

**Health Partners (previously known as Duradiamond Healthcare) provides our occupational health service where you can submit standard Management Referrals and Pre-Employment Questionnaires direct (using their secure online portal), you will just need to register on the portal.**

## **REGISTERING FOR AN ACCOUNT**

Before you can use Health Partners online portal you will need to register for an account at <https://portal.duradiamondhealth.com>. This should only take a few minutes to complete.

- Follow the above link and click 'Register' in top right of the page.
- You will need to enter your Registration code - the WCC registration code is Dnk676PQ. This code must be kept securely - do not share it wider - and is only available from WCC – Health Partners will not provide the code to you.
- Once you have entered the code you will be directed to confirm your work email address (this must be a we-learn account) and select a password. Password must be at least 8 characters in length and contain a mix of upper- and lower-case letters, numbers and symbols.
- If your email address is not accepted please contact Health Partners Healthcare on 01273 049 220 for further support. Please ensure before you do this that you are using a we-learn email address.
- As part of the registration process you will need to complete your details - when you submit a new case to Health Partners, these details will automatically appear on the case, so you only have to enter the details once.
- Once registered you will be sent an activation email to the address you provided - click on the link to activate your account.
- You are now up and running to submit a pre-placement questionnaire or standard management referral
- Once registered login details should not be shared with anyone and referrals should only be made by the referrer otherwise it will cause issues with confidentiality and GDPR

### **\*Important Information about appointments**

- In the contact number field, you must provide the employee's mobile contact number. Due to confidentiality Health Partners will only speak to the employee, and this number will be used to arrange an appointment quickly and to send appointment reminders.
- All referrals are triaged by a senior and experienced clinician (rather than an automated process or junior clinician) and this expert will determine what type of assessment is required. If they determine that medically a face to face appointment needs to take place this arranged, however, if the assessment can be conducted over the telephone then this will take place. This will ensure intervention by the most appropriate clinician first time, and a quicker delivery of quality advice, intervention and outcomes.

### **COVID Risk Assessment (RA)**

This process is now employee lead therefore you will need to ask the employee to complete this questionnaire which they will return directly to the OH COVID risk team via the email shown at the bottom of the questionnaire form. This is for confidentiality purposes.

The outcome certificate will be sent either directly to the manager named on the questionnaire (if they are already registered on the OH portal) or confidentially to WCC Wellbeing who will forward on to the relevant manager.

The cost for this risk assessment is now £45

**NOTE:** This process will be changing in the next 2-3 weeks so that the COVID risk assessment referral will be able to be made directly via the portal. This information will be updated then.

[WCC-COVID 19 Employee led Risk Assessment Questionnaire](#)

**The CV19 RTW referral form has now been uploaded on to the WCC OH portal and can be located alongside the Management Referral/PPQ/III-Health Retirement forms. All referrals of this type should be received via the portal and not via the original email method.**

#### **HOW DO I COMPLETE A PRE-EMPLOYMENT QUESTIONNAIRE?**

If the candidate has outlined any health condition or disability in the health declaration section on their work health declaration form (found under recruitment on the WES website) or highlighted that they have had more than 20 days off sick in the last 2 years, and after discussion with them you would like Duradiamond to explore how their reason for absence, health condition or disability could impact on their ability to undertake the role they are being recruited for and any support or additional adjustments are required, then the recruiting manager will need to do the following:

- **Complete a pre employment questionnaire**
- Make sure you have registered for an account (as above)
- Log into the portal at <https://portal.duradiamondhealth.com>
- Click 'Login' and enter your details - this will take you to your home page - all actions and information are accessed from this screen (ie Client Service Guide, forms for PEQs). *NOTE ON THE HEALTH PARTNERS PORTAL AND GUIDES THE FORMS ARE REFERRED TO AS PRE-PLACEMENT QUESTIONNAIRES*
- Detailed steps are included in Client Service Guide, Manager's Guide to Pre-placement (pre-employment) Questionnaire (available on the portal) or contact the OH Helpline on 01273 049 220, or [weshradvice@warwickshire.gov.uk](mailto:weshradvice@warwickshire.gov.uk).
- When you input a pre-employment questionnaire or Standard Management Referral you will be asked for a Cost Centre number - please type your School name in this box in order that we can identify on the invoice that the charge is to be paid internally and not re-charged to you.

- WES HR Advisory Service do not automatically receive notifications from the portal, however you can also share your reports with another account holder (Page 11 - Client Service Guide which is available on the portal)
- Section 7.1 of the Client Service Guide requires you to confirm activities when submitting a Pre-Employment Questionnaire - please ensure that you tick the box 'work with children / vulnerable adults' - if this box is not ticked it will require a confirmation phone call from Health Partners which will result in extra cost for WCC.

#### **HOW DO I MAKE AN OCCUPATIONAL HEALTH REFERRAL?**

- Make sure you have registered for an account (as above)
- Log into the portal at <https://portal.duradiamondhealth.com>
- Click 'Login' and enter your details - this will take you to your home page - all actions and information are accessed from this screen (ie Client Service Guide, forms for Standard Management Referral) including a helpful video and guide to making a good referral
- Detailed steps are included in Client Service Guide Page 21, Manager's Guide to Making Occupational Health Referral (available on the portal) or contact OH helpline 01273 049 220
- WES HR Advisory Service do not automatically receive notifications from the portal, however, you can also share your reports with another account holder (Page 11 - Client Service Guide)

#### **HOW DO I MAKE AN ILL HEALTH EARLY RETIREMENT (Pension) REFERRAL?**

- Make sure you have registered for an account (as above)
- Log into the portal at <https://portal.duradiamondhealth.com>.
- Click 'Login' and enter your details - this will take you to your home page - all actions and information are accessed from this screen (ie Client Service Guide, forms for Ill Health Referral)
- Detailed steps are included in Client Service Guide - Page 22, Manager's Guide to Making Occupational Health Referral (available on the portal) or contact the OH Helpline 01273 049 220
- WES HR Advisory Service do not automatically receive notifications from the portal, however, you can also share your reports with another account holder (Page 11 - Client Service Guide)

#### **\*Important Information for Ill health retirement referrals**

A pension certificate needs to be attached to the ill health retirement referral, and these documents can be found on the [Pension](#) pages of the Intranet. To ensure the correct certificate is attached please seek advice from the HR Advisory Team. Please note, the first page of the certificate will require completion before it is attached. Without the pension certificate Health Partners will not be able to progress the referral, and therefore there will be a delay.

**NOTE** - Work Station Assessment Referral is not available to WCC - refer to [DSE](#) information

#### **EMPLOYEE INFORMATION**

See [Colleague Guide to Occupational Health and the Portal](#).

Subject Access Requests (SARS) – individuals may request copies of their OH records at any time. These are known as SARS – info on how to request are available in 'Guide to data protection, privacy and SAR' available on the portal

### **HOW DO I GET ADVICE?**

- Managers Guide to Making Occupational Health Referral is available on the portal (under library) Managers Guide to Pre-placement (pre-employment) Questionnaires is available on the portal.
- Phone OH Helpline if you need advice about the referral - 01273 049 220 or email OHTeam1@healthpartners.uk.com
- Advice from weshradvice (weshradvice@warwickshir.gov.uk) - WES HR Advisory Service will not automatically be copied into notifications from the portal - however, you can automatically share the reports with your HRA if you need advice (Page 11 - Client Service Guide).