

Urgent Care Staff Paid Time Off (PTO) FAQs

Q: Am I eligible to receive PTO?

A: If you are classified as working at least 24 hours per week in the HR/Payroll system, you're eligible to receive PTO.

Q: When do I start receiving PTO? How often do I receive PTO?

A: You begin receiving PTO on your first day. You receive a PTO accrual 7 days a week as long as you remain active and in a benefits-eligible position.

Q: How is my PTO rate determined?

A: How much PTO you receive each day is based on how long you have worked at Texas Health and your weekly hours in the HR/Payroll system. For a list of daily accrual rates and the bi-weekly maximum that can be earned based on weekly standard hours and years of service, [click here](#).

Q: Will my accrual be affected if I don't use PTO on a day when I don't work my standard hours?

A: While the PTO accrual is not affected, you should use PTO if you are absent or tardy.

Q: Do I receive PTO if I take an unpaid day off work?

A: While the PTO accrual is not affected, you should use PTO if you are absent or tardy.

Q: When can I see my PTO hours for the pay period?

A: Your PTO balance is updated daily in UKG. You can view your PTO balance in several places within UKG. Take a look at the guides [for the app](#) or [for the web](#). Your PTO balance and accrual for the pay period can be found on your paycheck. The balance on your paycheck is as of the end of the pay period (minus any PTO Conversion, PTO Sell, or PTO donate amounts). The accrual on your paycheck is an accumulation of the daily accruals you have received for the pay period.

Q: Do I receive PTO while on leave of absence if I'm using my PTO?

A: No, you must be in an "Active" status to receive PTO.

Q: What is the maximum number of PTO hours that can be received?

A: There is not a maximum limit to the number of hours you can receive in a year, but you cannot carry over more than 300 hours each Payroll Year. The PTO bank is reduced to 300 hours on December 31st each year.

Q: Why does my PTO balance show different amounts on different screens in UKG?

A: The PTO balance on certain screens has future PTO requests you have entered in UKG already deducted from your balance. Other screens show your balance as of today. Take a look at the guides [for the app](#) or [for the web](#).

Q: How do I take PTO if I have two or more jobs?

A: PTO is received on the combined standard hours of all active positions. If you take PTO from your secondary job, you'll need to work with your payroll department AND timekeeper to be sure that the PTO is applied correctly.

Q: How do I earn PTO if I have two or more jobs?

A: The PTO earned from both positions will be reflected daily in your UKG PTO balance.

Q: If I transition to another position within Texas Health but outside of an Urgent Care, what happens to my PTO?

A: Your PTO balance will transfer with you and you will start receiving PTO based on your new position.

Q: What happens to my PTO if I transfer to a Clinic Practice Staff position at a THPG clinic?

A: In most circumstances, you will be paid out any excess PTO balance over 160 hours.

Q: Will my PTO payout be included in my final check if I terminate employment?

A: In most cases, if you have more than one year of service, you will be paid for any unused PTO up to a maximum of 300 hours, as long as you provide two weeks' notice in writing and work through the notice period.. Employees who fail to work through the notice period will not be eligible for unused PTO pay out. *NOTE: Employees with less than one year of service will not be paid out their unused PTO.*

Q: Will my PTO be paid out if I change to a PRN status?

A: If you have more than one year of service, in most circumstances your unused PTO up to a maximum of 300 hours will be paid out within two to three pay periods after you change status. *Note: Employees with less than one year of service will not be paid out their unused PTO.*

Q: When can I use PTO?

A: You may use the PTO as soon as it is received subject to your supervisor's approval. Generally, you must use PTO when you are away from work on a regularly scheduled day, unless it would cause you to exceed the number of hours you are classified in the HR/Payroll system to work.

You cannot use PTO if your absence is due to jury duty, bereavement pay, or unpaid administrative leave or suspension.

You may use PTO, but are not required to use it if:

- You are non-exempt and have not worked the hours you are regularly scheduled to work according to your status in the HR/Payroll system
- You are on military reserve training or duty
- You are not at work or are sent home because of low census or other business reason
- You are on a leave of absence

Q: When am I required to use PTO?

