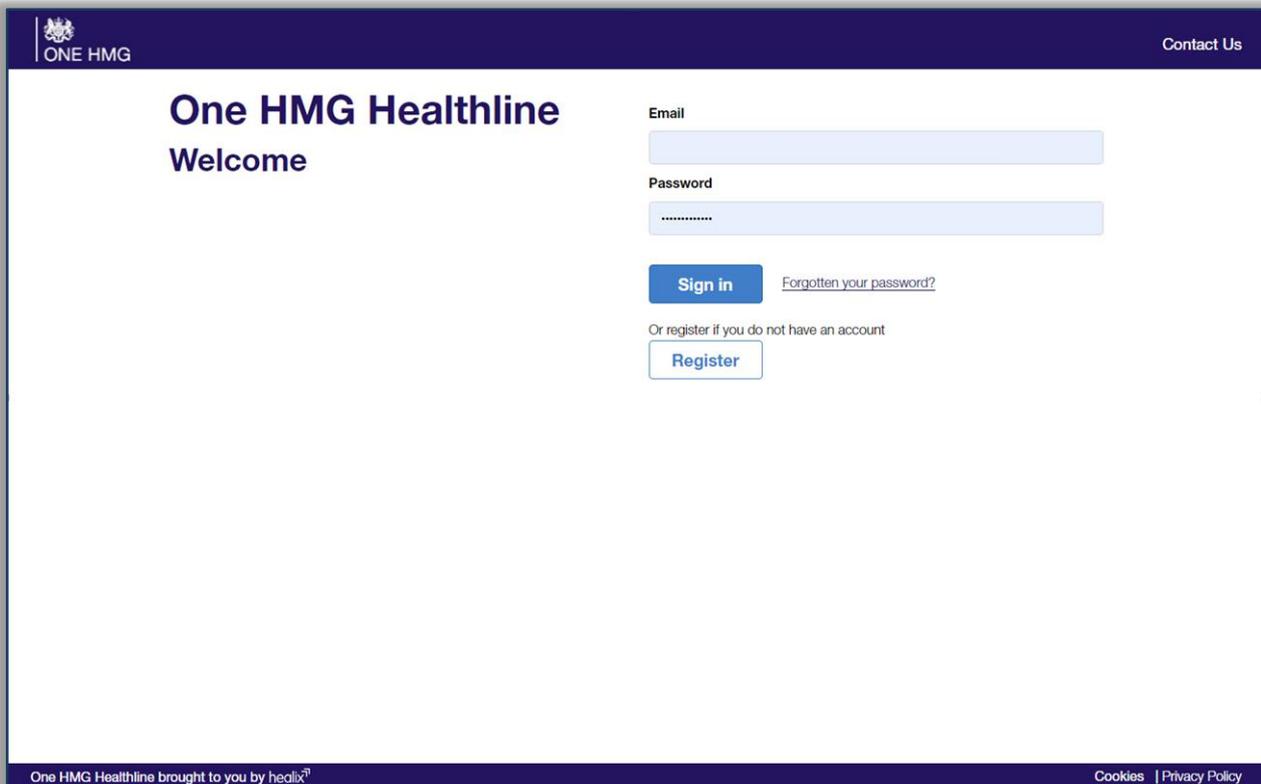


One HMG Healthline - How to apply for medical clearance

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.

