eMedical "How-To" Guide for Employees (with access to the ConnectHR Dashboard)

Forest Service
Fire and Aviation Management

eMedical

Last Updated: September 7, 2017

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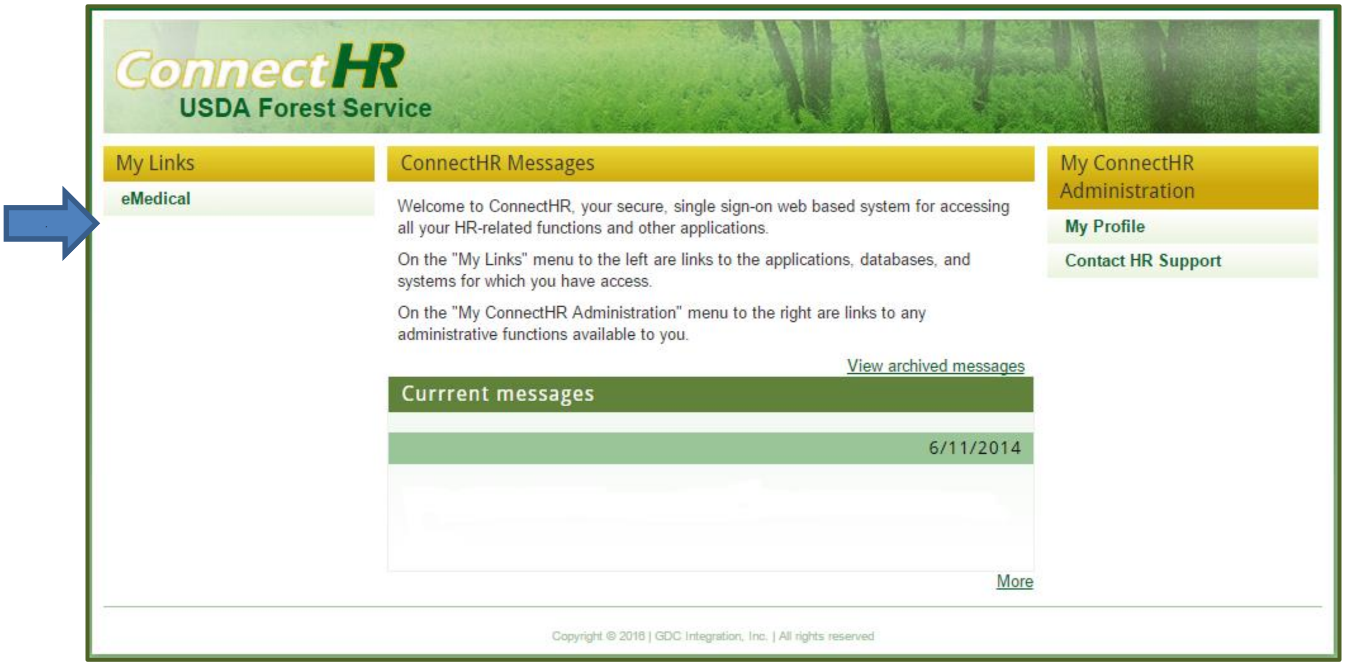
1. General System Navigation and Functionality Questions

1.1 How do I access eMedical?

Employees can access eMedical by logging into ConnectHR (Dashboard) with their LincPass or appropriate user name and password and selecting the eMedical link under My Links: https://usdafs.connecthr.com/



1.2 I am a Permanent Seasonal Employee (PSE). How do I access eMedical when in non-pay status?

Permanent Seasonal Employees:

Prior to leaving pay status, Permanent or Career Seasonals need to make sure they have a current eAuthentication Username and Password to access ConnectHR. This will be the only way a PSE can begin/clear the HSQ process before their next start date. If you are unsure of either username or password, you can have these reset or sent to you, but ONLY while still in pay status. <u>If you do not have a current username/password while in non-pay status, it cannot be reset for you until AFTER you begin work again.</u> You will not be able to begin the HSQ process until after you are again in pay status.

