LATUS



EMPLOYER GUIDE TO **ESCALATIONS**

Empowering **healthier** working lives

Escalations: don’t ignore them!

During health assessments, our qualified technicians may identify situations that warrant further investigation. This could be anything from high blood pressure readings to concerns about potential musculoskeletal issues.

In these cases, they will recommend an **escalation** – a follow-up appointment with one of our experienced clinicians for a further evaluation.

- The escalation will be sent to the Clinical Lead team who will review the results, and confirm if an escalation is required.
- Until that review has been conducted and confirmed, an escalation may not be necessary.
- If an escalation is confirmed to be required, the Clinical Lead team will triage the escalation to an OHA (Occupational Health Advisor/Nurse) or OHP (Occupational Health Physician/Doctor)



Why Escalations Matter

Early Detection, Early Intervention
By addressing health issues early, we can prevent them from worsening, reducing the risk of long-term health problems.

Reduced Absenteeism
Early intervention can help minimise time off work due to illness, boosting productivity

Improved Employee Morale
Knowing that their health is a priority can positively impact employee satisfaction and engagement

Lower Healthcare Costs
Early treatment can often be more cost-effective than managing advanced health conditions

Prevent more serious health problems down the line
Early diagnosis and treatment often lead to better outcomes, minimising the risk of chronic conditions and long-term absences

Reduce the impact on your business
Healthy employees are less likely to miss work, improving productivity and overall business performance.

Escalations
What you need to know



Understanding Escalations

When a technician recommends an escalation for your employee, you will receive a notification with details and instructions for scheduling the appointment. We make it easy to prioritise your employees' health, ensuring they receive the comprehensive care they deserve.

As an employer, you have a responsibility for your employees' health and safety. Scheduling escalations shows your dedication to their well-being and fosters a positive work environment. Additionally, it can help you avoid potential legal and financial consequences associated with employee health issues.

By scheduling an escalation appointment promptly, you can:

- Prevent more serious health problems down the line. Early diagnosis and treatment often lead to better outcomes, minimising the risk of chronic conditions and long-term absences.
- Reduce the impact on your business. Healthy employees are less likely to miss work, improving productivity and overall business performance.

Important to know

Under Health and Safety legislation, employers are required to act on the results of health surveillance. This includes determining an individual's fitness for work and ensuring that their health is adequately protected. The Health and Safety Executive (HSE) makes it clear that this process should be carried out in consultation with an occupational health professional. Health surveillance is considered incomplete if recommended escalations are not followed up and acted upon.



Escalations Process

1

Post Appointment

After the relevant assessment is completed, the medicals are reviewed by our clinical team and if a referral is required, this will be documented on the Health Surveillance report where it will instruct to reach out to our escalations team to proceed with the referral.

2

Potential areas an Escalation could be flagged

Audiometry
Spirometry
MSK
Skin
General Health
HAVS (Tier 3 & 4)
Vision

3

Confirm escalations

Please respond to the Latus team at your earliest convenience to proceed with the recommended escalations

4

Service Agreement

If you approve the escalations, a service agreement will be sent and you will receive further communication from our Occupational Health department to arrange these appointments.

