



NEWSLETTER

March 2023

ER24 UNIFORMS

MHR **ER24 Events** panel members can now order the following uniforms from their local ER24 branch office:

- Unbranded red golf shirt
- Unbranded navy combat pants
- Unbranded red fleece jacket
- Branded ER24 cap

Once you have completed an order form and selected your payment option, the uniform payment will be deducted from your salary accordingly. When paid in full, your uniform order will be placed at ER24 by MHR. You will be informed once your uniforms are available for collection from the relevant ER24 office.

Please familiarise yourself with our '**Dress Code for ER24 panel members**' policy on our '[Policies and Documents](#)' web page.

You are welcome to contact your local ER24 branch with uniform-related enquiries.



CLIENTS REQUIRE MHR PANEL MEMBERS TO WEAR UNIFORMS

MHR clients urge all admin and clinical MHR panel members to please wear MHR or client-specific uniforms. You are welcome to visit your nearest MHR office to place an order if you do not have an MHR uniform. ER24 events panel members should refer to the section above for detailed information on how to order ER24 uniforms.

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. Refer to our '[Policies and Documents](#)' web page to view our 'Dress code' policy and uniform documents for clinical and administrative panel members.

MHR NAME BADGE – YOUR 'IDENTITY' TO SUCCESS

Please remember to wear your name badge while on duty as it is the patient's right to identify all personnel working in healthcare facilities. This will also make it easier for patients to compliment you on your service in their client service survey.

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

PHARMACISTS – URGENT RENEWAL OF SAPC LICENCE

Note that the annual South African Pharmacy Council (SAPC) licence renewal due date for pharmacists was **Tuesday, 31 January 2023**. If you have not yet renewed your licence, please visit the SAPC website (www.sapc.za.org) for more information on how to renew your licence.

MHR thanks the pharmacists who have already paid their 2023 fees. Please submit a copy of your renewed SAPC licence to your nearest MHR branch office/hospital coordinator or email a copy to the region's admin email address confirmed below.



HPCSA LICENCE RENEWAL DUE DATE – 31 MARCH 2023

If you are a Health Professions Council of South Africa (HPCSA) member, please ensure that you renew your licence before the deadline of **Friday, 31 March 2023**.

For more information, click on the following link (<https://bit.ly/hpcsas-annual-licence-renewal-guide>) to download a guide that was compiled by HPCSA on how to pay your licence fee and access your online card. You are also welcome to visit the HPCSA website <https://hpcsasonline.custhelp.com/app/home> for more information.

Please email proof of your renewed licence to your region's administration email address confirmed below to avoid the temporary deactivation of your profile on our system.

PHARMACIST ASSISTANTS – LICENCE RENEWAL DUE DATE – 31 MAY 2023

Note that the annual South African Pharmacy Council (SAPC) licence renewal due date for pharmacist assistants is **Wednesday, 31 May 2023**. If you have not yet renewed your licence, please visit the SAPC website (www.sapc.za.org) for more information on how to renew your licence.

Kindly submit a copy of your renewed licence to your nearest MHR office or email a copy to your region's admin email address confirmed below.

MHR ADMINISTRATION AND PAYMENT ENQUIRIES EMAIL ADDRESSES

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

MAKE SURE YOUR INFORMATION IS UP TO DATE ON THE MHR SYSTEM

Personal information changes

MHR needs to have an up-to-date profile for you on our system to ensure that you receive shift requests and other important information. Please notify your local MHR office and **not the client** if any of the following information has changed:

- Physical or postal address
- Email address
- Contact number
- Banking details

Employment status changes

Please remember to inform your nearest MHR office if you are no longer a moonlighter (permanently employed elsewhere) or have become a permanent employee. Kindly also complete a new 'Personal tax' form received from your MHR office to change your tax status on our system. The correct tax status assists MHR in deducting the correct tax from your earnings.



SHIFT ARRANGEMENT AT CLIENTS

MHR books shifts according to clients' requests. A senior staff member at the client is responsible for the shift arrangements, which include the following:

- You may be asked 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.
- You are required to 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.

CLOCKING FOR SHIFTS AT CLIENTS

Please ensure that you always sign in/clock in when your shift starts and sign out/clock out when your shift ends to avoid payment delays.

Remember to clock in at Mediclinic Hospitals using your ID/passport number and not your MHR number. If you need to enrol or re-enrol, the Unit Managers or Human Resources Department at the client can assist you. Non-clocking will lead to a delay in payment.

LET US SHINE THE SPOTLIGHT ON OUR STARS

It is always a pleasure to recognise the hard work and accomplishments of our panel members and teams within our organisation. Click [here](#) to view all acknowledgements and join us in congratulating these team members on their service excellence.

How do I recognise an MHR panel member for exceptional performance? Click [here](#) to visit our 'Feedback' page and enter the panel member's information along with the compliment you would like to share.



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