



Medical FAQ's

- **Where do I send information?**
 - **Forms (Medical & Dental Form) can be mailed by post or faxed to:**
 - Fax (409) 772-3600
 - UTMB Polar Medical Operations
Levin Hall, 5th Floor, Suite 5.527, Route 1004
301 University Blvd.
Galveston, TX 77555-1004
 - **Dental x-rays (ONLY) can be emailed or mailed by post to:**
 - Email to polmedpq@utmb.edu
 - UTMB Polar Medical Operations
Levin Hall, 5th Floor, Suite 5.527, Route 1004
301 University Blvd.
Galveston, TX 77555-1004
- **What if I am having my exam and lab work done overseas?**
 - You must provide an English translation as part of your PQ Packet submission.
- **Why have I not received a PQ Packet yet?**
 - Please speak with your HR representative or PI of your group to make sure that it was correctly requested.
- **How do I request a copy of my medical records?**
 - Please email polmedpq@utmb.edu requesting the Medical Records Request Form.
 - Once complete, this may be filled out and faxed to our office. (409) 772-3600
 - Please indicate urgent if needed for a Doctor's Visit.
- **Did you receive my documents in the mail?**
 - Please allow a proper amount of time for delivery and receiving of your documents. We would advise that you monitor its progress via tracking info generated by carrier.



- If you have a question or would like confirmation, please call and leave a message or email our department once, with your full information, question, and date of birth. You will be contacted within 24 hours with a response.
- **Did you receive my faxed documents?**
 - Did you fax in dental x-rays? Please send these by post or email to polmedpg@utmb.edu.
 - Please allow 24 hours for us to receive and file your documents.
 - When faxing over documents, be sure to receive a confirmation from your fax machine. (Note: Due to high volume please do not resend the same document more than once within a 24 hour period as this will add to our processing time).
- **Who is responsible for submitting my medical and dental records?**
 - We prefer the participant be responsible for submitting their records to UTMB in order to stay involved in the PQ process.
- **Lab Questions:**
 - Urinalysis is not a Drug Screening. Your drug Screening will be done through your employer, not UTMB.
 - Uric Acid is a lab that is with your blood work.
- **Do I need the guaiac?**
 - You only need the guaiac if you are over the age of 50.
- **Do I need the Prostate Specific Antigen (PSA)?**
 - The PSA is only required for males over the age of 50.
- **I received an email indicating my dental x-rays were illegible, can you explain?**
 - You received this because you might have sent over a faxed copy of your x-rays. This causes your x-rays to look like a dark square on the receiving end.
 - Please send your Dental X-rays to polmedpg@utmb.edu or mail them to



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- **Why have I not received my PQ Status?**

- You will be notified via email with your PQ status (Be sure to check your junk mail folder) once all items have been received and reviewed.
- If you feel you have submitted all required information please contact our office by phone or email. Be sure to leave your full information, email address, question, and date of birth in the message.
 - Phone: (855) 300-9704
 - Email: polmedpg@utmb.edu

- **I do not understand my checklist, is it unique to me?**

- Checklists are personalized for each participant.
- Each item that is marked with an “X” is a requirement for you to PQ.
 - Example:

Chest X-Ray: Required yearly if you are a winter over candidate, have a positive reaction to PPD skin test, or have symptoms of pulmonary disease. **SUBMIT**
Do If 7a **RADIOLOGY REPORT ONLY. DO NOT SEND FILMS.**

- **I did not receive the correct attachments with my PQ Packet Email.**

- The documents are sent in Excel and PDF format. Be sure to use these when opening the attachments.
- ***Please READ ALL ATTACHMENTS COMPLETELY.***
- You were sent an attachment that directs you to the USAP WEBSITE to print out your **MEDICAL DEPLOYMENT PACKET**. This packet contains all Medical & Dental Forms needed for the PQ Process. Please see below:



The Antarctic Support Contract (ASC) has identified you as needing to complete a Physical Qualification (PQ) packet for possible deployment to Antarctica under the United States Antarctic Program (USAP). To print your Medical Deployment Packet/PQ Packet and instructions to assist in completion, please click this link:

<http://www.usap.gov/usapgov/travelAndDeployment/contentHandler.cfm?id=1399>

- **UTMB does NOT handle Travel or Reimbursements. Please contact your company Human Resources dept or PI with these questions.**
- **How can I ensure that my PQ will be processed quickly?**
 - Verify packet is complete prior to submission.
 - Please submit your complete packet in one package. (As submitting individual documents may add to processing time).
 - You will be promptly emailed if we are missing any information upon receipt and initial review. Otherwise if complete, your packet will be sent to the Chief Medical Officer for review.
- **How will I know if you are missing any information?**
 - You will be contacted via phone or email if we are missing documentation or are in need of additional information.
- **How long does the PQ process take?**
 - Once a complete packet has been received and no additional information needed, your information will be reviewed within 24-48 hours. After review you will be contacted via email with your PQ status.
 - Please give yourself enough time prior to your requested flight date to the ice to get all of your PQ requirements completed and sent in. These will need to be received with enough time for us to review them. Please Note: You may be notified if we are in need of additional information, which will extend your process time.
 - Example: If you need a waiver for Medical or Dental requirements, it takes up to 6 weeks for an NSF approval.
- **How long does the Waiver Process take?**
 - The waiver process could take up to 6 weeks.