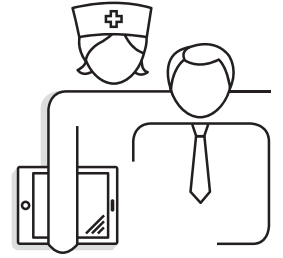


My Consultation

Frequently Asked Questions



Often patients have some queries or worries that make them apprehensive before their consultation. Our aim is for you to be relaxed and at ease during your consultation so below we give answers to your most frequent queries.

Why has my Employer asked for me to be seen?

Your employer may have asked for you to be seen for a number of reasons. These might include worries about your health in the workplace, being signed off work through ill health for long periods by your own clinicians, having lots of sickness absence generally, or perhaps having health problems affecting work performance.

Your employer should give you the reasons for the referral before you are seen by one of our clinicians.

What do I need to bring to my consultation?

You should bring a note of any medication that you are currently taking or have taken in the past (if relevant). It would also be helpful if you bring with you any copies of test results and/or x-rays you have had.

What happens during the consultation?

The clinician will discuss your social history, medical history, occupational history, and current employment situation. An examination may follow or additional tests may be required as the examining clinician might feel necessary (e.g. blood test, eye test, hearing test etc).

How long does the consultation last?

Pre-employment Medicals take up to 30 minutes and Sickness Absence consultations take up to 45-60 minutes in length. Review appointments are up to 30 minutes.

Will I be physically examined?

In some instances it will be necessary for the clinician to examine you. Please note that we do not carry out intimate or invasive examinations. We do not mind if you prefer to have a chaperone present.

Can I have someone with me?

Yes. We are happy for you to be accompanied by a friend, colleague or family member. Please notify Medigold that you will be bringing someone with you.

Can I bring my children?

No. It is not conducive to the consultation and there may be limited space in the waiting room.

Will I be asked to disrobe?

You may be asked to remove items of your outer garments such as shirt or trousers. You will never be requested to remove your underwear. If you are asked to disrobe and have attended the consultation on your own we are happy to provide a same-sex chaperone.

Do I have to complete a consent form for the consultation? If so then why?

Yes. If not before then at the time. If you do not sign the consent form then the clinician will refuse to perform the consultation.

The first part of the consent form allows us to access your GP/Consultant for additional information regarding health issues.

The second part is to consent to the consultation taking place, indicating that you understand that a report will be sent to your employers.

What do I do if I have to cancel the consultation?

If you need to cancel your appointment you need to contact your HR Department or Manager as soon as possible so that they can notify us.

If an appointment is cancelled outside of the agreed notice period a cancellation charge will be made to your employers, who in some instances may pass this on to you.

What happens if I am delayed?

Please call our office – due to the appointment list we may not be able to see you if you are more than 20 minutes late. A cancellation charge will apply if we cannot fit you in.

Will the clinician write to my employer about the consultation?

Yes. The report will include appropriate information and recommendations about your medical conditions in relation to your current and potential future fitness for work. The clinician will give their opinion in the report on the questions asked by the employer in their referral.

What if I am disabled?

If you are disabled then please call us prior to your consultation and we will make the necessary arrangements to accommodate your visit.

Our offices are already wheelchair friendly, and we can also provide aids such as a signer for the deaf or hard of hearing, with prior notice.

Will I receive a copy of the report?

If you have indicated on your consent form to receive a copy of the Medigold report then this will be provided to you at the same time as, or prior to your employer as per your request.

Do you provide car parking?

In common with many organisations we are unable to provide or guarantee car parking and therefore recommend that you allow sufficient time for parking

For car parks check: www.carparks4u.com



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