



eMedical Frequently Asked Questions (FAQs) Guide

USFS Fire & Aviation Management

eMedical

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Table of Contents

1. Overview	3
2. Purpose	3
3. FAQs	3
3.1 What is eMedical?	3
3.2 How do I access eMedical?	3
3.3 What internet browser should I use to access the system?	4
3.4 Do I need an eMedical user name and password?	4
3.5 If I am unable to use eMedical, who should I contact for assistance?	4
3.6 How do I navigate through eMedical? Should I use internet browser command functions?	4
3.7 Does eMedical time out after a period of inactivity?	4
3.8 Who are the users of eMedical and what are their roles?	4
3.9 Where can I find more information about eMedical?	6
3.10 What is an employee packet?	6
3.11 What is an eMedical dashboard?	6
3.12 Will I have access to a dashboard?	6
3.13 How do I request HSQ Coordinator or WCT Administrator access?	7
3.14 Based on my role, what access do I have in the system?	7
3.15 Do I need to identify my work location in eMedical?	8
3.16 I am going on a long term detail to another area. Do I need my eMedical profile information or HSQ Coordinator changed?	8
3.17 How do I initiate the medical clearance process?	8
3.18 How do I submit the HSQ form?	8
3.19 How do I know if I have any required system actions?	9
3.20 How do I respond to a request for information?	9
3.21 How do I access a list of employees/ADs who are cleared to take the WCT?	9
3.22 Are WCT results recorded in eMedical?	9
3.23 How can I view my WCT results?	10
3.24 How do I know if I am authorized to take a WCT re-test?	10
3.25 How do I know if I need to complete the OF-178? How do I inform my physician?	10
3.26 I have a previous waiver that does not require any annual mitigations. What do I do?	10
3.27 I have a previous waiver that has active mitigations, and requires submission of information each year. What do I do?	10
3.28 How do I initiate a new waiver request?	11
3.29 As a Fire Supervisor, can I approve or deny a pending AD waiver request?	11
3.30 Can I appeal my denied waiver request?	11
3.31 What is the Medical Review Board (MRB) Waiver Appeal?	11



eMedical FAQs Guide

1. Overview

The Forest Service (FS) has implemented a new web-based system to automate and streamline the health screening and medical clearance process for incident qualified employees who are required to take a fitness test. This will improve operations across Fire and Aviation Management (FAM) by supporting timely medical clearance of incident and prescribed fire qualified personnel.

eMedical provides an efficient, confidential, and secure process for electronically documenting and tracking Health Screening Questionnaires (HSQs), OF-178 forms and waiver information. eMedical will reduce the time it takes to medically clear employees, reduce the need for FAM personnel to manage paper forms, and protect personal and medical data via secure online processes.

2. Purpose

The purpose of this Frequently Asked Questions (FAQs) Guide is to provide eMedical users with answers to commonly encountered questions. User guides are available on the eMedical internet site (<https://www.fs.fed.us/fire/safety/MQP.index.html>) to answer specific eMedical system navigation and functionality questions.

3. FAQs

3.1 What is eMedical?

eMedical is the new web-based medical clearance system which provides an efficient, confidential, and secure process for electronically documenting and tracking HSQ forms, OF-178 exams, and waiver information. FS employees seeking medical clearance to take the Work Capacity Test (WCT) will use eMedical to initiate the medical clearance process, complete and submit an HSQ form, and if necessary, complete and submit an OF-178 and waiver requests.

3.2 How do I access eMedical?

- **FS eAuthenticated Users:** FS eAuthenticated users who have access to ConnectHR can access eMedical via a link on the ConnectHR dashboard. By clicking on the "eMedical" link from the menu on the left side of the screen, users will be routed directly into the system.
- **Non-eAuthenticated Users:** Non-eAuthenticated users (ADs and new hires) who do not have access to ConnectHR will receive an email from their HSQ Coordinator with a unique access link to eMedical. Users who do not have a previous profile can click on the link provided in the email to verify date of birth and create a user name and password. This username/password should be saved for future use.



eMedical FAQs Guide

3.3 What internet browser should I use to access the system?

eMedical is designed to work with all internet browsers, however Internet Explorer is recommended.

