

1. Atos Healthcare Professional Standards

1.1 Personal Conduct

1. All work will be carried out in a manner consistent with the Atos Origin Policy of 'Working with Dignity', which recognises the right of everyone to be treated with respect whatever their gender, sexual orientation, race, religion, nationality, culture, age, health, (dis)ability, marital status and physical characteristics or appearance.
2. In dealings with customers and clients Atos Healthcare staff, or their representatives, will be:
 - Accessible
 - Punctual
 - Reliable
 - Presentable
 - Approachable
 - Courteous
 - Friendly
3. When carrying out an examination of a client, to support the advice giving process, staff will:
 - Introduce themselves to the client and wear a name badge or offer other official identification
 - Make the client welcome and feel at ease
 - Be polite at all times
 - Encourage a person accompanying the client to be present during the examination if so desired by the client
 - Explain the purpose of the examination
 - Explain what the examination entails
 - Allow the client time to give their history, asking questions in a non-adversarial manner and following the relevant guidance e.g. The Incapacity Benefit Handbook for Approved Health Care Professionals.
 - Carry out a relevant examination to provide the information necessary to give and justify medically reasonable advice
 - Carry out the examination gently to avoid any unnecessary discomfort, where possible assessing active movement of limbs before embarking on any passive movement.

4. When giving Advice

- Atos Healthcare advice will be objective, independent, fair and impartial, ethical, and given in accordance with our contractual obligations.
- It will conform to the consensus of medical opinion and the balance of probability.
- It will be of an appropriate depth, scope and focus, and presented with a clarity that will permit the decision-maker to give reasonable consideration to the medical issues.

The following clarify these terms concepts and definitions

Term	Concepts and Definition
Objective	Based on evidence
Independent	Without the influence of carer responsibility, or involvement in any other aspect of the claim.
Fair and Impartial	In accordance with Atos Origin Policy, Working with Dignity* With no personal interest, of any sort, in the outcome of the claim under consideration.
	*Atos Origin recognises that everyone has the right to work without fear of harassment. The company is committed to eliminating such behaviour and creating a productive working environment where everyone is treated with dignity and respect whatever their gender, sexual orientation, race, religion, nationality, culture, age, health, (dis)ability, marital status and physical characteristics or appearance. Every employee and person acting on behalf of the company has a duty to protect and respect this right. (Harassment being a generic term which encompasses bullying and victimisation).
Ethical	Conforming to the code of Professional Ethics as laid down by the General Medical Council
Appropriate Depth	Sufficient factual detail obtained to support the advice.

Scope	<p>Addressing all the questions asked</p> <p>Covering all relevant issues, including details of an appropriate medical examination when required</p> <p>Without reference to entitlement</p> <p>Answering questions posed by the customer without compromising any subsequent decision making process</p>
Focus	<p>Relevant</p> <p>Medically logical</p> <p>In accordance with contractual obligations</p> <p>Further Medical Evidence should be appropriate, and obtained by the most efficient method</p> <p>Given in good time, taking account of any targets or deadlines.</p>
Clarity	<p>Concise</p> <p>In terms understood by the customer</p> <p>Legible when written</p> <p>It will be clear in its account of Further Medical Evidence usage</p> <p>Free of contradictions or conflicts</p>