- A:**
- Pre-approved vacation, holidays and personal time off
 - Unscheduled absences and tardiness

Q: Can I take scheduled days off for a vacation without using my PTO?

A: All employees must comply with the Attendance Management policy. Employees—whether exempt or non-exempt—who schedule time away from work should use PTO. If excessive time away from work impacts operational requirements, concerns will be addressed by the manager under the time and attendance policy.

Q: How does PTO conversion work?

A: During annual benefits enrollment, you can convert up to 78 hours of PTO you will earn the next calendar year (in 8-hour increments) to pay for your benefits. The value of the PTO hours will be added to your paycheck over 26 pay periods.

- To be eligible to convert PTO, you must elect at least one of the following benefits: medical, dental, vision, health care spending account, day care spending account, additional life insurance, additional AD&D insurance, additional long-term disability, accident insurance, critical illness, or hospital indemnity. You are limited to a combined total of 100 hours per year for converting, selling, and donating PTO. Physicians and mid-level providers employed by THPG are not eligible for PTO conversion.
- Note: in UKG, PTO Conversion is deducted from your PTO balance the Sunday following the applicable pay period.

Q: Am I able to use my PTO for other things?

A: Yes. You may:

- Sell PTO two times a year, up to an annual total of 80 hours as long as 80 hours of PTO remain in your PTO bank after the sale. PTO may not be sold from the first or last pay periods of the year.
- Donate up to 80 hours per PTO hours to certain charities or to the Helping Hands fund as long as at least 80 hours of PTO in your PTO bank remains after the sale
- Note: in UKG, hours for PTO Sell and PTO donate will be deducted from your PTO balance the Sunday following the applicable pay period

Due to IRS regulations, the combined amount of PTO that you can convert, sell, and donate must be 100 hours or less per year. When you sell PTO, you will receive 80% of the value of your sold PTO hours as a cash payment. You will be subject to applicable payroll taxes and 401(k) deductions (if enrolled in the 401(k) Plan).

Q: Can I use My Flex Day and PTO hours together?

A: Yes, subject to your managers approval. If you plan to take off three days of work, you are able to use My Flex Day for one of the days, and PTO hours for the other two days.

Q: What happens if I work when the time changes for Daylight Savings Time?

A: If you are a non-exempt employee and work during the Daylight Savings time change, you will be short one hour of regular time on your following paycheck. If this happens, since you are missing the hour due to business reason, you may use your PTO balance to cover for the missed hour but you are not required to do so.

Q: Do I need to use PTO for time away from work for a Holiday?

A: Generally, yes. Texas Health supports and encourages employees to time off to rest, relax, recharge and spend time with family and friends on holidays and offers the Paid Time Off (PTO) program so you continue to receive pay while you are away from work due to a holiday.

A list of Recognized Holidays by Texas Health can be found on the [My Texas Health intranet](#) under Employee Resources, then Working at Texas Health and then selecting Compensation. Because a large part of our business operates 24 hours a day, 7 days a week, holidays are noted with specific beginning and ending times. Only the designated holiday will receive differential pay, but sometimes departments close in observance on the weekday preceding or following the holiday date.

Designated Holidays Recognized by Texas Health for Non-Exempt (Hourly) Employees

If the department plans to be closed because of a designated holiday:

Work Scenario	Pay
You are scheduled to work but don't due to the closure	you can choose to take PTO or go unpaid <i>NOTE: if you do not have PTO hours in your balance to use, you must take an unpaid day</i>
You are not required to work due to closure but receive approval to work on the holiday	you get regular pay <i>Note for timekeepers and managers: holiday pay will need to be removed from the employee's time</i>
You are not scheduled to work	you don't need to take PTO because you were not scheduled to work on the holiday

If the department is open on the designated holiday:

