



eMedical Interim Employee “How-to” Guide



eMedical User Guide for Interim (New USFS and Temp Seasonal) Employees

Forest Service
Fire and Aviation Management

eMedical

Last Updated: January 2023





eMedical Interim Employee “How-to” Guide

Table of Contents

- 1. General eMedical Questions for Interim Employees..... 3
 - 1.1 Who are “Interim” employees?..... 3
 - 1.2 How do I access eMedical?..... 3
 - 1.3 How do I access my packet?..... 5
 - 1.4 How do I complete the Informed Consent Form? 6
 - 1.5 How do I update my user profile? 7
 - 1.6 Who is my Fire Supervisor? 8
- 2. Arduous Medical Process (AMP) VS. Heath Screening Questionnaire (HSQ) 9
 - 2.1 What is the difference between the AMP and the HSQ? 9
 - 2.2 How do I know what exam/questionnaire I am supposed to take?..... 9
 - 2.3 How do I complete the HSQ?..... 10
- 3. OF-178 Exam Process Questions 12
 - 3.1 I am being sent for an OF-178 Exam. What do I need to do? 12
 - 3.2 How do I schedule my OF-178 Physical exam? 13
 - 3.3 How do I pay for exams? 17
- 4. Exam Clearance, Waivers and Mitigations..... 17
 - 4.1 Notification of Medical Clearance 17
 - 4.2 What is a waiver? How is a waiver issued? 17
 - 4.3 What do I do if I have a waiver? 17
 - 4.4 How do I view my exam Waiver and Mitigations? 18
 - 4.5 Employees with Waivers – Annual WCT Clearance Process 19
- 5. Contractor Information 20
 - 5.1 How do employees contact Acuity International/CHS?..... 20
- 6 WCT Completion Questions 21
 - 6.1 Once I am cleared to take the WCT, what is required? 21
 - 6.2 How can I view my WCT results?..... 21
 - 6.3 How do I indicate if I want to participate in a WCT re-test?..... 21



eMedical Interim Employee “How-to” Guide

7. Medical Review Board (MRB) Waiver Appeal Process Questions.....	22
7.1 How do I appeal a waiver rejection?	22
8. Additional Process Questions.....	23
8.1 How do I view my current packet, including submitted forms and reviewer comments? 23	
8.2 How do I respond to a request for information?	24
8.3 How do I determine who my HSQ Coordinator is?.....	25

1. General eMedical Questions for Interim Employees

1.1 Who are “Interim” employees?

The term “Interim” employee is used within eMedical for:

- 1) New or rehired temp seasonal employees who have had their SF-52 hiring action completed and do not yet have an active ConnectHR profile

-OR-

- 2) New USFS employee transfers from another agency who have had their SF-52 hiring action completed and who have not yet begun work or have an active ConnectHR profile.

The “Interim” status allows HSQ Coordinators to initiate the HSQ process for new employees prior to their start date so they can begin their fitness program for the WCT and be cleared to test (or within the HSQ process) by their first day of work.

1.2 How do I access eMedical?

The Health Screening Questionnaire (HSQ) Coordinator will start the HSQ process for new or temp employees before they begin work with the intent to have them cleared prior to their first day of work. Interim employees will receive an email invitation from eMedical with a link to access the new eMedical site for New employees, Temporary employees and ADs here:

Temp/AD SITE: <https://emedicalacc.gdci.com/user>



eMedical Interim Employee “How-to” Guide

IMPORTANT: New employees, Temporary Employees and ADs can **ONLY** access eMedical **AFTER** their HSQ Coordinator begins the process for them. Wait for the email from eMedical with your Access Code and instructions to access the program each year.

eMedical Auth Administration Login

User Name/Password Login

To log into eMedical Auth Administration with your user name and password provide them and click the Log In button.

User Name: *
Password: *

Log In

Those with existing eMedical profiles log in here:

Need assistance with credentials?

[Forgot Your User Name?](#)
[Forgot Your Password?](#)

Need to create credentials?

[Establish User Name and Password](#)

New to eMedical? Create a user profile by clicking here:

If this is the first time you have accessed eMedical and just created a profile, follow the directions below. You will need the invitation code emailed to you to access eMedical.

If you already have a profile and have used eMedical, log in and skip to step 1.3. You will not need to use an invitation code.

1. In the email sent to you by eMedical, locate your Invitation Code under Step 5 and copy and paste it into the Invitation Code field on the login screen.

Example of eMedical email:



eMedical Interim Employee "How-to" Guide

INSTRUCTIONS TO COMPLETE HSQ FORM:

1. Please navigate to this web address:
<https://emedicalacc.gdcii.com/user>
to complete the HSQ form by 9/26/2018. If you are unable to click on the link provided, copy and paste the link into your internet browser and press the "Enter" key.
2. If you have not established a USFS eMedical User Profile, click on the link "**Establish Username and Password**" below the main login fields, and follow the prompts to establish your profile. Then Click "**Submit**".
3. If you have already established a Username and Password, log in on this screen.
4. Once logged in, you may be prompted to enter your **Unique Invitation Code**. If you are not prompted to enter your invitation code, skip to Step # 7.
5. **If prompted, enter your Unique Invitation Code.** This code is one-time use only.