3.4 Do I need an eMedical user name and password?

- **FS eAuthenticated Users:** eMedical employs single-sign on capabilities for FS eAuthenticated users. Once users log onto the ConnectHR single sign-on portal, they will not have to log into eMedical and will be directly routed into the system after selecting the eMedical link.
- **Non-eAuthenticated Users:** A separate log-in feature exists for non-eAuthenticated users (ADs and new hires) to access eMedical. Once non-eAuthenticated users receive a unique URL link via email with specific instructions to access the system for the first time, they will be prompted to create a user name and password. The same login credentials can be used to access the system in the future, however the password may expire after an extended period.
 - Password issues may be resolved by contacting the MQP Administrator (mqp_emedical@fs.fed.us).

3.5 If I am unable to use eMedical, who should I contact for assistance?

Please contact your HSQ Coordinator for assistance in completing your HSQ form.

3.6 How do I navigate through eMedical? Should I use internet browser command functions?

eMedical has its own navigation functions built into the system, including a menu bar on the left side of the screen for accessing different actions and parts of the system. Users should not use the browser command buttons (e.g., back, forward, refresh) when navigating eMedical.

3.7 Does eMedical time out after a period of inactivity?

Yes, for security purposes the system will provide a warning 15 minutes prior to timing out due to inactivity. A pop-up box will appear on the screen indicating that the session is expiring.

3.8 Who are the users of eMedical and what are their roles?

- **HSQ Coordinators:** The HSQ Coordinator initiates and reviews HSQ forms, clears employees to the WCT or to the OF-178 exam, tracks the clearance process, assists with waivers (new or existing), and requests for additional WCT tests.
- **WCT Administrators:** The WCT Administrator can access eMedical to view, save and print lists of employees who are cleared to take the WCT.



eMedical FAQs Guide

- **Supervisors:** This is the Supervisor of record in Paycheck for an employee. Can view employee clearance progress and will be sent notifications.
- **Fire Supervisors:** The Fire Supervisor should be a FAM employee and is responsible for the following: providing the HSQ Coordinator with WCT Level and incident position information for their employees; tracking their assigned employee clearance progress; and performing actions for those employees in eMedical, as required. In many cases, the Fire Supervisor will also serve as the Supervisor. In the event that a non-fire employee with incident qualifications needs a separate Supervisor with fire management knowledge identified in eMedical, the Fire Supervisor may be a manager of a different level, training personnel or a Fire Manager. The Fire Supervisor must be selected in the employee's eMedical profile. The Fire Supervisor can view employee clearance progress and will be sent notifications. Additionally, Fire Supervisors are involved in approving waivers and additional WCTs, and providing information about the employees' WCT needs to the HSQ Coordinator.
- **Employee Types**
 - **Regular Employees:** Regular employees include Permanent Full Time (PFT) and Seasonal (PSE) employees who have access to the ConnectHR dashboard. PSEs will have access to ConnectHR and eMedical when not in pay status by using a username/password to log in. This username/password should be established prior to the employee going into non-pay status.
 - **Interim Employees:** In eMedical, the "interim" term has been created to describe new employees and transfers from non-Forest Service agencies, during the time period that begins on the date of their tentative offer and ends once they receive their eAuthentication/ConnectHR login access (approximately 14 days after their effective date). HSQ Coordinators will trigger the HSQ process in eMedical for interim employees. The interim employee will then receive an email with a link/code to access eMedical and begin the clearance process before they obtain eAuthentication access. Once eAuthentication access is granted, the interim employee will receive an email notifying them to access eMedical through ConnectHR, and that their profile will transfer. If the employee returns the following year as a temporary seasonal, they will follow the same process. If the employee is a PSE or a permanent transfer, they will not use the interim employee version once they begin using the eAuthentication accessible version of eMedical.
 - **Administratively Determined Employees (ADs):** The HSQ Coordinator will trigger an email to the AD employee with a link/code to access the interim and AD version of eMedical, prompting them to begin the HSQ process. ADs will always use this version of eMedical.
- **Physicians:** The physician completes the OF-178 and any other necessary documentation online after the employee exam. When an employee is required to take an exam, they will be sent an email with a one-time access code to print and give the physician to allow them to access eMedical.



eMedical FAQs Guide

- **Reviewing Medical Officer (RMO):** The RMO reviews exams and additional documentation submitted by the medical provider and determines clearance status. Additionally, RMOs issue and review waiver information.
- **Medical Qualifications Program (MQP) Administrator:** The MQP Administrator serves as an eMedical subject matter expert (SME), and is prepared to answer your general questions and specific inquiries. The MQP Administrator also approves requests for new HSQ Coordinators and WCT Administrators. The MQP Administrator can be reached at mqp_emedical@fs.fed.us.

