

**OLIVE VIEW-UCLA MEDICAL CENTER  
REVENUE MANAGEMENT  
POLICY & PROCEDURE**

**NUMBER: 769  
VERSION: 1**

**SUBJECT/TITLE: CERTIFICATION OF ABSENCE REQUIREMENT**

**POLICY:**

**PURPOSE:** To establish clear guidelines, goals and purpose for requiring medical certification for verification of illness. To establish definable standards for:

- A. Placing employees on Certification of Absence
- B. Goals to be met while on Certification of Absence
- C. Periods of review

**DEPARTMENTS: REVENUE MANAGEMENT**

**DEFINITIONS:**

**PROCEDURE:**

**GUIDELINES:** A. Placing of employees on Certification of Absence

Los Angeles County Code, Personnel Administration Hand book Title 6 shall be used as authorization for establishing guidelines for Certification of Absence.

“Section 6.20.120 Proof of absence.”

“Any employee absent due to sickness, injury, pregnancy, quarantine, non-emergency medical or dental care, or on any of the leaves provided for in Section 6.20.080 of this code, may be required, before such absence is authorized or payment is made, to furnish a doctors certificate or other proof satisfactory to the department head that the absence was due to such causes.”

1. Management may request Physician Certification at any time such proof may be considered necessary by this department. A person or persons not on Certification of Absence may be required to provide physicians certification for unscheduled absences. Notice will be given for which such proof will be required.
2. Employees leaving work due to illness may be required to provide physicians certification. Employees shall be notified before they leave

their assigned work station that they are to provide such certification.

3. An employee may be required to provide Certification of Absence when the following conditions exist:
  - a. A clear pattern of absenteeism has been established. Employees will be evaluated on an individual basis.
  - b. An employee has incurred an excess of 12 unscheduled absences and/or exceeded 100% time in a calendar year. Extended illnesses may not be included in determining the need for Certification of Absence. Extended illness is to be interpreted as five working days or more and would require physician's certification in each occurrence.
  - c. An employee exceeds the established tardiness & attendance standards.

**B. Goals to be met while on Certification of Absence**

Once an employee has been placed on Certification of Absence, he/she will be given goals defining the necessary improvement to be made.

- 1 Acceptable medical certification must be provided and contain the following information:
  - Provider Name/Signature: A printed name and original signature of the licensed physician treating you.
  - Contact information: Address and phone number of the facility you visited.
  - Visit Date: Date you were seen by the doctor.
  - Disability Date (s): Date(s) of disability.
  - Impact and or Restrictions: Description of how the illness, disability or injury affects your ability to perform work duties.
  - Restrictions: Whether you will be able to resume the full range of duties without aggravation of your condition. If not, list of the restrictions, including what types of activities you must avoid. Whether restrictions are permanent or temporary. If temporary, how long will they remain in effect (what is the duration)?

**SUBJECT/TITLE: CERTIFICATION OF ABSENCE REQUIREMENT**

**Policy Number: 769**

**Page: 3**

- Return to Work Date: Date we can expect you to return to work.
- 2. The employee shall incur no more than one (1) day of unscheduled absence per month in the period and will be required to submit verification for each and every absence.
- 3. No more than two (2) tardies in a pay period, not to exceed a total of ten (10) minutes.
- 4. No instances of AWOP time, unless time is pre-approved by the appropriate division head.
  - a. In addition to the goals, the employee’s time record will be reviewed quarterly. At the end of the second quarterly review the employee may be considered to be removed from Certification of Absence. The employee will be counseled in writing if inadequate improvement has not been achieved. Management may at any time pursue appropriate disciplinary action.

References:	
Approved by: Lisa Cruz (Assistant Hospital Administrator)	Date: 06/28/2019
Review Date: 06/28/2019	Revision Date:
Next Review Date: 06/28/2022	
Distribution: Inpatient Financial Services, Patient Access, Patient Access Registration, Revenue Management	
Original Date:	