



Finding The Right Medical Services Provider

To Meet Your Needs for Pre-Placement, Fitness for Duty, and Return to Work Medical Examinations, and Work-Related Injury/Illness Treatment

Finding the right medical services provider and ensuring your organization’s needs can be met starts with a screening interview process with questions based on expected performance standards. The following list of interview questions was developed to assist you to identify the right medical services provider whether you are looking for pre-placement physicals, return to work physicals, or work-related injury/illness medical care.

We recommend that you rate each medical services provider on a scale of 1-5 (1 being the least, and 5 being the best) so that you can compare your impressions when interviewing multiple providers. We also recommend you highlight those issues that are most important to your organization to help you ensure the appropriate attention is given to those issues during the interview process. The blank lines at the end are provided for any additional questions you want to include.

Interview Questions	1	2	3	4	5
1. Can you schedule appointments for physicals to occur within 7 days of the call for an appointment?					
2. Do you have a back-up provider if you are not able to meet our appointment scheduling needs?					
3. Do you provide weekend and afterhours services (6 p.m. to 6 a.m.)?					
4. How quickly can you provide us with a report?					
5. Do you provide an internet portal so we can access immediate status reports?					
6. Do you utilize State of California DWC AD Form 10133.36 to report physical capabilities?					
7. Do you have multiple facilities to accommodate the geographic range of our employees and applicants?					
8. Do you have the necessary testing equipment at your facilities so that our employees and applicants will not need to go to multiple locations for additional examinations and/or tests?					
9. Do you provide DOT compliant alcohol screening/drug testing?					
10. How do you maintain compliance with DOT alcohol screening/drug testing requirements?					
11. Can you conduct certified audiometric testing to determine hearing loss ranges?					
12. Do you use state of the art testing equipment and methods?					
13. Can you provide us with a primary contact person for the resolution of any issues that may arise?					
14. Can you provide us with a detailed list of the cost of your services?					
15. Do you provide monthly itemized service reports?					
16. Can you provide a library of essential job function profiles that we can use and modify to our work environment?					
17.					
18.					
19.					
20.					

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21. Which of the following services can you provide?
- a. Preplacement Medical Examinations
 - b. Fitness-For-Duty and Return-To-Work Evaluations
 - c. Bloodborne Pathogens Exposure Testing
 - d. Immunizations
 - i. Hepatitis A
 - ii. Hepatitis B
 - iii. Flu
 - iv. Tetanus
 - v. Diphtheria
 - e. Periodic Cal-OSHA required Medical Evaluations and Surveillance

The remaining questions are ones based on experiencing the provider. You may want to ask these questions of others who have used the provider and/or your own employees:

Customer Service Questions	1	2	3	4	5
22. Provider demonstrates respect for employee/applicant by beginning the exam within 30 minutes of the scheduled appointment?					
23. Provider responds to your scheduler in a friendly and courteous manner?					
24. Provider treats the employee/applicant in a friendly and courteous manner?					
25. Provider appears to make medical determination on facts and does not favor one party over the other?					

Questions for Your Organization to Answer:

Customer Service Questions	1	2	3	4	5
26. Does the provider have a facility within a reasonable distance from your office?					
27. Do you believe the provider's services are reasonable priced compared to other providers in your area?					