



REFERRAL PROCESS

The Healthy Company referral process connects employees to confidential support and counseling for personal and work-related issues, including mental health, substance abuse, family problems, and financial concerns. This process is based on mutual agreement between employers and employees.

KEY PRINCIPLES



CONFIDENTIALITY

All interactions are private; details are not disclosed without explicit consent, creating a safe space for employees to seek help.



VOLUNTARY PARTICIPATION

Employees have the right to choose whether to utilise Healthy Company services, promoting ownership of their well-being.



SUPPORTIVE APPROACH

Referral processes are conducted compassionately, focusing on employee well-being without judgment or disciplinary intent.



EARLY INTERVENTION

Encourages proactive support to address issues before they escalate, preventing more serious workplace challenges.



OUTCOME-ORIENTED

Aims for positive results, continuously improving services to better meet employee needs.

TYPES OF REFERRALS



SELF-REFERRAL

Employees or their dependents recognise a need for support and contact Healthy Company directly.

Referral steps

Contact Healthy Company via phone, USSD please call me, or chat.



An initial assessment is conducted to tailor support.



Up to 8 sessions are provided based on clinical need.



INFORMAL REFERRAL

A manager or HR identifies potential difficulties in an employee and suggests seeking support without formal obligation.

Referral steps

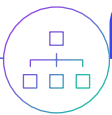
Complete and send an informal referral form to Healthy Company.



The employee is contacted for assessment and support.



Feedback to the manager is limited to process-related information.



FORMAL REFERRAL

Initiated when an employee's challenges significantly impact performance, involving a structured process and documentation.

Referral steps

Document observed performance issues and discuss with the employee.



Obtain consent and complete a formal referral form.



Healthy Company reviews the referral and conducts an assessment.



A mental health professional is assigned, with session details shared with the employee and a high-level report provided to the manager after the first session.



Final report will be provided after the last session.

CHANNELS TO FOLLOW

24/7 TOLL FREE CALL CENTRE

Healthy company clients can reach our professional counsellors on **0800 320 420** for assistance.

USSD

The Healthy Company USSD call-me-back functionality is free service available 24/7 by dialing ***130*4266#**

EMAIL

Informal referral request to be email to **healthycompanyurgent@discovery.co.za**

Formal referral request to be emailed to **healthcompanyformal@discovery.co.za**

