

Medical Service Policy

Policy Statement

The medical service policy promotes the health and wellness for all members of all university community, with easily accessible primary health care and quick response to emergencies inside AUC campus. An internal drug policy is also available for dispensing medications, and a pre-placement physical examinations are performed.

Reason for Policy/Purpose

The medical service is committed to excellent customer service with the aim of offering continuous, high quality services throughout AUC in a patient-centered, responsive, cost-effective and accessible manner.

Who Approved This Policy

EVP Brian MacDougall
AVP Noel Knille

December 20, 2016

Who Needs to Know This Policy

All entire AUC Community.

Web Address for this Policy

<http://schools.aucegypt.edu/offices/HR/Newsletter/Pages/Office-of-Medical-Services-Policy.aspx>

Contacts

Responsible University Official: Dr. Mohamed Amin

Responsible University Office: Medical Office

If you have any questions on the policy or procedure , you may:

1. Call : Ext: 3909 or 3911
2. Send an e-mail to mhassan@aucegypt.edu or rbahkeery@aucegypt.edu

Definitions

Term (alphabetical order)	Definition as it relates to this policy
Generic	A drug product that is comparable to a brand/reference listed drug product in dosage form, strength, route, of administration, quality and performance, characteristics, and intended use. Generic drugs pharmacological effects are exactly the same as those of their brand-name counterparts. (FDA, The Center for Drug Evaluation and Research).

Policy/Procedures

How to access clinic: Patients should make an appointment before coming to the clinic by calling 3907, or 3912 except in cases of an emergency.

- a- 8:30 - 9:30 am: Walk-in Patients
- b- 9:30 am - 3:30 pm: Patients should come on appointment basis, unless it's an emergency, in which case they don't need an appointment.
- c- If all physicians are fully booked during the walk-in time, the patient is required to book an appointment.
- d- 4:00 pm - 8:00 am, AUC New Cairo clinic receive Emergencies only, i.e. no files nor monthly medications are provided
- e- In case of an emergency during working hours, call Ext. 4000 at AUC New Cairo or Ext. 5000 at AUC Tahrir Square From (Sunday – Thursday) 8.30 A.M to 4.00 P.M

Emergencies will take priority over appointments at all times

2- Medications are provided upon the following conditions:

- a- Physical examination in the clinic.
- b- Providing an external prescription from an external physician after approval from clinic physician, except for uncovered medications including vitamins, herbs, cosmetic medications, acne creams or gel, food supplements, hormonal medications and medical supplies, i.e. knee, ankle support, etc. Generic medication are accepted as long as it authorized from ministry of health
- c- Phone consultation is limited in case of essential need.
- d- To refill medication prescribed by a clinic physician, the patient should get the approval of the clinic physician.
- e- **Monthly medications:** Prescriptions of monthly medications should be updated every three months. Please allow at least two working days for dispensing the medication

f- Only a proper prescriptions will be authorized by the physician no paper slips are allowed.

g- Patient has to come by her/himself to pick up her/his medicine.

h- During situations of crisis that cause the University to close officially, patients should pick up their monthly medications from the nearest branch of Seif Pharmacy. The money can be reimbursed later through the clinic by providing the invoices. The same procedure applies during an emergency, if a prescribed medication is unavailable at the clinic and during weekends.

3-Dependents of Staff B: Services are provided for all the families of staff B who are not insured by Medicare at the downtown clinic, which will facilitate providing a high quality of service for them and reducing wait time.

4-AUC Ambulance Service: This service is intended for the transport of critical cases In the AUC New Cairo campus only. If anyone from the AUC community has an emergency while off campus, he/she should contact the nearest hospital or the public ambulance (123). If an off campus emergency is reported directly to the AUC clinic, the same procedure will be followed. In all cases, the AUC clinic will follow up on any the reported emergency cases to be sure that they are receiving proper health care. The Ambulance role is transport only not to wait for patient to be discharge.

5- Pre-Placement Physical Examinations Policy: The pre-placement policy is applicable before assuming duty and routinely during employment. Applicants must undergo a medical examination to ensure that they are physically and mentally capable of performing their essential work duties. In addition, routine medical examinations may uncover conditions that could develop as a result of occupational exposures and which may have long latency periods. Drugs Screenings will be reported to H.R

Employees who fail to meet the physical and mental requirements of periodic physical examinations may be disqualified, except when there is sufficient evidence that employees are able to perform the essential functions of the job efficiently and without risk to themselves or others, with or without adequate accommodation. The medical examination includes general checks on blood pressure, weight, height, deformations, vision, hearing, musculoskeletal issues, cardiopulmonary, alimentary and neuropsychiatry. Other investigations may include urine analyses, complete blood counts, fasting blood sugar tests, drug test and chest x-rays.

Other investigations may be requested as necessary.

Forms/Instructions

1-Assistant Request Form

2-Medical Form

3-Pre-Employment Form

Location Medical Office

Related Information

HR Manual

Student Handbook

Faculty Handbook

Appendices *(optional)*

Appendices are used for informational material that is helpful in understanding the policy, but not directly related to the implementation of the policy, i.e., not procedures. Content may include graphics or text.

History/Revision Dates

Origination Date: September, 2008,

Last Amended Date: Dec. 2016

Next Review Date: June 2017