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General and Background Questions

Where did the idea for the Two-Encounter Exam Process originate?

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Why CSC HOHS is implementing a Two-Encounter Exam Process?

Why is the Two-Encounter Exam Process applied to all exams?

Did CSC HOHS communicate with Stakeholders before the Site-wide announcement?

Process Questions

How will CSC HOHS ensure privacy for the worker when scheduling the next appointment and receiving test results?

How soon after the first encounter will the second encounter be scheduled?

Why the different lengths of time until the second encounter?

What if the clearance expires between the two encounters?

How will the employer be notified of the second appointment date and time?

Can a worker refuse the second encounter?

What if the worker’s results are all ready at the time of the first encounter? Will he/she still have to return later?

Can both encounters of the Two-Encounter Exam Process be performed at either CSC HOHS clinic?

What if the worker’s EJTA changes between the first and second encounter?

What about new-hire exams?

What about separation exams?

What about the Respirator Fit & Training “half-sheet” (aka Limited Clearance for fit and training)?

Will Respirator Exams be performed in one or two encounters?

Can the worker complete respirator training and fit between the first and second encounter?

What about Department of Transportation (DOT) exams?

Can the worker continue working between the first and second encounter?

What if the results are not available as expected at the time of the second encounter?

What if there is a transportation problem with the BelPPT and the test has to be repeated?

What if the worker cannot complete all the testing during the first encounter? (e.g. worker is ill and cannot complete the PFT)

What about the Voluntary Beryllium Program? Will medical clearances be delayed?

What will happen if the worker is in the Hearing Conservation Program (HCP) and has a potential standard threshold shift (STS) during the first encounter audiogram?

What if a worker’s medical clearances expire while they are out on short-term disability?

Will the employer be billed twice?



General and Background Questions

Q1: Where did the idea for the Two-Encounter Exam Process originate?

A1: *The Two-Encounter examination process was initiated as an extension of the BeCAP during a March 7, 2011 meeting, which included DOE, Contractors, BAG, and HAMTC representation, as a way to improve worker safety and comply with a new DOE HQ interpretation of 10 CFR 850. The March 7 meeting was a result of incidents in which workers were performing work without the appropriate medical clearances. Following the meeting, DOE issued a letter to CSC HOHS ordering a number of changes regarding clearance expiration. It was understood that CSC HOHS would continue to pursue implementation of a two-encounter process that would allow the provider to review testing results, medical clearances and applicable work restrictions with the worker, eliminating any confusion that could place workers at risk.*

Q2: What is an “encounter”?

A2: *An encounter is an appointment or visit.*

Q3: Why CSC HOHS is implementing a Two-Encounter Exam Process?

A3: *In accordance with the Worker Health and Safety Rule; In order to further provide for the safety and health of the Hanford workers and as an extension of the beryllium corrective action plan, CSC HOHS is to provide the examination results, including clearances and restrictions, to the worker verbally and in writing. The two encounter process will allow CSC to provide all examination results verbally and protects the worker from performing medically inappropriate work.*

Q4: Why is the Two-Encounter Exam Process applied to all exams?

A4: *The decision was made to apply the Two- Encounter Exam Process to all exams because:*

- *the process reduces risk to worker health and safety*
- *approximately 3100 (46%) of the 6577 workers enrolled in medical programs are also beryllium workers*
- *it ensures compliance with 10 CFR 851 Appendix A.8(g)(1)(i) which states “...results of evaluations and tests must be clearly communicated verbally and in writing to each worker provided testing;”*
- *it would be administratively prohibitive to use multiple processes which could increase the potential for error, thereby potentially placing workers at risk.*

Q5: Did CSC HOHS communicate with Stakeholders before the Site-wide announcement?

A5: *Over the past year CSC HOHS has conducted various meetings for discussion of the Two- Encounter Exam Process, including, but not limited to:*

- *Contractor VP Stakeholder Meetings*
- *Individual Prime Contractor Interface Meetings*
- *BeCAP Team Meetings*
- *Occupational Health Interface Meetings*



Process Questions

Q6: How will CSC HOHS ensure privacy for the worker when scheduling the next appointment and receiving test results?

A6: Facility modifications are being made to create a private check-out area at both the main 1979 Snyder clinic and the 200W clinic.

Q7: How soon after the first encounter will the second encounter be scheduled?

A7: The second encounter will be scheduled before the worker leaves the clinic after the first encounter. The second encounter will be seven, fourteen, twenty-one or twenty-eight days following the first encounter.

Q8: Why the different lengths of time until the second encounter?

A8: It is based on how long it usually takes to get the results from the testing performed during the first encounter.

Q9: What if the clearance expires between the two encounters?

