



# NEWSLETTER

September 2019

## CELEBRATING THE INSTRUMENTAL ROLE THAT ADMIN PANEL MEMBERS PLAY

On **Admin Day, 5 September 2019**, MHR celebrated the significant role our admin panel members play in the success of our business. Our admin panel members are the face and hands that allow our clients to place their patients at the forefront of all they do. Each contribution is a meaningful part of the care delivered to patients. Below are some photos of MHR's token of appreciation to the admin team.

MHR salutes you for your contribution to exceptional patient journeys!



**Photo on left**  
**From left to right:**  
Olgar Mudau and Peggy Vuma



**Photo on right**  
**From left to right:**  
Samantha Smith and  
Precious Mabusa

## RENEWAL OF SANC LICENCE FOR 2020

MHR urges all nursing panel members to pay their South African Nursing Council (SANC) renewal fees in **November 2019**. This allows enough time for your licence to be updated by SANC before the **deadline on Tuesday, 31 December 2019**.

Kindly submit a copy of your renewed licence to your nearest MHR office or email a copy to your region's admin email address confirmed on the last page. Omission to submit a copy of your renewed licence may result in temporary deactivation of your account on our system. The council also charges costly restoration fees for late payments.

Visit the SANC website [www.sanc.co.za](http://www.sanc.co.za) and scroll down the home page to view the **annual fees for 2020**.



## BRAVO FOR BRILLIANCE

It is an honour and a privilege for MHR to congratulate the following individuals on their service excellence:

A big round of applause to **PN Nhlanhla Nxumalo, EN Goodness Malaza, PN Angie Mothoosele, PN Anna Ramatsobane Sekanka, PN Mashudu Glory Lethole, and CW Mmatlou Junny Matlakala** for a great team approach to patient care at Wits Donald Gordon Medical Centre Transplant CCU. The Nursing Manager commends the team for their hard work and dedication to offering quality patient care.

Bravo to **PN Liani Barnard** for going beyond the call of duty to assist in the Emergency Centre at Mediclinic Morningside. PN Barnard lives the company values of 'teamwork' and 'client focus'.

Mediclinic Stellenbosch Orthopaedic Unit would like to thank **EN Shane Eleonor Garnatt** for the outstanding care she offers to patients. Her hands-on approach and keenness to learn make it a pleasure to work alongside her.

The Nursing Manager at Mediclinic Durbanville extends sincere appreciation to **EN Shireen Pieterse** for supporting the team in theatre to save a patient's life.

The Emergency Centre Unit Manager at Mediclinic Morningside praises **EN Perseverance Ramulwela** for her attention to detail and diligence. Along with her upbeat personality, she takes special care of her patients, which contributes to noteworthy patient journeys.

Mediclinic Nelspruit High Care Unit Manager compliments **CW Lorraine Malopi, PN Khethwa Babedi, EN Pretty Mkhathswa, CW Harriet Masinga, CW Pollet Sibanyoni, PN Maureen Hlungwana, PN Dominique Mnisi, EN Betty Mashabane and EN Modiegi Moagi** for their patient-centred approach. These panel members' devotedness and professionalism make them a real asset for the team.

A patient's family expresses a heartfelt thank you to care workers **Ronelda Scheepers, Joslyn Jordaan, Lizane Smith, Candy Agulhas and Joanie Olivier** for taking excellent care of their father at Mediclinic Geneva. The family appreciates these care workers' professionalism, compassion and fidelity.

**WE EXTEND OUR APPRECIATION TO EVERY PANEL MEMBER FOR LIVING THE MHR VALUES. THESE ARE:**  
**Patient Safety • Client Focus • Mutual Trust and Respect • Teamwork • Performance Driven**



## ADMIRABLE PERFORMANCE THAT MERITS ATTENTION

MHR pays tribute to **Margaret Ratnam** from Mediclinic Durbanville, for receiving the MHR Western Cape floating trophy for top performance.

This trophy is awarded to Mediclinic nursing learners from each region for achieving the highest combined theoretical and practical mark.

Ratnam is the first student since 2011 to receive this trophy for achieving a mark higher than 75%. MHR commemorates her for exemplifying the company's value 'Performance Driven' and is proud to acknowledge this admirable performance.

**From left to right:** Mediclinic learner Margaret Ratnam and MHR CEO André Fourie



## INDEMNITY INSURANCE – THE WAY FORWARD

As from **Tuesday, 1 October 2019**, all MHR healthcare panel members (excluding Emergency Centre doctors) working at Mediclinic or ER24 clients **will not** require indemnity insurance as you will be covered by the Mediclinic or ER24 client’s insurance.

**NB:** If you work at non-Mediclinic clients, please ensure that you take out your own cover at an indemnity insurance service provider of your choice and submit proof of cover to your local MHR office. Kindly ensure that you renew this cover timeously before its expiry date to prevent temporary deactivation on our system.