STEP 1

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

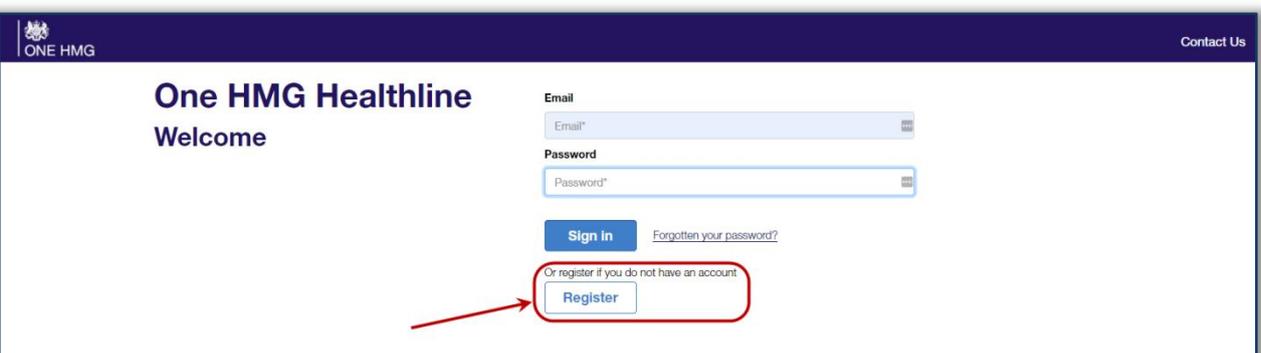


The screenshot shows the One HMG Healthline Hub login page. The header includes the One HMG logo and a 'Contact Us' link. The main heading is 'One HMG Healthline Welcome'. The login form consists of an 'Email' field, a 'Password' field, a 'Sign in' button, and a 'Forgotten your password?' link. Below the login form, there is a link to 'Or register if you do not have an account' and a 'Register' button. The footer contains the text 'One HMG Healthline brought to you by healix®' and 'Cookies | Privacy Policy'.

STEP 2

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

**The One HMG Healthline Hub is a new service (Nov 2020. All users (staff and dependents over the age of 16), including those who already have medical clearance should create a Hub account. This registration only needs to be done once and all future clearances can be submitted by signing in to the hub using the same credentials. Once you have registered for a Hub account you do not need to submit medical clearance if you have active clearance*



This screenshot is identical to the one above, but with a red circle around the 'Register' button and a red arrow pointing to it from the left. The text 'Or register if you do not have an account' is also visible above the 'Register' button.

STEP 3

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

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

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

ONE HMG Contact Us

Register a New Account

Please enter your details in the form below to create your account. The email you provide will be used to send you confirmation of your account registration and to send you notifications.

Your Employee Details

Medical Clearance Code:

PF/Staff Number:

Your Personal Details

First Name:

Last Name:

Date of Birth:

Your Account Details

Email:

Confirm Email:

Create Password:

Confirm Password:

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.

ONE HMG Contact Us

Register a New Account

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 48 hours to validate.

STEP 5

Once your account has been validated (within 48hrs), you will receive an email with a link – click this to activate your account and go to the login page

From: Do Not Reply
Date: 21 September 2020 at 16:48:52 BST
To:
Subject: One HMG Healthline account registration



Dear ,

Thank you for registering for a new One HMG Healthline account.

To ensure your information is secure we have sent you a link. [Please activate your One HMG Healthline account by clicking this link](#). Clicking on the link will activate your account and allow you to log in.

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.

