eMedical AMP User Guide for Interim (New USFS and Temp Seasonal/1039) Employees

Forest Service
Fire and Aviation Management

eMedical

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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/1039 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 (HSQC) 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?

Your Health Screening Questionnaire Coordinator (HSQC) will start the eMedical process by initiating new packets for new or temp employees before they begin work. The intent is 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 and Temporary employees.

**IMPORTANT:** New and Temp Employees can **ONLY** access eMedical **AFTER** their HSQC begins the process for them.

- An interim employee can begin the eMedical process as soon as their Tentative Selection Notice (TSN) is issued.
- 1039/Temp employees can begin the eMedical process as soon as their 52 hiring action is processed.

Wait for the email from eMedical with your Access Code and instructions to access the program each year.

New/Temp/ 1039 eMedical Website:  [https://emedicalacc.gdcii.com/user](https://emedicalacc.gdcii.com/user)

**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:*

You are required to complete the Informed Consent Statement in eMedical to proceed with clearance.

**INSTRUCTIONS TO COMPLETE INFORMED CONSENT STATEMENT:**

1. Please navigate to this web address: https://emedicalacct.gdcii.com/user to complete the Informed Consent Statement by 9/19/2020. 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.

   2731B401199CBFD3DD4AC87E5

   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 to confirm the date of birth listed in your eMedical profile is correct. You may also contact the eMedical Help Desk for help: SM.FS.mqp_emedical@usda.gov

**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.

Next, click on “**Take Action**”. You will be brought to the Informed Consent form.
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. You will not need to print and bring this form to your WCT.
After submitting your Informed Consent your packet you will automatically be directed to update your profile.

### 1.5 How do I update my 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

**NOTE:** Items denoted with an asterisk * are required items to proceed with the process.
1.6 Who is my Fire Supervisor?

- Your Fire Supervisor is often the person identified as your Supervisor in Paycheck8 if you are a primary or secondary fire employee, 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.
- If the Fire Supervisor field is populated, do not change it.
- Need to know who your Fire Supervisor should be? Ask your HSQC.
- Click “Submit”.
You will now be routed to the Arduous Medical Exam/Self-Certification Process.

2. Arduous Medical Process (AMP) Exam VS. Self-Certification

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

- The Arduous Medical Process is for those taking the arduous WCT.
- The HSQ is for those employees taking the moderate and light WCTs.

2.2 What is the difference between the AME and Self-Certification?

- eMedical runs on a 3-year cycle.
- Year one is the AMP exam (AME): a thorough health screening questionnaire followed by a physical exam with a physician. The results are reviewed by the forest service Reviewing Medical Officer (RMO) before you obtain medical clearance to take the WCT.
• Years 2 and 3 is a **self-certification process** which requires a short questionnaire and a blood pressure check by a local EMT or other qualified individual. The results are reviewed by HSQC’s and, based on the answers, may be routed to the RMO or cleared to the WCT.

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

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

You can access your packet anytime (Refer to Section 7) and see when your last AME or self-certification was and when you need to do it again however **your HSQC determines which process to direct you to** when they initiate your packet based on whichever process you last went through. When you log in to complete eMedical, you are automatically routed to the appropriate process based on what your HSQC determined.

### 2.4 How do I complete the AMP Part A?

- **Applicant Info:** Fill out required Applicant fields. Some of the fields will auto-populate from your profile. Required information is denoted with an *asterisk and includes:
  - Name
  - Gender
  - DOB
  - Complete address
  - E-mail
  - Phone

- **Exercise Info:** Choose boxes and drop-downs that most accurately reflect your typical exercise regimen.
**Arduous Duty Experience**: Required information includes:

- “Position Title” (your official job title: Forestry technician, AFMO, Silviculturist, etc.)
- Does your position require you to maintain arduous quals (i.e Primary/Secondary fire)?
- “Years/Months” performing arduous duties
- Highest level arduous qualifications (up to 3, less is fine if you do not have 3)
• Click the “Submit” button.
  
  o Note: *The Save button does not submit your form.*

  ![Submit and Save Buttons]

• Click the checkbox in the pop-up window acknowledging the following statement:
Click the “Submit” button.

### 2.5 How do I Complete the AMP Part B?

Part B consists of a questionnaire. Answer the questions completely. If a question requests additional information, please add as much detail as possible.

If an employee is uncomfortable and/or unsure about answering questions 2, 3, 5, 6, 11, 12, 71, 83(a), 84, 85, and 86, then the employee can choose to not answer these questions and instead discuss those questions during the medical examination. These questions will offer a third option for the employee to select, which will be, “Discuss with medical provider.”

During the exam, have the medical provider document any medical concerns related to the unanswered questions.

Once you have completed all fields “Submit” the form.

- Click the checkbox in the pop-up window acknowledging the same statement as part A and “Submit”: 
After completing the questionnaire, you will be required to schedule a physical exam.

### 2.6 How do I schedule my AMP Physician exam?

After submitting the AMP Exam Parts A and B, **you will need to schedule your physical exam with a medical provider.** Every employee with arduous fire qualifications will need to get a physical exam from a medical provider every 3 years after completing the arduous medical exam questionnaire.

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.
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 where you would like the exam (City, State, Zip Code)
- 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 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 4 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 2.7)

**emecalacct.gdci.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
email ([SM.FS.mqp_emedical@usda.gov](mailto: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)
- Preferred exam location (City, State, Zip Code)

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.

Print this email and bring it with you to your exam.

