



NEWSLETTER

September 2024

MHR ADMINISTRATION TEAM – NEW CONTACT NUMBERS

We want to remind panel members to use the new contact number, [0860 647 647](tel:0860647647), when contacting our regional admin teams. When dialling this number, **press 2** and then the relevant region's option:

- Press 1 for **MHR Central** (*Free State, KwaZulu-Natal and Northern Cape*)
- Press 2 for **MHR Northern/Tshwane** (*Gauteng, Limpopo, Mpumalanga and North West*)
- Press 3 for **MHR Western Cape** (*Southern and Western Cape locations*)

MHR PAY OFFICE TEAM – NEW CONTACT NUMBER

The new contact number for our pay office is [0860 647 647](tel:0860647647). When dialling this number, follow the prompts and **press 3** to be transferred to the MHR pay office.



OUR NEW SELF-SERVICE APP IS HERE!

Have you downloaded our innovative app, **MHR4me**? MHR4me is designed to empower you in your MHR work journey. It offers cutting-edge features such as real-time shift opportunities, allowing you to secure preferred shifts, update availability, upload required documents and manage your profile on the go.

You can download MHR4me and find support at the following links:

- Download MHR4me ([mhr4me-download](#))
- MHR4me Help Guides ([mhr4me-help](#))
- MHR4me Questions and Answers ([mhr4me-faqs](#))

Here are the next steps after downloading MHR4me:

- After downloading MHR4me, click **Forgot my Password** to set up a password using the email address MHR has on record for you. If you experience any problems logging in, contact your local MHR office – see contact numbers on the last page.
- Once logged in, set up the following and click on the links to our help guides if you need support:
 - Set up your **Communication Preferences** (Click [here](#) for the help guide)
 - Set your **Availability for Shifts** (Click [here](#) for the help guide)



Download MHR4me today by scanning this QR code or clicking [mhr4me-download](#).



REMUNERATIVE WORK OUTSIDE THE PUBLIC SERVICE (RWOPS)

By law, all public service employees are required to apply for RWOPS if they work outside their public service role. Therefore, we encourage all public service panel members to ensure that they comply, apply for RWOPS and send a copy of their RWOPS to MHR.

MHR will not be liable if a public service panel member fails to apply for RWOPS. Note that, upon request, MHR is obligated to provide a panel member's work history to public service employers.

SARS INCOME TAX AND IRP5 CERTIFICATES

Panel members' IRP5 certificates are available on [SARS eFiling](#). If you require a hard copy, please email irp5.request@mhr.co.za or contact your local MHR Office for a copy. Did you know you can download the **SARS MobiApp** on your cell phone to complete and submit your Income Tax Return (ITR12)? Click [here](#) for more information about this app.



SOUTH AFRICAN NURSING COUNCIL ANNUAL PRACTISING CERTIFICATE

MHR nurses, note that you can now renew your 2025 annual practising certificate before the upcoming due date of **Tuesday, 31 December 2024**. For more information on the annual fees and renewal process, click [SANC APC](#).

ADVISORY ON LOAN SHARKS

We have encountered several concerning incidents involving MHR panel members and predatory lending practices. This serves as a general reminder for all panel members to exercise caution and avoid any engagement with loan sharks.

POLICY ON BRIBERY AND INCENTIVES

It is essential to note that accepting bribes or rewards in exchange for services is strictly prohibited. We urge all members to be vigilant of any offers of incentives, such as meal vouchers or additional shifts. If you witness any activities related to bribery or the acceptance of service incentives, please report them to our ethics line at [0800 005316](tel:0800005316) or reach out to your regional MHR office to discuss the matter with a senior representative.

PATIENT SAFETY ALWAYS COME FIRST – EXCEEDING HOURS NOTICE

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



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

MHR EMPLOYEES: 230 hours/month
MOONLIGHTERS: 48 hours/month

Remember to notify MHR if you are no longer a Moonlighter (*Permanently employed elsewhere*) **OR** have become a Permanent Employee.

Thank you for valuing patient safety by ensuring that you do not exceed the specified hours.



WHAT DOES CONFIDENTIALITY IN THE UNIT/DEPARTMENT MEAN?

The confidentiality of our patients and clients is crucial to us. Please review the following information to ensure compliance with patient confidentiality.

Understanding patient privacy

- As per the National Patients' Rights Charter, every patient has the right to confidentiality and privacy. Patient privacy pertains to the patient's right to decide when, how and to what extent their health information is disclosed to others.
- Key points to note:
 - It involves ensuring confidentiality and sharing protected patient information only with healthcare providers and related professionals who require it to provide care to the patient.
 - Patients have the right to control the sharing of their health information.

What does MHR classify as patient information?

- Clinical information or medical history.
- Personal information and contact details.
- Medication information and any medical results, such as laboratory and radiology reports.
- Images of a patient in the hospital (Written confirmation must be obtained if a patient is photographed or filmed).

What does this mean in the work environment?

- Discussions with patients should be kept private or at a lower volume in shared rooms.
- Clinical records must be stored securely to prevent them from being seen by anyone passing by, following the client's policy.
- All documents containing patient information are the client's property and must not leave the client's premises without the authorisation of a Senior Manager.
- Clinical discussions about patients should not take place in public areas.
- Patient information should not be disclosed to anyone who is not a close family member of the patient. Information can only be shared with the patient's consent.
- Photos of any patient should not be taken without the patient's signed consent.

LET US SHINE THE SPOTLIGHT ON OUR STARS

It is always a pleasure to recognise the hard work and accomplishments of our panel members and teams within our organisation. Click [here](#) to view all acknowledgements and join us in congratulating these team members on their service excellence.

How do I recognise an MHR panel member for exceptional performance? Click [here](#) to visit our 'Feedback' page and enter the panel member's information and the compliment you want to share.

MHR ADMINISTRATION AND PAYMENT ENQUIRIES EMAIL ADDRESSES

- **MHR Central Region** (*Free State, KwaZulu-Natal and Northern Cape*)
admin.central@mhr.co.za | pay.central@mhr.co.za
- **MHR Northern Region** (*Johannesburg, Potchefstroom, Vaal Triangle and Mpumalanga*)
admin.north@mhr.co.za | pay.north@mhr.co.za
- **MHR Tshwane Region** (*Brits, Pretoria and Limpopo*)
admin.north@mhr.co.za | pay.tshwane@mhr.co.za
- **MHR Western Cape Region** (*Southern and Western Cape locations*)
admin.wc@mhr.co.za | pay.wc@mhr.co.za