



One HMG

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One HMG Healthline Hub – User Guide

Important: We have designed the One HMG Healthline Hub website to be compatible with a range of modern web browsers and operating systems. To correctly view and engage with our website, we recommend you use any one of these browsers: [Google Chrome](#), [Microsoft Edge](#), [Safari](#) or [Firefox](#). Note: Internet Explorer is **not** supported.

This guide will help you register and then apply for medical clearance for an overseas posting (6+ months) or for duty traveller clearance (visits less than 6 months). There are FAQs listed on the One HMG Healthline Hub which might answer any questions you have about your medical clearance.

This guide is split into three sections:

1. [Registration](#) [steps 1-6] - All officers, and any accompanying dependants aged 16 and over who are going on an overseas posting, should complete registration. Using the medical clearance code given to you by your parent department, please follow steps 1 to 6. It is the medical clearance code which generates the correct form for you complete. Any accompanying dependants should use the staff number of the officer when registering. Please ignore this step if you have already registered as each person can only have one Hub account. All further registrations will be rejected (please email us if you would like to update your Hub log-in email address).
2. [Pre-Posting](#) clearance [steps 7-16] - Officers and dependants going overseas for a posting.
3. [Duty traveller](#) clearance [steps 17-21] - Officers applying for duty traveller clearance.

Step 1

Go to the One HMG Healthline Hub Website using the following link <https://healthline.healix.com>

Step 2

Click on the **Register** link to create your Hub account. *

*All users (officers and dependants aged 16 and over should create a Hub account. This registration only needs to be done once and all future clearances can be submitted by signing into the Hub using your existing credentials.

Step 3

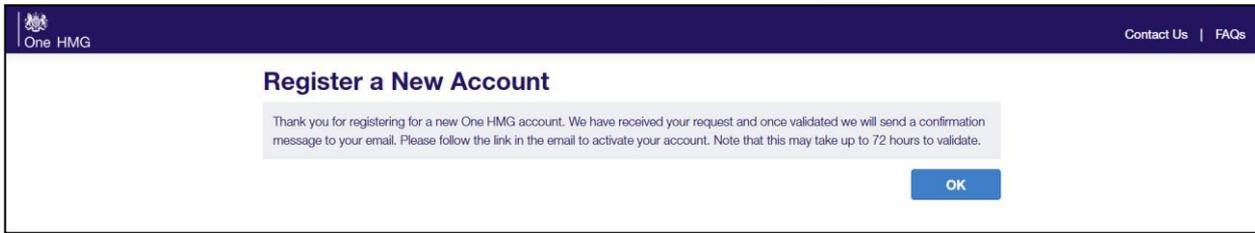
Register an account on the Hub with your **Medical Clearance Code**, provided by your department, along with your **staff/service number**, **email address** and **password** of your choice.

Note: The email provided must be unique for each person aged 16 and over. We recommend you use your personal email address.

Please ensure any dependants accompanying you to post use your staff/service number.

