



NEWSLETTER

July 2021

CELEBRATING INTERNATIONAL NURSES DAY – 12 MAY 2021

As our healthcare workers continue to be true heroes on the front line, we salute our nurses for their unique qualities and the instrumental role they play in our country as nursing staff.

Behind your protective equipment shine truly remarkable human beings, fuelled by the passion for caring for others. We are humbled by the lives you touch with your **compassion, dedication, resilience, resourcefulness, courage and thoughtfulness.**

Thank you for going beyond the call of duty to offer quality care – often under exceptionally challenging circumstances. Your client-centric characteristics have allowed MHR to be a 'Trusted Source for Talent' since 1996. **We are because of your special attributes.**

The Hospital Association of South Africa published the following video clip in 2019, before COVID-19, as a tribute to our South African nurses. Click [here](#) to enjoy some smiles again.

WE ARE BECAUSE OF YOUR...



Compassion



Dedication



Resilience



Resourcefulness



Courage



Thoughtfulness

Click [here](#) to download our special letter that was sent to our nurses on International Nurses Day.

COVID-19 VACCINATION INFORMATION HUB

You are welcome to click [here](#) to visit our **COVID-19 Vaccination Information Hub** for regular updates and more information regarding the COVID-19 vaccination process.

If you are a healthcare worker and have not been vaccinated yet, please click [here](#) to visit the **V4HWC COVID-19 vaccine booking portal** to register for vaccination.

INCREASED UIF CONTRIBUTION – EFFECTIVE 1 JUNE 2021

As per Government Gazette Number 44641, the monthly maximum remuneration for Unemployment Insurance Fund (UIF) contributions was increased to R17,712.00 per month effective from **1 June 2021 onwards**. This means that the monthly contributions limit value is now equivalent to the monthly benefit limit value, and the maximum monthly contribution has been raised from R148.72 to **R177.12** per month.



2021 SARS IRP5 CERTIFICATES AND TAX FILING SEASON

The South African Revenue Service (SARS) new tax season opened on 1 July this year.

- Please visit **SARS eFiling website** (www.sarsefiling.co.za) to view your MHR IRP5 certificate.
- You are welcome to contact your local MHR Office should you require a hard copy or prefer to receive your IRP5 via email.
- Make sure that you use the **latest Adobe Acrobat Reader software** to open your IRP5. Click [here](#) to access the Adobe Acrobat Reader download website or download Adobe Acrobat Reader via Google Play if you are viewing your IRP5 on a cell phone.

SARS MobiApp: Did you know you can submit your tax return via the SARS MobiApp? SARS launched a MobiApp last year, which includes a simplified registration process and an easy way to upload supporting documents. Click [here](#) on your Android cell phone to download this app, or click [here](#) if you have an iPhone.

CLOCKING AND SHIFT ARRANGEMENT AT CLIENTS

MHR books shifts according to clients' requests and a senior staff member at the client is responsible for the shift arrangements. For this reason, you are expected to:

- Transfer to a different unit during a shift upon a client's request. If you do not want to transfer due to a valid reason, the client has the right to end your shift.
- Complete your scheduled shift according to the booking time and your agreement with MHR. Ending your shift before the scheduled end time or leaving the premises without the client's consent can lead to disciplinary actions against you.

NB: Please ensure that you always sign in/clock in when your shift starts and sign out/clock out when your shift ends. When working at a Mediclinic client, remember to fill in your details on the COVID-19 Health Professional Clearance App (<https://forms.mediclinic.co.za/clearance>) **before** you arrive at the facility.



CONFIRM AVAILABILITY FOR SHIFTS

Due to the COVID19 pandemic, our clients urgently need nursing staff and care workers. We therefore urge you to please confirm your availability with your local MHR Coordinator or MHR After-hours Call Centre. MHR sends out SMSs to reach a larger pool of panel members. After sending SMSs, MHR contacts panel members according to their confirmed availability. If you are available, please reply to the SMS or contact your local MHR Coordinator or MHR After-hours Call Centre to secure the shift. This will also assist us in providing a service to our clients and their patients.

NB: Please do not contact the client to confirm your availability or to book a shift.

