen** (MHR Panel member: Western Cape Region), **Dr Marie-Goretti Harakeye Ndayisaba** (Head of of the Division of AIDS, TB, Malaria and Other Infectious Diseases (OIDs) in the Social Affairs Department of the African Union Commission).



From left to right: Dr Aaron Motsoaledi, Minister of Health, congratulating **PN Rudolf Lourens Holtzhausen**, MHR Panel member: Western Cape Region

MHR salutes Rudi for exemplifying our vision and mission and is proud to be associated with him.

CLIENT SERVICE COMPLIMENTED ON RADIO TYGERBERG

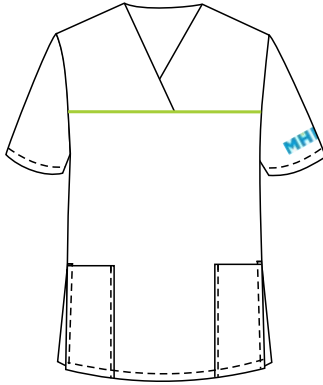
During April 2018, a Radio Tygerberg listener phoned the radio station to compliment the **MHR Western Cape Region Recruitment Consultant Anita Hanekom** for the excellent service she offers to clients and panel members. The listener highlighted Anita's special characteristics which MHR colleagues easily resonate with. Colleagues enjoy her upbeat personality and great sense of humour. She is always keen to offer guidance

and support, sharing special notes of thanks and encouragement. There is never a dull moment with MHR's own Evita Bezuidenhout inspiring the team.

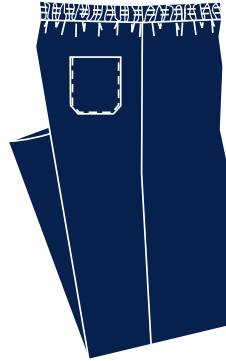
MHR Western Cape thanks Anita for promoting our values of 'Teamwork' and 'Client Focus'.

GINA@WORK DRESSES OUR TEAM FOR SUCCESS

We are very excited to announce that we have a fresh new look which you will be able to order at any MHR Branch Office soon. Please note that all uniforms are manufactured upon order and therefore delivery takes approximately five to six weeks.



SAMUAL
Unisex s/s tunic with pockets
Size: S - 3XL



JORDAN
Unisex elasticated pants
Size: XS - 5XL

We trust that you share in our excitement to dress the part.

MHR NAME BADGE: YOUR 'IDENTITY' TO SUCCESS

MHR urges you to please wear your name badge at all times when you are working, 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 with your name badge.

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

2018 SARS FILING SEASON

The new tax season opened in July this year. Please access your 2018 MHR IRP5 certificate on the SARS eFiling website. You are welcome to contact your local MHR Branch Office should you require a hard copy of your IRP5.

GOOD HEALTH IS IN YOUR HANDS

On Friday, 4 May 2018 we celebrated World Hand Hygiene Day. Effective hand hygiene assists in preventing the spread of bacteria and infections. The approach below highlights when to clean your hands.

FIVE IMPORTANT HAND HYGIENE MOMENTS



Before patient contact



Before aseptic procedure



After body fluid exposure risk



After patient contact



After contact with patient's surroundings

PATIENT AND CLIENT CONFIDENTIALITY REMAINS KEY

The confidentiality of our patients and clients are of vital importance to each of us. MHR thanks you for your ongoing pledge to treat clients and patients' information and care with great confidentiality and sensitivity.

SHIFT CONFIRMATION VIA SMS

An automated SMS is sent to you each day for a booked and confirmed shift as per the times confirmed below:

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

In the event that you do not receive an automated SMS as confirmation of a booking for a day or night shift, please contact your local Branch Office or the MHR after-hours Call Centre.

NEW MHR AFTER-HOURS CALL CENTRE CONTACT NUMBER

A new Call Centre telephone system has been implemented successfully. Please take note that all calls will be recorded for quality purposes.



The new after-hours Call Centre contact number is 021 861 6100.

WILLIS INDEMNITY INSURANCE RENEWAL

If you have not yet renewed your Willis indemnity for this year, please contact your local MHR office as soon as possible. For panel members with non-Willis indemnity, please ensure that you renew your indemnity insurance on time.

PROFESSIONAL COUNCIL LICENCES

As confirmed in our previous newsletter, MHR adheres to the prescribed regulations of the professional councils of South Africa. MHR ensures 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 (Council e-Register/i-Register may not be submitted).

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

Foreign panel members: A certified copy of your current licence is required (Council e-Register/i-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.

The first half of the year has passed. As we turn the page to another month, we celebrate new beginnings:

New **MONTH**. New **MINDSET**. New **FOCUS**. New **INTENTION**. New **RESULTS**.



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