

Introducing Medigold Health Protect

A revolutionary clinical support package for UK businesses



Give your workforce a healthy hug



Who are Medigold Health?

Medigold Health create occupational health and wellbeing solutions for employers across the UK. We offer all manner of services that a caring employer might need to keep their people in work, safe and well.

We work with employers of all sizes, across all sectors – whether you're a major blue-chip company or a micro to medium sized business with between 3 and 250 employees, looking to improve the medical and wellbeing support available to your workforce, we can provide a tailored solution to suit you.

Give your workforce a healthy hug

Where it all began...

1998
Medigold Health
established by Life
President and Founder
Dr. Mike Goldsmith



2015 - 2017
Acquisitions
Ablemed
Diverse Health Solutions
IMASS Occupational Health



2020
Launched Medigold
Health Protect package



2022
Currently one of the
UK's leading OH
Providers



2006
Clinic Expansion



2017
Received first 1000
Companies to Inspire
Britain award



2021
Grows to over 600
employees

Give your workforce a healthy hug

Why did we introduce Protect?



The SME market was the driving factor behind us introducing a subscription-based package.



Out of the 1.4million SME's who have between 1 and 250 employees in the UK, 97% of them have no occupational health support in place.



60% of SME's say offering health and wellbeing benefits to staff boosts productivity at work. This is also becoming essential to the millennial and Gen Z generations.



The majority of SME's that do have an occupational health provider in place, are paying premium rates for one-off reactive appointments.



Ad-hoc customers are receiving nothing in terms of account management, clinical guidance or any on-going support.

Give your workforce a healthy hug

Give your workforce a healthy hug



Why choose Protect?

Medigold Health Protect is a new package of clinical support and wellbeing tools, wrapped up within a simple annual subscription. It's our way of helping to bring our 20+ years of corporate Occupational Health expertise to workforces like yours.

With Protect, you will have access to a host of proactive and reactive health services. Some of these are designed to support your management/HR teams, while others are general health and wellbeing tools to help staff live healthier and happier lives ensuring that they, and your business, can thrive.

Remove the financial factor of supporting any immediate or on-going concerns, by having access to all the services you need on an unlimited basis.

Give your workforce a healthy hug

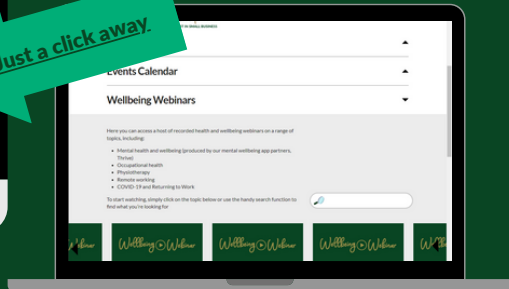
Portal overview



Our entire package is available through our easy to access online portal where there are separate dashboards for Managers and Employees.

Your sales representative can send you links to our portal overview videos, or you can ask them to carry out a live demonstration.

Just a click away.



Give your workforce a healthy hug

Next Steps...

Signing up to Protect.



Subscribe to Protect

Complete all fields via the online signup form.



Portal Access

Once you have your login details, your access will be granted as soon as payment for your package has been received.



Payment Method (Card)

Paying by card speeds up the process and means we can activate your access to the online portal faster.



Payment Method (Invoice)

You'll receive your invoice within 48 hours and we'll activate your access to the online Portal as soon as payment has been received.



Welcome to Protect!

We'll send you an implementation pack to help you launch your new service and get you up and running. Your Client Relationship Manager is there to support you with the launch of this service within your business.



Give your workforce a healthy hug



MEDIGOLD HEALTH *Protect*
MAINTAINING A HEALTHY INTEREST IN SMALL BUSINESS

Your Protect Package

With Protect, you receive unlimited access to all of the following...

Management Referrals



- 'How to write a good referral' training video for managers
- Pre-referral advice (in line with GDPR)
- Consultation literature for employees
- Online referral form
- Clinical triage
- Automated appointment booking & notification system (details sent directly to employees via smart phone)
- Flexibility around telephone and face to face appointments
- Medical secretariat report writing
- Post-referral advice and support

Clinical Support



- Available daily during core business hours (8am-6pm)
- Monitored by our team of senior Occupational Health Clinicians
- Access to Duty Doctor for more complex support needs
- Advice and guidance on day-to-day health-related workplace issues and general employee health queries (in line with GDPR)
- Reportable injuries/illness
- Health and safety compliance
- Approval for urgent referral cases

New Starter Medical Questionnaires



- Self-completing online questionnaire for new employees prior to their start date
- Reviewed by a qualified Occupational Health Clinician
- Direct follow-up consultation where required to clarify any additional medical information
- Fitness certificate issued to appropriate personnel
- Clear outcome on fitness to work
- Reported within a maximum 48-hour turnaround

Give your workforce a healthy hug

The Protect Package

With Protect, you receive unlimited access to all of the following...