(Screenshot of eAuthentication username/password location on next page)

1.3 How do I view my user profile?

Employees can view their profile in eMedical by navigating to “My Packets” on the left menu and selecting a packet from the “Action Packets” or “Associated Packets” sections. On the next screen, click on the “View Profile” tab under “Current Packet” on the left hand menu to view the Medical Packet profile.

1.4 How do I update my user profile?

Employees can edit their profile on the “View Profile” page.

- Viewing and editing profile information may only be done with an active packet. A packet is created when an employee or their HSQ Coordinator initates the HSQ process for them each year. Each employee will be prompted to update their personal information when accessing eMedical to complete their Health Screening Questionnaire (HSQ) form.
  - Editable information includes adding a Temporary Unit, a secondary email address and changing your Fire Supervisor.
- Any non-editable profile data is being pulled over from other HR systems, and will need to be updated in these systems.

1.5 Who is my Fire Supervisor?

- Your Fire Supervisor is often the person identified as your Supervisor in Paycheck, but it is not required to be. Your Fire Supervisor should be a supervising Fire employee who is responsible for tracking your HSQ 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. Check with Fire Management to determine who to identify for your Fire Supervisor.

1.6 How do I initiate my HSQ clearance process?

HSQ Coordinators can initiate the HSQ clearance process for employees. If the HSQ Coordinator has begun the HSQ process for an employee, that employee will receive an automated email notifying them of actions needed. Alternatively, employees can initiate the process themselves:

- Select "New Packet" from the navigation menu on the left side of the page to initiate the medical clearance process.
- Select the appropriate level of Work Capacity Test (WCT) (i.e., light, moderate or arduous) required by your incident qualification position(s) from the dropdown.
- Select position employment type from the following options:
  - **Regular** – Fire/FAM/Fuels permanent full time (PFT) or permanent seasonal employee (PSE).
  - **Collateral** – PFT or PSE non-fire employee who performs fire duties.
  - **Temporary** – Fire and other resource area temporary employee.
- Enter an active incident qualification you posess that requires the requested level of WCT. This is to ensure you possess a qualification (either qualified or trainee) that requires the requested level of WCT.
  - Examples: FFT2, STEN, HEB1.
- Click the **"Submit"** button.
  - *NOTE: To move forward, you must click the "Submit" button, not the "Save" button.*

A popup box will appear stating “Request for Medical Clearance has been sent for review. You will receive an email notifying you of next steps”.

Your HSQ Coordinator will review your request and you will then be prompted via email to complete the HSQ form in eMedical. If you are not approved, you will be notified by email to review the HSQ Coordinator’s reason for rejection. You will then be able to resubmit an HSQ initiation request, if needed. This is mainly in the event that your requested WCT Level is too high for the Incident Qualification listed.

Note: If your HSQ Coordinator initates your HSQ process, begin at step 1.7

1.7 How do I complete the HSQ?

Once an employee is cleared to submit an HSQ form, they will receive an email prompting them to complete the necessary next steps.

- Log in to eMedical.
- Select “My Packets” from the left menu.
- Under “Action Packets” select “Take Action” from the “Action” column.
- Review the personal information submitted. Information from your user profile will be auto-populated on the form; **entry of a current telephone number and the selection of a Fire Supervisor is required to move forward in the process.**
    - Your Supervisor is auto-populated from your existing HR data. “Fire Supervisor” must be selected and is generally your Supervisor on a day-today basis. Often the Supervisor and Fire Supervisor are the same individual, but may differ based on the local unit organization.

  - For individuals who are non-fire and perform on incidents as collateral duty, your Fire Supervisor is the Fire Manager on your unit and can be an FMO, AFMO or training rep. If you are unsure who your Fire Supervisor is when making your selection, please contact your HSQ Coordinator 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.
- In order to continue, please complete the HSQ Form on the following screen.
  - Check any box that applies in either Section A or B of the form.
  - **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. Also check the box for the condition your waiver is for. This will not affect your clearance status as long as there are no new conditions and the condition you have the waiver for has not changed.
  - 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.
- Click the **"Next"** button.
  - *Note: the Save button does not submit your HSQ.*
- Click the checkbox in the pop-up window acknowledging the following statement: "I understand that if I need to be evaluated by a physician, it will be based on the fitness requirements of the position(s) for which I am qualified".
- Click the **"Submit"** button.
- On the next screen, under "Associated Packets" in the "Packet Information" column, ensure the "Workflow Status" reads "HSQ Submitted".