8AD1F447A803AF7F112F46C85

This is your INVITATION CODE. You will need this in the next step.

2. Copy/Paste your Invitation code into the appropriate field shown below. Then verify your Date of Birth and click "**Submit**". Note, if you receive an error that states your information is incorrect, contact your HSQ Coordinator for help.

User Invitation Redemption

In order to access eMedical, please provide the information requested on this page. Click the Submit button when you have entered the information.

An asterisk appears before the name of any input that is mandatory.

***Invitation Code**

***Your Social Security Number**

***Your Date of Birth** Month: > Day: > Year:

Note: After a Temporary or new employee has been granted ConnectHR (Dashboard) Access, Temporary or new employees will complete their eMedical process through ConnectHR if needed. They should then reference the eMedical "How-To" Guide for Employees for guidance on navigating eMedical if the process has not yet been completed.

1.3 How do I access my packet?

Log in to eMedical.
Click "**My Packets**" on the left menu.



eMedical Interim Employee “How-to” Guide

My eMedical

My Packets

Welcome to eMedical

ATTENTION : You have logged in to a live production site for the eMedical System. All information inputted and contained within this site is considered authentic real data. ONLY initiate a packet if you have a legitimate need to start the medical screening process for a WCT that is coming up soon. This site is NOT to be used as a practice site or for testing out how the system functions. Thank you!

Next, click on **“Take Action”**. You will be brought to the Informed Consent form.

Action Packets			
Name	Employee Information	Packet Information	Reset Search
Name	Employee Information	Packet Information	Action
Janet Sobieski	hspriggs@fs.fed.us 110402000300000000 Packet # 3895	WCT Level Arduous Workflow Status Packet Profile Updated WCT Clearance Status Not Started	Take Action

1.4 How do I complete the Informed Consent Form?

- Review the various WCT levels and their associated risks.
- Verify the correct duty station city and state, change if needed. Then check both boxes below before clicking “Submit”. Note: You cannot proceed to the HSQ until both boxes are checked and submitted.
- Once you click “Submit” a pop-up box will appear verifying “The submission of the form will be electronically recorded and constitutes your signature, which thereby certifies your acknowledgement of the risks associated with WCT.”
- Check the box in the pop-up and again click “Submit”.

By submitting this form, you are acknowledging your understanding of and consent to the risks associated with taking the Work Capacity Test.



eMedical Interim Employee “How-to” Guide

eMedical
GDCII

My eMedical
New Packet - Self
My Packets

Informed Consent
An asterisk appears before the name of any input that is mandatory.

Work Capacity Test: Informed Consent

Pack Test – Arduous:
The 3 mile test in with a 45-pound pack in 45 minutes is strenuous, but no more so than duties of wildland firefighting.

Field Test – Moderate:
The 2 mile test with a 25-pound pack in 30 minutes is fairly strenuous, but no more than the field duties assigned.

Walk Test – Light:
The 1 mile walk test in 16 minutes is moderately strenuous but no more so than the duties assigned.

Risks
There is a slight risk of complications from participating in this test including injuries (blisters, sore legs, sprains) but also heart attack, rhabdomyolysis, compartment syndrome, heat illness, and possibly death.

If you have been inactive and have not practiced or trained for the test, you should engage in several weeks of specific training before you take the test. Be certain to warm up and stretch before taking the test and to cool down after the test. By completing the Health Screening Questionnaire and/or a physical exam, the potential risk of serious consequences is reduced.

*Duty Station City
*Duty Station State

I understand that there is a slight risk of complications from participating in this test including injuries (blisters, sore legs, sprains) but also heart attack, rhabdomyolysis, compartment syndrome, heat illness, and possibly death.

I have read the information on this form and in the brochure “Work Capacity Test,” understood and truthfully answered the Health Screening Questionnaire (if applicable), and understand the purpose, instructions, and risks of the job related to the work capacity test.

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1.5 How do I update my user profile?

Once an employee completes their “Informed Consent”, they will be directed to update their user profile. Profiles may also be updated anytime a user accesses their packet under the “**View Profile**” menu option on the left side of the screen under “Current Packet”.