PAYMENT DAYS OF DIFFERENT PAYMENT OPTIONS OFFERED BY MHR

The table below indicates the different payment days of the different payment options offered by MHR.

DAILY PAYMENT OPTION		
A Day shift is worked	B Shift approved by the client and submitted to MHR	C Payment day
Monday	Tuesday	Wednesday
Tuesday	Wednesday	Thursday
Wednesday	Thursday	Friday
Thursday	Friday	Monday
Friday / Saturday / Sunday	Monday	Tuesday
WEEKLY PAYMENT OPTION		
A Days shifts are worked	B Payment day	
Any shift worked during a week from Monday to Sunday	The Friday after shifts worked the previous week from Monday to Sunday	
MONTHLY ACCRUAL PAYMENT OPTION		
A Days shifts are worked	B Payment day	
Shifts worked during a month from mid-month to next mid-month	Confirmed mid-month payment date after shifts were submitted to MHR	
<p>Public Holiday Payments:</p> <p>Please note that if the payment day above falls on a public holiday, the payment will only reflect on the next working day or on a Saturday (if the public holiday falls on a Friday). This also applies to the daily payment days specified in column C above.</p>		

Contact your local MHR pay office should you have any questions. See the MHR pay office email addresses below and the contact numbers on the following page.

- **MHR Central** (Free State, KwaZulu-Natal and Northern Cape): pay.central@mhr.co.za
- **MHR Northern** (Johannesburg, Vaal Triangle and Mpumalanga): pay.north@mhr.co.za
- **MHR Tshwane** (Brits, Pretoria and Limpopo): pay.tshwane@mhr.co.za
- **MHR Western Cape** (Southern and Western Cape locations): pay.wc@mhr.co.za

PROTECTION OF PERSONAL INFORMATION

The **Protection of Personal Information Act 4 of 2013**, commonly known as POPIA, came into effect on Thursday, 1 July 2021. The main purpose of this act is to ensure that every South African citizen's constitutional right to privacy is upheld through the protection of his or her personal information.

Links to the documents below were shared with all panel members at the end of June 2021. Please familiarise yourself with the content of these documents.

- MHR Data Privacy Notice: <https://bit.ly/mhr-privacy-notice>
- MHR Confidentiality Policy: <https://bit.ly/mhr-confidentiality-policy>

Taking POPIA into consideration, 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.



WHAT DOES CONFIDENTIALITY IN THE UNIT MEAN?

Understanding patient privacy

- According to the national Patients Rights' Charter, every patient has the right to confidentiality and 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 who need it to take care of the patient.
- Patients have the right to determine how their health information is shared.

What does MHR classify as patient information?

- Clinical information or medical history
- Personal information and contact details
- Medication information and any medical results such as laboratory and radiology, etc.
- Images of a patient in the hospital (Written confirmation must be obtained if a patient is photographed or filmed)

What does this mean in the 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 (according to the client's policy).
- All documents on which patient information appears are considered the client's property and may not leave the client's premises without the authorisation of a Senior Manager.
- Clinical discussions regarding patients may not take place in public areas.
- Do not release any patient information to anyone who is not a close family member of the patient. Information may only be shared upon a patient's consent.
- Do not allow photos to be taken of any patient without the patient's signed consent.



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? If the answer to this question is 'no', it is probably best not to post it.

Refrain from sharing and posting any information or photos of patients, clients and MHR on social media platforms, such as Facebook, LinkedIn, Twitter, WhatsApp, Telegram, Signal, YouTube, TikTok, Instagram, etc.

MHR compiled a social media usage policy to assist panel members in making appropriate decisions when conducting themselves on social media, including conduct outside working hours. Click [here](#) to visit our 'Policies and Procedures' web page on our website and click on the 'Cell Phone Usage and Social Media Wisdom' tab to view this policy. You are also welcome to consult your nearest MHR office for more information.



CONTACT NUMBERS

HEAD OFFICE T 021 943 6200
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GEORGE T 044 803 2380/1

PIETERMARITZBURG T 033 342 9279
HERMANUS T 021 861 6010

AFTER-HOURS CALL CENTRE T 021 861 6100