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

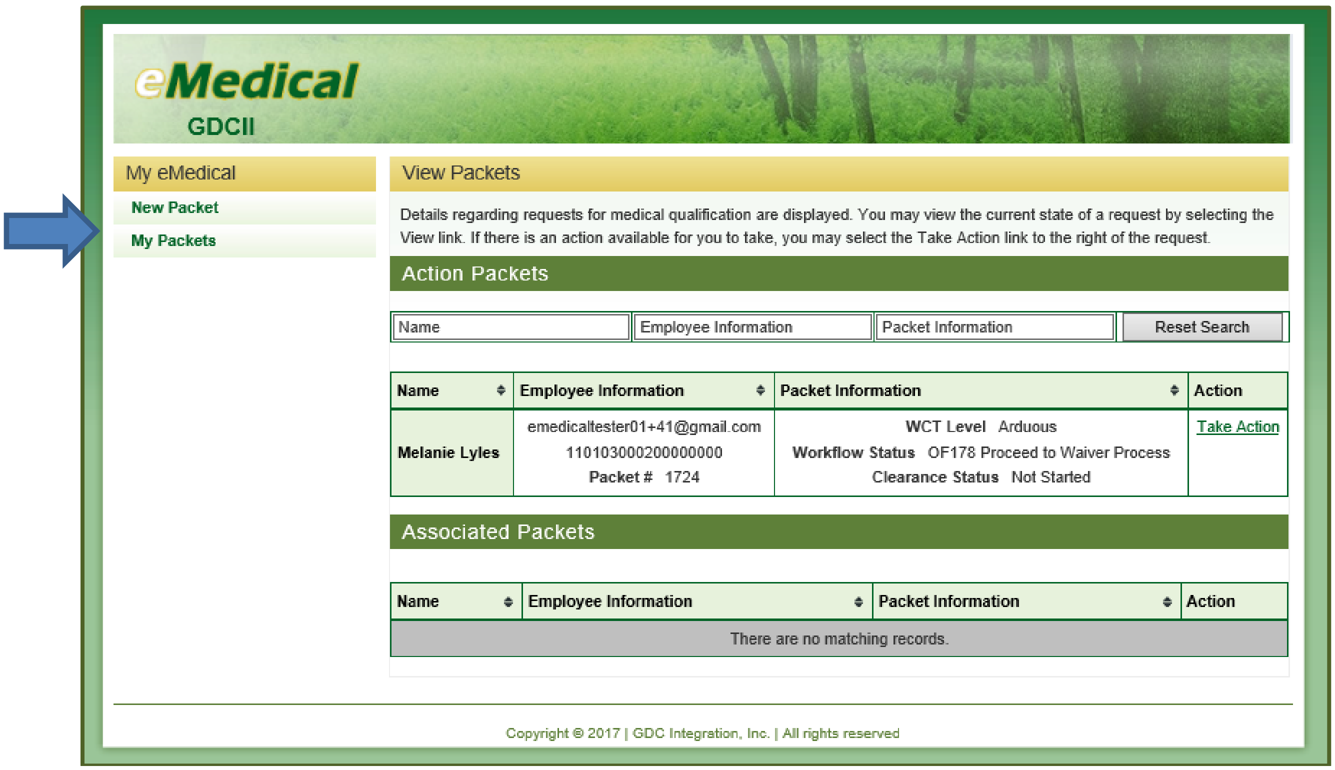
If cleared to take the WCT, you will be notified by email. No further action within eMedical will be required until the following year.

If an OF-178 exam is required, your HSQ Coordinator will contact you by email with further information on how to proceed.

1.8 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 will include a summary of personal information, medical clearance status, all completed medical clearance forms and any pending actions. To view more details of the packet, select “View” under “Action” on the “My Packets” page.



