



DAYONE ABSENCE MANAGEMENT & GENERAL MEDICAL ADVICE LINE

Role of DAYONE for Customers

DAYONE is an **Absence Management** Service - i.e. **where specific clients** subscribe to the service and use it for when a **percentage** of their colleagues within their organisation go absent.

DAYONE involves answering absence calls from colleagues who are calling in to book sick; update on their absence or book fit for their particular organisation. We record this information on OHIO, provide clinical / welfare advice on symptom management and make clinical decisions on appropriate clinical pathways, in order to manage their absence effectively and efficiently.

All Day One referrals are handled by trained, qualified registered nurses who triage the call and provide advice on the symptoms effect on work and cause of the illness.

Our nurses provide advice and support to minimise the impact on the employee, providing interventions such as:

- Fast-track-referral to physiotherapy or counselling
- Fast-track referral to specialists such as occupational health, EAP or their GP
- Over-the-counter medicine advice
- General Health / Medical Advice on managing a condition in line with standard NHS website guidance

Therefore for DAYONE subscribing clients, if someone calls in with COVID-19 related issues and requires to self isolate and therefore be absent from work, then we log their absence on OHIO, and provide clinical advice on symptoms;

clinical management of these symptoms, signpost them accordingly and set updates in line with clinical presentation.

General Medical Advice Line

As the DAYONE service is manned 24 hours per day by clinicians, we also provide a number of other related services - for example a General Medical Advice Line – which is where general clients (i.e. those **not** subscribing to DAYONE), might seek guidance.

The difference with the General Medical Advice Line is, that we don't book these people as absent on OHIO, as they are not **subscribing to DAYONE service**, and they aren't set up on OHIO to receive this. Instead, we reassure and provide guidance based on PHE information and signpost to 111, as appropriate.

For COVID-19 advice calls, as this will not be recorded on OHIO, we keep a basic tally of call numbers and details for record purposes.

For customers using the General Medical Advice Line, for any COVID-19 advice calls we receive, there will be a charge per call of £24.50 per call.

Role of DAYONE for PAM Colleagues

PAM colleagues should ensure they brief themselves on the PHE guidance, however if they are concerned regarding COVID-19 & self isolation, we can provide general medical advice in line with PHE. However this will not involve logging or management of absence.