

## **Information for Staff on the University's Occupational Health Service**

The Occupational Health service for the University of Greenwich is provided by Duradiamond Healthcare, an independent and specialist Occupational Health (OH) service provider.

The service is delivered on the telephone and where necessary at face-to-face consultations.

Duradiamond utilises a secure on-line portal for making referrals and sending report outcomes. Following a referral made by a line manager, the referral will be triaged by Duradiamond and an appointment will be made for you with the most appropriate Occupational Health Adviser or Physician. Your line manager will discuss the reasons for the referral with you before your appointment.

### **What is Occupational Health?**

OH aims to support the University in its duty to provide a safe and healthy environment for its employees by advising on all aspects of health in the workplace.

The aims of Occupational Health are to:

- Prevent work related ill health
- Provide a professional and impartial service
- Reduce risks to health from occupational hazards
- Promote health and safety
- Maintain confidentiality of an individual's health information
- Provide advice on:
  - the interaction of work and health
  - adjustments for disability
  - routine health surveillance for workplace activities
  - travel health and vaccinations required for overseas trips

### **Important information**

- OH is a confidential, clinical speciality that examines the relationship between work and health and the impact on each other
- OH staff are registered specialists with their respective professional bodies – OH Advisers with the Nursing and Midwifery Council and Occupational Health Physicians with the Faculty of Occupational Medicine and General Medical Council (GMC)
- Any consultation is confidential between you and the OHA/OHP and will normally take around 30-40 minutes.

- Please make sure you are in an appropriate location for a telephone consultation and be available at the agreed time.
- If it is necessary to invite you to a face-to-face consultation, make sure you arrive in good time, to avoid missing or shortening your appointment.
- You should already be aware of the reason why a referral has been made. If this is still unclear you should speak to your line manager or to the People Directorate before the consultation
- The OHA/OHP will ask you about your health problems related to the referral submitted, with particular emphasis on how they affect, or are likely to affect, your work
- The OHA/OHP is not able to take on the role of your General Practitioner and does not formally diagnose or treat ill-health
- The OHA/OHP's primary role is to advise the University about your fitness for work and will prepare an outcome report for your line manager following the consultation. The report will also comment, if appropriate, on workplace adjustments
- It may be necessary to communicate with your GP/Specialist. If so, this will be discussed with you during the consultation and your permission obtained
- You will be asked if you would like to see the outcome report at the same time or prior to it being sent to your line manager
- The report which is sent via the Duradiamond secure portal to your line manager, may include recommendations about aspects of your job. It is the responsibility of your manager to look at any recommendations carefully to determine whether they can be put into place taking into account the context of your working environment and what the University is able to support.

### **Using the Duradiamond Portal**

If your manager makes a referral about you, you will be invited by Duradiamond to create an account on the Duradiamond Portal that is linked to your email address (this will be the email address your manager has provided for contacting you). Duradiamond will send you an email with a link which you use to create the account. Once you have done so you will be able to go into the Duradiamond Portal to see any activity on your account and retrieve the outcome report following your appointment. You can, if you wish, upload any consultant or specialist reports you wish Duradiamond to see (these will not be shared with your manager or the People Directorate unless you wish this).

You will also be able to access a number of self-help items such as Podcasts from the Duradiamond clinical team on Occupational Health, what happens at an appointment as well as Self-Help guides and bulletins.

- The Occupational Health Service Procurement system – **Duradiamond Health** is provided and hosted by a third party. Your university password must not be used to create an account on the system in order to protect access to the University’s network and internal systems.
- The Occupational Health Service Procurement system – **Duradiamond Health** holds sensitive data, ensure your login details for this system is not used on other systems

*Please Note: Passwords must be at least 8 characters in length and contain a mix of upper and lower-case letters, numbers and symbols. Your password should be unique to this service and not a password that you use for any other systems at the University.*

### **Forgotten Password**

If you forget your password, you can reset this from the Login page. Click on ‘Forgot Password’. Enter the email address you registered to the Duradiamond Portal with, and click ‘Submit’. If the email address provided matches that in Duradiamond’s database, you will be sent an email with a link to reset your password. If you do not receive an e-mail, please contact the Duradiamond Client Associate Team for assistance. [team2@duradiamondhealth.com](mailto:team2@duradiamondhealth.com)

### **Logout**

Remember to log out once you have finished using the portal. To do this, click on your email address in the top right of the page and select ‘**Logout**’ from the dropdown list.