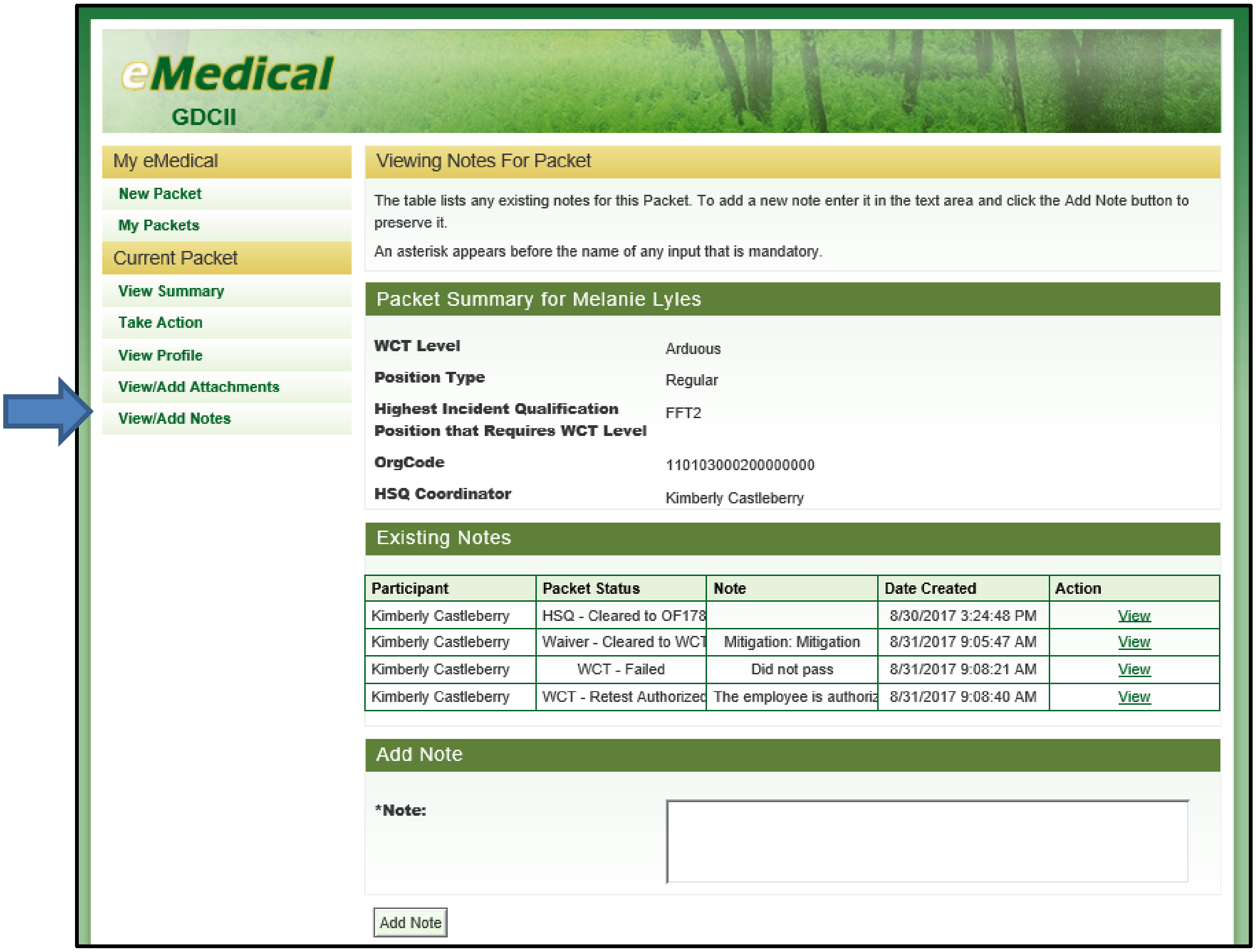
To review a submitted medical clearance form, Employees can scroll to the “Forms” section of their packet and select “View” under “Action.” Employees can then view any reviewer comments or mitigations on their form.

1.9 How do I respond to a request for information?

At any point in the process, a reviewer may require additional information to make a medical clearance determination. If additional information has been requested, Employees will be notified via email.

