

# 2021



## Occupational and Primary Healthcare

### What is Kaelo Clinics?

Kaelo Clinics offers turnkey clinic services, guaranteeing integrated health solutions that benefit employees, reduce absenteeism, help boost productivity and remove any cost duplication.

These well-measured services optimise the organisation's investment and deliver improved clinical outcomes, providing a solid Return on Investment.

For companies, this means professional services are delivered, taking care of key factors such as legal compliance, occupational safety standards, regulatory audits, employee health, injury on duty, absenteeism, sick leave, trauma support, emergency medical care and risk management.

Unlike traditional business models, where primary and occupational healthcare services are delivered separately, Kaelo Clinics integrate these services to optimise cost and clinical outcomes.

With Kaelo Clinics, we ensure an integrated and impactful approach to the delivery of On-Site Primary and Occupational Health Services.

### Benefits:

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Occupational Healthcare

Facility walk through

Injury on duty

Operational and Personnel Structure

We are continuously improving our communications and content. The latest version of this document is available on [www.kaelo.co.za](http://www.kaelo.co.za).



## Scope of Services

Health Service	Primary Healthcare	Occupational Healthcare
<b>Scope of Services</b>	<p>Diagnosis, advice and treatment of employees with non-work-related illnesses and injuries, including:</p> <ul style="list-style-type: none"> <li>• General health surveillance for common chronic conditions, such as high blood pressure and diabetes, or those periodically absent as a result of sickness or injury;</li> <li>• Medication management (stock control, dispensing, etc.);</li> <li>• Family planning, excluding pap smears. This will be costed for and billed by the doctor for the employee to claim through their relevant medical scheme where applicable (outside Kaelo's scope of practice). Family planning products are available at no cost to Client subject to the availability from the State ('Department of Health'), failing which Kaelo would need to bill Client for the required Family Planning products on a fee-for-service basis, approval of which will be obtained from Client prior to placing an order;</li> <li>• Monthly Health education as per Health awareness calendar;</li> <li>• Appropriate referral mechanisms for specialist assessment and care;</li> <li>• Contact management with off-site referral routes (specialists, rehabilitation services).</li> </ul>	<p>Occupational Health may be described as a unique discipline, because it requires an interdisciplinary team effort. Related disciplines such as occupational medicine, nursing, industrial hygiene, safety and management, must all liaise to develop a total healthcare programme. This project will require the coordination of Kaelo as well as the SHERQ and Human Resources departments of Client. Kaelo will require a working relationship with SHERQ and Human Resources at Client in order to successfully coordinate, implement and manage the Occupational Health and Primary Healthcare service.</p>
<p>In terms of the Medicines and Related Substances Act 101 of 1965, a dispensing licence is required for the person authorised to dispense medicines at the on-site clinic. Therefore, the phasing-in of services, especially in terms of primary healthcare, is recommended to allow time to obtain a dispensing licence from the Department of Health for dispensing medicines up to Schedule IV drugs to Client employees.</p>		

## Services Schedule

Health Service	Primary Healthcare	Occupational Healthcare
<b>Primary Healthcare</b>	Attendance to <b>minor</b> illness and injuries within the scope of the Primary Healthcare nurse's practice.	
<b>Medication and Consumables</b>	Provision of ( <b>Schedule 0-2</b> ) medications and consumables of Kaelo approved list. Kaelo will perform drug ordering and management.	
<b>Chronic Disease Screening</b>	<p>Chronic diseases such as diabetes, hypertension and asthma will be identified and referred to relevant medical / state program.</p> <p>Chronic Medications are <b>excluded</b>, obtain medication through the state program or relevant Medical Aid Scheme.</p>	

## Services Schedule

Health Service	Primary Healthcare	Occupational Healthcare
<b>Pathology and Special Investigations</b>	All pathology is <b>excluded</b> and will be charged to the patient/ patients' medical aid. Follow Up VCT included. <b>Additional Cost: Facility Dependent.</b>	All referrals and specialist investigations will be managed by Kaelo in consultation with the client.  Costs of the referrals and investigations are excluded. <b>Additional Cost: Facility Dependent.</b>
<b>Equipment</b>	The Client undertakes to provide office furniture necessary to conduct a fully operational onsite health clinic. This will include filing facilities as per the National Guidelines for filing of medical records and equipment that would enable services within the scope of the Client, primary health and chronic disease management according but not limited to Infrastructure and Equipment Requirements. Kaelo will assist/facilitate with the provision of all medical equipment. <b>The Client is responsible for the cost and calibration of equipment.</b>  Maintenance of Asset Register will be the responsibility of Kaelo.	
<b>Medical Waste</b>	The cost of generating, transporting, incinerating and dumping of all medical waste will be settled by Kaelo.	
<b>Medical Oxygen</b>	Kaelo will bear the cost of the monthly rental of a <b>0.47 kg cylinder</b> . Pin index regulator cost for the Client. Over and above will be for the cost of the Client.	
<b>Family Planning</b>	Obtained free-of-charge from the State Department of Health subject to availability. Should they not have available stock, this can be provided by Kaelo on a <b>Fee-for-Service basis.</b>	

