

**Kaiser Permanente Hawaii Region
Frequently Asked Questions for Employees
Option for Requesting Health Maintenance Appointments**

Q. Why are we offering this option for health maintenance appointments?

In February 2016, Kaiser Permanente Hawaii clinic operating hours changed from Monday through Saturday to Monday through Friday to optimize access of patient appointments during the work week. As a result, KP employees could no longer schedule their own personal health maintenance appointments on Saturdays.

Employees now have the choice of using vacation/PTO or unpaid time of up to 20 hours per year for their health maintenance appointments during the week.

Q. Who is eligible to request a health maintenance appointment?

This option is available to all **full-time** non-union, non-exempt (NUNE) employees and full-time employees represented by UNITE HERE! Local 5, Hawaii Nurses' Association/OPEIU Local 50, Hawaii Nurses & Healthcare Professionals, and the International Longshore and Warehouse Union Local 142. This option is not available to part-time employees.

Part-time employees picking up extra work opportunity (EWOP) may decline EWOP to afford them the opportunity to attend to appointments on their own time.

Q. What is considered a health maintenance appointment?

Health maintenance appointments are defined as any type of pre-planned preventative exam, including:

- Women's health/mammography screenings
- Colonoscopies
- Dental/oral health appointments
- Eye/vision examinations
- Other health maintenance care appointments

Employees must provide a medical certification after the appointment for confirmation of being seen by a provider.

Q. How much time should I request off for my appointment?

The amount of time an employee requests off should be appropriate to the nature and location of the appointment. It is the responsibility of the employee to plan their time off request accordingly.

Q. How do I make a time off request for a health maintenance appointment?

To submit a request for a health maintenance appointment, begin by logging into the Time Off Report Tracking (TORT) system on My HR, select the "Request Time Off (TORT)" option under the Employee Actions tab, and follow these steps"

1. Create a new time off request.
 - a. Select the date of the health maintenance appointment you are requesting.
2. Enter the hours you will need and select "Doctors Appointment" as the leave option. TORT allows requests in 15 minute increments.
3. Click "Next"
4. Enter the type of appointment.
5. Submit the request.

The screenshot shows the TORT system interface. On the left is a calendar for March 2017. A callout box points to the date 28, stating: "1) Create a new time off request. 1a) Select the date of the health maintenance appointment you are requesting." On the right is the "Request Time Off" form. A callout box points to the "Duration" section, stating: "2) Select full or partial day. If partial day, enter amount of time needed." The form shows "Duration" set to "Partial Day" and "Time (00:00)" set to "2:00 PM". Another callout box points to the "Time Off Type" dropdown menu, which is open and shows "Doctors Appointment" selected. A callout box points to the "Next" button, stating: "3) Enter hours and select Doctors Appointment as the Leave Option. 4) Click 'Next'." The form also shows "Hours per Day" as 2.00 and "Resulting Balance" as 62.22.

The screenshot shows the "Enter Comments" field in the TORT system. A callout box points to the "Submit" button, stating: "5) Enter Health Maintenance Appointment. 6) Submit the request." The "Enter Comments" field contains the text "Health Maintenance Appointment". Below the field are buttons for "Submit", "Save As Draft", and "Cancel".

Q. How much advance notice do I need to give before submitting a request?

Time off requests for health maintenance appointments must be made in advance and must follow departmental time off request protocols or other contractual provisions.

Q. How are health maintenance appointments coded in TIME?

When requesting time off for health maintenance appointments, you will need to advise your manager that you wish to be paid or unpaid.

If you select the option of unpaid, your manager will use the code OPL (Other Protected Leave) in the TIME system. If you choose to be paid, your manager will code the time as VAC (Vacation) or PTO (Paid Time Off).

Q. Can I use this option to care for my child, spouse, or parent?

No. This option is to be used for your own personal health maintenance appointments. For any other appointments, employees shall submit a vacation/PTO request through TORT for approval.

Q. Can I use this program to request time off to prepare for my procedure such as a colonoscopy?

No. This option is for the actual personal health maintenance appointment. You must use vacation time/PTO to prepare for your procedure.

Q. What type of time off can I use for post sedation recovery from my health maintenance procedure?

If your physician certifies that you are unable to return to work after your procedure, your manager will follow your department's existing practice. You will have the option to be unpaid, use vacation time/PTO, or sick leave.

Q. Are follow-up appointments also covered under the health maintenance appointment benefit?

No. You must request for vacation time/PTO to attend follow up appointments.

Q. Are pregnancy related appointments considered health maintenance appointments?

No. Employees should use their vacation time/PTO to attend these appointments or they may apply for Family Medical Leave Act (FMLA) for prenatal appointments.

Q. Who tracks how much health maintenance appointment hours are available?

You may view your available hours for health maintenance appointments through TORT. Please work with your manager to track how much time you have available.

Q. What happens when I use all 20 hours for health maintenance appointments?

Once you have used 20 hours for health maintenance appointments annually, you should follow your departmental request for time off procedures. The option to choose between being paid or unpaid will not be available and available vacation/PTO hours will need to be used.

Q. When making a time off request for a health maintenance appointment, will I need to tell my manager the exact type of appointment I am going to?

Your manager may clarify **only** that the visit is for a health maintenance appointment. When submitting the request through TORT, enter "Health Maintenance Appointment" in the comments section of the request and indicate "paid or unpaid". Present a medical certification to your supervisor as confirmation of being seen by a provider.

Q. If I don't use all 20 hours for health maintenance appointments this year, can I carry the unused time over to the following year?

No. Unused time for health maintenance appointments may not be transferred over to the following year.

Q. Will I need to provide medical certificate for each appointment?

Employees will need to provide a medical certificate to their manager when they return to work from their health maintenance appointment. Please be sure to request this documentation at the conclusion of your appointment.