

Not all occupational health service providers are created equal

When you're on the hunt for an occupational health service provider, one of the obvious ways to compare the different business offerings is price.

But, a cheaper price should not be the only step in identifying a provider for your business.

It's important that you have the whole picture when you're weighing up your options – being aware of the benefits of each offering and really understanding what you're getting for your money is a much better way to find the right pre-employment medical provider and ensure you're not being hit with hidden costs or shortcuts that will be detrimental in the long run.

There are several ways that providers might operate to compensate for the initial low price they are selling in order to get your business.

Slow turnaround times

A provider might be able to offer a low price but then fail to provide the level of service you require.

Slow turnaround times impact your ability to mobilise new staff to sites/projects and if your business generates revenue from your people performing work for your clients, then every hour you don't have these employees working means lost revenue.

Would you pay an extra \$20 - \$30 per referral to ensure your mobilisation deadlines are being met?

At KINNECT, a key part of our service is working with you to set expectations upfront. We believe that what gets measured gets done, so we work with you to agree on measured KPIs from the get go – including turnaround times – so there's no ambiguity. Every referral turnaround time at KINNECT is measured by the minute, through our online occupational services management program, CloudHealth, so you can see and report on our turnaround time performance, giving you complete transparency over the process to make sure we're delivering as promised.

Constant follow up

If you're having to spend hours of time just following up with your pre-employment medical provider on results or bookings, this is costing you.

KINNECT provides all your business information at the tip of your fingers, via our innovative digital software, CloudHealth, so there's no need to constantly follow up – the information is there for you, whenever you need it, to access at your convenience.

Removing wasted hours spent sitting on hold, explaining what you're after, waiting for someone to call you back, and sending endless emails, is a cost-saving for your business (time is money!), and paying an extra \$20-\$30 per referral in order to give you back these valuable hours is well worth it in the long term.



Choosing a pre-employment medical provider is an important decision and one that shouldn't be taken lightly.

Taking the time to determine what benefits a provider can offer and how this will impact the way you do business day to day, is the first step in the decision-making process. Being aware of the way in which a provider's performance is measured, the services they offer to take the legwork out of managing the occupational health process, and their commitment to working as a partner with your business, are key factors that will help you choose the best provider for you.

A good pre-employment medical provider should operate as an extension of your business, saving you time and improving efficiencies, which may cost you slightly more per referral but will ultimately save you money in the long run.

KINNECT offers clients a premium service that reduces the burden and impact on your business through strict, measurable KPIs and a technology-led approach.

Get in touch with us for a free demonstration of CloudHealth and to learn more about why our service offers the best value for money in the market.