



PTO FAQ

Physician's Immediate Care is committed to making it easier for you to request, use and manage your PTO for personal needs, vacation time, and sick days. This list of frequently asked questions and answers will be kept current as new questions are submitted. Please let us know of any additional questions.

For the 2021 annual request period (starting on 11/15/21 for 02/1/2022 thru 1/31/2023), you are encouraged to schedule at least 50% of your annual accrual potential. We are asking that you get as close to 50% as possible. For example, if you have three weeks of potential accrual for the calendar year, we ask you to schedule at least one week.

The open request period will be available from Nov 15th – 29th.

During this time, requests will be accepted in increments of single days. All PTO requests will be reviewed and approved based on timestamp (first in, first served) and regional threshold.

I don't have all my time accrued in ADP or QGenda, what should I do?

PTO is front-loaded into QGenda and will reflect your total annual accrual amount (request limit). The accrual rate in ADP will be applied accordingly. Schedule your time now during the rounding period; when you are ready to take time off, you must confirm with your manager that the correct time is being applied and available.

For example, You have an accrual potential of 3 weeks for the calendar year. As of today, you have only 20 hours in your accrual bank in ADP – you can go ahead and request to schedule PTO in June because you will have accrued the additional 20 hours to cover your PTO. When you take your PTO confirm with your manager that you have enough PTO available for use on your timecard to cover your time off. QGenda will allow you to schedule up to your potential accrual amount- it will not inform you of how many hours you have in ADP (this will be updated later this year)

If I can roll forward up to 60 hours, does QGenda keep track of those hours? Do I use the 60 hours banked first? Is there anything I need to do to use those hours before I lose them?

Because the accrual rates have not yet been finalized, PTO hours that are carried over from 2021 will be added to your profile end of January 2022 after the amounts have been reconciled. This time can be used for single-day or multiple-day requests throughout the year.

How will my PTO request or requests be handled after the rounding period?

PTO requests will be approved based on coverage availability. If an approval request conflicts with staffing capacity and cannot be approved, you will be notified.

Since I had my PTO time approved, my schedule has changed. What do I need to do?

Please communicate directly with the Workforce Planning team to discuss. You can reach the team by emailing scheduling@visitphysicians.com

How do the PTO accruals in ADP stay in synch with QGenda? Do I need to do anything?

The data is reconciled regularly, please notify your manager and the Workforce Planning team if you see a discrepancy. It is ultimately the employee's responsibility to verify the hours they have available for use – reference ADP for accrual amounts real-time

Will I still be able to request PTO after the rounding period?

Yes. During the open request period and after the annual request period is concluded, you will be able to submit single-day requests for the remaining PTO including any hours carried over from 2021. Please submit those requests 45 days **prior** to the publishing of the schedule in advance to allow for the approval process and communication– (please see list below) for request timelines.

Am I allowed to request more holidays as PTO later in the year?

Yes, after the rounding period has concluded you will be able to request PTO for additional holidays. To be fair to all employees, during the annual request period, there will be a maximum allowable request of two (2) holiday dates as PTO. If the threshold has been exceeded for the approval on a specific holiday, the date will show as unavailable.

SCHEDULED FOR MONTH	PUBLISHED DATE	CUT OFF TO REQUEST PTO
JANUARY	DECEMBER 1-5	OCTOBER 15
FEBRUARY	JANUARY 1-5	NOVEMBER 15
MARCH	FEBRUARY 1-5	DECEMBER 15
APRIL	MARCH 1-5	JANUARY 15
MAY	APRIL 1-5	FEBRUARY 15
JUNE	MAY 1-5	MARCH 15
JULY	JUNE 1-5	APRIL 15
AUGUST	JULY 1-5	MAY 15
SEPTEMBER	AUGUST 1-5	JUNE 15
OCTOBER	SEPTEMBER 1-5	JULY 15
NOVEMBER	OCTOBER 1-5	AUGUST 15
DECEMBER	NOVEMBER 1-5	SEPTEMBER 15

How do I learn about the PTO accrual process?

Please refer to the updated Employee Handbook on the PIC Portal. According to the handbook, PTO is accrued bi-weekly based on regular hours worked and length of service. PTO is added to the employee's PTO bank on each pay date. PTO is not earned on overtime hours worked or in pay periods during which unpaid leave, short or long-term disability leave or workers' compensation leave are taken.