5

Report Findings

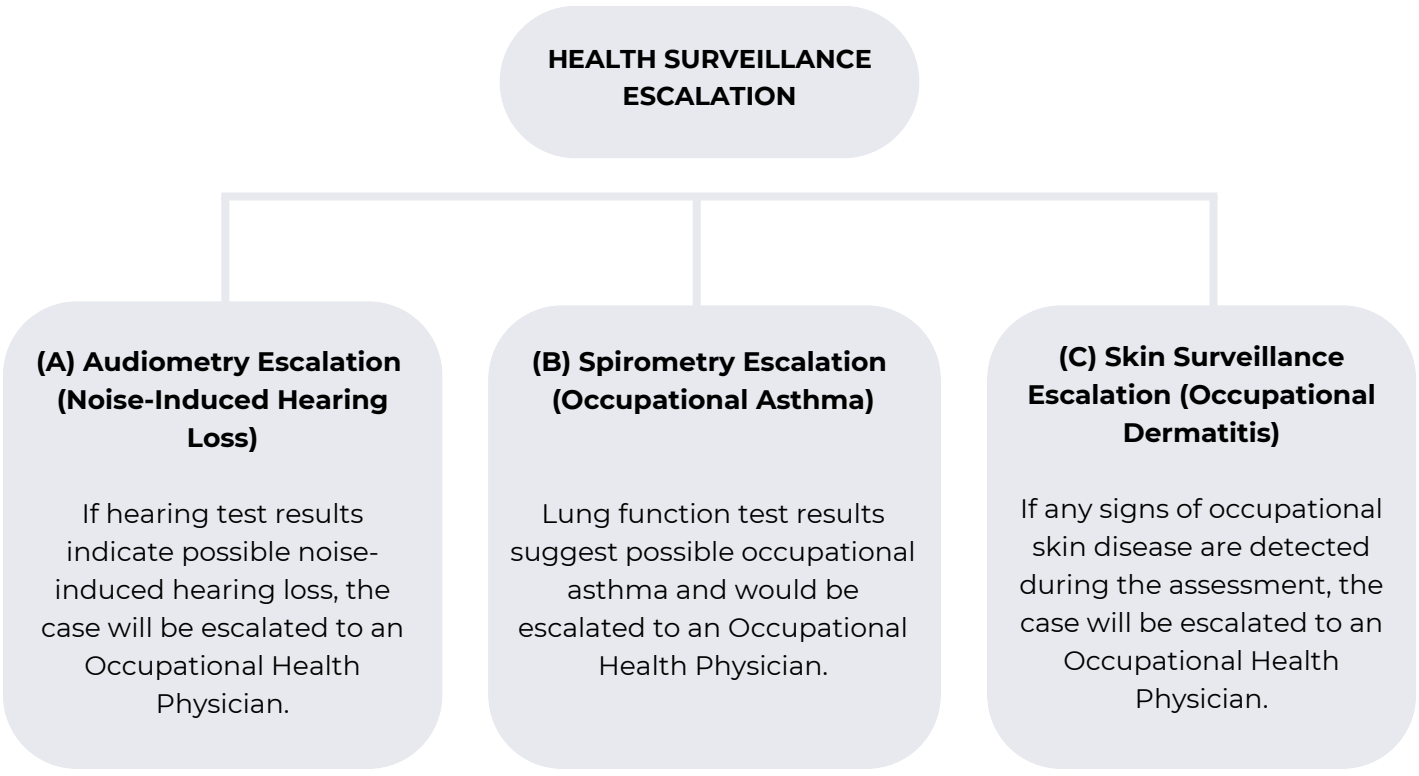
Once the appointments are completed, a report will be provided which will detail the findings.

If you have any questions regarding these escalations, please contact ohescalations@latusgroup.co.uk

Example - Health Surveillance Escalation

All assessments are clinically reviewed and triaged by our team of Occupational Health Nurses to determine the appropriate next steps.

- It is the employee's responsibility to seek further medical advice if necessary.
- Employees may receive a GP referral letter if health concerns are identified during HS.
- All audiometry and spirometry escalations will be reviewed by an Occupational Health Physician (OHP) to assess fitness for task. The OHP will consider the case based on the available information, without direct consultation with the individual. If further action is considered necessary, the OHP will recommend a management referral.



Example - Safety Critical Escalation

All assessments are clinically reviewed and triaged by our team of Occupational Health Nurses to determine the appropriate next steps.

- It is the employee's responsibility to seek further medical advice if necessary.
- Our Occupational Health Technicians follow clinical criteria, and any concerns or role impact will be escalated to our clinical team, potentially leading to an immediate role restriction.

Please see below the different types of Safety Critical medical outcomes:

SAFETY CRITICAL ESCALATION

(A) Role Restriction Applies Full Management Referral Required
(To Determine Fitness to Work)

If health concerns are identified, a management referral is required for further assessment before a fitness decision can be made. This could be with either an Occupational Health nurse or Occupational Health doctor.

(B) GP Referral Letter Issued - Role Restriction Applies

If the employee is deemed unfit or restricted from elements of their role, a GP/Optician referral letter will be given. The employee must then attend a GP/Optician review and must provide evidence of the outcome of the appointment for the restriction **to be uplifted within 4 weeks.**

(C) Fit to Work – no role restriction

If an employee is deemed fit to work, no further restrictions will apply.

Example - Hand Arm Vibration

All assessments are clinically reviewed and triaged by our team of Occupational Health Nurses to determine the appropriate next steps.

- It is the employee's responsibility to seek further medical advice if necessary.
- After a HAVS Tier 2 assessment, the clinical team will review the results and determine the next steps, including any further evaluations or recommendations.

HAVS ESCALATION

(A) Remain at Tier 2

No further escalation is deemed necessary, and the employee will continue to remain at Tier 2 annually. This decision aligns with the current assessment and ensures that the employee is monitored appropriately based on their ongoing condition and the established review timeline.

