

Medical Department – Employee Return to Work Information Sheet

The Norfolk Southern Medical Department's (NSMD) process for returning you to work following a long non-medical absence or a medically-related absence will depend on your specific situation. Each situation is an individual determination done on a case-by-case basis. Most cases involve the same general steps¹ that are described in this information sheet. This information sheet also provides you with the direct contact information of the clinical team assistant who can best assist with your questions.

You can access general return to work information on the ERC (Go to "Employee Self Service", click on the "Medical Information" link, then in the "Medical" menu under "Policy", click on "Return to Work Information Sheet"). If you are unable to access the ERC, you can download and print this information from the main www.nscorp.com website (Click on the "Employees" tab on the main page. Then click on the "Medical" tab for the information sheet). You can obtain similar information by calling the recorded NSMD information line at (877) 737-0746.

- 1. Direct Contact Information for NSMD Clinical Team Support.** The clinical team's assistants are assigned cases based upon the type of inquiry and the first letter of your last name.
 - a) For questions about work status, including the return-to-work process (for non-work related illnesses or injuries),** if the first letter of your last name is:
 - **A through L**, the assistant's phone number is (757) 629-2055; fax number (757) 823-5771.
 - **M through Z**, the assistant's phone number is (757) 629-2639; fax number (757) 823-5772.
 - b) For questions about your company sponsored physical examinations or the status of disability or sickness benefit forms completed,** if the first letter of your last name is:
 - **A through D**, the assistant's direct phone number is (757) 629-2448.
 - **E through K**, the assistant's phone number is (757) 629-2439.
 - **L through Ri**, the assistant's direct phone number is (757) 664-5005.
 - **Rj through Z**, the assistant's phone number is (757) 629-2438.
 - The direct fax number to use for providing information related to a physical examination is (678) 512-5090.
 - c) For questions about cases involving work related illnesses or injuries,** the clinical team assistant's phone number is 757-629-2440, and fax number is 678-512-5071.

¹ This is intended as an overview of the return-to-work process. Because an individualized assessment is always conducted, the exact return to work process may vary on a case-by-case basis. NSMD reserves the right to modify its policies at any time.

d) For questions about Vocational Rehabilitation Services, the assistant's phone number is (757) 664-5047, and fax number is (757) 823-5781.

You can obtain a printable flyer of the clinical team support – direct contact information on the ERC (go to “Employee Self Service”, click on the “Medical Information” link, then in the “Medical” menu under “Contact Information”, click on “Clinical Team – Direct Contacts”).

2. Fitness-for-service Documentation Requirements

a) Non-Medical Absences

Unless there is a fitness-for-service issue, no additional information or evaluation is necessary if you have been out of work for less than one year due to a non-medical absence.

If you have been out of work due to a non-medical absence (such as furlough, leave of absence, discipline or military leave) **for one year or longer**, you must complete a Health Questionnaire (Form/Item 002276-0) for review and determination of your fitness-for-service by the Medical Department. An interactive version of this form is available on the ERC (go to “Employee Self Service”, click on the “Medical Information” link, then in the “Medical” menu under “Policy”, click on “Health Questionnaire”). If you are unable to access the ERC, you can download and print this form from the main www.nscorp.com website (Click on the “Employees” tab on the main page. Then click on the “Medical” tab for the questionnaire). You can also obtain this questionnaire from your supervisor.

You should complete the Health Questionnaire for the time period of your recent non-medical leave of absence. You should then forward the completed questionnaire directly to the Medical Department. The preferred method (that will best help ensure our timely receipt of the form) is to fax the questionnaire to fax # 678-512-5090. Alternatively, the completed questionnaire can be faxed to toll-free fax # 866-627-0592, emailed to medicalrecords@nscorp.com or mailed to Norfolk Southern Corporation, Three Commercial Place, Norfolk, VA 23510-9202.

Additional medical information and/or evaluation may be requested by the Medical Department to enable a fitness-for-service determination. When a determination is made that you are medically qualified, the Norfolk Southern Medical Department will notify your supervisor (or administrative assistant) to allow you to promptly return to work.

b) Medical Absences

In general, when you are returning to work from an illness, injury or surgery, a work release from your treating doctor including any recommended work restrictions and/or accommodations should be furnished to the supervisor and the Medical Department.

When evaluating your fitness-for-service, the NS Medical Department may request that your treating doctor(s) provides medical records and information regarding your specific medical condition that caused the absence. Depending on your individual case, requested records *may* include all related: doctor's evaluation reports; doctor's office visit and progress notes; diagnostic test results (for x-rays and MRIs - please do not send the actual films); operative report(s); hospital admission and discharge summaries only (it is usually not necessary to provide all records related to your hospitalization); treatment records (including physical therapy notes); and your treating doctor's recommendations for any work restrictions and/or accommodations.

c) How to provide requested medical records and/or information to the NSMD

If you are returning to work following a medical absence, there are several ways that you can provide the NSMD with requested medical records or information:

- The preferred way is to fax the records directly to the clinical team assistant assigned to your case. If the first letter of your last name is **A through L**, the best fax number to use is 757-823-5771. If the first letter of your last name is **M through Z**, the best fax number to use is 757-823-5772.
- You may also email records to medicalrecords@nscorp.com When using this email address, please be sure to provide your full name, including middle initial, employee identification number, and a contact phone number.
- As an alternative, medical records and information can be faxed to a toll-free fax line – 866-627-0592 or mailed directly to:

Norfolk Southern Medical Department
Three Commercial Place
Norfolk, VA 23510-9202.