- Navigate to “My Packets”.
- 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 reviewer will be notified via email to review the provided information in eMedical.

2. WCT Testing Process Questions

2.1 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 the following items and bring them to the WCT to present to your WCT Administrator (or as directed by your HSQ Coordinator):
    - Copy of the WCT clearance email
    - Signed Informed Consent form found here and also linked in the email text: https://www.fs.fed.us/fire/safety/wct/FS5100_30_InformedConsent.pdf

2.2 How can I view my WCT results if I do not pass?

After completing a 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" 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 and/or Fire Supervisor will receive an email notification. The Supervisor will authorize any retests with your HSQ Coordinator who will record the retest authorization in eMedical.

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

Employees will be notified via email if they have been authorized for a WCT re-test in the eMedical system; alternatively, employees can select "My Packet" to view the WCT status on their packet. If a re-test is not authorized, the packet will close and the employee will not receive an email notifying them of a WCT re-test.

2.4 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. An email notification will be sent to your HSQ Coordinator, Supervisor and/or Fire Supervisor, and 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.

3. OF-178 Exam Process

3.1 How do I complete the OF-178 Part A?

If an employee is required to complete a medical exam before clearance can be determined, they will receive an email notifying them to complete and submit the OF-178 Part A in eMedical.

- 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 you Revewing Medical Officer.
- Click the “Next” button.

- Click the checkbox in the pop-up window acknowledging the following statement: “Your signature certifies that the information provided is complete and accurate; and that you consent to the release of the examination results to the employing agency.”
- Click the **“Submit”** button to submit the form.

3.2 How does my physician/medical provider complete my OF-178 exam form?

After submitting the OF-178 Part A, you will receive an email notifying you to schedule a medical exam with your physician. Contact your HSQ Coordinator for assistance to ensure payment is made and that you have all necessary documents to give to your physician.

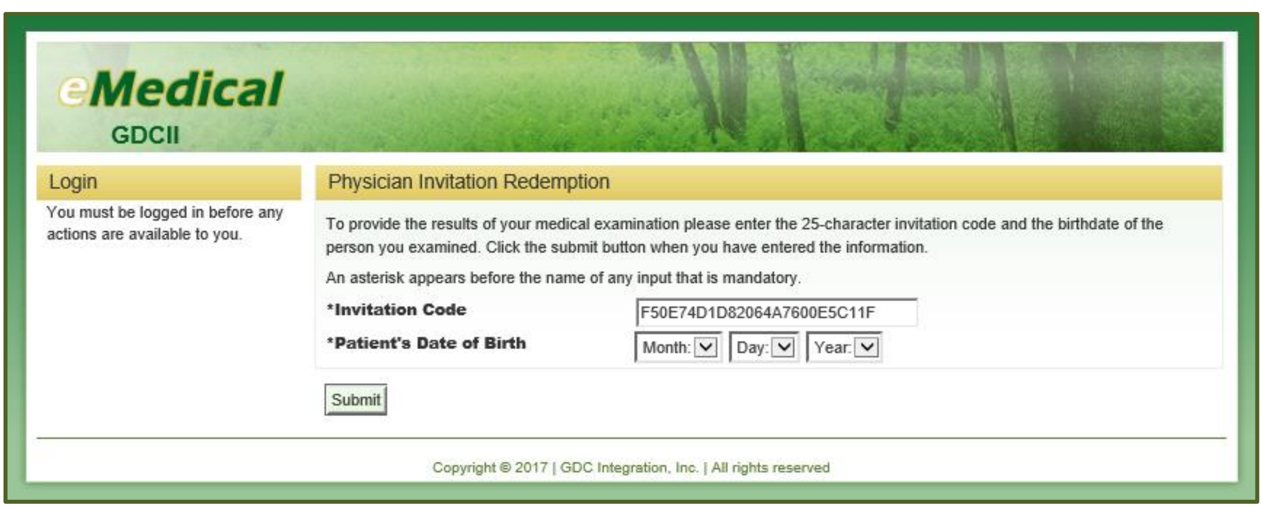
Print this email and bring with you to your exam.

The email will include an access code your physician will use to access eMedical and complete your OF-178 form within the system.

