**Duradiamond Healthcare**
Managers' Guide to Submitting a Referral

Background

A standard Management Referral is used to request advice on an employee's health in relation to their work. Following a Management Referral, Duradiamond will advise on the employee's fitness for work and recommend any adjustments that the University should consider putting in place for the individual. Duradiamond will also answer any specific questions that are asked on the referral form although it is recommended that no more than 2 or 3 additional questions are asked.

Typically, a Management Referral would be appropriate where an employee has had significant periods of sickness absence, short recurrent periods of sickness absence or disclosed a condition which may have an impact on them in the workplace. Referrals may also be made when the manager has identified health related concerns which are impacting on the employee at work. Managers must always discuss the reasons for the referral with the employee.

Process Flow
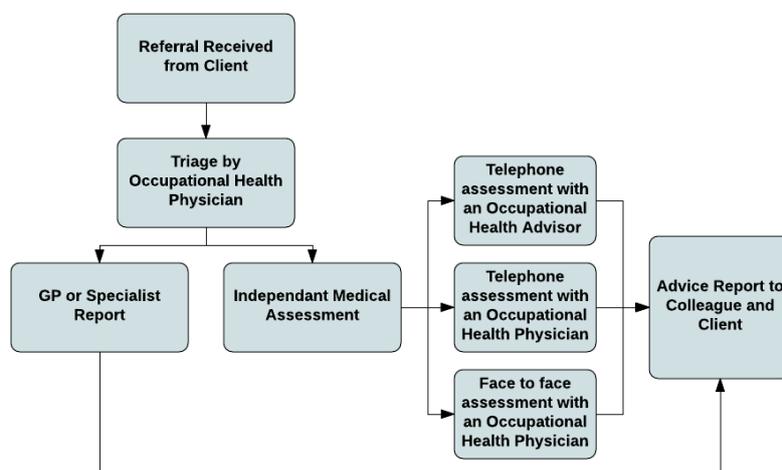
Information Required

We recommend that you cover the following points in your referral:
- Current and historic sickness and absence levels.
- What is the current diagnosis on their fit note if absent from work?
- Are you aware of any other 'active' medical problems, either physical or psychological?
- Are there any pending or recent grievances?
- Is the employee being informally or formally managed under your organisational policies?

- Are there any known barriers to them returning to work?
- Have you implemented any adjustments already? How have these been received?
- Has the employee asked for any adjustments that just aren't practicable for you?

RECOMMENDED

If this is the first time you are submitting a referral, you will find it helpful to watch the video clip "Making a Good Referral" available on the Duradiamond portal.

It may be helpful for you to discuss the proposed referral with your Employee Relations and Change Manager, or with Duradiamond **before** you submit the referral, to help you get the most useful advice. The People Directorate can also provide information needed which is not held locally such as date of birth.

Administration Team 2
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People Directorate

Partially Completed Forms

Once you have started a questionnaire or referral you are able to save it at any point. You can then come back to the form and complete it in the future or delete the form if it's no longer required.

Submitting a Referral

1. Start at the dashboard and select the **QF20 Management Referral** form.

2. Navigate through the screens completing the information that the system asks for including the employee's job activities and information about the employee's health and

absence as per the above bullet points. Their mobile number can be inserted in more than one place if necessary.

3. You will also be able to upload supporting documents to the referral to provide Duradiamond with additional information, such as the employee's job description and sickness absence history.

Management Referral Form

Supporting Documents		7 / 8	
Please provide us with any supporting documents you feel may be relevant to this referral.	Add Files		
			Back Save Next

4. To complete the referral, you will need to tick the declarations below to confirm that the employee has been made aware of the reasons for the referral and also that the employee is aware that Duradiamond will be in contact with them regarding the referral going forward. Click on "Complete" to submit the referral.

Management Referral Form

Declaration		8 / 8	
☐ I confirm the colleague is aware of this referral. (Please note the employee may request access to this document as part of their medical record at any time).			
☐ I confirm the colleague is aware they may receive an e mail from the OH Service, requesting further information prior to his/her assessment.			
			Back Save Complete

Log out

Remember to log out once you have finished. Click on your email address in the top right of the page and select "Log out" from the drop down list.