Best regards,
One HMG Healthline Team

Healthline@healix.com
T +44 2084 817800



STEP 6

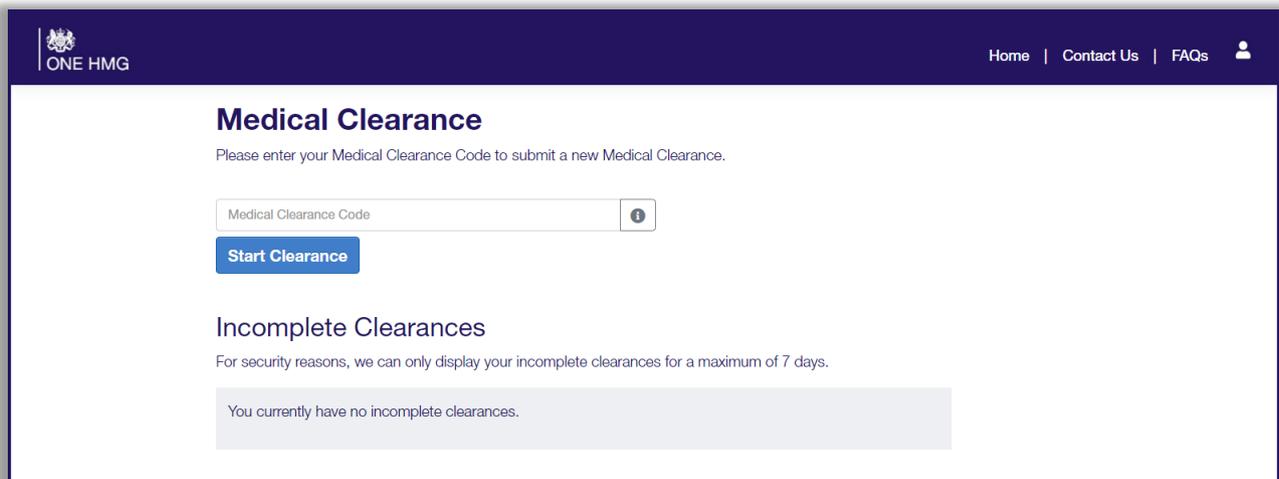
Once you have signed into the Hub you will see the **Medical Clearance** tile. Select this tile to go to the clearance forms.

If you already hold active medical clearance you will also see other tiles such as 'medical help' or 'dental help'

A screenshot of the One HMG Healthline Hub interface. The top navigation bar is dark blue with the ONE HMG logo on the left and links for Home, Contact Us, and FAQs on the right. Below the navigation bar, a white banner displays the text "Hello Brian Bentley, welcome to the One HMG Healthline hub". Underneath the banner, it says "Please select an option below". A prominent dark blue button labeled "Medical Clearance" is visible on the left side of the main content area.

STEP 7

Once you have selected the Medical Clearance tile, you will be taken to the clearance forms. Please re-enter the medical clearance code provided to you by your department and then click **Start Clearance**

