



## **ConvenientMD Occupational Health Policies and Procedures**

**The following policies and procedures of ConvenientMD govern the relationship between ConvenientMD and the Client (as defined below), the procedures and process for the services provided by ConvenientMD, and general information regarding the policies of ConvenientMD. These Policies and Procedures are subject to change at the discretion of ConvenientMD and will be updated from time to time as ConvenientMD deems necessary.**

**Payment Policy<sup>1</sup>:** A customer of ConvenientMD, including but not limited to an employer using ConvenientMD services (a "Client"), is responsible to pay for all of the services provided by ConvenientMD to the Client or to employees, students or applicants of the Client, (the "Applicant"). The Client shall receive a monthly invoice sent by mail to the Client's billing address.

**Timeframe:** Payment is requested within 45 days from the day of receipt of the invoice.

**Payment Method:** Payment must be made by checks only. Checks are to be made payable to ConvenientMD. Checks are to be delivered to the ConvenientMD Corporate Office, located at 111 New Hampshire Avenue, Portsmouth, New Hampshire 03801.

### **New Setup Email**

Once services are requested and established by the Client, ConvenientMD's Employer Services Team will email to the Client contact(s) a "ConvenientMD New Setup Email", notifying the employer that the setup is complete, and providing the following important information:

- Relevant services Client requested
- List of ConvenientMD locations, including addresses, faxes and phone number, including restricted hours to complete specific occupational services
- Customized Treatment form (as described below)
- Information about Employer Services Team
- Information about specific service, if applicable

Once a ConvenientMD New Setup Email is sent, Clients can start sending their Applicants to ConvenientMD for occupational health and pre-employment services using the Treatment Form provided.

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<sup>1</sup> This excludes any protocol to bill the Applicant directly at the time of service, or to process payment through the Applicant's health insurance, if applicable.



## Treatment Form

The Employer Services Team will create a customized Treatment Form that will include the requested list of services.<sup>2</sup>

The Client is required to fill out the Treatment Form for all Applicants visiting ConvenientMD locations, unless otherwise agreed upon by the Client and ConvenientMD.

The Client will choose a preferred method of delivery of the Treatment Form to ConvenientMD.<sup>3</sup> This method will be indicated in the Client's company protocol to ensure the front desk will be able to locate the treatment form correctly.

ConvenientMD uses the Treatment Form to confirm that the services were authorized and to identify the customized protocol for the services requested by the Client. If the Treatment Form will not be provided, and ConvenientMD will not be able to contact the Designated Employer Representative ("DER") or Client contact, then the Applicant may be turned away without completing the service.

## Services with Specific Instructions

- DOT Physicals – The ConvenientMD New Setup Email will include a Department of Transportation ("DOT") Questionnaire and information that a DOT driver should know before completing this service. It is recommended by ConvenientMD that the Client provide the Questionnaire to any Applicants prior to their arrival to the clinic. The Questionnaire helps to expedite the examination and saves the Client and the Applicant valuable time.
- Breath Alcohol Testing Service – The Client is required to provide ConvenientMD with a DER cell phone number in the event ConvenientMD needs to contact the Client after business hours.
- Drug Screens – ConvenientMD follows the DOT Guidelines when completing Urine Drug Screen Collection for DOT and Non-DOT Drug Screens.
  - **Drug Screens Collections Only** – If the Client has designated Chain of Custody Forms, it is the Client's responsibility to place an order to the locations the

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<sup>2</sup> Unless Client has their own authorization form approved by both ConvenientMD and the Client. In this event, the Client will be required to provide a copy of their authorization form.

<sup>3</sup> Applicant may hand carry the completed Treatment Form, Client may fax the form to the relevant ConvenientMD location prior to Applicant's arrival, Client may email the Treatment Form to ConvenientMD Public Email, stating in the subject of the email the name of the Applicant and the Client's company name, or the Client's Standard Treatment form will be printed by the front desk staff at ConvenientMD for the Applicant at the time of service.



Applicant may utilize, and/or have the Applicant hand carry the Chain of Custody at the time of service.

Client will be requested to provide ConvenientMD with clear copies of the Chain of Custody (DOT and/or Non-DOT forms)

- **Rapid Drug Screen with THC Excluded** – The Client acknowledges that it has the right to receive all results of drug screens performed by ConvenientMD and understands that the Client may elect to waive its right to receive the results of certain tests as specifically indicated on the Treatment Form. The Client agrees to indemnify and hold harmless ConvenientMD, its affiliates, and their respective directors, officers, agents, and employees (collectively “Company Parties”), to the full extent of the law, including from and against any and all losses, expenses (including attorneys’ fees and costs), claims, liabilities, damages or proceedings, related to or arising out of ConvenientMD’s exclusion of the results of the foregoing tests.
- **DOT Physical and Rapid Drug Screen Service** – If the Client selects on the Treatment Form to complete a rapid drug screen and a DOT Physical, ConvenientMD will perform the full panel per the DOT Guidelines, regardless of whether the Client requested to exclude THC from the rapid drug screen.

### **Results Reporting Policy**

ConvenientMD strives to provide timely communication of results back to our Clients. We focus on reporting results within 24 hours from the date of the service. If you do not receive results within that timeframe, please reach out to Employer Services. The results will be reported via email, fax or mail – per Client preferences.

### **Medical Records Maintenance and Documentation**

Other than for use pursuant to the Treatment Form, all medical records of the Applicant and the information contained within are to be held in strict confidence. An Applicant must give written permission for the release of medical information from their chart. A parent or legal guardian must supply this permission for a minor. Records may be released from provider-to-provider for continuing medical care for the Applicant.

### **Confidentiality of Applicant Information**

All persons employed at ConvenientMD having access to information concerning Applicants, such as volunteers, staff members, and physicians, must hold all information in strict confidence. No information concerning Applicants, physicians, staff members or volunteers is to be relayed to others. Information which may be ordinary facts and necessary for planning of



specific care and services will be handled with professional discretion and on a “need to know” basis. Requests for Applicant information will be made to ConvenientMD directly. The fulfillment of such requests will be in accordance with ConvenientMD’s established policies and procedures for release of information. At no time shall staff members, volunteers, or others associated with ConvenientMD, who have access to confidential Applicant information, speak with the news media, or others outside ConvenientMD, without the prior approval from the Applicant and ConvenientMD.

### **Client Inquiries**

Any questions, inquiries, complaints, changes to services or protocols, or in general any feedback regarding our services, should be directed to the Employer Services Team. Contact information below. We pride ourselves in providing exceptional customer service and timely responses to our clients during Monday – Friday 8am – 5pm:

Employer Services Email: [employerservices@convenientmd.com](mailto:employerservices@convenientmd.com); Phone 603-766-5913, Fax: 603-766-5912 | Operating hours: Monday – Friday 8am – 5pm