3.9 Where can I find more information about eMedical?

- **The eMedical Internet site:** <https://www.fs.fed.us/fire/safety/MQP.index.html> provides a number of resources including user guides to support employees, ADs and new hires, HSQ Coordinators, WCT Administrators, Fire Supervisors, and Supervisors in accessing and navigating eMedical. Other materials include system training webinars for HSQ Coordinators, WCT Administrators, and Fire Supervisors; medical clearance process flows; and a guide on what access and responsibilities each “role” will have.

3.10 What is an employee packet?

eMedical is a packet-based system. Each year, an employee begins a new “packet” when they initiate the HSQ process. The packet for that year will contain the HSQ form, any other applicable information such as the OF-178 exam, waivers, and notes or attachments. The packet is reviewed by the appropriate personnel, and is closed once the employee is cleared to take the WCT. The following year, the employee will begin a new packet. Historical packets will be stored electronically for medical clearance reference purposes.

3.11 What is an eMedical dashboard?

The dashboard refers to the screen users have upon logging into eMedical with different options for navigating through the system and viewing employee medical clearance information.

3.12 Will I have access to a dashboard?

Users will have a dashboard customized to their role and assigned actions in eMedical. Once users log into eMedical, their dashboard will have the following role-based features:

- **HSQ Coordinators:** List of claimed employees/ADs who have initiated the medical clearance (HSQ) and their process status, and a list of required actions for those employees.
- **Employees/ADs:** Access to current medical clearance forms, eMedical employee profile information, and an indicator of whether action is required in the system.



eMedical FAQs Guide

- **Fire Supervisors:** List of assigned employees/ADs going through the medical clearance process and their status, and list of actions required for both their employees and themselves.
- **Supervisors:** List of assigned employees/ADs going through the medical clearance process and their status, and list of actions required for themselves.
- **WCT Administrators:** May view, download and print lists of employees by unit who are cleared to take the Work Capacity Test.

3.13 How do I request HSQ Coordinator or WCT Administrator access?

Supervisors may nominate a new HSQ Coordinator or WCT Administrator by sending an email to the MQP Administrator (mqp_emedical@fs.fed.us) that identifies the employee's Forest, Supervisor, and the type of access requested.

HSQ Coordinators will receive an email with directions on how to complete the Confidentiality Agreement in eMedical. Once completed and approved, access will be granted in approximately 3-5 business days. An email will be sent to the new HSQ Coordinator when they are approved and able to access the system with as their new role. WCT Administrators will be approved and notified on the same timeline, but will not need to complete the Confidentiality Agreement.

3.14 Based on my role, what access do I have in the system?

- **HSQ Coordinators:** HSQ Coordinators have the ability to initiate and manage the medical clearance process for any Forest Service employee or AD, and have access to reports on employee medical clearance and WCT clearance status. HSQ Coordinators can leave and view notes for employees, attach documents, and request additional information. They will assist employees with waivers or uploading annual waiver update information.
- **Employees:** Employees have the ability to initiate a new packet, take action on existing packets, leave and view notes for the HSQ Coordinator, attach documents, and respond to requests for additional information. They will be prompted to update their contact and Fire Supervisor information annually.
 - Every Forest Service employee has permissions to access eMedical in the employee role.
- **AD Employees:** ADs have the ability to take action on an initiated packet, leave and view notes for the HSQ Coordinator, attach documents, and respond to requests for additional information.
- **WCT Administrators:** WCT Administrators can generate, view, download and print a list of employees cleared to take the WCT.
- **Fire Supervisors:** Fire Supervisors can search for employees/ADs and determine where individuals are in the medical clearance process. They can also add and remove employees/ADs to their dashboard, view employee/AD WCT levels requested, medical clearance status, and WCTs that have not been passed. Fire Supervisors can approve or reject AD waiver initiation requests.



eMedical FAQs Guide

- **Supervisors:** Supervisors can use the eMedical dashboard to determine where their employees are in the medical clearance process. They can view employee/AD WCT levels requested, medical clearance status, and WCTs that have not been passed.