(B) Escalation to Tier 3

If clinical indicators suggest potential HAVS, the employee will be required to undergo a detailed assessment with a Nurse to evaluate their condition and determine the appropriate next steps. The outcome of a HAVS Tier 3 assessment will either be to continue monitoring annually at HAVS Tier 2, alternatively it could be escalated to HAVS Tier 4 based on clinical findings.

(C) Escalation to Tier 4
(Occupational Health Physician Assessment)

Only an Occupational Health Physician can diagnose HAVS. If recommended, the client may go directly to Tier 4 instead of Tier 3, based on clinical judgment. The outcome of HAVS Tier 4 could either be advised to continue annually on HAVS tier 2 or depending on the severity of the case we would advise a 6/12 month review on HAVS Tier 4.

Retesting

Audiometry Repeat Testing Statement

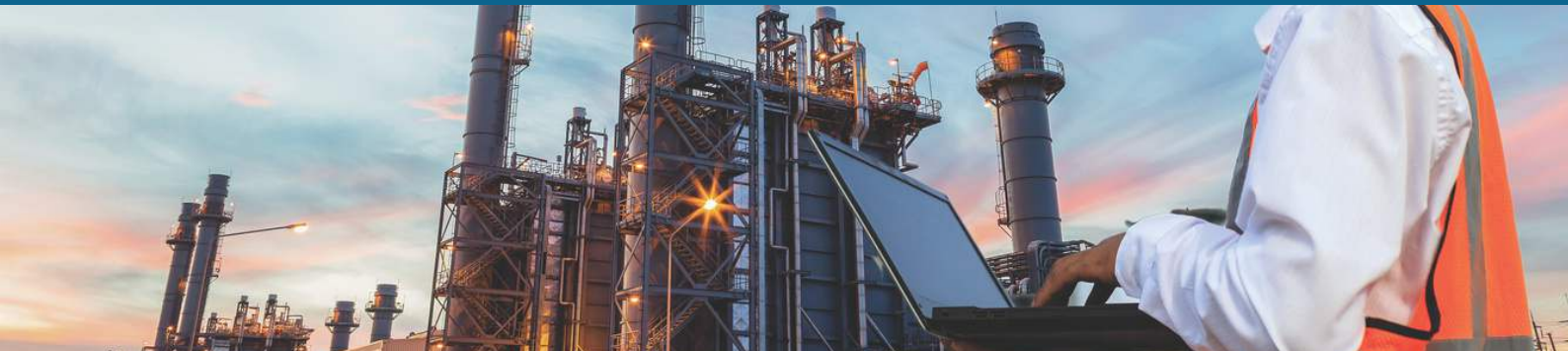
A single audiometry test result does not establish a baseline for comparison over time or provide a comprehensive assessment of an individual's hearing health. A repeat test is advised to confirm or discount the initial findings and ensure accuracy in surveillance outcomes. The initial HSE categorisation applied before clinical review only assesses overall hearing and does not identify potential occupational hearing loss. Regular retesting is essential to monitor for Noise-Induced Hearing Loss (NIHL), ensure compliance with health and safety legislation, and establish long-term trends in hearing health. Additionally, factors such as temporary illness or external influences may affect initial results, necessitating a repeat test to obtain a precise and reliable assessment. This approach supports both employee well-being and employer obligations under workplace health and safety regulations.

Spirometry Repeat Testing Statement

A single spirometry test does not provide a sufficient baseline for assessing long-term respiratory health or determining potential workplace-related conditions. Following clinical review, repeat testing is required to confirm or discount initial findings. Employers are required under Regulation 6(3) of COSHH to conduct regular risk assessments, particularly where exposure to respiratory sensitisers may contribute to occupational lung disease. Regular spirometry testing ensures the early detection of occupational respiratory conditions, maintains compliance with health and safety obligations, and provides trend analysis over time. External factors such as illness or temporary respiratory conditions may also impact results, making repeat testing essential for an accurate assessment of an employee's respiratory function. This proactive approach helps safeguard employee health while supporting employers in fulfilling their duty of care obligations.

Re-Test Authorisation Process

Following clinical review of the initial test results, a re-test may be recommended to ensure accuracy and reliability. If a repeat test is required, our team will contact you to discuss the recommendation and obtain authorisation before proceeding.



CONTACT US

Contact us to speak to an Occupational Health specialist about your workplace requirements

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