Step 4

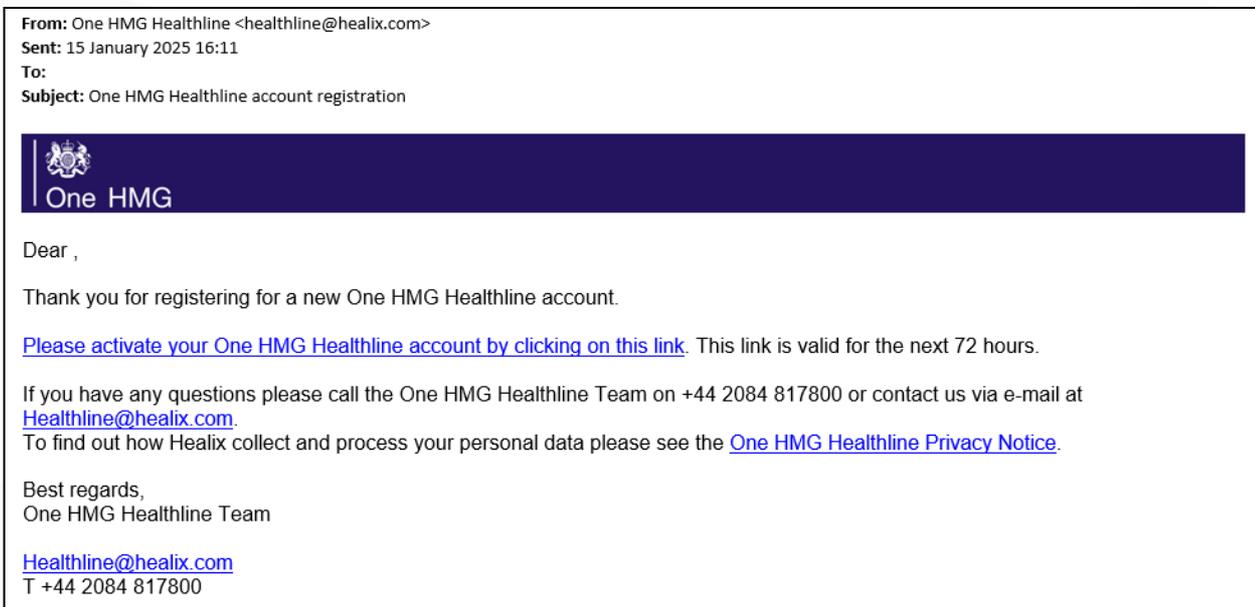
Once you have successfully registered you will see a note stating that the request for a new account has been received and will be validated for security purposes.



The screenshot shows a dark blue header with the One HMG logo on the left and 'Contact Us | FAQs' on the right. The main content area has a white background with the heading 'Register a New Account'. Below the heading is a light blue box containing the text: 'Thank you for registering for a new One HMG account. We have received your request and once validated we will send a confirmation message to your email. Please follow the link in the email to activate your account. Note that this may take up to 72 hours to validate.' At the bottom right of this box is a blue button with the text 'OK'.

Step 5

Once your account has been validated (within 48hrs), you will receive an email with a link – click this to activate your account. This will take you to the login page where you can sign in.



The screenshot shows an email interface. The header includes: 'From: One HMG Healthline <healthline@healix.com>', 'Sent: 15 January 2025 16:11', 'To:', and 'Subject: One HMG Healthline account registration'. Below the header is a dark blue banner with the One HMG logo and text. The main body of the email starts with 'Dear ,' followed by 'Thank you for registering for a new One HMG Healthline account.' It then contains a blue hyperlink: 'Please activate your One HMG Healthline account by clicking on this link.' This link is valid for the next 72 hours. Further down, it provides contact information: 'If you have any questions please call the One HMG Healthline Team on +44 2084 817800 or contact us via e-mail at Healthline@healix.com.' It also references the 'One HMG Healthline Privacy Notice'. The email concludes with 'Best regards, One HMG Healthline Team' and contact details: 'Healthline@healix.com' and 'T +44 2084 817800'.

Step 6

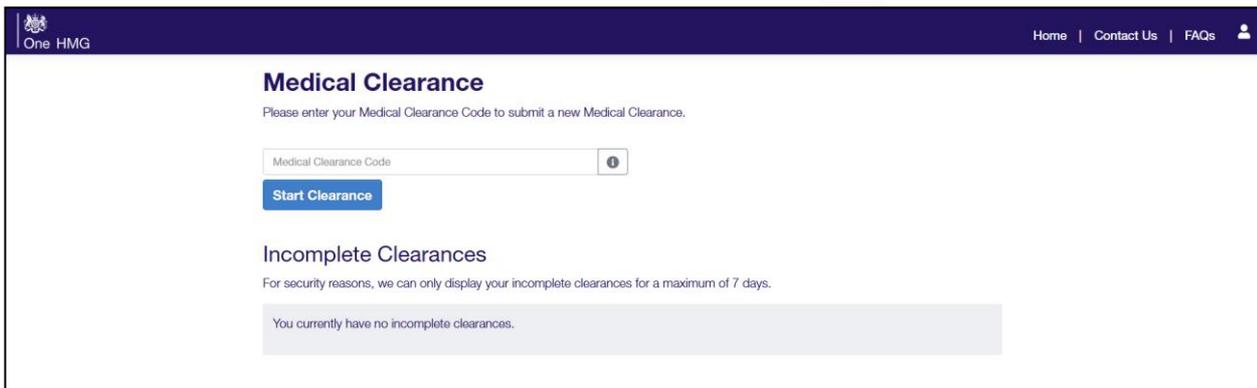
Once you have signed into the Hub you will see the **Medical & Dental Clearance** tile. Select this tile to go to the clearance forms.



