

# ZOOM

## Sisters-on-site

### Facilitating health at work

Sisters-on-Site (SOS Corporate Wellness) is an occupational health and preventative programme (OHPP) available to corporate and SMME clients on Fedhealth medical aid. This offering allows employees access to the following services conveniently provided to them at the workplace: health risk assessments, primary healthcare, HIV management, preventative healthcare, emotional wellness and addressing absenteeism.

Sisters-on-Site enables employers to help their employees take ownership of their health through the right interventions at the right time.

#### Background

Sisters-on-Site was created to provide preventative healthcare on-site. In recent years, it has switched to an Integrative Medicine model, combining conventional medicine with alternative treatment in an effort to treat the whole person. In response to the COVID-19 pandemic, it has also expanded its services to include virtual consultation, clinic and gym sessions as alternatives to face-to-face meetings.

#### Key features of Sisters-on-Site

- Face-to-face face or virtual services
- All employees are evaluated
- Immediate diagnosis and treatment
- Dedicated to promoting healthy living and preventing illness
- Services on-site at regular intervals
- Unlimited comprehensive health benefit.

#### Occupational health service activities in detail:

##### 1. Health Risk Assessments

All employees should undergo health risk assessments to identify the following:

- A baseline of the employee's health against which any future changes can be measured;
- Possible risk of deterioration in the health status which might be caused by the job process and work environment; and
- Whether the employee's physical and mental status meets the demands of the specific job.

The process starts with a health questionnaire completed by the employee before the assessment, followed by a personal medical history, occupational assessment and health assessment report completed by the occupational health nurse over a two-month period.

##### 2. Primary healthcare

Employees don't have the time to see their primary care doctor, go to the emergency room, or stay home. This service benefits employees who are at work, but with a minor ailment, and entails the treatment of simple acute medical problems (or low acuity conditions).

#### Various ailments are covered, such as:

- Skin conditions, such as mild acne and mild eczema
- Coughs and colds, including nasal congestion and sore throat
- Minor cuts and bruises
- Constipation and haemorrhoids (piles)
- Hay fever and allergies
- Aches and pains, such as headaches, earache and back pain
- Indigestion, diarrhoea and threadworms
- Period pain and thrush.



### 3. Health-themed initiatives

Sisters-on-Site also promotes healthy living and prevents illness by focusing on specific health aspects e.g. high blood pressure or quitting smoking. Where applicable, these awareness drives are accompanied by the relevant screenings e.g. a flu vaccination, hearing tests or blood pressure tests.

Other focus areas include: healthy heart awareness, stress awareness, good nutrition, knowing your digestive system, immune system, good supplements, cancer awareness, sugar awareness, saying no to alcohol and smoking, physical activity, ergonomics at work, vision and pregnancy.

### 4. Fedhealth Virtu-Consults

Virtu-Con provides virtual consultations to all employees as an alternative to in-person consultations. Employees can consult with a medical professional via a scheduled online appointment. They therefore have access to medical consultations without leaving their home or work.

Employees can book appointments in real time via WhatsApp or email. Once the appointment has been confirmed, the SOS practitioner will send the employee a medical pre-screening questionnaire either via the app or email.

### Pain management sessions

Globally, recurrent tension headaches are the most common chronic condition, while chronic lower back pain is the single largest cause of physical disability.

- Session introduction to identify the cause of tension headaches and back pain
- Treatment: home remedies and medical referrals
- On site stretching sessions
- Advice on workplace ergonomics.

### Nutrition and cardiovascular health sessions

Eighty percent of premature heart disease can be prevented through more appropriate diet and lifestyle choices. On site sessions will provide straightforward, clinically relevant information.

The best strategy for health and resilience is to design a nutritional plan for employees that addresses their specific health needs.

- Prior to the session: nutritional assessment to assess nutritional options for optimisation of cardio metabolic health
- Suggest nutritional approaches to reduce the risk of cardiovascular disease
- Virtual session with dietician – Q&A.

### Depression and anxiety sessions

Mental health is a key determinant of wellness, and is strongly influenced by lifestyle factors such as chronic stress, sedentary lifestyle, poor nutrition, obesity, substance abuse and social isolation.

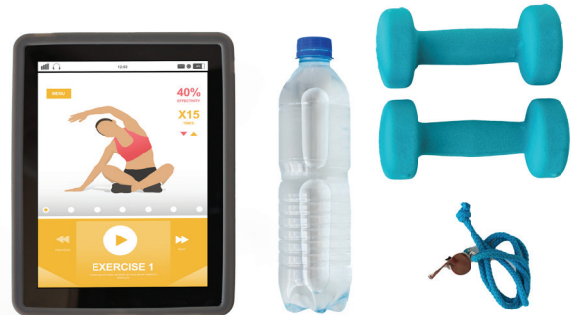
The fundamental goal of an integrative approach to mental health is finding the most appropriate treatments (conventional and complementary) that safely and effectively address the symptoms of the individual.

- Identify characteristics of depression and anxiety disorders in adults
- Identify five lifestyle factors that can affect wellbeing and mental health
- Demonstrate health approaches like dietary supplements and mind-body medicine in reducing anxiety and depression.

### Virtual and on site Counselling

Having the capability to think and feel emotions with clarity and understanding is part of being human. The way a person thinks can affect emotions. The art of talking can help employees come to terms, and ultimately deal with, many problems and issues.

Counselling can be useful for anyone who wants to explore the way they're thinking or feeling further, as well as for anyone experiencing a problem or issue they are keen to resolve.



To get in touch with SOS Corporate Wellness and empower your employees to manage - and cherish - their health, please contact your Fedhealth Account Executive or Key Account Manager.

## CONTACT DETAILS

For more information, please visit [fedhealth.co.za](https://www.fedhealth.co.za), or use the Fedhealth Family Room, WhatsApp service or Fedhealth Member App. You can also call the Fedhealth Customer Contact Centre on **0860 002 153**.

Disease Management : Europ Assistance : MVA Third Party Recovery Department : Fedhealth Baby  
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