## Occupational Healthcare

Health Service	Primary Healthcare	Occupational Healthcare
<b>Medical Surveillance Programme</b>	Not applicable.	Establish the risks to which occupations are exposed. Determine the inherent requirements appropriate to all occupations. Design the matched medical screening programs for these occupation groups.
<b>Occupational Hygiene Surveys</b>	Not applicable.	To be completed by a <b>specialist third party</b> if required.
<b>Occupational Health Risk Assessments</b>	Not applicable.	An Occupational Health risk assessment is a systematic procedure to identify potential health hazards, evaluate the extent of exposure, and to establish the need for, and the effectiveness of control measures. These assessments will be conducted by the occupational medical practitioner, assisted by the professional nursing practitioner.  The occupational medical practitioner should review the Health Risk Assessment <b>risk assessments every two years, or: whenever there are any significant changes to workplace processes or design.</b>

## Occupational Healthcare

Health Service	Primary Healthcare	Occupational Healthcare
<b>Medical Examinations</b>	Not applicable.	Conduct all Occupational Health medicals including pre-placement, transfer, periodic and exit medicals. Contractors medicals will be a <b>Fee-for-Service</b> .
<b>Biological Monitoring</b>	Not applicable.	Development of a planned biological monitoring programme as guided by the Medical surveillance programme. The costs of biological monitoring ( <b>the cost of pathology tests has been excluded</b> ).

## Facility Walkthrough

Health Service	Primary Healthcare	Occupational Healthcare
<b>Ablution and Change Room Facilities</b>	Not applicable.	<b>Monthly</b> sectional ablution and change room inspection.
<b>Canteen Facility</b>	Not applicable.	<b>Monthly</b> sectional canteen inspection will be performed in clean and dirty areas.
<b>Facility Walkthrough</b>	Not applicable.	A comprehensive facility walkthrough will be conducted every <b>second year</b> prior to the Health Risk Assessment or whenever there are any significant changes to workplace processes or design.  <b>Monthly</b> sectional plant walk-through to identify health risk.

## Injury on duty

Health Service	Primary Healthcare	Occupational Healthcare
<b>Medical Emergency</b>	<p>All emergencies will first be managed by the Client onsite emergency response team and then brought to the clinical practitioner for further management during clinic hours.</p> <p>The Client to upskill the first aiders to manage the type of injuries that might occur on-site. Cost of the ambulance will be for <b>COVID</b>.</p> <p>After hours IOD to follow Client's policies and procedures.</p> <p>Kaelo will facilitate the provision of emergency response and emergency management during clinic hours.</p> <p>All emergencies will be managed on-site during clinic hours within the scope of the medical professional.</p> <p><b>After hours or out of scope emergency response will be at the cost of the Client.</b></p>	

## Injury on duty

Health Service	Primary Healthcare	Occupational Healthcare
<b>Medical Emergency Response Equipment</b>	<p>The required hardware and medical response equipment will be provided by the Client.</p> <p>Kaelo will assist/facilitate with the provision of all medical equipment. The Client is responsible for the <b>cost and calibration of equipment</b>.</p> <p><b>Additional Cost:</b> As per clause five(c) in your SLA and as advised by Kaelo to the Client from time to time in writing.</p>	<p>The required medical response equipment will be provided by the Client.</p>
<b>Disability and Incapacity Assessments</b>	<p>Specialist and functional examinations and will be priced and invoiced separately.</p> <p><b>Additional Cost:</b> <b>Supplier dependant</b>.</p>	
<b>Transport of Injured or Ill Individuals</b>	<p>Kaelo will facilitate the provision of emergency response services during clinic hours.</p> <p>The cost for transportation of a medical emergency to be facilitated through the employee's Medical Scheme.</p> <p>If an employee does not belong to a Medical Aid Scheme the transportation should be facilitated through the government's emergency response team.</p> <p>The cost for transportation of an injury on duty to be facilitated through <b>COID</b>.</p> <p><b>Additional Cost:</b> As per third party service provider rates, depending on specific circumstances.</p> <p><b>Clinic specific.</b></p>	
<b>Injury on Duty Management</b>	<p><b>Assistance</b> with injuries on duty, reporting and preparation of injuries on duty claims. Assisting the appointed Client claims administrator to submit, refer for special investigations and conclude the claim.</p> <p><b>Clinic specific.</b></p>	
<b>COID Cases</b>	<p>Work related injuries and suspected occupational diseases will be investigated and documentation prepared by Kaelo according to Client Policy.</p> <p><b>Clinic specific.</b></p>	
<b>First Aid Boxes</b>	<p>Kaelo will do a monthly inspection on the first aid boxes. The first aider is responsible to check the boxes and request replenishment. Cost of Replenished stock will be for the Client.</p> <p><b>Clinic specific.</b></p>	

