



NEWSLETTER

November 2018

SALUTING THE BACKBONE OF OUR BUSINESS

On **Admin Day, 5 September 2018** MHR proudly recognised the instrumental role administrative panel members play in the success of our business. Our administration team may not always be on the front line of patient care, yet we rely on their skills and expertise to ensure our clients' facilities and offices run seamlessly. MHR acknowledges each administrative panel member's contribution to an exceptional patient journey. Below are some photos of MHR's tokens of appreciation to the team.



From left to right: Maki Masweu and Elizabeth Mokoena celebrate Admin Day.



Lucia Hlubi is excited to receive her MHR Admin Day gift.

URGENT RENEWAL OF SANC ANNUAL PRACTISING CERTIFICATE

An urgent call is made to all nursing panel members to pay the South African Nursing Council (SANC) renewal fees **in November**. This allows for enough time for your licence to be updated by the SANC before the deadline on **Monday, 31 December 2018**. Please submit a copy of your updated licence to MHR by **31 December 2018**. Failure to update your licence timeously will result in being temporarily inactive on our system. The council also charges costly restoration fees for late payments.

[Click here](#) for a link to the **annual fees for 2019** and **SANC banking details** or visit the SANC website at www.sanc.co.za and click on 'Annual Fees 2019' under 'Quick links' at the top left of the web page.



MHR UNIFORM AND NAME BADGES

Herewith a friendly reminder to all nursing and care worker panel members to order your new uniform at your nearest MHR office. [Click here](#) for our dress code policy or visit our website at www.mhr.co.za and click on the 'MHR Policies and Procedures' tab. MHR also urges you to wear your name badge while you are on duty, as it is the patient's right to identify all personnel members working in healthcare facilities. Patients are able to compliment you on your service in their client service survey if they can identify you with your name badge.



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



BRAVO FOR BRILLIANCE CONTINUES

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

PN Japie Festus is a well-respected panel member at Mediclinic George, offering round-the-clock nursing care. Patients regularly admire his love for his work. He is always courteous towards patients and uplifting to the team, helping patients to focus on getting well.

Pharmacy Services Executive Douglas Defty commended **EN Theodora Mooi** for the exceptional care she offered to him while being admitted to the Critical Care Unit. EN Mooi showed interest in his progress, communicated well and went out of her way to care for him.

PN Dineo Sharon Kalake has a special place in the hearts of the Obstetric Unit team for the care she offers to the mothers and babies.

Bravo to **ENA Yaya Msibi** for always going the extra mile and for her keenness to work a shift, even on short notice.

CW Onicca Molatudi is always delighted to offer friendly care at Mediclinic Kloof and is often praised for her noteworthy service.

Mediclinic Sandton remarked that it is a pleasure to work with **EN Salva Khoza**. Parents and patients love her attentive care.

Along with **PN Sindi Hadebe's** optimistic attitude, she is an outstanding nurse and patients at the Mediclinic Heart Hospital frequently compliment her for her welcoming service.

CW Dimpho Maggie Nakene received a special thank-you note from a Mediclinic Midstream patient's daughter. CW Nakene took excellent care of her father and proved that dedication and devoted patient care contribute to a speedy recovery.

A heartfelt thank you to **ENA Memory Mathebula** for her devotedness to offer quality care even under challenging circumstances.

MHR applauds **Marika Coetzee** for the remarkable service she offers as an MHR Career Centre agent. She always sees problems through to resolution and her caring and upbeat personality shines through in her work.

An Obstetric Unit mother wishes to express her gratitude to **CW Michelle Pimentel** for taking special care of her baby. CW Pimentel's diligence and positive attitude to her work contribute to an exceptional patient journey.

CW Onica Motlhalerwa and **ENA Winnie Chauke** are always keen to arrive, even for bookings made at the eleventh hour. They are happy to work wherever they are placed.

Newly registered **ENA Lethiwe Precious Malinga** makes her mark at Mediclinic Medforum with friendly assistance and willingness to work anywhere.

Well done to **PN Shaolin Mashego** for delivering outstanding care to the patients in Unit E at Mediclinic Nelspruit. Patients appreciate her passion for offering quality care.

A big bravo to **EN Linky Sibanda**. She was contacted one evening at 18:55 for a shift. Transport at night in Tzaneen is a big problem. However, EN Sibanda managed to get to work and contribute to positive patient journeys.

ENA Mafa Netshivhulana was chosen as the 'High Five Star' for the month of April 2018 at Mediclinic Cape Gate (Unit G). All the staff members voted for him for this internal recognition award. The staff enjoys his enthusiasm and his work is always up to date.

Mediclinic Stellenbosch thanks **EN Gloria Williams** and **EN Lucky Manqele** for their clinical skills and high-quality work in all patient disciplines. They live the five company values in everything they do.

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

SHIFT CONFIRMATION VIA SMS

An automated SMS is sent to you each day for a booked and confirmed shift as per the times below:

- **Night shift** at 16:00 on the afternoon of your night shift.
- **Day shift** at 21:00 for the following day shift.

