

Medical Checks – FAQs

Which organisation does *fit2work* use for medical checks?

To offer medical checks, *fit2work* has partnered with Jobfit. Jobfit Health Group is a leading occupational healthcare provider, with wholly owned and operated centres across Australia. Jobfit manage the scheduling and coordination of the requested medical checks with your applicant and with the clinics.

What kind of medical checks can I order?

Jobfit offer a plethora of medical tests and examinations. The combination of tests you require will vary depending on your organisation's own pre-employment requirements and the particular tasks your applicant will be required to undertake as part of their role.

Before you start ordering medical checks, a *fit2work* account manager and Jobfit consultant will contact you to discuss what requirements you have and in this consultation they can recommend, based on the information you provide, what combination of checks you may want to request.

Why do I need a package of medical checks to order a medical check?

Once Jobfit have identified which combination of tests you require (there may be more than one combination when multiple roles exist) they will then advise the *fit2work* technical team who will create that bespoke package of checks for you in the *fit2work* system.

These packages can be given any naming convention you wish, for example you may want to name each package using the role title or description that corresponds to that set of tests. Once these packages have been created in your *fit2work* portal, you will be free to order these packages right away.

How do I request new medical packages?

Contact your account manager, who will organise your consultation with Jobfit.

What happens once the medical checks have been ordered?

Once you have ordered the checks, your applicant will be able to specify preferred times and dates via the applicant portal, this will help Jobfit find a suitable appointment slot at one of their medical centres.

Once your applicant has specified their date preferences, a *fit2work* agent will create a booking request with Jobfit. Jobfit will then contact your applicant to confirm and lock in an appointment slot. Appointments are made at least 48 hours in advance but Jobfit will always try to find the next available appointment.

What if Jobfit cannot get in touch with my applicant to book the appointment?

Jobfit will call your applicant once a day, for 3 days once they have received the booking request, and an SMS will also be sent with Jobfit's contact details. If Jobfit haven't been able to book an appointment in these 3 days they will notify *fit2work*. At this point a *fit2work* agent will get in touch with you via email advising that an appointment is yet to be made. Here you may want to contact your candidate or provide an alternative contact number.

Will I receive status updates for the medical checks I order?

The *fit2work* Organisation portal allows you to proactively check the status or stage at which your checks are currently at. You can do this by simply clicking on the applicant's name. This will open the applicant review page, which allows you to view the status, booking details and any client notes left by the support team.

In certain circumstances the *fit2work* support team may email you directly regarding a particular medical check. This will be because *fit2work* requires you to complete an action in order for the check to progress. This can include:

- Notification that Jobfit haven't been able to contact your applicant
- Notification that your applicant did not attend their appointment
- Your consent is required to conduct further testing

How can I see if the medical appointment has been booked?

When you click on the candidate name to open the application review page, if you scroll down to the medical check section you will see a section called 'Confirmed Booking Details'. This section will be blank if no appointment has been made yet. Once the appointment is set the *fit2work* team will update this section for you with the Date, Time and clinic type.

The support team will also add any additional information/ details provided by Jobfit when relaying the appointment details. An example would be when an appointment was made for a future date but it was the earliest appointment that was available.

How do I know if the appointment date/time changes?

Any changes to the booking will be updated in the Confirmed Booking Details section of your candidate review page.

Is there a charge for changing an appointment date or time?

A reschedule fee is only applied if your applicant wishes to change their appointment within 24hrs of their original appointment date and time. Your applicant will be advised of the fee when they receive their initial booking confirmation so that they are aware that rescheduling is free up until 24hrs before the appointment time. This fee will be charge back to you (the client) by *fit2work* in this instance.

Who do I notify if I want to cancel a medical check once an appointment has been set?

Calling or emailing the *fit2work* support team will be the quickest way to cancel a check you have requested. Depending on the stage of the booking process you may incur a co-ordination fee along with the standard cancellation fee however if no booking request has been sent to Jobfit at the time you wish to cancel, this co-ordination fee will not be incurred.

Can I specify a required date for the medical check?

The date and time preferences are given to *fit2work* by your applicant. If you have a particular date requirement it would be best to ensure your applicant is aware of this prior to raising the check request.

Is there a cost if my candidate does not show up to their appointment?

If your applicant does not attend their appointment a Did Not Attend fee will be charged. It is therefore best to ensure your applicant reschedules their appointment at least 24 hours before the appointment time in order to avoid any charges.

Do I need to approve further testing, when the initial results may be inconclusive?

In some instances, additional tests may be required, the cost of which will need to be pre-approved by yourself before they can be booked by Jobfit.

Fit2work will email you to advise what tests are required and the cost of these. Once approval is given, *fit2work* will contact Jobfit and ask them to complete the booking process for these additional tests with your applicant.

In some cases, additional tests are conducted automatically as standard, without your pre-approval. E.g. GCMS tests if a non-negative result is returned as part of Drug and Alcohol screening.

Who do I contact if I have questions about the medical test results?

Jobfit has a strict medical privacy policy and processes that must be adhered to regarding the collection and dissemination of personal medical information. Therefore, if you require any assistance with the interpretation of medical results you must contact Jobfit Directly on 1300 61 61 65.