## Operational and Personnel Structure

Health Service	Primary Healthcare	Occupational Healthcare
<b>Regional Clinic Manager</b>	<p><b>Health Risk Management.</b></p> <ul style="list-style-type: none"> <li>• Provide reports and feedback to Client Management on a monthly basis;</li> <li>• Provide an executive report quarterly on operational matters which will include statistics, incidence, trends and recommendations;</li> <li>• Ensure legislation compliance.</li> </ul>	
<b>General Practitioner</b>	<ul style="list-style-type: none"> <li>• Conduct specific relevant medical examinations and assessments;</li> <li>• Consult complex medical cases using the Kaelo resources referred to above;</li> <li>• Provide primary health services to Client Group staff;</li> <li>• Provide clinical and legislative scrutiny to the clinic and workplace Occupational Health system Referral base for the nurse;</li> <li>• Kaelo will be responsible for all costs and expenses of the doctor, including, but not limited to, the doctor's salary;</li> <li>• Professional indemnity will be held by each professional for the subsistence of the agreement;</li> <li>• Will conform to the code of conduct and ethics laid down by the HPCSA (Health Professions Council of South Africa);</li> <li>• Will provide the Client with written proof of membership of the aforesaid association;</li> <li>• Locum professional will be placed after 48 hours of the resource reporting absence.</li> </ul> <p>Clinic specific.</p>	
<b>Occupational Medical Practitioner</b>	<p><b>Health risk management.</b></p> <ul style="list-style-type: none"> <li>• Participate in Health Risk Assessments and provide inputs accordingly;</li> <li>• Will be familiar with the work processes work environment and the health risks;</li> <li>• Provide input to Occupational Hygiene programme, comment on hygiene reports and make recommendations;</li> <li>• Medical examinations;</li> <li>• Design the specific medical adjudication and surveillance programmes required by the findings of the site's Health Risk Assessment (OREPs), and continually review them;</li> <li>• Review outcomes of all Occupational Health tests, for adverse exposure effects, and impacts on medical fitness to work and manage the deviations;</li> <li>• Implement and evaluate the Health Risk Assessment and Medical Surveillance Plan which will include the element of biological monitoring;</li> <li>• Referral base of the Occupational Health and Primary Healthcare Nurse.</li> </ul> <p>Clinic specific.</p>	
<b>Occupational Health Nurse</b>	<p><b>Medical Surveillance Programme.</b></p> <ul style="list-style-type: none"> <li>• Ensures that medical examinations are done according to the Health Risk Assessment;</li> <li>• Records the outcomes and manages the deviations;</li> <li>• Completion and submission of IOD medical forms;</li> <li>• Inventory control;</li> <li>• Equipment management – due care during operation, maintenance, servicing, calibration and checklists;</li> <li>• Management of consumable stocks;</li> <li>• Waste management;</li> <li>• Responsible for general, medical, pharmaceutical and process waste of the clinic.</li> </ul> <p>Clinic specific.</p>	

## Operational and Personnel Structure

Health Service	Primary Healthcare	Occupational Healthcare
<b>Primary Healthcare Nurse</b>	<p>Diagnosing and treating PHC ailments within the scope of practice.</p> <ul style="list-style-type: none"> <li>• Ensure proper control of medicine within the legal framework;</li> <li>• Referral of workers to doctors, specialists, hospital where appropriate;</li> <li>• Management of consumable stock;</li> <li>• Waste management;</li> <li>• Medical file control;</li> <li>• Maintaining acceptable hard copy records i.e. patients file;</li> <li>• Verifying sick notes;</li> <li>• Data management and reporting;</li> <li>• Inventory Control;</li> <li>• Responsible for general, medical, pharmaceutical and process waste of the clinic;</li> <li>• Assistance with blood pressure, urine testing, height, weight and glucose;</li> <li>• Locum professional will be placed after 48 hours of the resource reporting absence.</li> </ul> <p>Clinic specific.</p>	
<b>Data Management Platform</b>	<p>A data management platform will be used to record all health data and interactions with the clinic services.</p> <p>The data platform allows for a one patient view across all services providing the employees with the available services on a proactive basis. In the event that the Client terminates this agreement the data will remain the property of the Client and will be available in the format of an excel spreadsheet.</p>	