3. For your convenience, some additional general guidance on typical return-to-work procedures for specific medical conditions are provided below:

a) Returning to work from a heart condition or procedure

In general, if you are returning to safety-sensitive and/or physically demanding work after an absence due to a heart condition such as chest pain, heart attack or a heart procedure, such as cardiac catheterization, angioplasty, stent placement or heart by-pass surgery, related medical records will need to be furnished to the Medical Department for review. These records generally include: your treating cardiologist's office visit and progress reports, hospital admission and discharge summaries (it is usually not necessary to provide all records related to your hospitalization), diagnostic test results related to your heart condition, along with the results of a stress test report conducted *after* the heart attack or heart procedure (if applicable). Additionally, your doctor should provide a detailed, narrative, written statement that specifically addresses the *current* status of your cardiac condition and the need for any work restrictions and/or accommodations.

If your absence has been for a heart problem not listed earlier, such as a valve condition, pacemaker or defibrillator insertion, dizziness, fainting, loss of consciousness, or heart rhythm disturbance or irregularity, and if the first initial of your last name is **A through L**, please dial (757) 629-2055 to speak to the clinical team assistant assigned to your case who can help clarify the necessary medical information to be supplied and the appropriate return to work procedures. If the first initial of your last name is **M through Z**, please call (757) 629-2639 to speak with the assistant assigned to your case.

b) Returning to work after an absence due to diabetes mellitus

In general, if you are returning to safety-sensitive and/or physically demanding work after an absence due to newly diagnosed or poorly controlled diabetes, you will need to furnish related medical records to the Medical Department concerning the control of your diabetes. These records generally include your treating doctor's office visit and progress notes, laboratory reports of blood sugar measurements and hemoglobin A1c determinations, and your home glucose monitoring logs. Additionally, your treating physician should provide a current statement addressing, in part, the stability and control of your diabetes and the need for any work restrictions and/or accommodations.

c) Returning to work from an absence due to a seizure, dizziness, fainting, or loss of consciousness

If you have had a seizure or convulsion, prior to your return to work, the Medical Department will generally require clearance by your personal physician and a documented minimum seizure-free period, which will be determined by your job responsibilities, the safety-sensitive nature of your duties, and any requirement for operation of machinery, motor vehicles, or railroad equipment, including locomotives. Medical records regarding your seizure will generally need to be provided to the Medical Department for review. These records may include: all treating doctor's office visit and progress notes, and diagnostic test results (such as EEG results and laboratory results of your medication blood levels). Additionally, your treating doctor should provide a written report addressing the current status of your condition, including the control and stability of your condition and the date of your last known seizure.

If you work in a safety sensitive and/or physically demanding position and have had a fainting spell or loss of consciousness, related medical records and reports regarding the evaluation of that condition, and a work release from your treating physician will generally need to be furnished to the Medical Department for review.

d) Returning to work from an absence due to an orthopedic, bone or joint condition

In general, if you are returning to a non-sedentary position following an injury, illness, or surgery related to the spine, bones, joints, or musculoskeletal system, the Medical Department should be provided all related medical records, including your doctor's office visit and progress notes, diagnostic test results, operative report(s), and treatment records (including physical therapy and work conditioning notes) related to the condition in order to make a proper return to work determination. If

you are returning to work following a fracture, your treating doctor will need to advise if the fracture is clinically healed.

e) From an absence due to a sleep disorder, such as narcolepsy or sleep apnea

Generally, if you are returning to a safety sensitive and/or physically demanding position following treatment for a sleep disorder, the Medical Department will need to receive medical records for review in order to make a return to service determination. Among other things, the records requested will depend on the specific diagnosis and the severity of your sleep disorder. These records may include all doctor's office visit and progress notes, diagnostic test results (such as polysomnogram test report) and treatment records (including CPAP download logs for the prior 2 weeks, and documentation of your prescribed medication and any adverse medication side effects experienced). Your personal doctor should also provide a written report addressing the current status of your sleep disorder, including the need for any work restrictions and/or accommodations deemed necessary.

f) From absence due to pregnancy, childbirth, or its complications

If you are returning to work to a physically demanding job from pregnancy, childbirth, miscarriage, or complication of pregnancy, a release for duty from your personal physician must be supplied.

g) Medication and Work

A number of medications, both prescription and over-the-counter, may cause sedation or other effects on your level of consciousness and may adversely impact not only your own safety, but also that of your co-worker(s) and/or the general public. If you occupy a position that is critical to safe railway operations, you may not work in safety-sensitive and/or non-sedentary positions if you are experiencing such side effects. Opiate narcotics, synthetic and non synthetic types, are not permitted to be taken at work or within a minimum of 6 hours (or possibly longer depending on the particular medication) prior to marking up for service in safety sensitive and/or non sedentary jobs.

In addition to ensuring that you are in compliance with all Safety and General Conduct Rules as well as federal regulations, you should consult your physician and/or pharmacist to address potential side effects, both singularly and combined, of all prescription and over-the-counter medications you are taking. If you are in a safety sensitive and/or non-sedentary position and are taking medication that may potentially impact your safety, and that of your coworker(s) and/or the general public, you should notify the Medical Department to determine if your medication use is consistent with the Medical Department's medication guidelines and regulatory criteria. This refers to any medication with potential side effects noted by the pharmacy, listed by the manufacturer, or described by your prescribing physician that includes fatigue, drowsiness, weakness, dizziness and/or similar effects that may impair alertness or alter level of consciousness.