

## **Team Prevent update – referring via the electronic portal**

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Occupational health providers Team Prevent would like to encourage all BCHC managers with line manager responsibility to begin making referrals via the 'electronic portal' that has been set up for the Trust occupational health service.

However, managers can still refer via the nhs.net account should they choose to do this or whilst the changeover to the portal is being managed.

The Team Prevent occupational health (OH) online portal is expected to provide benefits which include:

- A controlled and confidential OH referral process
- A more timely and efficient OH process for managers due to the form being completed on line, and which also provides an appointment tracking facility to ensure that referrals are being managed.
- A data protected process for managers to access OH reports on line

To make occupational health referrals for your staff through the online portal you will need to be registered as a manager on the portal and your computer will be required to be working on a web browser Internet Explorer 8 or a newer version. If your web browser is currently Internet Explorer 7 you will be unable to access the portal and as such require a web browser upgrade which can be provided by the IT helpdesk (see point 3 below).

### **What should you do to register with the portal?**

1. You will shortly receive an email message from Team Prevent asking you to register for the on the online portal.
2. To check for your current level of web browser - click on the 'e' icon on your computer screen, click on the help button and this will open and show you the Internet Explorer version you computer is operating on.
3. Should you identify Internet Explorer 7 as your browser you will need to contact the IT helpdesk to help upgrade this for you:

email [helpdesk@bhamcommunity.nhs.uk](mailto:helpdesk@bhamcommunity.nhs.uk) or telephone 0121 466 7111. In making contact with the helpdesk please explain that you require a web browser upgrade for the purpose of accessing the "Team Prevent Online Portal" and that this will be used for making occupational health management referrals to Team Prevent. Please note that the helpdesk may not be able to perform the upgrade immediately, they may need to arrange a visit or call the user back.

4. Should you have Internet Explorer 8 or a newer version, Google Chrome or Firefox, you can access the portal straight away through these web

browsers. Simply paste the link provided by Team Prevent into favourites in the browser you are going to use and then click on the link. You should then be able to register on the portal by following the instructions that are given.

5. In sending you an invitation to make your occupational health referrals on line, Team Prevent will send you a user guide for the online portal with instructions that should guide you through the process.

6. If you do not receive an email from Team Prevent please [download and complete the new user portal registration form](#) and email it to **[BCHC.teamprevent@nhs.net](mailto:BCHC.teamprevent@nhs.net)**. Team Prevent will process this and provide you with a registration email.

**If any manager or employee has a concern with the occupational health referral process they should contact [pete.turner@nhs.net](mailto:pete.turner@nhs.net) who will be able to provide assistance or identify someone you can contact for help and advice.**