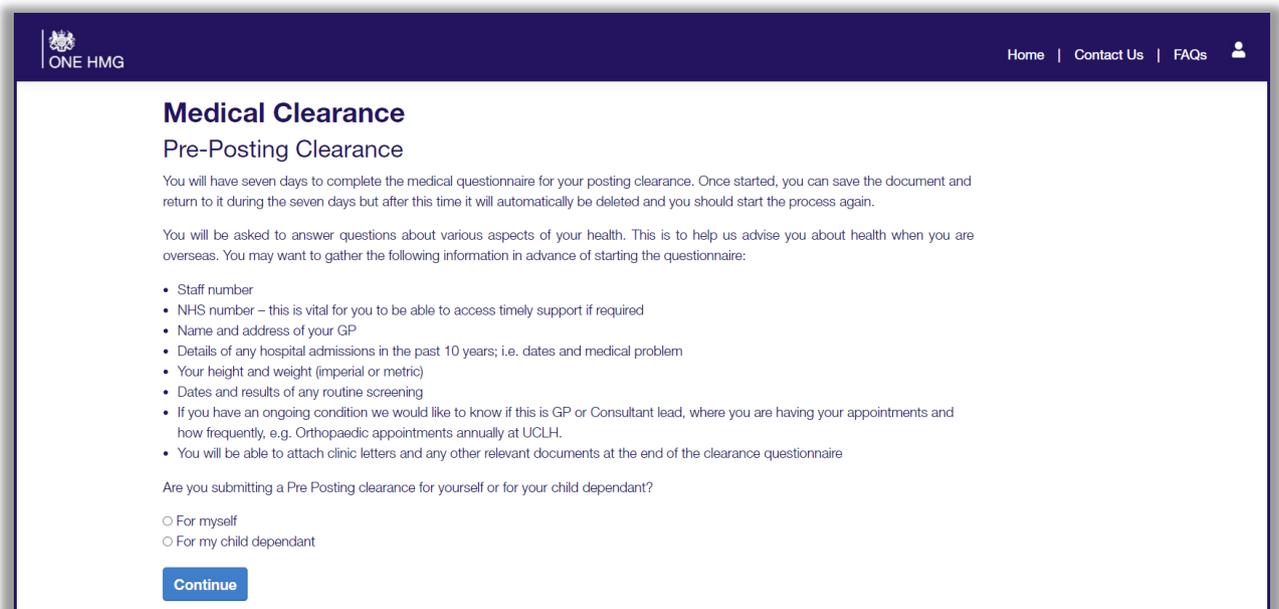


The screenshot shows the 'Medical Clearance' page. At the top left is the 'ONE HMG' logo. At the top right are links for 'Home', 'Contact Us', and 'FAQs', along with a user profile icon. The main heading is 'Medical Clearance'. Below it is the instruction: 'Please enter your Medical Clearance Code to submit a new Medical Clearance.' There is a text input field labeled 'Medical Clearance Code' with an information icon to its right. Below the input field is a blue button labeled 'Start Clearance'. Underneath this is a section titled 'Incomplete Clearances' with the text: 'For security reasons, we can only display your incomplete clearances for a maximum of 7 days.' A light grey box below contains the message: 'You currently have no incomplete clearances.'

STEP 8

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 aged under 16. Any dependants over 16 who are accompanying you to post will need to create their own account using a unique email address in order to submit clearance forms.



The screenshot shows the 'Medical Clearance Pre-Posting Clearance' page. At the top left is the 'ONE HMG' logo. At the top right are links for 'Home', 'Contact Us', and 'FAQs', along with a user profile icon. The main heading is 'Medical Clearance' followed by 'Pre-Posting Clearance'. The text reads: 'You will have seven days to complete the medical questionnaire for your posting clearance. Once started, you can save the document and return to it during the seven days but after this time it will automatically be deleted and you should start the process again.' Below this is another paragraph: 'You will be asked to answer questions about various aspects of your health. This is to help us advise you about health when you are overseas. You may want to gather the following information in advance of starting the questionnaire:' followed by a bulleted list:

- Staff number
- NHS number – this is vital for you to be able to access timely support if required
- Name and address of your GP
- Details of any hospital admissions in the past 10 years; i.e. dates and medical problem
- Your height and weight (imperial or metric)
- Dates and results of any routine screening
- If you have an ongoing condition we would like to know if this is GP or Consultant lead, where you are having your appointments and how frequently, e.g. Orthopaedic appointments annually at UCLH.
- You will be able to attach clinic letters and any other relevant documents at the end of the clearance questionnaire

Below the list is the question: 'Are you submitting a Pre Posting clearance for yourself or for your child dependant?' with two radio button options: 'For myself' and 'For my child dependant'. At the bottom is a blue button labeled 'Continue'.

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.

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](#)

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?*

Dependant 1

Forename*	Surname*	Date of Birth*	Dependant Type*
<input type="text" value="Bridget"/>	<input type="text" value="Bentley"/>	<input type="text" value="04/11/1981"/>	<input type="text" value="Spouse"/>

Dependant 2

Forename*	Surname*	Date of Birth*	Dependant Type*
<input type="text" value="Brianna"/>	<input type="text" value="Bentley"/>	<input type="text" value="04/11/2020"/>	<input type="text" value="Child"/>

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](#)

