

On-Site Clinic Policy and Procedures

Effective Date: Adopted 2/14; Revised 8/17

§-I. PURPOSE To provide regulations concerning the administrative operations of the on-site clinic.

§-II. SCOPE All employees and retirees covered under the group health care plans.

§-III. POLICY The County has established an on-site clinic operated by an independent health care administrator to provide health care services to eligible employees, retirees (pre-65), and their dependents. The clinic will provide services to include acute and chronic care, wellness education, and occupational health services to include, pre-employment physicals and drug testing. The clinic will be operated by an independent administrator and staffed by their employees.

§-IV. PROCEDURES

A. Clinic Access

Employees, retirees (pre-65), and dependents over the age of two years on the county's group health plans have access to the clinic.

B. Clinic Operating Hours

The Clinic is open Monday thru Thursday from 7:00am to 6:00pm, on Fridays from 7:00am to 1:00pm, and on Saturdays from 8:00am to 12:00pm. Operating hours will be reviewed periodically based on demand.

C. Employee Use of Clinic During Scheduled Work Time

Employees covered under the County health benefits are eligible to utilize the on-site clinic. The clinic schedule provides a variety of appointment options in an attempt to meet the needs of the employees. The goal of the center is to provide appointments without a wait time, decreasing the amount of time away from work. Employees are encouraged to schedule appointments that do not conflict with the work day. In the event an employee must schedule an appointment during his or her regular work hours, the following policy will apply:

1. Employees must contact their manager or supervisor prior to scheduling an appointment during regular work hours.
2. Employees will not be required to use personal time such as sick leave or comp time, if they meet the following conditions:
 - Have prior approval from their manager or supervisor to schedule an appointment at the on-site clinic during regular work hours.

- Leave their work station no earlier than 20 minutes prior to the appointment and return no later than 20 minutes after the scheduled appointment.
3. Employee must provide their manager or supervisor with notice from the clinic administrator of their appointment arrival and departure time.

Employees will be required to use personal time if they are accompanying a spouse or dependent to an appointment.

Employees who are advised not to return to work by the clinic administrator must notify their manager or supervisor. They will be required to use sick leave or other personal time as they would under other circumstances.

D. Cost for Services

There will be no co-pay to employees, retirees (pre-65) or dependents for services received at the clinic or medications dispensed by the clinic.

E. No Show Policy (Effective 1/1/2018)

Advance notice is required in the event a covered employee or dependent needs to cancel or reschedule an existing appointment. When appointments are not cancelled or rescheduled in a timely manner, there is a negative service impact on others trying to schedule appointments.

A \$25 fee will be enforced through payroll deduction when employees or dependents do not give at least a 24-hour notice of cancellation.

If a missed appointment occurs due to work obligations, the fee will be waived if an employee provides a "No Show Verification" form from their supervisor. No Show Verification forms must be given to the clinic staff within five (5) days of a missed appointment.

Fees for missed appointments may be waived if the absence is due to extenuating circumstances. Information explaining any extenuating circumstance must be provided to the Health Clinic Staff as soon as practicable. The Health Clinic Staff will make the final decision to waive any deductions.

The Health Clinic staff will provide a weekly report to Human Resources listing employees and dependents with "no show" appointments during the week. Human Resources and Finance will process the appropriate payroll deduction. Fees will be deducted from an employee's paycheck within 30 days after the missed appointment.

Employees or dependents should call the Health Clinic at 770-528-1924 to cancel an appointment with at least a 24-hour notice. Online cancellations are not an acceptable way to cancel an appointment. Employees or dependents who "no show" or who do not give a 24-hour notice of cancellation will be subject to a \$25 fee.

All employees using the clinic or whose covered dependents use the clinic will be required to complete an acknowledgement of this policy thereby providing authorization to make payroll deductions should a "no show" occur.

F. Medical Records and Data Reporting

The clinic is operated by an independent administrator paid by the County and staffed by medical professionals employed by the administrator. The County will have no access to any individual medical records. The administrator will follow all regulatory guidelines including HIPPA to protect the personal health information of their patients.

The County receives aggregate reports of clinic usage and activity to monitor usage of the clinic by employees, retirees and dependents. No individual or identifiable information will be reported by the clinic administrator to the County.