- Editable information includes:
 - Temporary unit (if detailed, for example)
 - Gender
 - Primary e-Mail address
 - Secondary e-Mail address
 - Fire Supervisor name
- Any non-editable profile data is being pulled over from other HR systems, and will need to be updated by contacting HR.



eMedical Interim Employee “How-to” Guide

- Not all information is required; however Items denoted with an asterisk * are *required* items to proceed
- Profiles may also be updated anytime a user accesses their packet under the “**View Profile**” menu option on the left side of the screen under “Current Packet”

1.6 Who is my Fire Supervisor?

- Your Fire Supervisor is often the person identified as your Supervisor in Paycheck8, but it is not required to be. Your Fire Supervisor should be a supervising fire employee who is responsible for tracking your WCT clearance process.
- For employees who do not work in fire (i.e. Recreation, Timber, etc.) your Fire Supervisor is generally an A/FMO on your district. If you are unsure who your Fire Supervisor is when making your selection, please contact your HSQC or fire management for assistance.
- To select a Fire Supervisor, click on the “Select Fire Supervisor” button and search/select using the pop-up window.
- Once you have found your Fire Supervisor, click the “Submit” button.



eMedical Interim Employee “How-to” Guide

First Name	Janet
Middle Name	
Last Name	Sobieski
Duty Station	Idaho City
Temporary Unit	<input type="text"/>
SSN	XXX-XX-5555 <input type="button" value="Show SSN"/>
*Gender	F <input type="button" value="v"/>
Date of Birth	1/1/1970
*Primary E-mail Address	hspriggs@fs.fed.us
Secondary E-mail Address	<input type="text"/>
*Street Address 1	123 Main St.
Street Address 2	<input type="text"/>
*City	Idaho City
*State	ID
*ZIP Code	83836
*Telephone	2083334444 <input type="button" value="i"/>
*Fire Supervisor	HOPE KUO <input type="button" value="Select Fire Supervisor"/>

You will now be routed to the HSQ form.

2. Arduous Medical Process (AMP) VS. Heath Screening Questionnaire (HSQ)

2.1 What is the difference between the AMP and the HSQ?

- The AMP is for those taking the *arduous* WCT.
- The HSQ is for those employees taking the *moderate* and *light* WCTs.

2.2 How do I know what exam/questionnaire I am supposed to take?

eMedical keeps an electronic medical history that you can reference as needed.



eMedical Interim Employee “How-to” Guide

You can access your packet anytime (Refer to Section 8) however ***your HSQC determines which process to direct you to*** when they initiate or approve your packet. When you log in to complete eMedical, you are automatically routed to the appropriate process based on what your HSQC determined.

2.3 How do I complete the HSQ?

- Check any box that applies in either Section A or B of the form.



eMedical Interim Employee "How-to" Guide

HEALTH SCREENING QUESTIONNAIRE (HSQ)

Assess your health needs by marking all true statements.

The purpose of the HSQ is to identify individuals who may be at risk while taking the Work Capacity Test (WCT) and recommend an exercise program and/or medical examination prior to taking the WCT.

Employees are required to answer the following questions which were designed to identify those individuals who may be at medical risk when taking a WCT. The HSQ is not a medical examination. Any medical concerns you have that may place you or your health at risk should be reviewed with your personal physician prior to participating in the WCT.

An asterisk appears before the name of any input that is mandatory.

Packet Summary for Darth Vader

WCT Level	Moderate
Position Type	AD
Highest Incident Qualification	ff12
Position that Requires WCT Level	
OrgCode	110402000100000000
HSQ Coordinator	CATHY JO CARTER

Section A

You have/had:

- a heart attack
- heart surgery
- coronary (heart) angioplasty or stent placement
- a pacemaker/implantable cardiac defibrillator/ rhythm disturbance (abnormal heartbeat)
- heart valve disease or a heart murmur
- heart failure
- heart transplantation
- congenital (born with) heart disease
- personal experience or a doctor's advice of any other physical reason that would prohibit you from carrying out or participating in strenuous activity
- blood pressure greater than 139/89, or you take blood pressure medication
- diabetes: diet controlled or you take medicine to control your blood sugar

You experienced in the last 12 months:

- chest discomfort/pain with exertion
- breathlessness more than others with exertion
- dizziness, fainting, blackouts
- muscle or bone/joint problems: spine, knees, back, hips, shoulders, etc. (swelling, moderate pain)

Other Health Issues:

- you have a hernia
- you take heart or asthma medications
- you have epilepsy or a seizure disorder
- you have a history of past heat exhaustion/stroke that required medical care
- your blood cholesterol level is greater than 200 mg/dL, or your HDL is less than 40 mg/dL, or you take cholesterol medication

Waivers

I have a waiver

Section B

Cardiovascular risks:

- you are physically inactive (i.e., you get less than 30 minutes of physical activity less than 3 days per week)
- you have a body mass index (BMI) \geq 30 (see footnote)
- you don't know your cholesterol level
- you don't know your blood pressure
- you smoke currently or in the past 6 months

Footnote: to determine BMI, go to [National Heart, Lung and Blood Institute: Calculate Your Body Mass Index](#)

