Standard operating procedure (SOP) · OHS-SOP-002 · Version 1.0 · Approved by the ASF Expert Committee

Supports: 14.5

At a glance

- Advice on ergonomics, return to work and health promotion is given where the assessment shows it is needed.
- Each piece of advice is recorded on OHS-FRM-004.
- Advice is given in plain language, and the worker can ask questions.
- The employer receives advice that is about the work, not the person’s medical detail.
- Stop and get help straight away if: a worker with an ergonomic or return-to-work need gets no advice recorded.

1. Purpose

To give workers and employers practical advice beyond the assessment (14.5).

2. Scope

Applies to	Clinical and support staff in the hospital
Locations	All wards, clinics and departments of the facility
When	Whenever the activity described is carried out
Does not apply to	Activities covered by another document listed in section 15

3. Definitions

Term	Meaning
Clinical lead	The doctor or nurse in charge of the area at the time

4. Background

Beyond the assessment, workers need advice on ergonomics, on returning to work and on looking after their health at work. Good advice prevents the next injury.

5. Responsibilities

Role	Responsibility	Competence
Occupational physician or nurse	Gives the advice	Clinician

6. Materials and equipment

Item	Requirement	Condition
Records and forms named in this document	Current version	Checked before use

7. Safety

- Stop and call for help if a patient is at immediate risk. Do not delay urgent care to complete paperwork.

8. Before you start

- Confirm the forms and equipment named in this document are available and current.

9. Procedure

Step 1. Identify the need.

- Identify the ergonomic, return-to-work or health-promotion need from the assessment.

Key point: From the assessment.

Step 2. Advise.

- Give the advice in plain language and answer questions.

Key point: Plain language.

Step 3. Record.

- Record the advice on OHS-FRM-004.

Key point: Every piece recorded.

10. Decision points

- No decision points in this procedure.

11. Special situations

Situation	Action
Out of hours	Follow the same steps. Use the on-call contact on the wall of the area.

12. Escalation

- Any serious problem goes to the duty clinical lead at once and to the clinical director the same day.

13. Monitoring

Measure	Target	Frequency	Owner	If not met
Identified needs with advice recorded	100%	Monthly	Occupational physician	Escalate to medical director

14. Records

Record	Kept in	Retention
Record named in this document	Patient record or the area file	the period set by the facility’s records policy years

15. Training

- Staff are trained in this document at induction and refreshed each year, with a recorded competency check.

16. Related documents

ID	Title	Use
OHS-FRM-004	Workplace advice record	Record

17. Evidence

Reference	Note
E-009	Based on ILO Convention No. 161 concerning Occupational Health Services (1985) and the WHO Healthy Workplaces framework (2010).
E-006	ASF Policy Framework v1.2. Adapted.
E-009	ASF Expert Committee consensus.

18. Change history

Version	Date	What changed	Approval
1.0	the date of approval	First version	set Expert Committee approval

E-learning for this document

- Staff Health Screening & Wellness Standards (STAFF-01)

References

- Accréditation Sans Frontières (2026). ASF Policy Framework v1.2. (E-006)
- Accréditation Sans Frontières (2026). ASF Expert Committee consensus on Standard 1. (E-009)

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