



# NEWSLETTER

March 2024

## ER24 MHR COORDINATOR – JENNIFER VAN DEN BERG

Regarding the **ER24** Shift Coordination project that was launched in 2023, please ensure that you contact MHR Coordinator **Jennifer van den Berg** (Email: [er24@mhr.co.za](mailto:er24@mhr.co.za) | Tel: [021 943 6288](tel:0219436288) / [0860 647 647 ext. 2019](tel:0860647647)) instead of the ER24 branch office for shift requests and bookings or placement enquiries.

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## MHR COORDINATORS – NEW CONTACT NUMBERS

We want to remind panel members to please use the new contact numbers implemented in 2023 when contacting MHR Coordinators – [0860 647 647](tel:0860647647) + the extension number of the relevant Coordinator.

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## MHR AFTER-HOURS CALL CENTRE NAME CHANGE AND CONTACT NUMBER

Please note that the MHR Call Centre name has been changed to the MHR Service Centre. As per previous information shared, our Call Centre/Service Centre contact number also changed last year. Herewith the new number again – [0860 647 647](tel:0860647647) (**0860 MHR MHR**).

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## INJURY ON DUTY – FOLLOW THE CORRECT REPORTING PROTOCOL

All injuries sustained while on duty during an MHR shift must be reported immediately to the department manager or the manager on duty at the client. The panel member or client must notify MHR telephonically of the injury on duty:

- **During office hours:** Please inform the MHR Regional Management or MHR Coordinator
  - **After-hours:** Please inform the MHR After-hours Service Centre Coordinator
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## BASIC LIFE SUPPORT (BLS) COMPETENCY IS IMPORTANT

All locum Emergency Centre doctors, temporary nursing and clinical ER24 panel members must be competent in Basic Life Support (BLS). Please ensure that you complete BLS training, which is offered at a minimal cost of R350. You can contact your nearest MHR Office, MHR Coordinator or MHR Clinical Facilitator for more information.

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## LOCUM EMERGENCY CENTRE DOCTORS RENEWAL OF ADVANCED LIFE SUPPORT CERTIFICATES BEFORE EXPIRY

All locum MHR Emergency Centre doctors must renew their Advanced Life Support Course Certificates before expiry to continue working shifts through MHR.



## SIMAH INDEMNITY INSURANCE COVER EXPIRED 29 FEBRUARY 2024

We were informed that indemnity insurance service provider Simah's cover expired on **Thursday, 29 February 2024**. If you have cover through Simah, please renew your cover and submit proof to your local MHR office or email proof to your region's admin email address confirmed below.

## URGENT RENEWAL OF SANC LICENCES FOR 2024

MHR urges all nursing panel members who have not yet renewed their South African Nursing Council (SANC) licences before the due date of 31 December 2023 to please renew their SANC licences as soon as possible. Please visit [www.sanc.co.za](http://www.sanc.co.za) for more information regarding the renewal process and restoration fees. Kindly submit a copy of your renewed licence to your local MHR office or email a copy to your region's admin email address confirmed below.

## PHARMACISTS – URGENT RENEWAL OF SAPC LICENCE

Note that the annual South African Pharmacy Council (SAPC) licence renewal due date for pharmacists was **Wednesday, 31 January 2024**. If you have not yet renewed your licence, please visit the SAPC website ([www.sapc.za.org](http://www.sapc.za.org)) for more information on how to renew your licence. MHR thanks the pharmacists who have already paid their 2024 fees. Please submit a copy of your renewed SAPC licence to your nearest MHR office or email a copy to your region's admin email address confirmed below.



## HPCSA LICENCE RENEWAL DUE DATE – 31 MARCH 2024

If you are a Health Professions Council of South Africa (HPCSA) member, please ensure that you renew your licence before the deadline of **Sunday, 31 March 2024**. For more information, click on the following link ([HPCSA online renewal guide](#)) to view the steps that HPCSA compiled on how to pay your licence fee and download your online card. You can also visit the HPCSA website (<https://hpcsaonline.custhelp.com/>) for more information. Please submit a copy of your renewed licence to your local MHR office or email proof to your region's administration email address confirmed below to avoid the temporary deactivation of your profile on our system.

## MHR ADMINISTRATION AND PAYMENT ENQUIRIES EMAIL ADDRESSES

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

## SHIFT CONFIRMATION AND CANCELLATION SMS MESSAGES

Note that MHR confirms and cancels shifts via SMS. Please check your cell phone regularly for shift confirmation or cancellation messages from MHR.

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### SELF-CANCELLATION OF SHIFTS

Should you wish to cancel your shift, please inform the MHR Coordinator or Service Centre Coordinator following the times below. **Do not contact the client.**

- **Night duty:** At least 3 hours before the shift commences.
  - Inform the relevant MHR Coordinator during office hours: **Monday to Friday 08:00 – 16:00**
  - Inform the MHR After-hours Service Centre after **16:00 (Weekdays)** and on **Saturdays, Sundays and public holidays: 04:00 – 22:00**
- **Day duty:** Preferably the previous night, but no later than 2½ hours before the shift commences.
  - Inform the relevant MHR Coordinator during office hours: **Monday to Friday: 08:00 – 16:00**
  - Inform the MHR After-hours Service Centre after hours: **Monday to Friday: 04:00 – 08:00 and 16:00 – 22:00 / Saturday, Sunday and public holidays: 04:00 – 22:00**

Refer to our '[Policies and Documents](#)' web page to view our '*Cancellation by panel member*' policy, or consult your local MHR office for more information.

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## REPORTING FOR DUTY

All panel members must report punctually to the facility where they are scheduled to work. This includes being on time before the shift handover commences. Being late for handover is considered late on duty as you would miss important information about patients.

In the event of being delayed or being lost, please inform MHR promptly. Failing to report for duty or being late for work without good reason is a disciplinary offence.

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## 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 for a valid reason, the client can 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 result in disciplinary action against you.
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### CLOCKING FOR SHIFTS AT CLIENTS

Please ensure 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, 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.

## ‘SAFETY EVENT FORM’ LINK FOR EVENTS AT MEDICLINIC HOSPITALS

If you are involved in an incident with a patient, visitor or permanent staff member at a Mediclinic hospital, please click on the following link ([Safety Event Form](#)) to complete the Mediclinic Safety Event Form. Kindly save this link on your cell phone for future use.



## CLIENTS REQUIRE MHR PANEL MEMBERS TO WEAR UNIFORMS

MHR clients urge all admin and clinical MHR panel members to wear MHR or client-specific uniforms. If you do not have an MHR uniform, please visit your nearest MHR office to place an order. MHR now has a navy headscarf/headgear available. You are also welcome to wear your own headscarf if it is navy to complement our uniform.

ER24 events panel members should visit their nearest ER24 branch to order uniforms.

Refer to our [‘Policies and Documents’](#) web page to view our updated *‘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 your service in their client service survey. If you do not have a name badge, please get in touch with your nearest MHR office to order a name badge.

## IMPORTANT NOTE FOR CLINICAL PANEL MEMBERS REGARDING NAIL CARE

As stipulated in our *‘Dress code’* policy, please remember that you are not allowed to wear nail varnish or artificial/acrylic nails, as this does not comply with infection control standards.

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

### Personal information changes

MHR needs an up-to-date profile on our system to ensure 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
- Next-of-kin (for emergency contact reasons)

### Employment status changes

Please 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.



### 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