**MHR recommends the following minimum cover per job description:**

Minimum R2.5 million	Minimum R5 million	Minimum R10 million
Care workers	EN	Midwives
ENA	PN	
BLS	Pharmacists/Assistants	
All other healthcare panel members not listed in this table	ALS	
	ILS	

## TIME AND ATTENDANCE: ENSURE THAT YOU CLOCK CORRECTLY

**Clocking in**



1. Select ‘**Agencies Click Here**’
2. Enter your ID or Passport no. (if you are a foreigner) **NB: Do not enter your MHR number**
3. Press ‘**Enter**’
4. Place your finger
5. Move up and down to view the departments
6. Select the correct department
7. Press ‘**Submit**’
8. Wait for the **GREEN LIGHT**

**Transfer to another unit**



1. Select the option ‘**Transfer Departments**’
2. Place your finger
3. Move up and down to view the departments
4. Select the correct department
5. Press ‘**Submit**’
6. Wait for the **GREEN LIGHT**

**Clocking out**



1. Select ‘**Punch In Or Out**’
2. Enter your ID or Passport no. (if you are a foreigner) **NB: Do not enter your MHR number**
3. Press ‘**Enter**’
4. Place your finger
5. Wait for the **GREEN LIGHT**

### **Important Note:**

- If you are a foreigner and use your Passport number to punch in/out, the letters as well as the zeros in the number **must not be entered**, e.g. if your Passport number is **BDY00048068**, only enter the number 48068.
- If you were born in the millennium and your ID number starts with double zero, exclude the double zero and only enter the number after the double zero, e.g. if the ID number is **0011086223086**, only enter 1108622086.

## SHIFTS CANCELLED VIA SMS

Please ensure that you check your cell phone for a cancellation SMS **before** you depart from your location to work a shift through MHR.

## SELF-CANCELLATION OF SHIFTS

Should you wish to cancel your shift, please inform the MHR coordinator, recruitment consultant or after-hours coordinator adhering to the times below. **Do not contact the client.**

- **Night duty:** At least 3 hours before the shift commences
- **Day duty:** Preferably the previous night, but not later than 2½ hours before the shift commences

Please visit our website [www.mhr.co.za](http://www.mhr.co.za) and click on the 'MHR Policies and Procedures' tab to view our 'Cancellation by panel member' policy or consult your nearest MHR office for more information.



## MINISTERIAL DETERMINATION ISSUED TO MHR

On 1 August 2019, MHR was again **awarded a 12-month Ministerial Determination by the Department of Labour in terms of Section 50(8)(c) of the BCEA**, where MHR was excluded from sections 20(11) and 22(1) & (2) of the Act.

This allows MHR to pay an 'all-inclusive' rate in respect of payment for annual leave. Panel members have the option to have their leave either paid out as part of their hourly tariff or to accumulate the leave portion of their rate to be paid out according to the MHR policy.

Contact your MHR branch office for more information or if you would like to alter your chosen option in terms of your leave payout. A copy of the Determination is available at your local MHR office.

## DID YOU KNOW?

- Personal Income Tax Season: You have until **Thursday, 31 October 2019** to submit your income tax return to a SARS branch office. SARS eFiling submissions close on **Wednesday, 4 December 2019**. Please note that your MHR IRP5 certificate is available on the SARS eFiling website. You are also welcome to contact your nearest MHR office for a copy or send an email to the region's pay office email address below.
- **Sick leave:** When you claim sick leave, please make sure that you submit your original medical certificate to your local MHR office within one month after the sick leave period. Kindly visit our website at [www.mhr.co.za](http://www.mhr.co.za) and click on the 'MHR Policies and Procedures' tab to view our sick leave policy.



## ADMIN OR PAYMENT-RELATED ENQUIRIES

You are welcome to use the email addresses below for enquiries. Kindly be sure to use the 'pay' addresses for payment enquiries only and the 'admin' addresses for administration-related questions.

- **MHR Central Region:** [admin.central@mhr.co.za](mailto:admin.central@mhr.co.za) | [pay.central@mhr.co.za](mailto:pay.central@mhr.co.za)
- **MHR Northern Region:** [admin.north@mhr.co.za](mailto:admin.north@mhr.co.za) | [pay.north@mhr.co.za](mailto:pay.north@mhr.co.za)
- **MHR Tshwane Region:** [admin.tshwane@mhr.co.za](mailto:admin.tshwane@mhr.co.za) | [pay.tshwane@mhr.co.za](mailto:pay.tshwane@mhr.co.za)
- **MHR Western Cape Region:** [admin.wc@mhr.co.za](mailto:admin.wc@mhr.co.za) | [pay.wc@mhr.co.za](mailto:pay.wc@mhr.co.za)



### CONTACT NUMBERS

HEAD OFFICE T 021 943 6200  
WESTERN CAPE T 021 943 6200  
NORTHERN T 012 440 7688

TSHWANE T 012 440 7688  
FREE STATE T 051 411 4111  
GEORGE T 044 803 2380/1

PIETERMARITZBURG T 033 342 9279  
NELSPRUIT T 013 741 4440  
HERMANUS T 021 861 6010

AFTER-HOURS CALL CENTRE T 021 861 6100