*Duty Station City

*Duty Station State



eMedical Interim Employee “How-to” Guide

- **If you have an existing waiver**, check the last box in Section A that states “I have a waiver” and fill out the text box for what type of waiver you have. A link for any pre-existing waiver mitigations should auto-populate for you to view.
- Notify your HSQ Coordinator that you have a waiver, and follow the directions to provide the MQP office with any annual updates as required by your waiver. You may show your HSQ Coordinator your waiver if you choose to do so, but they may also check with the MQP office on waiver status and will be given non-specific, non-sensitive information on the type of update (if applicable) is needed for Medical Officer review.
- On the screen, click the checkbox in the pop-up window acknowledging the following statement: I certify that all of the information I have provided on this form is complete and accurate to the best of my knowledge, and that submitting information that is incomplete, misleading, or untruthful may result in termination, criminal sanctions, or delays in processing this form for employment.
- Click the **“Submit”** button.
- On the next screen, under “Associated Packets” in the “Packet Information” column, ensure the “Workflow Status” reads “HSQ Submitted”.

Log out of eMedical. Your HSQ Coordinator will review the submitted HSQ and will contact you by email with further information/directions.

One of 3 options will follow:

- You will be cleared to **take the WCT**
- You will be **sent to the RMO for review** (i.e you have a waiver)
- You will be **sent for an OF-178 Physical Exam** (Refer to Section 3)

For each of these pathways, you will be notified by email.

3. OF-178 Exam Process Questions

3.1 I am being sent for an OF-178 Exam. What do I need to do?

- **Complete OF-178 Part A.** If an employee is required to complete an exam, they will receive an email notifying them to **complete and submit the OF-178 Part A in eMedical.**



eMedical Interim Employee “How-to” Guide

- Log in to eMedical.
- Click on “My Packets” on the left menu.
- In the “Action Packets” section, click “Take Action” under the “Action” column for the current packet.
- Click either “Yes” or “No” on the following screen’s radio button to report any medical or physical issues that may interfere in your ability to perform full duties of this position. This is where you can provide additional information to explain why any condition was checked on your HSQ form. **Checking “yes” here and providing information will not have any effect on your clearance** – it simply provides more information on any condition for your Reviewing Medical Officer.
- Click the “Submit” button.
- Click the checkbox in the pop-up window acknowledging the following statement: I certify that all of the information I have provided on this form is complete and accurate to the best of my knowledge, and that submitting information that is incomplete, misleading, or untruthful may result in termination, criminal sanctions, or delays in processing this form for employment. Furthermore, consistent with the [Privacy Act Statement](#), I authorize the release to my employing agency of all information contained on this examination form and all other forms generated as a direct result of my examination.
- Click the “**Submit**” button to submit the form.

3.2 How do I schedule my OF-178 Physical exam?

You will need to schedule a physical exam with a medical provider. You will be given the option to use the services of Acuity International/Comprehensive Health Services (CHS) to schedule and pay for your physical exam.



eMedical Interim Employee “How-to” Guide

Scheduling

You will now need to get a physical exam with a medical provider. Acuity International has been contracted to assist with scheduling and payment of medical exams.

If you would like assistance in scheduling and paying for your medical exam, choose YES below. You will be asked to supply additional information to initiate this process and Acuity will contact you to arrange the appointment.

If you choose not to accept Acuity’s services, choose NO below. You will receive an email from eMedical with information about your exam. You will be responsible for scheduling, paying, and obtaining reimbursement costs for your exam.”

An asterisk appears before the name of any input that is mandatory.

Packet Summary for Kylo Ren

WCT Level	Arduous
Position Type	AD
Highest Incident Qualification Position that Requires WCT Level	FFT1
OrgCode	110811000700000000
HSQ Coordinator	CATHY JO CARTER

Scheduling Assistance

***Assistance Scheduling Exam** Yes, I would like Acuity International to assist me
 No, I decline to use Acuity’s services.

*Name	Kylo Ren
*E-mail Address	testemedical20@gmail.com
*Telephone	123-999-9999
*Location of the Exam	Boise, ID
*Employee ID	123456789
*Type of Exam	AME
Org Code	Build Org Code 110811000700000000

If you choose to use the services, you will need to provide the following basic information to get started (some information will autopopulate):

- Name (autopopulated)
- Email address
- Phone number
- Location of exam
- Employee ID (autopopulated)
- Duty Station Org Code

Acuity/CHS will receive this information securely and contact you within 3 business days with instructions on how to proceed. You will set up an account through them and use their external (non-government) scheduling system to schedule and pay for your exam. They will identify a



eMedical Interim Employee “How-to” Guide

local medical provider to perform the exam and supply that provider with all the necessary documentation to complete it. You will be informed on the date/time and location of the exam once it is scheduled.