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**eMedical Exam Access Instructions:***FOR MEDICAL PROVIDER USE ONLY***

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.
   2MD2D4873E66F79CE3182CA9

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**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)

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.

### 2.7 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:

<table>
<thead>
<tr>
<th>Personnel</th>
<th>Job Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wildland Firefighters and Fire Support Personnel</td>
<td>Regional WFSE</td>
</tr>
<tr>
<td>Militia/Readiness Reserve Workforce</td>
<td>Regional WFSUTR</td>
</tr>
<tr>
<td>AD (Casual) Support</td>
<td>Regional WFSUAD</td>
</tr>
</tbody>
</table>

### 2.8 How do I complete my Self-Certification?

After informed consent statement is completed and profile is updated, you are automatically routed to the Self-Certification questionnaire on the years you are not required to take the AME.

- The self-certification questionnaire is much shorter than the AME. Answer all the questions completely. If a question requests additional information, please add as much detail as possible.
- When you have answered all the questions, click the “Submit” button. Click the checkbox in the pop-up window to proceed.
- On the years you complete the Self-Certification Process, you will also need to provide your HSQC with a documented blood pressure reading obtained by someone with the appropriate medical credentials. Reference Section 2.9 for further information.
• After completing your questionnaire and getting your BP documented, your HSQC will review your documentation and, based on your answers, will either clear you to take the WCT or forward your packet to a Reviewing Medical Officer (RMO) to review.

• You will receive further instructions via email.

2.9 How do I get my Blood Pressure checked?

Your BP can be checked and documented by someone with one of the following medical credentials: EMT, AEMT, Paramedic, MA, LPN, RN, MD, DO, NP or PA.

Check with your supervisor and/or HSQC for instruction on how to document your BP reading. Along with your BP reading you will need the name and medical credentials of the person who obtained your BP. Make sure this information goes to your HSQC. You can document your BP on the form listed under “Forms” on the eMedical website: https://www.fs.usda.gov/managing-land/fire/safety/emedical

Once they receive your documentation, your HSQC will submit it in eMedical. It will be reviewed and you will receive instructions for how to proceed.

3. Exam Clearance, Waivers and Mitigations

3.1 Notification of Medical Clearance

Once your Exam or self-certification has been submitted it will be reviewed by the appropriate person (HSQC, USFS Medical Officer or other eMedical administrator). The Medical Officer 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.

3.2 What is a waiver? How is a waiver issued?

You may be issued a waiver from the USFS Medical Officer 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.
3.3 What do I do if I have a waiver?

- For the HSQ and the Self-Certification Processes, you should check the “I have a waiver” box to inform the HSQC of your waiver. In both instances, the HSQC needs to send the packet to the RMO to review the waiver mitigation.
- For the AME, no need to do anything. Every Arduous Medical Exam is reviewed by a Medical Provider and a RMO so there is no waiver box to check on those questionnaires.

3.4 How do I view my exam Waiver and Mitigations?

When a person is cleared after the exam/self-certification process, 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.

Directions to View Waiver:
1. Log into eMedical.
2. Go to My Packets
3. If the waiver was issued after 2017 it will be highlighted in your list of packets. You can click on the link and it will take you to your waiver information.
1. The mitigations box will give detailed directions to the employee on what type of waiver you have.
2. It will describe in detail what information needs to be included in an annual physician statement (if required).

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

3.5 Employees with Waivers – Annual WCT Clearance Process

After the waiver is issued, each year you should:

1. Submit required mitigations annually.
2. Check YES to “I have a waiver question” on the self-certification questionnaire.
3. If any existing condition has worsened, you 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

**4. 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.

**4.1 How do employees contact Acuity International/CHS?**

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

**5. WCT Testing Process Questions**

**5.1 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)
5.2 How can I view my WCT results if I do not pass?

If an employee does not pass the WCT, employees can view their results in eMedical on the packet summary page by navigating to “View Summary” inside of the current packet. **Note:** Only WCT results of “Fail” or “Did Not Complete” results are required to be entered. If you passed the WCT, you are authorized to perform in any Incident Qualification Position requiring the specified level of WCT or lower. **Passing WCT results will only be recorded in IQCS.**

If the WCT result is “Fail” or “Did Not Complete,” 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.

5.3 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 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.

6.1 How do I appeal a waiver rejection?

If you have not been Medically Cleared, and a waiver request has been denied, a Medical Review Board (MRB) waiver appeal can be initiated within three business days of receiving the email notification for 1039/Temp employees. To appeal a waiver rejection, employees can login to eMedical and “Take Action” on their current packet. Employees will then make a selection 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 or questions, contact the eMedical Help Desk at: SM.FS.mqp_emedical@usda.gov

7. Additional Process Questions
7.1 How do I view my 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. “My Packets” can only be accessed after an annual HSQ request has been initiated.

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 reads, “Take Action”.

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

To view more details of the packet, select “View” under “Action” on the “My Packets” page. All packets will include a summary of personal information, medical clearance status, all completed medical clearance forms and any pending actions.
7.2 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, you will be notified via an email from eMedical.

This email serves as a request for you to submit additional information in eMedical before you may move forward in the medical clearance process.

Log into eMedical: https://emedicalacc.gdcii.com/user

- 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.
Employees can click “Respond” under the “Existing Notes” section and “Action” column to provide comments and upload additional documentation, as needed. Upon submission, the Medical Officer will be notified via email to review the provided information in eMedical.

- 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.

7.3 How do I determine who my HSQ Coordinator is?

1. If you work in the same location as previous years/packets, 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