Health & Wellbeing content



- A library of health information and resources, including medical fact sheets, top tips-style advice and wellbeing webinars on an array of different topics
- Produced in-house by our clinical experts and specialists
- Provides information on causes, symptoms, treatment and self-management of many common illnesses and conditions, plus signposting to reputable support organisations and advisory services

NHS Approved 'Thrive' App



Thrive is the only NHS-approved mental health app in the UK.

Some of the functions include:

- Cognitive Behavioural Therapy (CBT) programme
- Relaxation exercises
- Structured psychoeducational courses
- NHS-approved assessment to screen anxiety and depression
- Mood journal and more

Educational Webinars



- A growing suite of general health and wellbeing webinars for all employees
- Manager-focused instructional sessions on a range of educational topics
- Register your attendance through the Protect portal for live sessions
- Hosted by clinical experts from Medigold Health and our partners, Thrive and Westfield Health
- Recordings uploaded to the webinar library to watch in your own time

Give your workforce a healthy hug

Transfer of records



Existing medical records can be transferred to us as your newly appointed Occupational Health provider. Our process complies with GDPR legislation and ensures the appropriate consent is obtained.

You will receive further support from Medigold Health on this process and we have some template wording, which you can use to communicate to your employees. We will liaise directly with your previous occupational health provider, once all the initial steps are complete.

| | |
|--|--------------|
| Digitisation of paper records already held by Medigold Health | 7p per image |
| Digitisation of paper records held by client or third party | 9p per image |
| Storage of paper records (per box per month) | £3.50 |
| Certified destruction of paper records (per box) | £3.50 |
| Transfer of digitised records (per 50 records) | £6.50 |
| Transfer of paper records (per box plus cost of delivery) | £10.00 |

Give your workforce a healthy hug

Additional Services

Protect has been designed with all sectors in mind, we therefore anticipate that some industries will need to add more specific requirements to the package.

We have detailed some of these further for you.



Employee Assistance Programme

Our market-leading Employee Assistance Programmes (EAP) offer a cost-effective way for you to provide your employees with free, high-quality health and wellbeing support. All our EAPs include: unlimited access to a 24/7 confidential helpline; legal, debt and financial information and advice; medical and family care information and advice; bereavement support; manager consultancy and coaching, access to an online health and wellbeing portal; and coverage for dependents. Telephone and face to face counselling for employees is also included in some of our selective packages.



Counselling

Our manager-led counselling service can be accessed on a 'pay as you go' basis and allows managers to directly refer employees who they feel may benefit from counselling support. We may also recommend counselling as an outcome of a management referral. All our counsellors are accredited by the British Association for Counselling and Psychotherapy (BACP) and specialise in a range of solution-focused therapeutic techniques. Employees can opt for online, telephone or face-to-face counselling depending on their needs.



Wellbeing & Health Promotion

Proactive elements of wellbeing and health promotion are already included within the Protect package. However, some of clients like to go the extra mile for their employees and further invest in additional on-site events and workshops, to boost employee morale and achieve a higher level of productivity.

There are many options available, and your Client Relationship Manager can work with you to identify problem areas and use these as the topic of interest.

Give your workforce a healthy hug

Additional Services

Protect has been designed with all sectors in mind, we therefore anticipate that some industries will need to add more specific requirements to the package.

We have detailed some of these further for you.



Workplace & Workstation Assessment

Where you recognise that there are recurring concerns for individuals working within the same role, we can carry out a workplace assessment which will determine the impact on employees and any adjustment you may need to consider.

Workstation assessments are available for individuals on a 'per employee' basis, whether they are working in a high-risk role or sitting at a desk. This assessment will determine what medical concerns need to be considered and advise you as an employer on what steps you should take.



Physiotherapy

Where an individual has already sustained an injury or developed an MSD, early intervention is key to prevent issues becoming chronic. Our physiotherapy services enable employees to quickly access the treatment they need and can help them to develop techniques to relieve pain, restore movement and better manage symptoms to prevent problems recurring in the future.

If musculoskeletal is the biggest absence factor within your business, you can take a more proactive approach to physiotherapy.



