



INSIDE SRHS

A NEWSLETTER FROM THE CORPORATE HEALTH STAFF
OF SPARTANBURG REGIONAL HEALTHCARE SYSTEM

WHAT'S INSIDE

Fall 2020

AED Liaison Program

Covid-19 Updates

Customer Surveying Happening Now – We are calling on you!

Fee Schedule Changes

Fit for Duty (FFD) Exams versus Return to Work (RTW) Physicals Defined

Sheila McHam-Miller is going back to school and we are recruiting a New Team Lead

Virtual Care – Interested? Please complete our survey!

Breakfast Beats

**Fit for Duty vs. RTW Exams Discussion
with Dr. Pathan. Corporate Health Medical Director**

Friday, October 2, 2020

10:00 AM

Register here: <https://tinyurl.com/y572u9a9>

Corporate Health Holiday Closings

Closed Thanksgiving, Thursday, Nov. 26th

Closed Friday, Nov. 27th

Closed, Thursday, Dec. 24th

Closed, Friday, Dec. 25th

Closed, Friday, New Year's Day Jan 1st.

Virtual Care?

The Corporate Health Leadership Team is assessing the interest and need for virtual care offerings in occupational health. Please take a few minutes to complete our 5 question interest survey here:

<https://www.surveymonkey.com/r/VirtualOccHealth10>

2020 Client Surveys

We are always looking for ways to improve our operations and services, and the best way to assess areas for improvement is through our customers. We are conducting customer surveys and greatly appreciate your feedback. Please be on the lookout for a phone call from an associate outside of our department who will ask just 7 questions of you regarding your interactions with Corporate Health.



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Staffing Announcement

We are searching for a new Team Lead at our Spartanburg Office.

Sheila McHam-Miller has returned to school full-time to pursue her RN degree. We are very excited for her and hope she might return to support our Corporate Health division soon. **Her last day serving as our Team Lead is September 21st.** She will stay on with SRHS in a PRN (as needed) status, so you may still see her in the office at times.

Doris Jones one of our referral coordinators will temporarily support this role until we can hire a new Team Lead. You may reach Doris at the 864-560-9660 / ddjones@srhs.com.

You may also reach out to our Senior Practice Manager, Michelle Neeper at mneeper@srhs.com, office number is 864-560-9672 or via her cell 423-284-1749.

Fee Schedule Updates

Effective October 1, 2020 a few of our services will incur an increased charge. The following services are affected by this fee increase, and the new charge is listed below.

CPR/AED Heart Saver Education - \$80
CPR for the Healthcare Provider - \$85
Jaeger Vision Tests - \$15
Lift Tests - \$20
RTW Physical Simple - \$80
RTW Physical Complex - \$110
Metabolic Screenings - \$56
FFD Level 1 - \$95
FFD Level 2 - \$150
FFD Level 3 - \$200
Mobile Equipment Physicals - \$85
TB Skin Test in our office - \$34
TB Skin Test at your worksite - \$40

Please note tests such as drug screens and breath alcohol services performed in the Emergency Center incur a different charge and are as follows. There is no increase in these fees at this time, this is just a reminder the fees are higher. Emergency Center Charges for: 10 panel drug screen is \$90 and a breath alcohol test is \$85.

If you have any questions about your services and charges you may reach out to our office coordinator, Kathy Mosier, at 864-560-9654. Also, please remember we have a new billing specialist assigned to Corporate Health. **Amanda Clubb** started working with us the first of August. You may reach out to Amanda and our billing team using the following email address: sboeb@srhs.com



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Fit for Duty Exams versus Return to Work Exams

Return to Work (RTW) Exams are performed when an employee has been away or off work for an extended period normally returning to work following a surgery, illness, or even after giving birth. This employee typically has a note from their treating provider releasing them to return to work, but often a business has a policy in place that requires employees to have a return to work exam completed by the business's preferred occupational health provider in addition to be released by their treating provider.