STEP 11

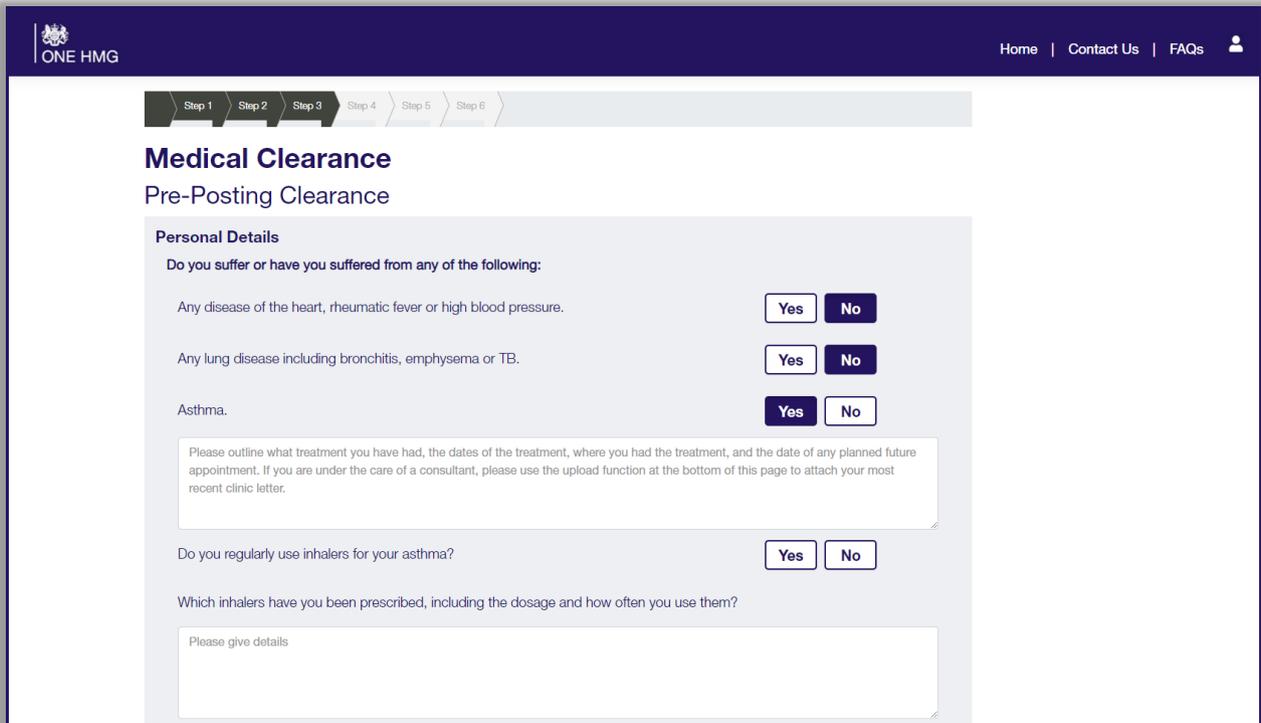
Click **continue** to submit posting dates and work related travel plans, including regional remits.

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.



The screenshot shows a web interface for a medical clearance process. At the top, there is a navigation bar with the logo 'ONE HMG' and links for 'Home', 'Contact Us', and 'FAQs'. Below the navigation bar is a progress indicator showing six steps, with 'Step 3' highlighted. The main heading is 'Medical Clearance' followed by 'Pre-Posting Clearance'. The section is titled 'Personal Details' and contains several questions with 'Yes' and 'No' buttons. The first question is 'Do you suffer or have you suffered from any of the following:'. Below this are three sub-questions: 'Any disease of the heart, rheumatic fever or high blood pressure.', 'Any lung disease including bronchitis, emphysema or TB.', and 'Asthma.'. Each sub-question has a 'Yes' and 'No' button. Below the asthma question is a text area for providing treatment details. The next question is 'Do you regularly use inhalers for your asthma?' with 'Yes' and 'No' buttons. The final question is 'Which inhalers have you been prescribed, including the dosage and how often you use them?' with a text area for details.

ONE HMG Home | Contact Us | FAQs

Step 1 Step 2 Step 3 Step 4 Step 5 Step 6

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 bottom of this page 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

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**.

The screenshot shows the 'Medical Clearance Pre-Posting Clearance' form. At the top, there is a progress bar with steps 1 through 6. The form title is 'Medical Clearance Pre-Posting Clearance'. A red error message box at the top states: 'There were some errors in the data provided. Please correct the errors and try again.' Below this, the 'Personal Details' section asks 'Do you suffer or have you suffered from any of the following:'. There are five questions, each with 'Yes' and 'No' buttons. The first four questions are: 'Any disease of the heart, rheumatic fever or high blood pressure.', 'Any lung disease including bronchitis, emphysema or TB.', 'Asthma.', and 'Blood clots or abnormal bleeding.'. The fifth question is 'Sleep disorders.', which is highlighted in red. Below this question is a text box with a red border and a red error message: '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 bottom of this page to attach your most recent clinic letter.' At the bottom of the form, there is another question: 'Have you been referred to a specialist for your sleep disorder?' with 'Yes' and 'No' buttons.

