

## **Medical Services**

- Facilities
- Consultations
- Radiology
- Physiotherapy
- Laboratory Services
- Pharmacy Services
- Work Injuries

### **Facilities**

The Company owns and operates the Augustus Long Hospital and seven Medical Centres located at Pointe-a-Pierre, Penal, Guayaguayare, Forest Reserve, Brighton, Point Fortin and Santa Flora. The Company has in-house facilities in the following areas: X-rays, Laboratory services, Physiotherapy services, Pharmacy services, Dietetics, Occupational Health Screening, Surgery and Hospitalization and Health promotion and Wellness services. An ANTE NATAL CLINIC is conducted weekly at the Medical Centre, Pointe-a-Pierre, in other fields, pregnant mothers are seen in regular consultations clinics or as the Medical Superintendent advises.

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### **Consultations**

The Medical Department provides out-patient consultations during normal working hours for employees, their dependants and retirees and their dependants at the various fields of operations and at panel doctors in North Trinidad and in Tobago. At the Augustus Long Hospital and at the Medical Centre Pointe-a-Pierre, consultation is provided every weekday - Monday to Friday - on an appointment basis.

#### **Panel Doctors**

The Company provides the services of panel doctors for duly authorized plan members, in areas where the company does not have a facility. There will be no cost to the plan member for consultation.

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### **Radiology**

In-house radiology services take two (2) forms - X-Ray and Ultrasound:

#### **1. X-Ray**

X-ray services are provided at the Augustus Long Hospital, at the Medical Centre, Point Fortin and Medical Centre, Santa Flora during normal working hours. After working hours, on weekends and on public holidays the emergency on-call doctor may call out one of the radiographers to perform urgently needed X-rays or authorize an external X-ray facility.

A part-time consultant radiologist is available three times weekly for reporting on all X-rays taken in the Company's X-ray department and for supervising special radiological procedures.

#### **2. Ultrasound**

Ultrasound services are provided in-house at the Augustus Long Hospital every weekday - Monday to Friday - on an appointment basis. Services are provided from 7.00 a.m. to 9.00 a.m. Monday, Tuesday, Wednesday and Friday and 1.00 p.m. to 3.00 p.m. on Thursday.

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## **Physiotherapy**

A Physiotherapist is available on weekdays at the Physiotherapy Department in the Medical Centre, Pointe-a-Pierre. The Physiotherapist works by appointment and also attends to in-patients at the Augustus Long Hospital.

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## **Laboratory Services**

Laboratory services are provided at the Medical Centres in Pointe-a-Pierre, Point Fortin and Santa Flora during normal working hours. Most investigations may be done in-house. A few are referred from the Augustus Long Hospital to private laboratories in emergency situations outside of normal working hours, or by the Senior Laboratory Technician in cases where tests are either not done in-house.

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## **Pharmacy Services**

The Pharmacy section has its headquarters at the Pointe-a-Pierre Medical Centre. All Medical Centres in the producing fields have a Pharmacy with full time pharmacists in attendance. The pharmacists dispense medicines prescribed by the Company's medical officers for its employees and dependents on special prescription forms.

The Company may assist with prescriptions from Government institutions. These non-Company prescriptions must be endorsed by the Chief Medical Officer or his designate. Panel doctor prescriptions for duly authorized plan members may be dispensed at a Company Pharmacy.

In instances when plan members have to purchase medication prescribed by Company doctors, the following guidelines will apply:

1. If the prescribed medication is purchased without reference to the Company's facilities, members may be reimbursed sixty (60) percent of the cost in accordance with plan rules.
  2. If a member has a prescription filled by a Company facility and the drug is not available, the member is advised to purchase the drug(s) and will be reimbursed one hundred (100) percent of the cost.
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## **Work Injuries**

Cases of work injury are required to have a Primary Accident Form and/or an Advice of Accident Form on which the doctor states briefly the nature of the injury, in terms easily understood by members of the Safety Department. Fitness or Unfitness to work must be certified for these injury cases on a Medical Treatment Slip on each attendance at the Clinic. All workers who have had Company accidents should be assessed within one (1) year of being declared fit or stabilized. The Chief Medical Officer is responsible for all assessments. However, he can delegate the task to any of the Medical Superintendents, as he thinks necessary.