Occupational Health Questionnaire Guide

Guide:

This guide outlines the end-to-end process for submitting and managing an occupational health referral with Clarity.

Step 1: Manager Completes Referral Request:

The manager must complete the referral request form in full using the link below:
Referral Form:
https://forms.office.com/pages/responsepage.aspx?id=JwCCOgB7pk62cjzmWTXyT32IKcEPtW5Jn-SQkOeP695UOVFRVVVKT1g0T0k0UEdaOTRFVkNIT1I3RS4u&route=shorturl
Key requirements:

- All mandatory fields must be completed
- Information provided must be accurate and up to date
- Incomplete or incorrect forms may cause processing delays

Step 2: Form Submission to Clarity:

Once submitted, the form is automatically returned to Clarity for processing.
No additional action is required from the manager at this stage.

Step 3: Referral Uploaded to OPAS:

- Upon receipt, Clarity will:
- Review the referral request
- Upload all relevant details onto the OPAS system
- Prepare the case for employee engagement

Step 4: Employee Receives Questionnaire Link:

After the referral is logged in OPAS:

- The employee will be sent a secure online questionnaire link
- The link is unique and confidential
- The employee must complete this as part of the assessment process

Step 5: Questionnaire Completion Window:

- The employee has 15 days from the date of issue to complete and submit the questionnaire
- After 15 days, the link will expire automatically
- If expired, a new referral may be required

Service KPIs
Clarity operates to the following service-level targets:
1. Referral Processing

- **Within 48 hours of receiving the manager request, Clarity will issue the questionnaire link to the employee**

2. Certificate Turnaround

- **Within 48 hours of receiving the completed questionnaire, Clarity will:**
  - **Process the case**
  - **Issue and send the fitness certificate**