Note: Employees must print the email received and a copy of the “Physician Documents” stored on the eMedical website. Bring this letter and documents to the medical exam.

If you need assistance in scheduling an exam, or have questions on which medical providers are allowed to perform exams, please contact your HSQ Coordinator.

The email notification will contain the eMedical web link and a one-time access code (25 characters) for entry. By navigating to the indicated URL, physicians will be routed to the “Physician Invitation Redemption” page to verify their patient’s date of birth. The Invitation Code will automatically populate.



After clicking the "Submit" button, physicians will be prompted to create or (if a returning user) enter their eMedical user name and password. After logging in, the patient's record will be linked to the physician's user account; the one-time code will then expire.

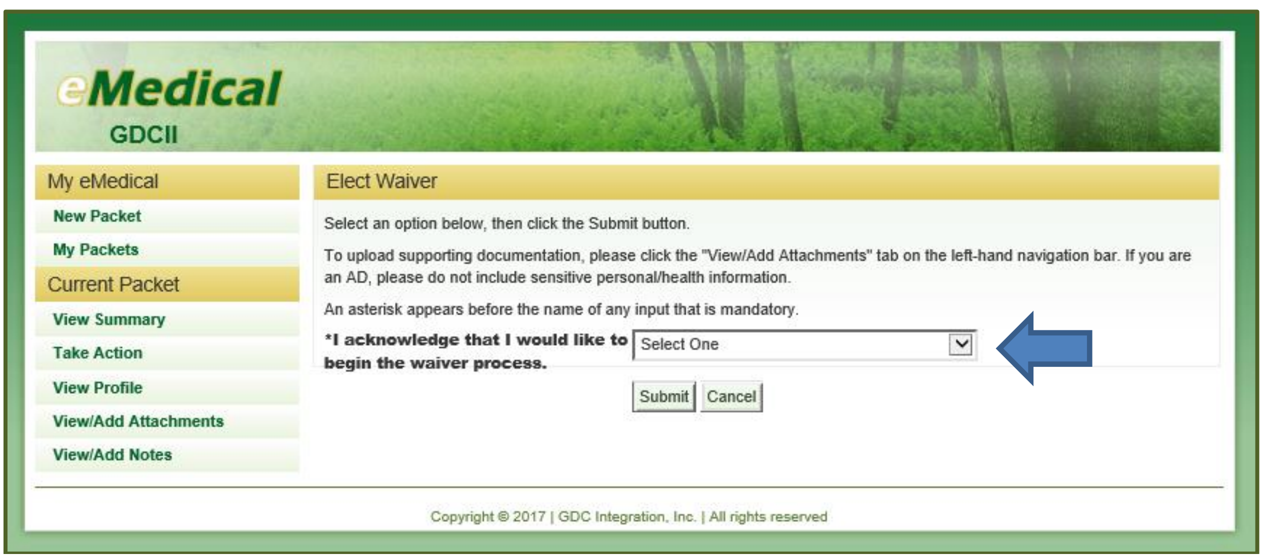
Physicians and medical providers can contact the MQP Administrator at mqp_emedical@fs.fed.us with any additional questions.

4. Waiver Request Questions

4.1 How do I initiate a waiver request?

Once your OF-178 has been submitted by your medical provider it will be reviewed by the USFS Reviewing Medical Officer (RMO). You may be notified by email to submit a waiver request if the RMO needs additional information; follow the steps listed below for initiating a waiver request.

- Log in to eMedical via the hyperlink in the email received.
- Navigate to and select the "My Packets" link from the menu on the left side of your screen.
- In the "Action Packets" section, click "Take Action" under the "Action" column for the current packet.
- On the Elect Waiver page, select "Yes" from the drop-down menu, indicating you would like to begin the waiver process.



You will have the ability to add any necessary comments or attachments.

- Click either "View/Add Attachments" or "View/Add Notes" (depending on the desired action) on the left menu and follow the on-screen instructions.

The waiver request will be routed directly to the RMO for review. You will be notified of your waiver and clearance status via email.

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

5.1 How do I appeal a waiver rejection?

If 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 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.