- You **must** arrive on-time to your appointment.
- If you cannot make the scheduled appointment for your exam you must reschedule through Acuity/CHS as soon as possible to avoid late/missed appointment fees.

After the exam is performed, Acuity/CHS ensures the medical provider sends the results to eMedical for review by the USFS Reviewing Medical Officer. After it is reviewed you will be notified via email of your clearance status.

- Refer to section 5 for information on how to contact Acuity/CHS. All questions regarding access to and use of Acuity/CHS' scheduling system should be directed to them.

If you choose to not use the scheduling services, you will need to schedule and pay for your own exam.

Employees that choose to make their own exam arrangements must ensure the following:

- The medical provider must be a licensed MD, DO, NP/APN or PA. Chiropractors may not complete this exam.
- The medical provider **must** enter their exam results into eMedical. The employee will receive an email from eMedical with information on what to bring to their exam.
- The employee will pay for exam costs but can be reimbursed (see section 3.3)

emedicalacct.gdcii.com says

I understand that by choosing this option I am responsible for scheduling and payment of my medical exam.



What if the I cannot find a medical provider in the area to perform my exam and/or enter the results into eMedical?

Employees may choose to use Acuity's services anytime in the process. If you initially opt out of using the contracted services but later change your mind, contact the eMedical Help Desk via



eMedical Interim Employee “How-to” Guide

email (SM.FS.mqp_emedical@usda.gov) to authorize Acuity to contact you. Please also include the following information:

- Name
- Email Address (For Acuity to contact you)
- Phone # (For Acuity to contact you)



eMedical staff will reach out to Acuity/CHS and they will contact you directly.

After choosing “No”, you will receive an email from eMedical with important information. Read this email carefully, it includes detailed instructions on what to bring to the exam.

**IMPORTANT: ALL WCT related updates will come from eMedical@gdcii.com.
PLEASE READ ALL EMAILS from this address fully.**

*****FOR MEDICAL PROVIDER USE ONLY*****

eMedical EXAM ACCESS INSTRUCTIONS:

1. To access this employee’s exam, navigate to this web address:
<https://emedicalacct.gdcii.com/provider> 
2. If you have not established a USFS eMedical User Profile, click on the link “Establish Username and Password” below the main login fields, and follow the prompts to establish your profile. Then Click “Submit”.
3. If you have already established a Username and Password, log in on this screen.
4. Ensure that your eMedical profile includes the examining medical provider’s information, as this is what is used to generate the provider’s electronic signature.
5. Once logged in, click on the “Redeem Invitation” link on the left side of your screen.
6. **Enter the employee’s Unique Physician Access Code.** This code is one-time use only.
23D2D48738E6FD79CE3182CA9 

Note: Employees must print this email with the physician access code and a copy of all “Physician Documents” stored on the eMedical website: [eMedical | US Forest Service \(usda.gov\)](https://www.usda.gov/eMedical)

Bring the letter and documents to the medical exam.

ASK FIRST! You may use a provider of your choice, but they **MUST** agree to use eMedical and its online exam submission process **PRIOR** to you having an exam completed.

If you need assistance in scheduling an exam, please contact your HSQC. MD/DO/NPs and PAs may conduct exams. Chiropractors may not.

Physicians and medical providers can contact the MQP Help Desk at SM.FS.mqp_emedical@usda.gov with any additional questions

Once your exam has been submitted by your medical provider it will be reviewed by the USFS Medical Officer.



eMedical Interim Employee “How-to” Guide

3.3 How do I pay for exams?

- If you choose to use Acuity/CHS’ services, payment will be handled through them directly and you do not need to do anything.
- If you choose to not use the services, you will need to pay for the exam at the time of service and arrange for reimbursement for exam costs using the “Request for Reimbursement form” [FS 6500-229](#)
- Government Purchase Cards cannot be used to pay for exams.
- Exams costs will be charged to:

Wildland Firefighters and Fire Support Personnel (Base-8 Employees)	Regional WFSE
Militia/Readiness Reserve Workforce	Regional WFSUTR
AD (Casual) Support	Regional WFSUAD

4. Exam Clearance, Waivers and Mitigations

4.1 Notification of Medical Clearance

Once your physical exam results are submitted in eMedical, it will be reviewed by the appropriate person (HSQC, USFS Medical Officer or other eMedical administrator). The USFS Reviewing Medical Officer (RMO) will ultimately determine if you are “Medically Qualified” and may assign waivers and mitigations. You will be notified by email if you are medically cleared, if additional information is needed, or if you have been granted a waiver.