In the event that you do not receive an automated SMS as confirmation of your booking, please contact the MHR or hospital coordinator during office hours or the MHR After-hours Call Centre at the following times:

- **Mondays – Fridays:** 04:00 – 08:00 | 16:00 – 22:00
- **Saturdays, Sundays and public holidays:** 04:00 – 22:00



SIGN OR CLOCK IN AND OUT CORRECTLY TO AVOID DELAY IN PAYMENT

To avoid a delay in the payment of your shift, please ensure that you sign or clock in and out correctly by adhering to the guidelines below:

- Always **sign or clock in and out** when you work a shift through MHR at a client.
- If you transfer to another unit during your shift, remember to sign or clock out at the previous unit and sign or clock in at the new unit (if it is a requirement of the specific client).
- **NB:** Sign or clock in and out **when your shift starts and finishes**. If you arrive early, only sign or clock in when your shift starts. If you stay on the premises after your shift, make sure that you sign or clock out when your shift finishes and not when you leave the premises.

RECOGNISING GLOBAL ETHICS DAY

MHR values mutual trust and respect and encourages all panel members to operate ethically within their scope of practice. In support of Global Ethics Day on Wednesday, 17 October 2018, please take the time to familiarise yourself with:

- The client's code of conduct
- Your scope of practice or the code of conduct in accordance with your relevant professional council's website:

For HPCSA [click here](#) | For SANC [click here](#) | For SAPC [click here](#)

You are also welcome to consult your local MHR Office should you require further information.



PATIENT SAFETY ALWAYS COMES FIRST - NOTICE OF EXCEEDING HOURS

Patient safety always comes first. Fatigue can cause incidents that could harm patients.

MHR urges you to not exceed the hours below as specified in the Basic Conditions of Employment Act (Act no. 75 of 1997):

MHR EMPLOYEES: 230 hours per month **MOONLIGHTERS:** 48 hours per month

Remember to notify MHR if you are no longer a moonlighter (permanently employed elsewhere) or have become a permanent employee and complete a new 'Leave and Personal Tax' form at your nearest MHR office.



PATIENT AND CLIENT CONFIDENTIALITY REMAINS KEY

MHR thanks you for your ongoing pledge to treat clients and patients' information and care with confidentiality and sensitivity.

MHR compiled a new policy to stress the importance and necessity of **confidentiality** and **privacy** within the workplace. Please visit our website at www.mhr.co.za and click on the MHR Policies and Procedures tab to view our confidentiality policy or [click here](#) for a direct link to our policies web page. You are also welcome to consult your nearest MHR office for more information.

THANK YOU FOR **VALUING PATIENT SAFETY** BY ENSURING THAT YOU DO NOT EXCEED THE HOURS ABOVE.



CELL PHONE AND TABLET USAGE WHILE ON DUTY

We strive to demonstrate our commitment to quality care. The needs of our patients and clients are always put first.

Although you are permitted to bring your cell phone and/or tablet to work, MHR requests you to please use your cell phone or tablet responsibly while you are on duty to ensure patients and clients receive your dedicated attention.

Kindly familiarise yourself with the new **cell phone, telephone and tablet usage policy** available on our website www.mhr.co.za under the tab MHR Policies and Procedures or [click here](#) for a direct link to our policies web page. You are also welcome to consult your nearest MHR office for more information.

SOCIAL MEDIA WISDOM

MHR understands the importance of social media in peoples' lives, but acknowledge that there are always risks involved both in a professional or personal capacity.

Where your connection with MHR or MHR's clients is apparent, please be mindful of how your behaviour or comments on social media can affect your career. Comfortable with an MHR or Client Manager seeing this content? No? Probably best not to post it.

MHR compiled a new **social media usage policy** to assist panel members in making appropriate decisions when conducting themselves on social media, including conduct outside of working hours.

Please visit our website www.mhr.co.za and click on the MHR Policies and Procedures tab to view this policy or [click here](#) for a direct link to our policies web page. You are also welcome to consult your nearest MHR office for more information.



LAST, BUT NOT LEAST

It is said that life and time are the world's best teachers. Life teaches us to make good use of time and time teaches us the value of life.

We celebrated the life and legacy of Nelson Mandela on Wednesday, 18 July 2018. He lived a robust, fulfilling and impactful life and his following words of inspiration resonates with us: 'Part of being optimistic is keeping one's head pointed towards the sun, one's feet moving forward.'

On this positive note, we greet 2018 with **compliments of the season**. May you and your family celebrate a joyous festive season. MHR thrived the past year because of your hard work, dedication and valuable contribution. We thank you for your support and look forward to a continued journey of success in 2019.



MISSION

- To provide our clients with staff who meet their expectations
- To deliver a cost-effective, quality service
- To create a corporate identity and sense of belonging



VISION

To be the leading placement agency in South Africa, providing the highest quality service to our clients, across all facets of human resources



FOR **CAREER OPPORTUNITIES** IN NURSING AND ADMINISTRATION VISIT OUR WEBSITE AT WWW.MHR.CO.ZA OR CONTACT YOUR LOCAL OFFICE.