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1. PURPOSE

Establish the guidelines for the use of medical service under the following references: Section

504 Federal Labor Law, Occupational Health.

NOM.004SSA3-2012, Of the clinical file

NOM-030-STPS-2009, Preventive safety and health services at work - functions and activities.

NOM-087-SEMARNAT-SSA1-2002: Environmental protection- Environmental health- Biohazardous biological infectious waste - Classification and handling specifications.

NOM-036 SSA2-2002, Prevention and control of diseases.

2. SCOPE

This document is available to all collaborators of Quálitas Compañía de Seguros S.A. de C.V. which use the medical service.

3. POLICIES

3.1. GENERAL POLICIES

3.1.1. All collaborators may use the medical service provided by the company.

3.1.2. The service granted is first-contact medical care and it does not replace the visit to your primary care physician, it DOES NOT include:

- Gynecological, urological or proctological examinations.
- Write prescriptions for controlled medications.
- Specialty or subspecialty appraisals (surgery, cardiology, internal medicine, neurology, ophthalmology, gastroenterology, etc.).
- Make medical certificates.
- Opinions related to customers.
- Subsequent consultation for management of chronic-degenerative diseases

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3.1.3. The medical service has the following opening hours:

	Office	Opening hours
Monday to Friday	Medical Service San Jerónimo	8:30 to 17:30 hrs.
	Medical Service San Ángel	
	Medical Service Maguey	
	Medical Service Ajusco	
	Medical Service Polanco	8:30 to 17:30 hrs.
	Medical Service Guadalajara	
	Medical Service Monterrey	

3.1.4. The medical consultation is divided into two types: urgent care and ordinary care.

Urgent care is that which puts at risk the life of the collaborator, this does not require appointment and is activated upon the arrival of the patient to the medical service.

Ordinary medical care, namely, is that which does not put at risk the life of the collaborator and it is addressed according to the medical appointments.

3.1.5. Medical care will be on a face-to-face basis, no phone consultations or Lync. consultations will be made.

3.1.6. The physician on duty is empowered to provide consultation to collaborators who, due to physical discomfort require so, to grant medication of a basic description previously defined, provided it is available, and it is to respond to an emergency; as well as to issue prescriptions with the treatment he/she deems appropriate or to channel the collaborator with the necessary specialty.

3.1.7. In case of requesting application of intramuscular treatment, the collaborator will go to medical service with prescription, otherwise, the medication will not be applied.

3.1.8. The basic drug list is exclusive for the use and prescription of medical staff, and it is not allowed that anyone other than the medical staff takes drugs or self-medicate.

3.1.9. The collaborator is responsible for following-up the treatment that the medical staff determines and for covering the prescribed medication.

3.1.10. The medical service granted does not replace the benefits provided by the Mexican Social Security Institute (*Instituto Mexicano del Seguro Social, IMSS*).

- 3.1.11. The Physician on duty is not empowered by the company, law, to issue disabilities of any kind or permits to be absent; if the Medical staff deems it convenient, he/she may recommend the collaborator immediate care at the IMSS. The collaborator is responsible for informing his/her Immediate Boss the need to leave their work to go to the IMSS.

3.2. SPECIFIC POLICIES

Confidentiality of Information and Files

- 3.2.1. All information on the occasion of the medical service from consultations, tests, medical records or those determined by the company will be handled by the Physician confidentially.
- 3.2.2. The Physician will generate a medical record per patient to have background on medical history considering important aspects, such as allergy to drugs, history of heredofamilial diseases, etc.
- Every clinical file must contain the following general data:
- Notice of privacy, informed consent.
 - Medical notes and prescriptions.
 - Type, name and domicile of the establishment and, where applicable, name of the institution to which he/she belongs.
 - Where applicable, the corporate name of the owner or concessionaire.
 - Name, gender, age and domicile of the user.

All medical files generated shall be electronically kept for 5 years, as provided for in the Official Mexican Standard NOM-004SSA3-2012.

Treatment of the RPBI (Biohazardous Biological Infectious Waste)

- 3.2.3. The medical service must contain the stages of RPBI management process.
- 3.2.4. Generated waste must be immediately identified after the process that generated it.
- 3.2.5. The medical service will package waste in accordance with its physical characteristics in red bags or rigid containers.
- Sharp objects
 - Nonanatomic waste
 - Blood
 - Biological-Infectious Crops and Strains
 - Pathological
- 3.2.6. When the container is at 80% of its capacity or every 6 months (whichever happens first), the Medical service must notify the supplier responsible for managing the collection process and deliver the container to the collection company authorized by RPBI.

- 3.2.7. All pharmaceutical waste which does not meet the safety characteristics for pharmacological treatment must be discarded according to its classification as hazardous or special waste.

4. SANCTIONS

Violation of the rules contained in this document will result in the following consequences, depending on the severity of each particular case, the imposition of penalties from the Internal Work Regulations and, if applicable, those established in the applicable laws.

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