The screenshot shows the user's dashboard in the One HMG Healthline hub. The dark blue header contains the One HMG logo on the left and 'Home | Contact Us | FAQs' with a user profile icon on the right. The main content area has a white background with the heading 'Hello , welcome to the One HMG Healthline hub'. Below this is the instruction 'Please select an option below'. There are three dark blue buttons: 'Medical & Dental Clearance', 'Clearance Help', and 'Post Information'.

Step 7

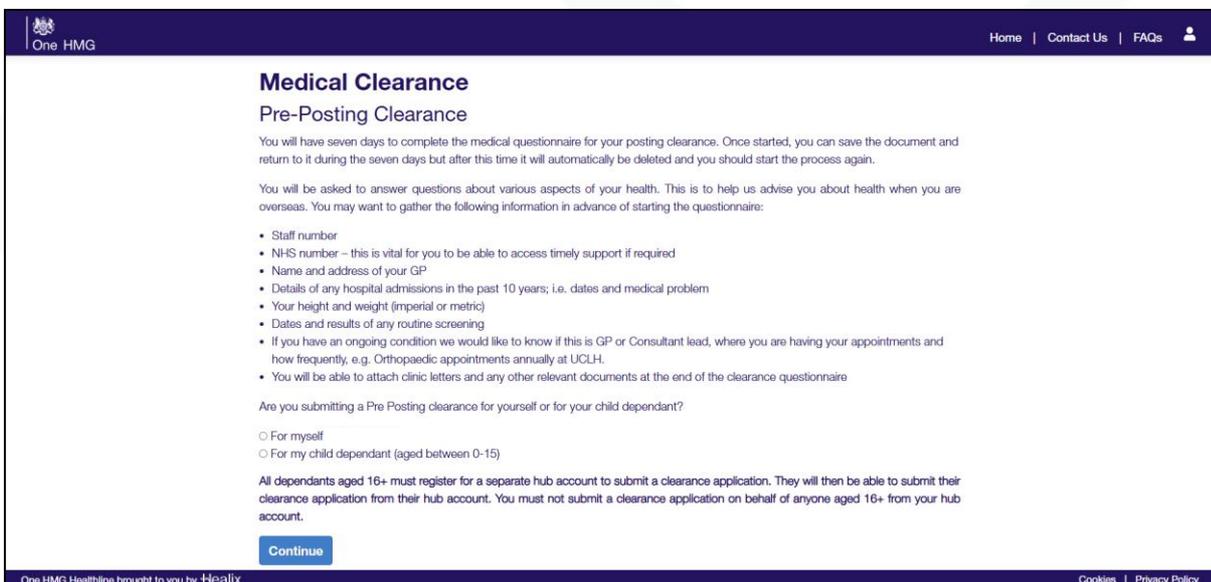
Once you have selected the Medical & Dental Clearance tile, please re-enter the medical clearance code provided to you by your department and then click **Start Clearance**.



Step 8 (Pre posting clearance only. If you are applying for Duty Traveller clearance, please skip to Step 17)

You will see a screen providing details of the information you should have to hand before starting the clearance form. You will also be asked to confirm who you are submitting a clearance for.

Note: You are only able to submit clearances on behalf of yourself or any accompanying dependants under the age of 16. Any dependants aged 16 and over who are accompanying you to post will need to create their own account using a unique email address to submit medical clearance.



Step 9

Please complete the short general details page, including your NHS number. If you do not know your NHS number you can confirm this with your GP or any GP you have been registered with previously. One HMG Healthline is unable to do this on your behalf because your GP will only give this to the patient. Not providing this may delay your clearance. If you are not eligible for NHS care, please provide a brief reason for this.

