

OH Management Referral Process

Step 1: Identification

The line manager identifies need for referral



Step 2: Employee /Manager Consultation

The employee's line manager and employee discuss reasons for referral and that a referral is to be made (see step 3).



Step 3: Manager Makes a Referral

The manager makes a referral* using the Duradiamond portal inserting required information including:

- Employee's current contact telephone no and email (needed to arrange appointment) and other mandatory information. The mobile phone number can be repeated if necessary.
- Attach Job Description
- Any other supporting documents e.g. sickness absence record
- Tick the "I confirm" boxes
- Click "Complete"

*If the manager is a first time user they will need to register first then log in



Step 4: Clinical Review

Duradiamond triages the referral to determine appropriate service, ie telephone consultation or face-to-face consultation. The Line Manager receives an alert confirming the referral has been triaged and is being processed



Step 5: Setting up Appointment

Duradiamond's Admin Team will try to contact the employee by telephone before sending appointment details to the individual using the email address provided in the referral form. The manager who made the referral will receive an email alerting them to the appointment.



Step 6: Appointment

Employee attends appointment. Consent to release the report to the University is obtained by the OHA or Physician during the consultation.

Should further GP/specialist advice be required, consent for this will also be requested during the consultation.

**Step 7: OH report/Advice**

Following the referral appointment, an outcome report will be issued via the Duradiamond portal in line with the consent procedure. The referring manager will receive an email alert that the outcome report is available. The outcome report is available to the employee in the same way, ie via the Duradiamond portal.

Important Note

Any information held electronically as part of the OH referral process will be made available to an employee on request in line with Data Protection legislation