

CHAPTER-04

AWARENESS AND UTILIZATION OF CORPORATE MEDICAL ROOM SERVICES AMONG EMPLOYEES AT WORKPLACE

¹Rubina Hassan

¹Student, IIHMR University

²Dr. J.P. Singh

²Professor, IIHMR University

DOI: <https://doi.org/10.52458/9788197040849.2024.eb.ch-04>

Ch.Id:- IIHMR/GRF/EB/THMPG/2024/Ch-04

INTRODUCTION

Establishing on-site medical facilities proves to be an effective strategy in ensuring the health and safety of employees. This comprehensive approach to health benefits strikes a well-rounded balance between educational initiatives and readily available medical services. A team of doctors is accessible every day of the week, including holidays, to address any medical emergencies that may arise. Webinars are employed to disseminate knowledge on both physical and mental health issues, while virtual exercise sessions contribute to enhancing overall employee wellness. Care management services are provided for those dealing with chronic conditions, and psychological counseling services are readily accessible. Qualified MBBS doctors are available for consultation 24/7, and follow-up discussions can be scheduled post-consultation [1].

In numerous countries, over 50% of the workforce is engaged in the informal sector, where there is a lack of social security benefits and non-compliance with occupational health and safety regulations. While major formal sector corporations have the privilege of accessing occupational health services, providing guidance on improving working conditions and monitoring employee well-being, a staggering 85% of workers worldwide lack insurance coverage, particularly those in small businesses, the informal sector, agriculture, and migrant labor [2].

It is e necessary to take precautions in setting up the medical room for your company's first-aid needs. Assess the workplace conditions, employee well-being, and potential health and safety risks to determine the appropriate measures to implement. In some instances, such as in small, low-risk companies, a first-aid kit and designating someone to handle first-aid procedures, including calling 911 and maintaining the kit, may suffice. This designated person does not necessarily require specific first-aid training. However, if your workplace involves activities with more significant health and safety concerns, like machinery operation or handling hazardous materials, having a trained first aid becomes more crucial. Ensure that your first-aid plans are effectively communicated to every member of your

workforce [3].

RESEARCH QUESTION

1. What was the awareness level of corporate medical room services among employees at the workplace?
2. What was the utilization rate of corporate medical room services among employees at the workplace?

RESEARCH OBJECTIVE

1. To evaluate the degree of awareness among employees regarding corporate medical room services in the workplace.
2. To examine the extent to which employees utilize corporate medical room services in the workplace.

RESEARCH METHODOLOGY

The study aimed to evaluate the awareness level of corporate medical room services among employees in various workplaces, employing an observational descriptive cross-sectional study design. The research was conducted at corporate organizations located in diverse locations such as Shamirpet (Hyderabad), Sangareddy (Hyderabad), Marathahalli (Bengaluru), Noida, and Faridabad. The study spanned from March 21st to June 17th, 2022, encompassing 90 days. The initial 17 days were dedicated to planning, coordination, and processing, extending from March 30th to April 15th. The questionnaire preparation and approval process within the organization occurred in a week from April 19th to April 25th. The distribution of questionnaires commenced in the first week of May, following prior permissions obtained from relevant authorities in each organization. Data collection started on May 15th, taking almost a week to coordinate and collect responses. Subsequently, based on the gathered data, the dissertation writing began on May 25th, requiring approximately 20 days for completion. The study population included 126 employer responses, with 24 from IFF Hyderabad, 25 from Talbrosh Faridabad, 27 from Amadeus Bangalore, 25 from Honda Noida, and 25 from GVK Hyderabad.

RESULTS & DISCUSSION

Based on observations, 88% of respondents demonstrated awareness of the existence of medical rooms within their corporate organization. This indicates that the majority of employees are cognizant of the services and benefits offered by these facilities. With a negligible percentage exception, nearly all individuals have made multiple visits to medical rooms in the past year. The primary reasons for these visits were pre-employment checks/health examinations, general consultations, followed by medical emergencies and first aid. A significant portion of employees expressed satisfaction with the provided services, although some suggested areas for improvement. Additionally, 51% of employees reported positive changes in dietary and lifestyle habits after utilizing medical room services. Regular health check-ups were acknowledged as beneficial for monitoring overall well-being. Employees also demonstrated interest in wellness activities such as yoga and meditation. The majority (78%) expressed contentment with their work environment, emphasizing the positive impact of employee engagement activities in fostering a healthy relationship between employees and employers. The recommendation was made for corporations to establish more medical rooms, as a healthy workplace is correlated with increased productivity and efficiency.

CONCLUSION

In India, the development of corporate medical rooms is still in its growing phase. The establishment of a medical room proves advantageous for both the organization and its employees. This research indicates a notable level of awareness regarding corporate medical rooms, with employees frequently utilizing these facilities for general consultations and pre-employment health checks. A majority of the study participants express satisfaction with the services provided, although a few suggest potential improvements to enhance medical room services. The impact of these medical rooms on employees is evident, as many find employee engagement activities beneficial, and some note positive dietary changes. All these initiatives aim to raise awareness among employees about the significance of both physical and

mental health, ultimately contributing to increased workplace productivity.

REFERENCES

1. Published Online-Onsite Medical Room for Corporate Wellbeing [Internet]. Ekinicare.com. 2022 [cited 31 May 2022]. Available from: <https://www.ekincare.com/blog/on-site-medical-rooms-comprehensivesolution-against-covid-1>
2. Published Online- Protecting workers' health [Internet]. Who.int. 2022 [cited 31 May 2022]. Available from: <https://www.who.int/news-room/fact-sheets/detail/protecting-workers'-health>.
3. Published Online- [Internet]. 2022 [cited 31 May 2022]. Available from: <https://www.hse.gov.uk/firstaid/what-employers-need-to-do.html>