



# On-site Clinic Policy and Procedures

**Effective Date: February 2014**

**BOC Amended: 8/2017**

<b>Owner</b>	Board of Commissioners (BOC)
<b>Reviewer(s)</b>	Human Resources
<b>Approver(s)</b>	Human Resources Director
<b>Related Policies</b>	ALL
<b>Related Standards</b>	N/A
<b>Storage Location</b>	iCobb
<b>HR Last Review Date</b>	October 2020
<b>HR Next Review Date</b>	October 2022
<b>HR Review Cycle</b>	Every two years

## 1. PURPOSE

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

## 2. SCOPE

This policy affects all employees and all retirees covered under the group health care plans. If you have questions regarding this policy, contact Human Resources.

## 3. GOVERNING LAWS, REGULATIONS & STANDARDS

<b>Guidance</b>	<b>Section</b>
Health Insurance Portability and Accountability Act of 1996 (HIPAA)	Public Law 104-191, Sections 261 through 264 <a href="https://www.hhs.gov/hipaa/for-professionals/privacy/laws-regulations/index.html">https://www.hhs.gov/hipaa/for-professionals/privacy/laws-regulations/index.html</a>
And all other applicable laws and regulations	

## 4. DEFINITIONS

**HIPAA** - HIPAA is the acronym for the Health Insurance Portability and Accountability Act that was passed by Congress in 1996. HIPAA does the following:

- Provides the ability to transfer and continue health insurance coverage for millions of American workers and their families when they change or lose their jobs;
- Reduces health care fraud and abuse;
- Mandates industry-wide standards for health care information on electronic billing and other processes; and
- Requires the protection and confidential handling of protected health information

**“No show” appointment** - refers to a missed patient appointment wherein the patient was scheduled, did not appear for the appointment, and made no prior contact with the clinic staff 24 hours prior to their appointment.

**No show verification form** - is a form completed by both the employee and their manager/supervisor stating the work obligation which caused a no-show appointment.

**Online cancellation** - refers to a patient using a web-based application to cancel their appointment.



# On-site Clinic Policy and Procedures

Employees or dependents should call the Health Clinic at 770-528-1924 to cancel an appointment with at least a 24-hour notice.

**Onsite Clinic** – is a medical facility operated by independent contractors where county employees and their covered dependents on the county's group health plans can seek care for acute and chronic medical conditions.

**Pre-65** - Retirees who are 64 years of age or younger.

## 5. 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.

### 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 workday. 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 workstation 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.



# On-site Clinic Policy and Procedures

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.



# On-site Clinic Policy and Procedures

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.

## 6. EXCEPTIONS

Exceptions to this policy must be justified and approved in advance by the County Manager and/or the Board of Commissioners.

## 7. NON-COMPLIANCE

Violations of this policy may include disciplinary action according to applicable County policies.

## REVISION HISTORY

Version ID	Revision Date	Author	Reason for Revision
	02-2014		Adoption
	08-2017		Revision
v.1.0-2020	09-2020		Reformat