4.2 What is a waiver? How is a waiver issued?

Employees *may* be issued a waiver from the USFS RMO for their particular conditions. The waiver *may* require that employees provide specific medical information annually to be cleared to the WCT. **Waivers are ONLY issued from the USFS Medical Qualifications (eMedical) Office. They cannot be issued by personal medical providers.**

4.3 What do I do if I have a waiver?

- You should check the “I have a waiver” box to inform the HSQC of your waiver. The HSQC needs to send the packet to the RMO to review the waiver mitigation.



eMedical Interim Employee “How-to” Guide

4.4 How do I view my exam Waiver and Mitigations?

When an employee is cleared after the exam, they are emailed notification of their clearance and directions on how to view their waiver specifics. **MAKE SURE to view your waiver and mitigations instructions after you receive it! MANY waivers require information to be submitted to the MQP Office annually.** Specific directions are found in your waiver/mitigation.

IMPORTANT: ALL WCT related updates will come from eMedical@gdcii.com. PLEASE READ ALL EMAILS from this address fully.

Employee Directions to View Waiver:

1. Log into eMedical.
2. Go to **My Packets**
3. If the waiver was issued in 2017 or later it will be highlighted in your list of packets. You can click on the link and it will take you to your waiver information.

Name	Employee Information	Packet Information	Action
Maggie Barrett	testemedical20@yahoo.com 110202000000000000 Packet # 7301	WCT Level Arduous Workflow Status Packet Closed WCT Clearance Status Cancelled	View
Maggie Barrett	testemedical20@yahoo.com 110202000000000000 Packet # 7300	WCT Level Arduous Workflow Status Packet Closed WCT Clearance Status Cancelled	View
Maggie Barrett	testemedical20@yahoo.com 110202000000000000 Packet # 7299	WCT Level Arduous Workflow Status Packet Closed WCT Clearance Status Cancelled	View
Maggie Barrett	testemedical20@yahoo.com 110202000000000000 Packet # 7292	WCT Level Moderate Workflow Status Packet Closed Mitigation Granted View Mitigations WCT Clearance Status Cancelled	View

4. The mitigations box will give detailed directions to the employee on what type of waiver you have.
5. It will describe in detail what information needs to be included in an annual physician statement (if required).



eMedical Interim Employee “How-to” Guide

CERTIFICATE OF MEDICAL EXAMINATION OF 178 Part D

To be completed by the agency medical officer who reviews the examination results and recommends action.

Part D. TO BE COMPLETED BY AGENCY MEDICAL OFFICER (if one is available)

Subject	Stuart Little
Effective Date	2/4/2020
Please read your Mitigations carefully. These requirements must be met each year to be cleared to the WCT. If an annual statement(s), is required in your mitigations, you must obtain one each year from your medical provider and submit it by eFax (866-338-6630) to the USFS MQP office to obtain clearance. If your condition(s) worsen or you have a new condition after this waiver has been issued, notify your HSQ Coordinator or the eMedical Help Desk at SM.FS.mqp_emedical@usda.gov.	
Recommendation	Hire or retain
Comments	
Pre-Set Qualification Choices	Medically Qualified
Cleared to Process	WCT Process – Routine Waiver Granted with Active Mitigations
Routine Waiver Type	Medication Chest and Respiratory System
Mitigations	<p>The respiratory waiver is for your asthma and the mitigation is that you are responsible for having with you at all times a rescue inhaler that is not expired as well as supply a statement yearly from your doctor, overseeing this diagnosis, stating that it is static and stable and a complete medication list.</p> <p>The medication waiver is for your liquid medication inhaler, and one mitigation is that you will send me your complete medication list each year.</p> <p>You are responsible for having an adequate supply of all of your medication and taking them as directed by your medical provider.</p> <p>Should your medical condition/health status change/worsen, you are required to notify me as soon as possible.</p>

Mitigation requirements to supply to the MQP Office annually

If the waiver was issued prior to 2017, the employee needs to contact the MQP Help Desk at: SM.FS.mqp_emedical@usda.gov

4.5 Employees with Waivers – Annual WCT Clearance Process



eMedical Interim Employee “How-to” Guide

After the waiver is issued, each year employees should:

1. Submit required mitigations annually.
2. Check YES to “I have a waiver question” on the questionnaire.
3. If any existing condition has worsened, the employee should document it on the questionnaire at the appropriate place and give as much detail as possible. If there are any new conditions, identify them on the questionnaire and provide as much additional information as possible .
4. If there are any new conditions or if any existing condition has worsened, indicate it on your questionnaire and provide as much information as possible.
5. If the waiver *does not* require an annual update, notify the HSQC.
6. If the waiver *DOES* require an annual update, notify the HSQC and attach the information to your eMedical packet -OR- FAX or email the update to the USFS MQP office.

Clearance for both types of waivers will come by email.

FAXING A WAIVER UPDATE? USE A COVER SHEET:

https://www.fs.usda.gov/sites/default/files/media_wysiwyg/mqp_efax_cover_sheet_0.pdf

eMedical Secure Fax: 1-866-338-6630

5. Contractor Information

All questions related to Acuity and Comprehensive Health Services’ scheduling and payment systems need to be addressed with them directly using their contact information listed below. eMedical staff cannot assist with contracting-related problems.