A9: CSC HOHS is scheduling workers for their first encounter far enough in advance of their clearance expiration dates to prevent that from happening. The only situations in which clearances might expire would be if the first encounter is canceled and rescheduled for a later date, issues with test results arise, or the worker fails to show up for the first encounter.

Q10: How will the employer be notified of the second appointment date and time?

A10: Appointment notices will continue to be emailed to the worker and his/her manager.

Q11: Can a worker refuse the second encounter?

A11: Workers are required to complete the second encounter of the two-encounter exam process to receive a medical clearance unless the exam does not include any testing with delayed results (lab, x-ray and electrocardiogram).

Q12: What if the worker's results are all ready at the time of the first encounter? Will he/she still have to return later?

A12: No, if the worker's results are all available the day of the testing the worker will complete the entire exam as one encounter.

Q13: Can both encounters of the Two-Encounter Exam Process be performed at either CSC HOHS clinic?

A13: Both encounters of the Two-Encounter Exam Process are being performed at both the main clinic and 200W, based on space and availability. Every effort will be made to accommodate facility-specific appointment requests.

Q14: What if the worker's EJTA changes between the first and second encounter?

A14: CSC HOHS will incorporate changes into the second encounter when possible. It is expected the worker will return for the second encounter to receive test results even if the EJTA changes result in the worker no longer requiring the medical clearance.

Q15: What about new-hire exams?

A15: These will be conducted in two encounters.



Q16: What about separation exams?

A16: These will be conducted in one encounter for most circumstances. The results will be mailed to the worker.

Q17: What about the Respirator Fit & Training “half-sheet” (aka Limited Clearance for fit and training)?

A17: This will no longer be provided. A copy of the medical clearance that only includes respirator related information will be provided to the worker at the time they see the medical provider.

Q18: Will Respirator Exams be performed in one or two encounters?

A18: If the worker is only in the Respirator User program it will be a one-encounter appointment. If the worker is completing testing for other medical programs (x-ray, lab, and electrocardiogram) due to other medical programs he/she will not see the provider during the first encounter and will return for the second encounter to complete his/her physical exam and receive the medical clearance.

Q19: Can the worker complete respirator training and fit between the first and second encounter?

A19: The worker can complete the respirator fit and training between the two encounters if the worker’s respirator user clearance from the previous year has not expired.

Q20: What about Department of Transportation (DOT) exams?

A20: These will be conducted in two encounters. The worker will leave the second encounter with the DOT card and a copy will be mailed to the employer. The testing encounter is being scheduled in advance of the card expiration date to prevent the card from expiring before the second encounter.

Q21: Can the worker continue working between the first and second encounter?

A21: A worker can continue working on their previous year’s medical clearance until it expires or a revised medical clearance is issued.

Q22: What if the results are not available as expected at the time of the second encounter?

A22: The worker will still come in and complete the physical exam and receive the reason for the delay. The results will be mailed to the worker.

Q23: What if there is a transportation problem with the BeLPT and the test has to be repeated?

A23: If there is a transportation problem with the BeLPT the worker will be notified immediately and asked to return as soon as possible to avoid delaying the second encounter and the associated medical clearances.

Q24: What if the worker cannot complete all the testing during the first encounter? (e.g. worker is ill and cannot complete the PFT)

A24: This will depend on the type of the test. For something like a PFT where the results are available immediately following the test it will be added to the second encounter.



Q25: What about the Voluntary Beryllium Program? Will medical clearances be delayed?

A25: If a worker is having a voluntary beryllium exam at the same time as other exams that require a clearance he/she will be scheduled in 14 days when his/her clearance-related results and B-Read would be back. Since the voluntary program does not require a clearance the worker will be able to leave the clinic with his/her clearances and the BeLPT results will be mailed to the worker. If the BeLPT is not normal he/she will be called and offered the opportunity to return and see a provider.

Q26: What will happen if the worker is in the Hearing Conservation Program (HCP) and has a potential standard threshold shift (STS) during the first encounter audiogram?

A26: It will depend on the circumstances. Per OSHA the retest must occur within 30 days.

- i) If worker is HCP (no other exams), worker will be scheduled for a retest before he/she leave to occur within 10 to 30 days.*
- ii) If worker is in other exams, but not beryllium worker, worker will be scheduled for a retest with the second encounter.*
- iii) If worker is also a beryllium worker, worker will be scheduled for a retest before he/she leaves to occur within 10 to 30 days.*

Q27: What if a worker's medical clearances expire while they are out on short-term disability?

A27: The responsible Human Resources department should coordinate with medical scheduling to schedule the first encounter of the expired medical clearances to coincide with the return to work service.

Q28: Will the employer be billed twice?

A28: No, the cost of the exam will be the same whether there are one or two encounters necessary.