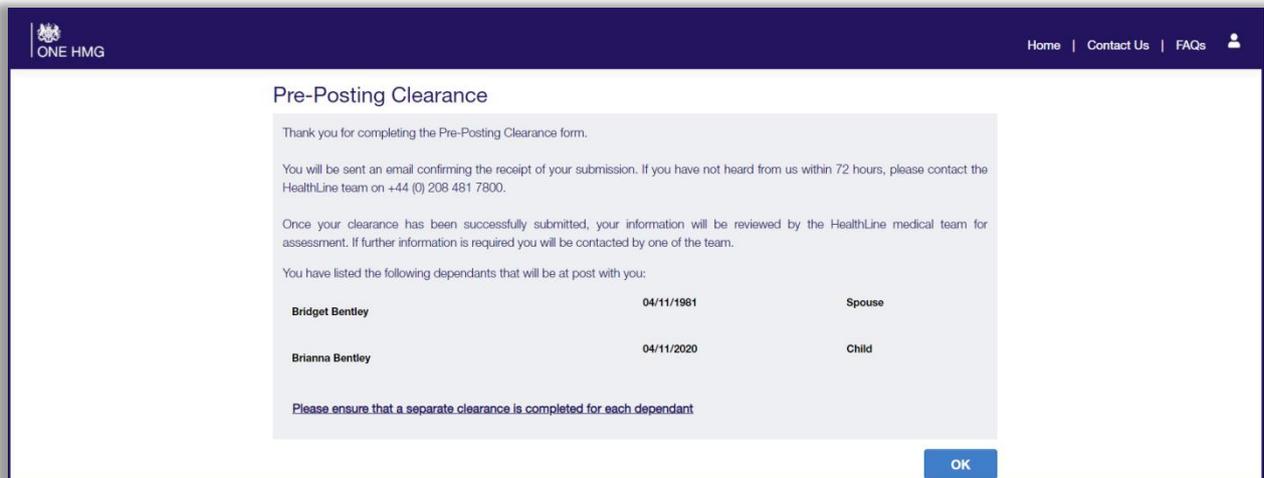
STEP 15

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

The screenshot shows the 'Medical Clearance Pre-Posting Clearance' form at the 'Declaration' stage. The progress bar at the top shows steps 1 through 6, with step 6 being the current stage. The form title is 'Medical Clearance Pre-Posting Clearance'. The 'Declaration' section asks the user to read the following declaration carefully and confirm their agreement with points 1 to 5 by ticking the box below. The declaration points are: 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](#). Below the declaration points is a checkbox: 'I confirm that I have read and agree with points 1 to 5 in the Declaration.' At the bottom of the form, there is a paragraph of text: '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.' At the bottom of the form, there are three buttons: 'Print', 'Go Back', and 'Submit'.

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 a confirmation page titled "Pre-Posting Clearance" from ONE HMG. The page includes a thank you message, instructions on what to expect (an email confirmation and a 72-hour wait for contact), and a list of dependants. The dependants listed are Bridget Bentley (Spouse, DOB 04/11/1981) and Brianna Bentley (Child, DOB 04/11/2020). A note at the bottom states, "Please ensure that a separate clearance is completed for each dependant". An "OK" button is located at the bottom right of the confirmation box.

ONE HMG

Home | Contact Us | FAQs

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.

You have listed the following dependants that will be at post with you:

Bridget Bentley	04/11/1981	Spouse
Brianna Bentley	04/11/2020	Child

Please ensure that a separate clearance is completed for each dependant

OK