5.1 How do employees contact Acuity International/CHS?

- USDAUSFSAcuity@chs.medical
- 855-462-1634 Monday through Friday 8am-5pm EST



eMedical Interim Employee “How-to” Guide

6 WCT Completion Questions

6.1 Once I am cleared to take the WCT, what is required?

Employees will be notified via email when receiving clearance to take the WCT.

Print a copy of the WCT clearance email and bring it to the WCT to present to your WCT Administrator (or as directed by your HSQC, some units may not require printed copies).

6.2 How can I view my WCT results?

Note: Only WCT results of “Fail” or “Did Not Complete” are typically entered in eMedical. If you passed the WCT, you are authorized to perform in whatever Incident Qualification Position level you tested for (or lower). Passing WCT results will only be recorded in IQCS. Any results can be viewed in eMedical on the packet summary page by navigating to “**View Summary**” inside of the current packet.

If an employee does not pass or complete the WCT, they can view their results in eMedical on the packet summary page by navigating to “View Summary” inside of the current packet.

The employee’s supervisor will authorize or deny any retests with your HSQC who will then authorize the retest in eMedical.

Employees will then need to agree to an additional test in eMedical before they again show on the “Cleared to Test” list.

6.3 How do I indicate if I want to participate in a WCT re-test?

If a WCT re-test is authorized, employees will receive an email notification and they will need to confirm in eMedical if they plan to take another test. The following steps need to be followed to either confirm or decline a retest:

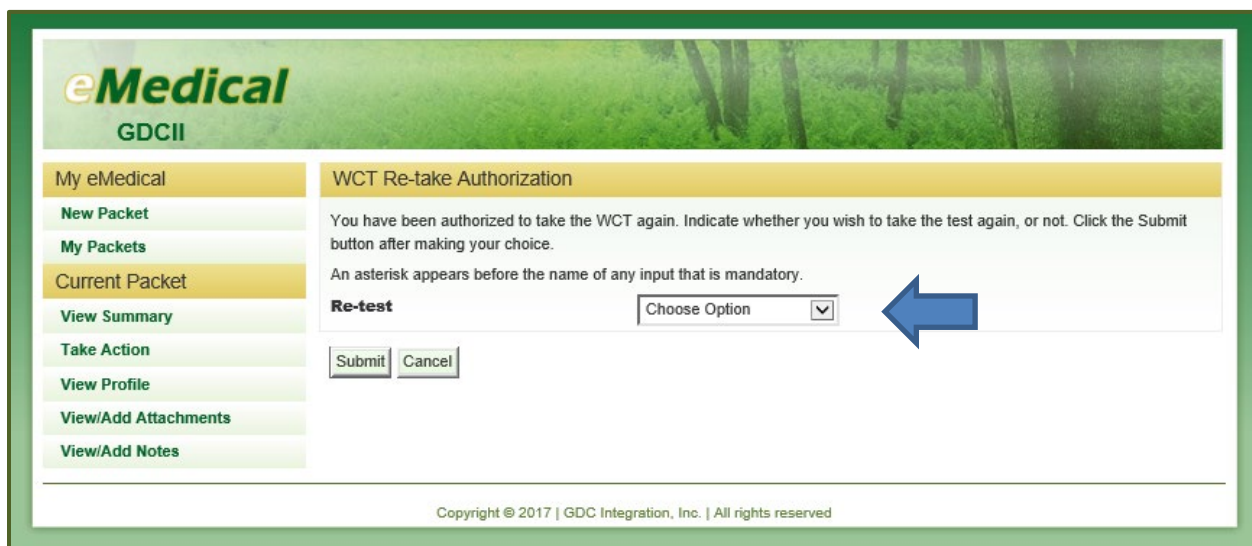
- Log in to eMedical.
- Click on “**My Packets**” on the left menu.
- Under the “Action Packets” section, click “**Take Action**” under the “Action” column.
- On the following page under “WCT Retake Authorization”:
 - If you wish to re-take the WCT, click “**Yes, I choose to re-test**” from the drop-down box. You will automatically be placed back on the list of employees who are ready to take the WCT. You must wait at least 48 hours after a non-passed WCT



eMedical Interim Employee “How-to” Guide

to attempt another WCT. Contact your WCT Administrator to sign up for another WCT.

- If you do not wish to re-take the WCT, click **“No, I decline to re-test”** from the drop-down box. The packet will be closed, and no further action will occur unless a new packet is initiated.
- Click the **“Submit”** button.



7. Medical Review Board (MRB) Waiver Appeal Process Questions

7.1 How do I appeal a waiver rejection?

If you have not been Medically Cleared, and an employee’s waiver request has been denied, an MRB waiver appeal can be initiated within three business days of receiving the email notification. To appeal a waiver rejection, employees can login to eMedical and “Take Action” on their current packet. Employees will then select from a drop-down menu choosing to submit MRB. Employees can also add comments or attachments by navigating to “View/Add Notes” or “View/Add Attachments” from the left menu.

