



## Program Support Center



### ABOUT PSC

The Program Support Center (PSC) is the largest multi-function shared service provider to the federal government. Hosted by the U.S. Department of Health and Human Services (HHS), PSC provides our customers support services focused on their needs — so they can focus on their core missions.

Established 20 years ago to reduce HHS's annual spending and to increase the quality of its administrative services, PSC today offers over 40 services to HHS and other federal agencies. PSC operates on a competitive fee-for-service basis in four key markets: administrative operations, real estate and logistics, financial management and procurement, and occupational health.

In 2001, PSC acquired Federal Occupational Health (FOH). Created by Congress in 1946, FOH has over 70 years of experience serving federal employees and their families worldwide to improve their health, safety, and productivity.



For more information contact  
**(301) 492-4600**  
[www.psc.gov](http://www.psc.gov)

## HEALTH CLINICS

### Walk-In, On-Site Medical Care

A healthy workforce is a productive workforce. Employees who fall sick or are struggling to manage long-term medical conditions such as diabetes, high blood pressure, and other illnesses lead to increase absenteeism, unhealthy behaviors, rise in workload, and lost intellectual proficiency — disrupting staff from focusing on their agency's critical missions.

The **Program Support Center (PSC)**, through its **Federal Occupational Health (FOH)** services, offers Health Clinics to our customer nationwide. Customers gain access to clinics mainly located in federal buildings. They are staffed with on-site board certified medical professionals trained to provide first aid, medical emergency response, check-ups, immunizations and other general medical needs. The results: reduce time away from the office, lower medical expenses, aid in prevention and early detection of health issues, and more importantly, customers get the care need immediately.

### High Quality, Personalized Care by Medical Experts

PSC Health Clinics are managed by licensed medical professionals including registered nurses (RN), physicians (MD), nurse practitioners (NP), physicians' assistants (PA) and medical assistant (MA) who provide a variety of services including:

- **Acute Care:** Walk-in care for minor illnesses and injuries including assessments, treatment with over-the-counter medications if indicated, and referral to appropriate outside providers if needed.
- **Preventive Care:** On-site screening to identify risk for or early signs of chronic illnesses including diabetes, high cholesterol, and high blood pressure, and receive counseling to help address these common health problems to prevent more serious consequences such as heart disease.
- **Immunizations:** Receive recommended routine vaccinations such as flu shots and vaccinations which may be needed to prevent disease during work-related travel to foreign countries.
- **Emergency Response:** Receive immediate response to significant workplace injuries and emergency events coordinated with local Emergency Medical Services (EMS).

### Fast Facts

- Nearly 300 health clinics located nationwide
- More than 15,000 private-provider network of physicians and nurses.
- Over 360 participating federal agencies
- More than 250,000 federal employees served annually





## FEDERAL SHARED SERVICES

### Accounting Services

- Accounting
- Debt Collection
- Financial Reporting

### Acquisition Management Services

- Acquisitions

### Behavioral Health Services

- Employee Assistance Program
- Organizational Development and Leadership
- Psychological Testing and Evaluation Program
- Work / Life Programs

### Building Operations Services

- Facilities Operations and Maintenance
- Room Management
- Shredding

### Clinical Health Services

- FedStrive
- Health Clinics
- Medical Employability
- Medical Surveillance
- Workers Compensation Management

### Environmental Health and Safety Services

- Automated External Defibrillator
- Environmental Health and Safety

### FedResponse Services

- Customer Contact Center

### Grants Finance and Administration Services

- Grants Management
- Indirect Cost Negotiations

### Mail and Publishing Services

- Departmental Forms Management
- Digital Document Management
- Graphic Arts
- Mail Operations
- Mail Screening
- Printing Program Management
- Section 508 Compliance

### Real Property Management Services

- Real Estate Strategy
- Real Property Disposal
- Space Design and Construction

### Supply Chain Management Services

- Labor and Moving
- Medical Supply Fulfillment
- Personal Property Disposal
- Personal Property Management
- Publications Fulfillment
- Storage

### Transportation Services

- Fleet Operations
- Transit Subsidy Program Management
- Travel Program Management

### Wellness and Health Promotion Services

- Wellness and Fitness

- **Medical Surveillance Examinations:** Receive physical examinations and testing including audiograms, vision testing, electrocardiogram (ECG), pulmonary function testing and respirator clearance exams required by agencies to monitor workers health status and fitness for duty.
- **Health Management:** Administer services prescribed by a primary care physician and other outside providers such as regular monitoring (and log) of blood pressure, blood sugar checks, wound care and suture removal.
- **Health Promotion:** Conduct workshops and provide materials on topics such as nutrition, tobacco cessation and stress management to inform staff of ways to a healthier lifestyle.
- **Regulatory Planning and Risk Mitigation:** Participate in occupant emergency planning meetings to ensure customers stay in compliance with policies, guidelines and industry best practices for an effective program.

PSC Health Clinics support our customer's commitment to improve their employees overall health, well-being, boost morale and promote positive behavioral changes.

## On-Site, Near-Site, or Custom Built Federal Clinics

Customers can leverage established PSC Health Clinics on- or near-site, or PSC can build a new facility which can be utilized exclusively by a customer or shared among other federal agencies using flexible Interagency Agreements (IAAs) which help drive down costs. IAAs eliminate the complicated, costly and time-consuming contracting process by efficiently constructing or giving customers access to established clinics at competitive prices without compromising the essential care employees need.

## Achieve a Healthier, More Productive Employee Base

PSC Health Clinics do not require appointments, co-pay, or other fees. Customers gain easy access to quality, compassionate medical professionals for faster care than a doctor's office which reduces time away from the office to allow staff to better focus on core mission responsibilities.

## Improving the Health, Safety, and Productivity of Federal Employees

**Federal Occupational Health (FOH)**, a part of the Program Support Center (PSC), is the largest provider of occupational health services in the federal government, serving 1.8 million employees in more than 360 federal agencies worldwide. FOH works in partnership with agencies to design and deliver comprehensive occupational health solutions to improve their health, ensure their safety, and increase workplace productivity of federal employees.

