

IOH PATIENTS' CHARTER

Anyone attending IOH medical facilities to be seen by IOH Occupational Health professionals and staff have a right to the following:

- To be treated with politeness, consideration, dignity and respect in compliance with the General Medical Council (GMC) and Faculty of Occupational Medicine (FOM) guidance.
- To have your questions answered in terms you can understand.
- To understand the reason why you are seeing the Occupational Health professional.
- To have explained to you what the possible consequences of seeing the Occupational Health professional might be.
- To describe your health and work situation and have your story listened to by the Occupational Health professional.
- For the Occupational Health professional to explore with you any implications for your health and work and to discuss your options.
- To have explained what the Occupational Health professional's advice is for you and your employer.
- To have the opportunity to ask questions.
- To be consulted about the extent of disclosure of information about you in any report to your employer or to a third party by the Occupational Health professional.
- To have your wishes respected if you decide to withhold your consent to the release of a report containing confidential medical information about you; understanding that your employer or others may then need to make a decision in the absence of specialist occupational health advice.
- To be given the option to be provided with a copy of the report that IOH will submit to your manager, employer or third party, and to specify if you wish to be sent a copy before or at the same time.
- To be able to comment on any factual errors in the report – you do not have a right to require change in matters of opinion but you can withdraw your consent for the report to be released, again recognising the implications of management decisions made in the absence of professional advice.
- To have any medical records made and held about you by IOH kept securely and except where required by law to do so not released to any one outside the IOH Occupational Health team without your written permission.
- To have access to medical records made and held about you by IOH and copies made of relevant documents (subject to payment of a reasonable fee).
- To have any complaint you might have about your experience with IOH investigated and answered in accordance with IOH's complaints procedure.
- To be advised honestly if any IOH professional or staff member has made a mistake, and to receive an apology.

When appointments are made for you or you are attending IOH premises and meeting IOH staff you have the following responsibilities:

- To notify IOH in good time if you are unable to attend your appointment.
- To treat all IOH professionals and staff with politeness and respect.
- Not to intentionally or maliciously damage IOH premises or property.
- To be straightforward and honest when dealing with IOH Occupational Health professionals.
- To co-operate and enable IOH professional staff to comply with their legal duties when undertaking health assessments under statutory Regulations by permitting the appropriate assessments, tests and examinations to be completed.
- To understand that if you are significantly late for your scheduled appointment, the remaining time may be insufficient for IOH to carry out the assessment you need without inconveniencing other patients. In such circumstances, your appointment may need to be rescheduled for a later time or different day.