Step 10

You will be asked to declare any dependants accompanying you on your posting. This includes spouses, partners and children. Please note that this is not completing their medical clearance and separate forms will need to be filled out.

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Home | Contact Us | FAQs

Medical Clearance

Pre-Posting Clearance

Dependants Details
You ONLY need to tell us about dependants that will be at Post with you at ANY stage

How many dependants do you have?

If you want to return to complete this clearance later, please click Save. The partially completed form will be saved for no longer than 7 days.

[Save](#) [Go Back](#) [Continue](#)

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Medical Clearance

Pre-Posting Clearance - Dependants Info

Dependants Details
You ONLY need to tell us about dependants that will be at Post with you at ANY stage

How many dependants do you have?

Dependant 1

Forename*
Surname*
Date of Birth*
Dependant Type*

Dependant 2

Forename*
Surname*
Date of Birth*
Dependant Type*

If you want to return to complete this clearance later, please click Save. The partially completed form will be saved for no longer than 7 days.

[Print](#) [Save](#) [Go Back](#) [Continue](#)

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Step 11

Click **continue** to submit posting dates and work-related travel plans, including regional remits.

Step 12

If you are the employee, you will be asked to complete an occupational health section.

Step 13

Then you will be asked to complete a medical questionnaire. If you answer 'Yes' to some questions, you may be asked for additional details. Please provide as much information as you can, including any consultant's letters or relevant medical reports. These can be uploaded at the end of the clearance form.

One HMG Home | Contact Us | FAQs

Step 1 Step 2 **Step 3** Step 4 Step 5 Step 6 Step 7

Medical Clearance

Pre-Posting Clearance

Personal Details

Do you suffer or have you suffered from any of the following:

Any disease of the heart, rheumatic fever or high blood pressure.

Any lung disease including bronchitis, emphysema or TB.

Asthma.

Please outline what treatment you have had, the dates of the treatment, where you had the treatment, and the date of any planned future appointment. If you are under the care of a consultant, please use the upload function at the end of the form to attach your most recent clinic letter.

Do you regularly use inhalers for your asthma?

Which inhalers have you been prescribed, including the dosage and how often you use them?

Please give details

Upload any documents you wish to attach to this clearance

Browse

Step 14

If the form does not submit, then a question has not been completed or details have not been provided in the text box. This will be highlighted in **red**.

One HMG Home | Contact Us | FAQs

Step 1 Step 2 Step 3 **Step 4** Step 5 Step 6 Step 7

Medical Clearance

Pre-Posting Clearance

There were some errors in the data provided. Please correct the errors and try again.

Personal Details

Do you suffer or have you suffered from any of the following:

Any disease of the heart, rheumatic fever or high blood pressure.

Any lung disease including bronchitis, emphysema or TB.

Asthma.

Please outline what treatment you have had, the dates of the treatment, where you had the treatment, and the date of any planned future appointment. If you are under the care of a consultant, please use the upload function at the end of the form to attach your most recent clinic letter.

Do you regularly use inhalers for your asthma?

Which inhalers have you been prescribed, including the dosage and how often you use them?

Please give details

Step 15

Once the form is complete, you will be asked to tick a declaration.

The screenshot shows the 'Medical Clearance' section of the 'Pre-Posting Clearance' form. At the top, there is a progress bar with steps 1 through 7, where Step 7 is highlighted. The page header includes 'One HMG' and navigation links for 'Home', 'Contact Us', and 'FAQs'. The main content area is titled 'Medical Clearance' and 'Pre-Posting Clearance'. Under the heading 'Declaration', there is a paragraph asking the user to read and confirm their agreement with five points. The points are: 1. Confirming the truth of answers; 2. Not withholding medical information; 3. Giving permission for referral to the Occupational Health Team; 4. Consenting to information collection and storage; 5. Understanding data handling. Below the points is a checkbox for agreement. At the bottom of the form, there are buttons for 'Print', 'Go Back', and 'Submit'. A footer note states that an email confirmation will be sent, and provides a contact number for the HealthLine team.