Fit for Duty (FFD) Exams are performed when an employee who is actively at work presents to work with unsafe behaviors or actions raising concern for the manager of the employee's ability to safely perform their specific job functions or pose a risk to other employees at work. Examples include vision concerns, hearing issues, passing out at work, stumbling, etc... These exams are often more complex than a traditional Return to Work exam and may require additional information and/or evaluations before a recommendation can be made. Follow-up visits are likely.

*The provider performing the FFD / RTW exam is **NOT** the treating provider, but he/she is the gatekeeper in determining along with, the provided information including medical release from treating provider, clinic notes, and other pertinent medical records, if the employee is safely able to return to work. If not, the FFD examiner **can/should request additional information** (i.e. referral to specialist or order additional testing) before making a recommendation.*

When scheduling an RTW Exam please keep in mind we will need the following documents to see the patient and make an informed decision. For FFD exams, our providers may see the patient for an initial visit to determine what information they may need in order to make an informed decision. At that time records may be requested, and a follow-up appointment may be necessary (the provider may even request a site visit to the workplace and/or referral for a functional capacity exam evaluation for more complicated cases).

- Current written job description
- The most recent office visit notes from the treating provider(s)
- The return-to-work note from the treating provider(s) **confirming return to work on full duty, with no restrictions or limitations.**
- Clearance from essential function test if required per company policy/processes
- If the patient was referred to another provider(s) (specialists, etc), we will need their last office visit notes
- If a surgical procedure was done, we will need that operative report

We continue to assess our net promoter scores and overall patient and customer satisfaction. Your feedback is valuable and necessary to help us continue to improve and serve you. While visiting our offices please encourage your employees to complete the patient survey made available at checkout and in the exam rooms.

As our customer, you may provide feedback in two ways, either via a short SurveyMonkey form or complete a Google review on either of our offices. <http://bit.ly/CHWestside>
<http://bit.ly/CHPelham>

Telephonic surveying of our clients is occurring now with these questions:

<https://www.surveymonkey.com/r/CorpHealthFeedback>



2020 YTD RESULTS

Corporate Health Spartanburg Office

Internal Patient Satisfaction Score 4.7 ★★★★★

Google Reviews 3.5 ★★★

Corporate Health Pelham Office

Internal Patient Satisfaction Score 4.7 ★★★★★

Google Reviews 4.3 ★★★★★



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Automated External Defibrillator (AED) Liaison Program

Are you in compliance with SC Code of Laws 44-76-30?

We are here to help!

Per the South Carolina Code of Laws Title 44 Chapter 76 Section 30 any workplace in South Carolina that acquires an automated external defibrillator (AED) must ensure the following:

1. Users that are trained by an accredited agency in CPR and AED;
2. Written records of maintenance and testing of their AED(s);
3. Identify an AED liaison healthcare professional;
4. Must implement an AED program approved by their AED liaison;
5. AED protocol must include responders will activate EMS; and
6. Report any clinical use of the AED to the AED liaison

Corporate Health provides AED Liaison services, please contact our Corporate Relations Director for more information about this program at arussell@srhs.com or 864-560-4033



Visit and share Spartanburg Regional's **Discover Health** webpage anytime to find health and wellness articles to promote to your employees. <https://discoverhealth.org/>

COVID-19 and Corporate Health Updates

Continue to check our website for current news and updates.

<https://www.spartanburgregional.com/coronavirus>

Current guidance is to wait to be tested until 7 days following an exposure. Return to work is not recommended until 10 days following first symptom given symptom free, and free of fever for 24 hours without taking fever reducing medications.

Instructional videos to share and use regarding hygiene and PPE amidst this Covid-19 Pandemic.

Handwashing: https://youtu.be/nEzJ_QKjT14

Mask do's and don't: <https://youtu.be/wpnOxo5Txxk>

PPE donning and doffing: <https://youtu.be/lcoeJISEjL8>

As COVID continues to prevail, we continue to follow guidance from ACOEM (American College of Occupational and Environmental Medicine) about spirometry/PFT testing. Currently, there are no new changes to communicate.