



## SICK LEAVE - PANEL MEMBERS

### PURPOSE

The purpose of this policy is to ensure that sick leave is processed according to the standards and guidelines specified in this policy.

### SCOPE

This policy applies to:

- MHR Clients
- MHR Coordinators
- MHR Management
- MHR Panel members
- MHR Payroll Clerks
- MHR Payroll Officers
- MHR Recruitment Consultants
- MHR Senior Coordinators

### DEFINITIONS

Terms	Definition/Description for the purpose of this policy
<b>CRS</b>	MHR Payroll system
<b>HPCSA</b>	<b>Health Professions Council of South Africa.</b> The Council guides and regulates the health professions in South Africa in aspects pertaining to registration, education and training, professional conduct and ethical behaviour, fostering compliance with healthcare standards. All individuals who practise any of the health care professions incorporated in the scope of the HPCSA are obliged by the Health Professions Act No. 56 of 1974 to register with the Council. Failure to do so constitutes a criminal offence.
<b>MHRM</b>	MHR Management system
<b>ML007 Report</b>	CRS Report - MHRM audit on PM booked 7 days back
<b>ML305 Report</b>	CRS Report - MHRM employee history with pay rate

### POLICY STATEMENT

- 1) It is the panel member's responsibility to apply for sick leave benefits at the applicable MHR office.

- 2) Sick leave is granted only in cases of illness, indisposition and injury that are not the result of the panel member's own doing, misconduct or negligence.
- 3) Sick leave is granted **1 (one) hour for every 26 (twenty-six) hours worked over a 3 (three) year cycle**. The cycle starts on the panel member's date of engagement and cannot be carried forward.
- 4) Panel members may be scheduled for shifts in advance, but sick leave is granted only if the MHR representative or the client **CONFIRMED** the panel member for the specific shift prior to the commencement of the shift.
  - **Weekdays/nights:** Panel member must be **confirmed** not earlier than **24 hours** prior to commencement of the shift.
  - **Weekend confirmation:** Panel member must be **confirmed** not earlier than **36 hours** prior to commencement of the shift (on a Friday).
- 5) The panel member is required to submit his/her original medical certificate to the local MHR office not later than **one month after the sick leave period**. Copies of medical certificates are not accepted and a sick leave application will not be processed with a copy of a medical certificate.
- 6) The following section applies to medical certificates:
  - MHR only accepts original medical certificates issued by the following practitioners:
    - Medical Practitioner (GP or Specialist) registered with HPCSA
    - Dental Practitioner/Dental Specialist registered with HPCSA
    - Homeopath
    - Chiropractor
  - MHR also accepts original medical certificates from registered clinics issued by a Registered nurse with his/her SANC number clearly stipulated on the medical certificate.
  - **A medical certificate must clearly state the following:**
    - Date certificate was issued including date of examination
    - Name and surname of the patient
    - Doctor's name and surname/Registered nurse's name and surname (Clinics)
    - Practice number/SANC number of Registered nurse (Clinics)
    - Address and contact number of the practice/clinic
    - Doctor's signature/Registered nurse's signature (Clinics)
    - Doctor's qualification and/or hospital/clinic reference
    - Generic diagnosis and description of illness (This is not obligatory)
    - Length of recommended sick leave
  - The panel member is responsible to check the certificate when issued to ensure all the required information is specified on the certificate, before submitting it to MHR.
  - **Panel members are reminded to be aware of the following insofar as medical certificates are concerned:**
    - Where an adjustment is made to a medical certificate (which is not signed by the applicable medical practitioner); **OR**
    - Where MHR has any reason to believe there has been inappropriate use of the certificate; **OR**
    - Where there is evidence to suggest that the certificate is not authentic; **the following may apply:**
      - i. Payment of sick leave may be withheld pending an investigation. Such investigation shall, wherever possible, be completed within 5 (five) working days.

- ii. The outcome of the investigation may result in disciplinary action being taken against the panel member and/or the period of absence not being paid.
- 7) When a panel member submits a medical certificate in accordance with the standards specified in **section 6 above**, the applicable shifts are paid according to the number of sick leave hours available.
  - 8) All shifts scheduled in advance are cancelled.
  - 9) No payment is granted if sick leave is exhausted.
  - 10) MHR Branch Manager/Assistant Branch Manager is required to check whether a panel member regularly exceeds his/her sick leave benefit by referring to the **Panel member work history (ML305) report on CRS**. It is an acceptable standard that panel members **should not exceed 5 (five) incidents per annum (1 calendar year)** for sick leave consumption. If this standard is exceeded, it is the Branch Manager's responsibility to initiate corrective counselling with the panel member according to MHR Code of Conduct. This standard refers to the number of frequencies in absence and not to serious and/or long term illness occurrences. **Where it is not possible to correct the problem, MHR will proceed with appropriate incapacity/disciplinary actions.**
  - 11) Any panel member suspected of abusing his/her sick leave allocation or manipulating or contriving sick leave, will be investigated and where appropriate subjected to strong disciplinary action. **Abuse of MHR's sick leave policy could constitute fraudulent misconduct.**
  - 12) Injuries whilst on duty are processed as WCA leave – Please refer to the "Injury on Duty Policy".
  - 13) A panel member who falls ill on duty will be granted sick leave, if his/her sick leave application adheres to the criteria stipulated above.