3.15 Do I need to identify my work location in eMedical?

No, with the exception of AD employees and new hires. The work location, Supervisor (Paycheck), job information and Forest Service email address information are populated automatically from HR data in an employee's eMedical profile. Telephone, alternate email and Fire Supervisor must be entered by the employee or their HSQ Coordinator.

The only exception is for ADs and new hires. When a new AD or new hire profile is built, the HSQ Coordinator must select which Region/Forest/District the AD or new hire belongs to. If an AD relocates, their new HSQ Coordinator must update this information.

3.16 I am going on a long term detail to another area. Do I need my eMedical profile information or HSQ Coordinator changed?

No, any HSQ Coordinator may claim any Forest Service employee open packet, they are not limited to their own Forest or Region. Temporary duty station, telephone numbers and alternate emails may be added or edited when an employee initiates a new packet for the year.

3.17 How do I initiate the medical clearance process?

Employees can initiate the medical clearance process for themselves by creating a new packet in eMedical. HSQ Coordinators have the ability to initiate packets for employees, and must always initiate the medical clearance process for ADs and new hires prior to their effective date.

3.18 How do I submit the HSQ form?

In order to submit an HSQ form, the HSQ process must first be initiated in eMedical.

- **FS eAuthenticated Users:** FS eAuthenticated users can initiate the HSQ issuance process by logging into eMedical via eAuthentication and submitting their WCT level (i.e., light, moderate, or arduous) and position type (that requires the requested level of WCT) for their HSQ Coordinator to verify. Once approved by the HSQ Coordinator, users can log into eMedical to complete and submit the HSQ form. HSQ Coordinators may also initiate the HSQ process for these employees upon request.
- **Non-eAuthenticated Users:** Non-eAuthenticated users (ADs and new hires prior to their effective date) must have the HSQ process initiated by their HSQ Coordinator. Once initiated by the HSQ Coordinator, users will receive an email with instructions to create an eMedical account, or log in using their existing username/password and complete and submit an HSQ form



eMedical FAQs Guide

3.19 How do I know if I have any required system actions?

- **All Users:** Users can sign into eMedical and select the My Packets link from the left side menu, then review the Action Packets section to see if there are any required actions. If a packet is listed in the Action Packets section and has a link to Take Action, action is required. Additionally, if users click on a packet, they can view the information listed in the Owner field to understand who is required to take action next.
- **Employees/ADs:** Employees/ADs will receive an email with instructions if they have any required actions in the system.
- **WCT Administrators:** WCT Administrators can log into eMedical at any time to view, download and print the WCT Cleared List.
- **Fire Supervisors:** Fire Supervisors will receive an email with instructions if they have any required actions in the system.
- **Supervisors:** Supervisors do not have required actions in the system.
- **HSQ Coordinators:** HSQ Coordinators will not receive emails, and should monitor the Action Packets section of eMedical to determine when action is required.

3.20 How do I respond to a request for information?

If additional information is requested by the HSQ Coordinator or Reviewing Medical Officer (RMO), employees will receive an email with detailed instructions on how to submit additional information in eMedical.

3.21 How do I access a list of employees/ADs who are cleared to take the WCT?

- **WCT Administrators:** WCT Administrators can access a list of cleared employees/ADs by logging into eMedical through ConnectHR and selecting the WCT Cleared List link from the menu on the left side of the screen. Cleared lists can be searched by Region, Forest and/or District. The WCT Administrator can view, download, print or save the WCT Cleared List.
- **HSQ Coordinators:** HSQ Coordinators can view, download, and print a report of employees/ADs who are cleared for the WCT by logging into eMedical through ConnectHR and selecting the Reports link from the menu on the left side of the screen.

For further information, reference the webinar and user guides.