For additional information, please contact the eMedical Help Desk at:

SM.FS.mqp_emedical@usda.gov



eMedical Interim Employee “How-to” Guide

8. Additional Process Questions

8.1 How do I view my current packet, including submitted forms and reviewer comments?

Employees can view their packet by selecting “My Packets” in the navigation bar on the left side of the page.

The packet on the top is the most recent packet. If there is action to be taken on your packet it will indicate that on the right with a link that says “Take Action”.

All former packets will be listed below and can be viewed at any time by clicking the “View” link on the right.

All packets will include a summary of personal information, medical clearance status, all completed medical clearance forms and any pending actions.

The screenshot shows the eMedical system interface. On the left, a navigation bar has three items: "My eMedical", "New Packet - Self", and "My Packets". A blue arrow points to the "My Packets" item. The main content area is titled "View Packets" and contains a description of the page's purpose. Below this is a section for "Action Packets" with a search bar and a table. The table has columns for Name, Employee Information, Packet Information, and Action. The first row shows a packet for Abby Parsons with a "Take Action" link circled in red. Below this is a section for "Associated Packets" with another search bar and table. This table also has columns for Name, Employee Information, Packet Information, and Action. The first row shows a packet for Abby Parsons with a "View" link circled in red.

Name	Employee Information	Packet Information	Action
Abby Parsons	testemedical20@gmail.com 110305000000000000 Packet # 7309	WCT Level Arduous Workflow Status Packet Profile Updated WCT Clearance Status Not Started	Take Action

Name	Employee Information	Packet Information	Action
Abby Parsons	testemedical20@gmail.com 110305000000000000 Packet # 7306	WCT Level Arduous Workflow Status Packet Closed WCT Clearance Status Cancelled	View
Abby Parsons	testemedical20@gmail.com 110305000000000000 Packet # 7295	WCT Level Arduous Workflow Status Packet Closed WCT Clearance Status Cancelled	View
Abby Parsons	testemedical20@gmail.com 110305000000000000	WCT Level Arduous Workflow Status Packet Closed	View



eMedical Interim Employee “How-to” Guide

8.2 How do I respond to a request for information?

At any point in the process, the Reviewing Medical Officer (RMO) or eMedical Administrators may require additional information to determine your clearance status. If additional information has been requested, employees will be notified via an email from eMedical.

- Log in to eMedical
- Click on “**My Packets**” from the menu on the left side of your screen.
- Under Associated Packets, select “**View**” under Action on the right side.
- Under “**Current Packet**” on the left menu, select “**View/Add Notes**” on the packet to view the request.

Logged in as Abby Parson | Home | Log off | Accessibility | Help

eMedical
GDCII

My eMedical | Viewing Notes For Packet

New Packet - Self | The table lists any existing notes for this Packet. To add a new note enter it in the text area and click the Add Note button to preserve it.

My Packets | An asterisk appears before the name of any input that is mandatory.

Current Packet

View Summary | Packet Summary for Abby Parsons

Take Action

View Profile

View/Add Attachments

View/Add Notes

WCT Level Arduous

Position Type Temporary

Highest Incident Qualification FFT2

Position that Requires WCT Level

OrgCode 110305000000000000

HSQ Coordinator CATHY JO CARTER

Existing Notes

Participant	Packet Status	Note	Date Created	Action
CATHY JO CARTER		Here is your note	8/11/2020 1:03:37 PM	View
CATHY JO CARTER		more info needed	8/11/2020 1:52:16 PM	View Respond

NOTE: eMedical staff are ONLY notified of your response if the “Respond” link above is used. Adding a note below does not notify staff and can cause delays. If you’ve added an attachment, please mention it in your response.

Add Note

*Note:

Add Note

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eMedical Interim Employee “How-to” Guide

- Employees can click “Respond” under the “Existing Notes” section and “Action” column to provide comments and upload additional documentation, as needed.
- First click “**View**” to see the information request.
- Then click “**Respond**” under the “Existing Notes” section and “Action” column to provide comments and upload additional documentation, as needed.
- Upon submission, the Medical Officer (or person who requested the information) will be notified via email to review the provided information in eMedical.

8.3 How do I determine who my HSQ Coordinator is?

1. If you work in the same location as previous years, log into eMedical and review the information in your previous packets. Your HSQC will be listed in your profile.
2. If you are new to eMedical or located in a new geographic area, contact the help desk at SM.FS.mqp_emedical@usda.gov for assistance.

If you have any additional questions, contact your HSQ Coordinator or the eMedical Help Desk at:

SM.FS.mqp_emedical@usda.gov