

# Employee CheckIn2Work FAQ



Welcome to Axiom Medical's CheckIn2Work application! If you are experiencing issues with any application functions, please call Axiom Customer Support at (281)465-7527.

## **IF I CHECK IN AND ACCIDENTALLY ENTER THE INCORRECT ANSWER AND GET FLAGGED, WHAT DO I DO?**

Please call Axiom at (281)419-7063.

## **HOW DOES MY SUPERVISOR KNOW IF I HAVE BEEN FLAGGED AND CAN'T COME IN TO WORK?**

Please remember to communicate closely with your company and HR teams. However, Axiom will let your company know that a case has been opened based on the answers you provided.

## **IF I HAVE AN OPEN CASE WITH AXIOM, CAN I CONTINUE TO CHECKIN2WORK?**

In most instances no. If you have an open Rapid Response (CRIA) or Absence Management case, the function to Check-in will be deactivated and suspended. Please contact Axiom at 281-419-7063 to discuss further.

## **WHAT HAPPENS IF I AM "FLAGGED" AFTER CHECKING IN?**

You will be advised to not report for work and to call into Axiom for further assistance, designated recipients will be alerted, and you will go through a Contagious Respiratory Illness Assessment (CRIA) with an Axiom professional. If symptoms or exposure are confirmed, appropriate guidance will be given, and designated recipients will receive a Case Report via email. If no symptoms or exposure are confirmed, you will be released to report for work and a Case Report email will be sent.

### **IF I CHECK-IN PRIOR TO MY SHIFT, AND AM CLEARED, WHAT HAPPENS IF I START FEELING ILL DURING MY SHIFT?**

We encourage all employees to self-monitor for fever and overall wellbeing. Check-ins are unlimited; therefore, employees should be urged to perform an additional check-in should their health status change during their shift.

### **WHAT IF I AM FLAGGED, AND AFTER CALLING AM ADVISED TO STAY HOME, HOW SOON CAN I COME BACK TO WORK?**

Based on the dates provided to Axiom, regarding the possible exposure or symptoms onset, the employee will be released back to work on the first they clear the return to work protocol approved by our Medical Director, which aligns with CDC Guidelines and best practices. When clearance for return to work is determined, the employee will be notified of the change in their status, referred to their supervisor for direction, and a case closure email sent out.

### **HOW OFTEN, AND WHEN, CAN I CHECK-IN?**

Check-ins are unlimited and available 24 hours per day. If a check in results in an employee being flagged, the Axiom team is available 24/7/365.

### **ONCE I HAVE BEEN FLAGGED, HOW WILL AXIOM RELEASE ME FOR WORK?**

If your Check-in has been flagged, call Axiom at (281)419-7063 and an Axiom team member will walk you through a series of questions to determine if you are able to return to work safely. Axiom will either hand-off to your disability/benefits team or open a case and to determine your work eligibility.

### **IF I AM FLAGGED, AND CALL IN, WILL I BE ABLE TO SPEAK TO A MEDICAL PROFESSIONAL?**

Yes, after the employee has completed the CheckIn2Work questions an Axiom medical professional is available to discuss any related medical questions they may have.

### **IS MY EMPLOYER GOING TO HAVE ACCESS TO MY PERSONAL HEALTH INFORMATION?**

The security of your personal health information is a priority to Axiom. Axiom will only provide employers individual work status and availability.

### **WILL AXIOM SHARE MY PERSONAL INFORMATION WITH THIRD PARTIES?**

No, Axiom does not share any personal identifiable information.