3.22 Are WCT results recorded in eMedical?

The only WCT results required to be recorded in eMedical are for failed or not completed WCTs. HSQ Coordinators will record non-passing WCT results, authorize WCT re-tests with Fire Supervisor approval, and upload supporting documentation (i.e., a doctor's note) in eMedical.



eMedical FAQs Guide

3.23 How can I view my WCT results?

Employees will receive an email indicating if they have not passed or failed to complete the WCT. The email will provide instructions on how to view WCT results and associated notes in eMedical and any further actions required (if applicable). Employees who pass the WCT will not receive a notification. Passing WCTs will be recorded in the Incident Qualifications and Certification System (IQCS).

3.24 How do I know if I am authorized to take a WCT re-test?

Employees who do not pass a WCT should talk to their Supervisor and/or Fire Supervisor to discuss whether an additional test attempt is approved. Employees be notified via email if they are authorized by management to take a WCT re-test. They must confirm or deny that they intend to participate in a WCT re-test in eMedical by following the instructions outlined in the email.

3.25 How do I know if I need to complete the OF-178? How do I inform my physician?

Once an HSQ Coordinator evaluates a submitted HSQ form, employees requiring a medical exam will be notified by email. This email will include instructions on how to complete the employee portion of the OF-178. Once completed, the employee will receive an email with a physician access code that must be provided to the medical provider who performs the exam. This code will allow the medical provider to complete the OF-178 exam within eMedical. Employees should work with their HSQ Coordinator to arrange a physical exam and ensure they have all required paperwork to be presented to the medical provider on the day of the exam.

3.26 I have a previous waiver that does not require any annual mitigations. What do I do?

Check the “I have a waiver” box on Section A of the HSQ Form as well as the box for the condition the waiver is for, if it still applies. As long as the condition that you have the waiver for has not changed, and no new conditions exist, no further action is required.

Notify your HSQ Coordinator that you have an existing waiver that does not require mitigations, or the submission of any annual updates. You are not required to show your waiver to your HSQ Coordinator, although you may do so if you choose. You may have your HSQ Coordinator contact the MQP office to verify your waiver. No sensitive information will be released by the MQP office to anyone but the employee.

3.27 I have a previous waiver that has active mitigations, and requires submission of information each year. What do I do?

Check the “I have a waiver” box on section A of the HSQ Form, as well as the box for the condition the waiver if for, if it still applies.



eMedical FAQs Guide

Notify your HSQ Coordinator that you have an existing waiver that requires an annual update. Waiver requirements are specific to the individual, and these requirements are contained in the original waiver. You are not required to show your waiver to your HSQ Coordinator, although you may do so if you choose. You may have your HSQ Coordinator contact the MQP office to verify your waiver. No sensitive information will be released by the MQP office to anyone but the employee.

Fax waiver updates (with a cover sheet found on the eMedical website) to the MQP Secure eFax: 1-866-338-6630. The Reviewing Medical Officer will review this information, and the employee and HSQ Coordinator will be notified by email of the employee's clearance status, or if further information is required.

3.28 How do I initiate a new waiver request?

Employees will receive an email with instructions to complete the waiver request in eMedical if the RMO determines it is necessary. Following submission, employees will receive an email with information and any further actions needed, if applicable.

3.29 As a Fire Supervisor, can I approve or deny a pending AD waiver request?

All waiver requests for AD employees must be approved by fire management and the Fire Supervisor on a case-by-case basis. Waiver approval for ADs is not automatic. Fire Supervisors will receive an email if one of their assigned ADs has a pending waiver request, and be prompted to approve or deny the waiver in eMedical.

3.30 Can I appeal my denied waiver request?

- **Employees and New Hires:** Employees and New Hires are able to initiate the MRB Waiver Appeal process if the RMO denies their waiver request. Please refer to the question below for more information on the MRB Waiver Appeal process.
- **ADs:** ADs are not able to initiate the MRB Waiver Appeal process. If an AD receives an email notification indicating their waiver request has been denied, they should contact their Fire Supervisor to determine any further action, if applicable.

3.31 What is the Medical Review Board (MRB) Waiver Appeal?

The MRB Waiver Appeal is a new step in the medical clearance process that allows employees to appeal the RMO's denial of their waiver request. Employees must initiate an MRB Waiver Appeal within three business days of receiving the email notification of the denied waiver.



eMedical FAQs Guide

When an employee initiates the MRB Waiver Appeal process, the RMO selects an Adjudicating Reviewing Medical Officer (ARMO) to provide an alternate opinion on whether the employee is medically cleared to take the WCT.