

Time-Saving Scheduling Tips

Making the Most of Your Occupational Medicine Experience

Employers continue to face unique hiring challenges in our region and throughout the nation, which also means companies are hiring and requiring testing for new employees at an accelerated pace. Combined with surveillance-testing deadlines, a historically busy spring season, and increased incidents of injury – the demand for services in our TriHealth Occupational Medicine Centers is at an exceptionally high level.

We have assembled the below guidance for our valued Occupational Medicine customers to help minimize frustration, as well as to allow for better appointment and result-turnaround times, as we address this increased demand. We appreciate serving your work-related medical needs and your patience through this particularly busy season.

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- **Schedule as soon as you are aware** of the need for an appointment.
 - **Remember that scheduled appointments will be given preference.** While walk-in appointments are accepted for *most* routine services — excluding large surveillance or pre-hire physicals requiring multiple services — employees should be aware of potential wait times.
 - **Contact TriHealth Occupational Medicine in advance** if you are planning a hiring event or need annual surveillance; we can work with you to reserve appointments or create solutions to meet your needs.
 - **Be as flexible as possible** with locations and times. All [five TriHealth Occupational Medicine Centers](#) use the same company protocols and medical records software. While most services can be performed at all centers, we ask you to please verify the particular required service when scheduling.
 - **Make certain employees are aware** of our [Occupational Medicine Center hours](#) and arrive in advance of center closing times to allow for completion of services. Note, if multiple people are waiting for walk-in services at the end of the day, they may be asked to schedule for, or return on, an alternate day and time.
 - **Help set expectations** that employees are seen based on appointment time, service type, injury severity and room/equipment availability. In some instances, this means that employees may not be seen in the exact order in which they arrive.
 - **Refrain from sending large employee groups** to the centers at the same time. In addition to impacting sufficient social distancing, this can lead to service delays. For groups of more than 10 employees, consider utilizing our onsite department to provide services at your company or our mobile unit, which can be scheduled by calling 513-346-5181.
 - **Keep protocols and contacts up-to-date** so that the center team can call with potential updates or questions. Protocol and contact updates may be submitted to CHServicecoordinator@trihealth.com.
 - **Use an Authorization-to-Treat form** to avoid any confusion related to company name, required services, or invoicing. An updated version of our Authorization-to-Treat form, including center email addresses to where the form may be submitted, [can be downloaded here](#).