Medical Clearance
Pre-Posting Clearance

Declaration

Please read the following declaration carefully and confirm your agreement with points 1 to 5 by ticking the box below:

1. I confirm that all the answers given in this questionnaire are true to the best of my knowledge and have been recorded correctly.
2. I have not knowingly withheld any medical information and recognise that to do so could jeopardise my own or my dependants' entitlement to cover under the HealthLine contract. I understand that the HealthLine Team may make contact with me to discuss this in more detail if required.
3. I give permission, if necessary, for my questionnaire to be referred to the Occupational Health Team for review. I am aware that I may be asked to contact my own, or my dependants' doctor, to obtain further medical information.
4. I consent to the information collected via the HealthLine Clearance Website, submitted directly by me, or provided to HealthLine at the time of accessing the services, to be stored and processed by the HealthLine Provider for the purpose of providing and improving the service.
5. I understand that I can learn more about how the HealthLine Provider stores and processes my personal data in the HealthLine Privacy Notice here [Privacy Notice](#).

I confirm that I have read and agree with points 1 to 5 in the Declaration.

Once you click Submit you should receive an email confirmation to confirm receipt of your clearance. If you do not receive an email upon submitting this clearance, please contact the HealthLine on +44 (0) 208 481 7800 as we may not have received your clearance.

[Print](#) [Go Back](#) [Submit](#)

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Step 16

Once your medical clearance request has been submitted, you will see a confirmation page, advising that you will be contacted within 72 hours. You will also receive an email confirming we have received your clearance request.

The screenshot shows the confirmation page for the 'Pre-Posting Clearance' form. The page header includes 'One HMG' and navigation links for 'Home', 'Contact Us', and 'FAQs'. The main content area is titled 'Pre-Posting Clearance' and contains a message thanking the user for completing the form. It states that an email confirmation will be sent and provides the contact number for the HealthLine team. It also mentions that the information will be reviewed by the HealthLine medical team and that the user will be contacted if further information is required. At the bottom of the message box, there is an 'OK' button. The footer note states that an email confirmation will be sent, and provides a contact number for the HealthLine team.

Pre-Posting Clearance

Thank you for completing the Pre-Posting Clearance form.

You will be sent an email confirming the receipt of your submission. If you have not heard from us within 72 hours, please contact the HealthLine team on +44 (0) 208 481 7800.

Once your clearance has been successfully submitted, your information will be reviewed by the HealthLine medical team for assessment. If further information is required you will be contacted by one of the team.

[OK](#)

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Step 17 (Duty traveller applications only)

Duty traveller clearance is for officers making short duty visits overseas from the UK or outside their country of posting/regional remit. Duty traveller clearance is valid for 12 months and the officer can travel as many times as required within this period without referral to One HMG Healthline.

Please complete the short general details page.

Please refer to the FAQs on the One HMG Healthline Hub when deciding if you require worldwide duty traveller clearance including or excluding any hostile environment.

Medical Clearance
Duty Traveller Clearance

General Details

Forename: Brian
Surname: Bentley
Sex: Please Select ...
Date of Birth: 01/01/1950
Nationality: United Kingdom
Address: Address
Address Line 2: Address2
Town: Town
County/State: County
Country: United Kingdom
Post/Zip Code: PostCode
Contact Telephone Number: +44 Phone
Contact Email Address: Contact Email Address
Confirm Email Address: Confirm Email Address

Parent Department: PCDD
Staff Number: Staff Number
Job Title (if applicable): JobTitle
Destination: Please Select ...
Are you an Employee/Officer? Yes No

If you want to return to complete this clearance later, please click Save. This partially completed form will be saved for no longer than 7 days.

Print Save Continue

Step 18

Then you will be asked to complete a medical questionnaire. If you answer 'Yes' to some questions, you may be asked for additional details. Please provide as much information as you can to avoid any delays with your application.