## PROCEDURE

The procedure below provides further guidelines regarding the sick leave application and payment procedure.

Steps	Actions
1	The panel member applies for the sick leave benefit at the local MHR office, by submitting his/her original sick certificate as per the criteria stipulated in <b>section 6</b> above. Sick leave will not be processed until the original medical certificate is received by the MHR office.
2	<p>Upon receipt of the above – the authorised MHR representative (nominated by the MHR Branch Manager) continues with the following:</p> <ul style="list-style-type: none"> <li>• Checks whether the medical certificate complies with the standards specified in <b>Section 6</b> above. It is also advisable to check whether the health care professional who issued the medical certificate is registered with the applicable Professional Council.</li> <li>• Enters the panel member's ID/passport number on MHRM to obtain the panel member's MHR number. <b>NB:</b> Also checks whether the panel member has more than one profile on MHRM due to a tax change during the current 3 (three) year sick leave cycle.</li> <li>• Runs, saves and checks the ML305 report(s) on CRS to confirm whether the panel member has not been paid for the date(s) sick leave is claimed.</li> <li>• Runs, saves and checks the ML007 report on CRS to confirm whether the panel member was scheduled to work on the date(s) leave is claimed for. <ul style="list-style-type: none"> <li>○ If the sick leave request is submitted via a MHR coordinator, the MHR coordinator is required to include a screenshot of the MHRM booking, as</li> </ul> </li> </ul>

	<p>well as the cancellation as this serves as proof that the panel member was scheduled to work on the specific date(s).</p> <ul style="list-style-type: none"> <li>○ If the panel member was scheduled by the client, a senior representative at the client must confirm in writing that the panel member was scheduled for the specific shift(s). Shift confirmations received from junior personnel at the client will not be accepted.</li> <li>○ The shift must also adhere to the confirmation guidelines stipulated in <b>Section 4</b> above.</li> <li>• Checks the panel member tariff for the specific job description at the specific client on MHRM. <b>Watch out for weekend and public holiday tariffs (When applicable).</b></li> <li>• Completes a MHR attendance register for the date(s) the panel member is claiming, deducting lunch according to the job description and shift arrangements with the client.</li> <li>• Signs the attendance register next to the sick leave entries confirming that the sick leave application adheres to the criteria stipulated in this policy.</li> <li>• Emails the ML305/ML007 reports, submits the completed register and medical certificate to the Branch Manager/Assistant Branch Manager for final approval.</li> </ul>
<b>3</b>	<p>The Branch Manager/Assistant Branch Manager continues with the following:</p> <ul style="list-style-type: none"> <li>• Checks whether the medical certificate submitted complies with the standards stipulated in <b>section 6</b> of the policy statement.</li> <li>• Checks the ML007 report received via email to reconfirm the dates the panel member was scheduled to work.</li> <li>• Checks the ML305 report(s) received via email to identify whether the panel member regularly claims sick leave and addresses sick leave incidents according to <b>section 10</b> above.</li> <li>• Checks MHRM to reconfirm the tariff.</li> <li>• Checks whether all the details stipulated on the MHR attendance register were recorded accurately.</li> <li>• If the above are in order, signs the attendance register as final approval of payment.</li> </ul>
<b>4</b>	<p>The branch forwards the approved attendance register and supporting documents to the MHR Payroll Officer and also informs the Payroll Officer if the panel member has more than one profile on MHRM during the current sick leave cycle.</p>
<b>5</b>	<p>The branch files the original medical certificate and supporting documents in the panel member's file.</p>
<b>6</b>	<ul style="list-style-type: none"> <li>• The MHR Payroll Officer calculates the sick leave payable, referring to the applicable panel member profile(s) generated during the current 3 (three) year sick leave cycle.</li> <li>• The Payroll Officer confirms the number of hours to be paid with the MHR branch. <b>NB:</b> The branch to inform the panel member if less hours are paid than claimed.</li> <li>• The sick leave is processed.</li> <li>• The Payroll Clerk checks and signs off the sick leave payable as reflected on the pre-payrun.</li> <li>• Payrun is processed and the panel member is paid on the weekly payrun.</li> <li>• All documentation pertaining to the sick leave payout is filed as per normal payrun procedures.</li> </ul>

**ASSOCIATED DOCUMENTS**

<b>ACTS</b>	
Basic Conditions of Employment Act	Act no 75 of 1997
Basic Conditions of Employment Amendment Act	Act no 11 of 2002
Health Professions Act ( <b>Former title:</b> Medical, Dental and Supplementary Health Service Professions Act)	Act no 56 of 1974
<b>MHR DOCUMENTS</b>	
MHR Attendance register	MHR Secured docs
MHR Event Investigation	MHR Secured docs
ML305 MHRM employee history with pay rate	CRS
ML007 MHRM audit on PM booked 7 days back report	CRS
<b>POLICIES</b>	
Guidelines - Management of Absenteeism	Intranet (HR Dept.)
MHR Attendance register policy	MHR Secured docs