

Policy Title	Medical Service policy
Responsible AIU Office (Higher Management/Directorate)	Medical Office
Policy Owner (Executive Department/Office)	[The Office, Department, or Unit responsible for carrying out or oversight of said policy. The owner is accountable for and charged with triggering the creation of, implementing, enforcing, and updating the subject University policy, and developing/recommending relevant communication, education, and training and monitoring the effectiveness of a policy.]
Pertinent Dates	[Dates the policy was created, expired, revised, approved, and became effective.]

I. SCOPE OF POLICY

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

II. DEFINITIONS

Generic: A drug product that is compared to a reference/brand 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.

III. POLICY STATEMENT

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

(FDA, the Center for Drug Evaluation and Research)

IV. POLICY STANDARDS AND PROCEDURES

How to access clinic: the clinic services are available on walk-in basis.

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 is accepted as long as it is authorized from ministry of health

c- To refill medication prescribed by a clinic physician, the patient should get the approval of the clinic physician.

d- **Monthly medications:** Prescriptions of monthly medications should be updated every three months. Please allow at least two working days for dispensing the medication. Only proper prescriptions will be authorized by the physician no paper slips are allowed.

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

f- During situations of crisis that cause the University to close officially, patients should pick up their monthly medications from the nearest branch of contracted pharmacies. 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.

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

AIU Ambulance Service: This service is intended for the transport of critical cases. If anyone from the AIU 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 AIU clinic, the same procedure will be followed. In all cases, the AIU 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.

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 HR. 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.

V. FORMS/INSTRUCTIONS (if applicable)

Medical form
Pre-employment form

VI. CONTACT INFORMATION

[Lists relevant position titles and/or offices who may be contacted by University community members for any questions about the policy.]

Triggered by:	Name	Date	Sig.
Created by:	Name	Date	Sig.
Revised by:	Name	Date	Sig.
Approved by:	Name	Date	Sig.