Medical Clearance
Duty Traveller Clearance

Personal Details

Are you having (or waiting for) consultations or tests to investigate a medical problem for which you don't yet have a diagnosis? Yes No

Are you on a waiting list for any treatment (including occupational health assessment) or have you had any occupational health assessment in the last year? Yes No

In the last five years, do you have or have you had any medical condition(s) for which you have either consulted a doctor or taken medication? Yes No

Do you have, or have you had, a condition that could impair your immune system? E.g. HIV / AIDS, blood cancer? Yes No

In the last 12 months, have you taken any medication or had treatment that could impair your immune system? E.g. chemotherapy, radiotherapy, high dose steroids? Yes No

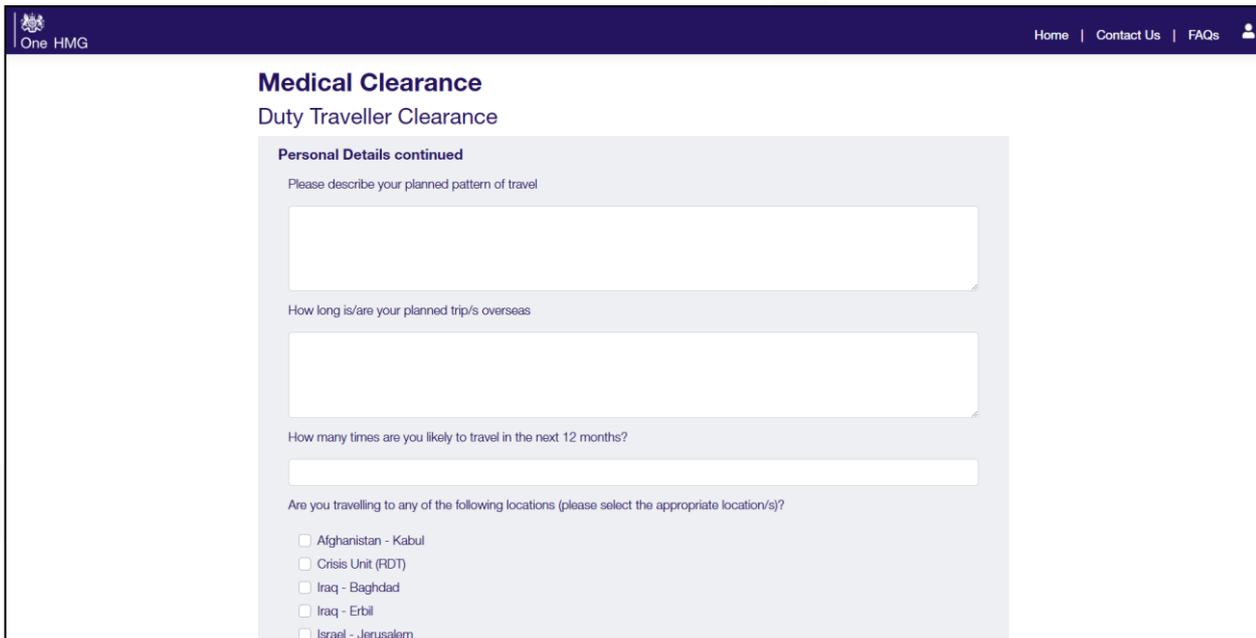
Have you had your spleen removed or been advised your spleen has reduced function? Yes No

Do you have a medical condition that puts you at increased risk (either high or moderate) of severe illness from COVID-19? Information on these medical conditions is available here. Yes No

Are you pregnant or planning to become pregnant? Yes No

Step 19

Click **continue** to submit your work-related travel plans.