Health Surveillance

Health surveillance is a requirement specified by the HSE for employees that are exposed to any specific risk. We have designed a matrix according to HSE standards, which help our clients identify what (if any) their risks are, and what assessments they should be undertaking.

We have a team of trained Occupational Health Technicians based throughout the UK, that have a mobile unit and are equipped to deliver these assessments on-site. You also have the option of sending employees to a clinic where your volumes do not warrant an on-site visit.

Give your workforce a healthy hug



MEDIGOLD HEALTH *Protect*
MAINTAINING A HEALTHY INTEREST IN SMALL BUSINESS

Additional Services

Protect has been designed with all sectors in mind, we therefore anticipate that some industries will need to add more specific requirements to the package.

We have detailed some of these further for you.



Absentia (Day-One)

We work with you to understand your absence policy and set up triggers ensuring your employees are supported by one of our Occupational Health Advisors on the very first day of their absence with:

- 24/7 recording and accurate classification of medical and non-medical absences
- Immediate notifications to line managers, Health & Safety, HR and Senior Management
- Agreed trigger points, allowing early intervention and clinical signposting
- Structured return to work process, bespoke RTW forms and manager compliance reporting
- 24/7 secure real-time management information, bench marking and trend analysis



HAVS Testing

Hand Arm Vibration syndrome once recognised, is permanent. This is caused by exposure to vibrations at work and is preventable if monitored.

We support our clients with all tiers of HAVS, this includes online questionnaires at tier's one and two, following by face-to-face assessments with specialists from tier three onwards.

If this is something you needed to add to your Protect package, we can make these questionnaires visible on the Managers portal.



Alcohol & Drug Testing

Alcohol and drug misuse can pose huge challenges for businesses. Hampton Knight, our dedicated Alcohol and Drug division, provide an end-to-end solution to help you tackle the issue fairly and effectively, offering:

- Policy advice and review services
- CPD-accredited awareness and competency training
- Random and for-cause testing (with 24/7 call out service), all conducted in accordance with European Workplace Drug Testing (EWDI) guidelines
- In-house lab analysis and results reporting
- Counselling support

Give your workforce a healthy hug

Additional Services

Protect has been designed with all sectors in mind, we therefore anticipate that some industries will need to add more specific requirements to the package.

We have detailed some of these further for you.



Flu vaccinations

Our annual flu vaccination programmes can help you to protect your people and your business from the impact of seasonal influenza.

We offer various options now so you can choose which structure will work well for your business:

- On-site flu clinics (full or half day)
- Flu vaccination at a Medigold Health clinic
- Flu vouchers, allowing your employee to choose from hundreds of locations



Ill-Health Retirement and Pension Services

Ill-health retirement allows an individual authorisation to access their pension early due to poor health.

We have dedicated Physicians who are experts in conducting these reviews, to assess employees' eligibility to apply for early access to their pension. Experienced in advising on both private and public service pension schemes. They support trustees to make swift, informed decisions, helping to streamline what can be a very complex process.



Training & Consultancy

Although we have captured everything our clients need within the Protect package, there are on occasion, additional training and consultancy our clients ask for.

This may include face to face training elements to contribute to implementation, or case conferencing with a clinical expert to handover a list of existing long-term cases.

We will always discuss this with you and offer more effective or affordable solutions where they may be available.

Give your workforce a healthy hug

Testimonials



“The health and safety of our employees is a core value at Tensar. Signing up to Medigold Health Protect has given us the support and resources to help put the health, safety and wellbeing of our employees at the forefront of our priorities.”

Jamie Thompson-Hoadley,
HR Business Partner at Tensar



“In these challenging times, having the right protection and support for our team's health and wellbeing has been crucial. Joining Medigold Health Protect has enabled us to put a health and wellbeing programme in place for our employees and offer them support they need. This is a great initiative for small businesses like ours.”

Craig Hardaker,
Director of People at Caritas Anchor House

Give your workforce a healthy hug

Testimonials



“Our team does an amazing job, and we are keen to support their wellbeing by providing access to materials and webinars via Medigold Health Protect.”

Deb Connor,
Chief Operating Officer at The Social Mobility Foundation



“At West Burton Energy the health and wellbeing of our employees is extremely important. The service that Medigold Health Protect provides forms an integral part of our corporate wellbeing strategy and it's reassuring from both a business and employee perspective to have such a great service in place.”

Sam Beckett,
HR Manager at West Burton Energy

Give your workforce a healthy hug