Standard operating procedure (SOP) · OHS-SOP-004 · Version 1.0 · Approved by the ASF Expert Committee

Supports: 14.8

At a glance

- A worker is told the outcome of each fitness assessment in plain language, with the reasons for any restriction.
- A worker who disagrees can ask for a review (OHS-FRM-007), by a different assessor where possible.
- The review request and its outcome are recorded.
- Workers are told how to ask for a review.
- Stop and get help straight away if: a worker is not told the outcome, or a review request is refused with no reason.

1. Purpose

To let workers see their outcome and ask for review (14.8).

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

A worker has the right to know the outcome of their fitness assessment, and to ask for a review if they disagree. Without that, the decision is simply imposed on them.

5. Responsibilities

Role	Responsibility	Competence
Occupational physician	Owns the review route	Clinician
Assessor	Explains the outcome to the worker	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. Explain.

- Tell the worker the outcome and the reasons, in plain language.

Key point: Plain language.

Step 2. Review on request.

- Accept a review request on OHS-FRM-007, by a different assessor where possible.

Key point: Different assessor.

Step 3. Record.

- Record the request and the outcome.

Key point: 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
Workers told the outcome	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-007	Outcome and review request record	Record

17. Evidence

Reference	Note
E-009	Based on the ICOH International Code of Ethics for Occupational Health Professionals, 3rd edition (2014).
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

- **Complaints Handling and Patient Feedback** (T-12)
- Patient Rights and Responsibilities (A-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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