Medical Clearance
Duty Traveller Clearance

Personal Details continued

Please describe your planned pattern of travel

How long is/are your planned trip/s overseas

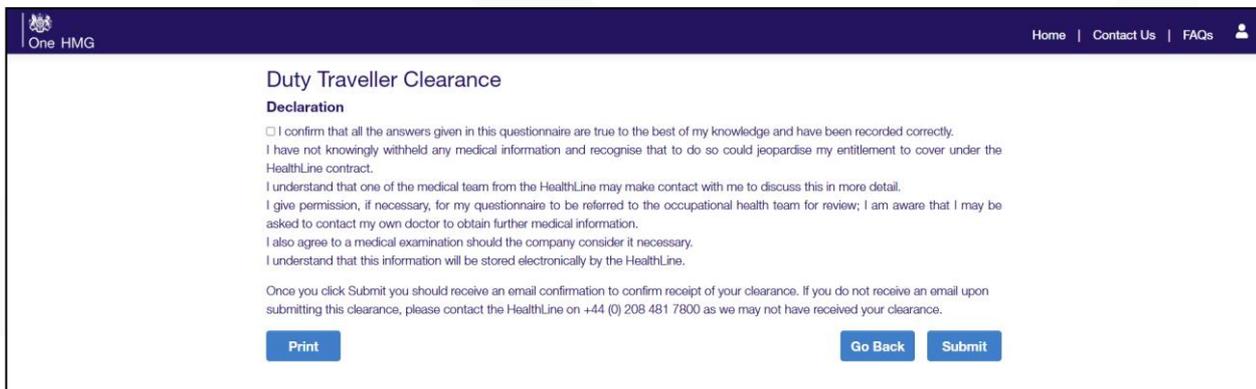
How many times are you likely to travel in the next 12 months?

Are you travelling to any of the following locations (please select the appropriate location/s)?

- Afghanistan - Kabul
- Crisis Unit (RDT)
- Iraq - Baghdad
- Iraq - Erbil
- Israel - Jerusalem

Step 20

Once the form is complete, you will be asked to tick a declaration.



Duty Traveller Clearance

Declaration

I confirm that all the answers given in this questionnaire are true to the best of my knowledge and have been recorded correctly. I have not knowingly withheld any medical information and recognise that to do so could jeopardise my entitlement to cover under the HealthLine contract.

I understand that one of the medical team from the HealthLine may make contact with me to discuss this in more detail. I give permission, if necessary, for my questionnaire to be referred to the occupational health team for review; I am aware that I may be asked to contact my own doctor to obtain further medical information.

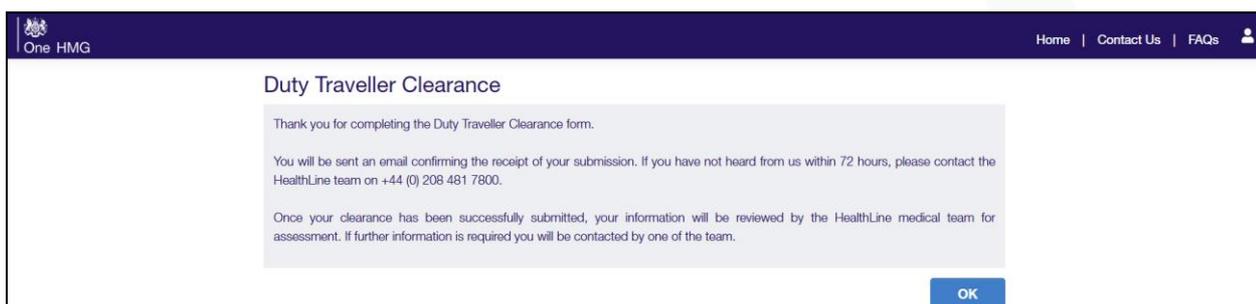
I also agree to a medical examination should the company consider it necessary. I understand that this information will be stored electronically by the HealthLine.

Once you click Submit you should receive an email confirmation to confirm receipt of your clearance. If you do not receive an email upon submitting this clearance, please contact the HealthLine on +44 (0) 208 481 7800 as we may not have received your clearance.

[Print](#) [Go Back](#) [Submit](#)

Step 21

Once your medical clearance request has been submitted, you will see a confirmation page, advising that you will be contacted within 72 hours. You will also receive an email confirming we have received your clearance request.



Duty Traveller Clearance

Thank you for completing the Duty Traveller Clearance form.

You will be sent an email confirming the receipt of your submission. If you have not heard from us within 72 hours, please contact the HealthLine team on +44 (0) 208 481 7800.

Once your clearance has been successfully submitted, your information will be reviewed by the HealthLine medical team for assessment. If further information is required you will be contacted by one of the team.

[OK](#)