Work Scenario	Pay
You are required to work	you get holiday pay for the hours you work
You are required to work but your regularly scheduled shift changes (<i>ie: your start time changes, you get sent home due to low census or you are told not to come in due to low census</i>)	you can choose to use PTO or be unpaid. If you do wish to be unpaid, you must submit a request to your timekeeper to have this time coded as ABL
You are not scheduled to work	you don't need to take PTO because you were not scheduled to work on the holiday
You are scheduled to work but choose not to with approval from your leader (<i>ie: you take time off for the holiday</i>)	you can choose to take PTO or go unpaid <i>NOTE: if you do not have PTO hours in your balance to use, you must take an unpaid day</i>

Other Days Not Recognized as Designated Holidays by Texas Health (example: the day after Thanksgiving) for Non-Exempt (Hourly) Employees

If the department plans to be closed to on a day that is not a designated holiday:

Work Scenario	Pay
You are scheduled to work but don't due to the closure	you can choose to take PTO or go unpaid <i>NOTE: if you do not have PTO hours in your balance to use, you must take an unpaid day</i>
You are not required to work due to closure but receive approval to work	you get regular pay
You are not scheduled to work	you don't need to take PTO because you were not scheduled to work

If the department is open:

Work Scenario	Pay
You are required to work but your regularly scheduled shift changes (<i>ie: your start time changes, you get sent home due to low census or you are told not to come in due to low census</i>)	you can choose to use PTO or be unpaid. If you do wish to be unpaid, you must submit a request to your timekeeper to have this time coded as ABL
You are not scheduled to work	you don't need to take PTO because you were not scheduled to work on the holiday
You are scheduled to work but choose not to with approval from your leader (<i>ie: you take time off for the holiday</i>)	you can choose to take PTO or go unpaid <i>NOTE: if you do not have PTO hours in your balance to use, you must take an unpaid day</i>

Recognized Designated Holidays and Other Days Not Recognized as Designated Holidays (example: the day after Thanksgiving)
(for Exempt employees)

If the department plans to be closed:

Work Scenario	Pay
You are scheduled to work but don't due to closure	enter PTO in UKG <i>NOTE: if you do not have PTO hours in your balance to use, and were ready, willing and able to work, you will be paid as normal</i>
You are not required to work due to closure but receive approval to work on the holiday	you get regular pay

If the department is open:

Work Scenario	Pay
You are scheduled to work some or part of the day	you will be paid as normal for the whole day
You are not scheduled to work	you don't need to take PTO because you were not scheduled to work
You are scheduled to work but choose not to with approval from your leader (<i>ie: you take time off</i>)	enter PTO in UKG <i>NOTE: if you do not have PTO hours in your balance to use, you must take an unpaid day</i>

Q: Do I need to use PTO during inclement weather?

A:

Non-Exempt Employee

If you work at a Texas Health facility (i.e. hospital, THPG office, etc.):

Situation	Action to Take
You are unable to come to get to your work location due to transportation issues, home issues, etc.	You can use PTO for the missed day
You are able and willing to get to your work location but are sent home or asked not to come in due to low census or a closed work location	You are eligible for ABL (Absence due to Low Workload) and can choose to take PTO or unpaid time off. Submit a timekeeping request for: a) Absence due to Low Workload with PTO (PLWK). This is paid time using PTO. -or- b) *Absence due to Low Workload no PTO (ABLW). This is unpaid time without PTO.

If you work at home (i.e. telework):

Situation	Action to Take
Your power is out at your home and your assigned work location (example: System Services Tower) is shut down	You are eligible for ABL (Absence due to Low Workload). Submit a timekeeping request for: c) Absence due to Low Workload with PTO (PLWK). This is paid time using PTO. -or- d) *Absence due to Low Workload no PTO (ABLW). This is unpaid time without PTO.
Your power is out at home but your assigned work location (example: System Services Tower) is operational	You are NOT eligible for ABL (Absence due to Low Workload). Submit a timekeeping request for: a) If you have PTO hours available, you should submit a PTO Request -or- b) If you do not have PTO hours available, enter time off without pay using "Time Off – Excused Absence (No PTO Available)
Your power is on at home and your assigned work location (example: System Services Tower) but you are unable to work due to another issue (water leak, car issues, etc.)	You can submit a timekeeping request to use PTO hours or go unpaid

Exempt Employees:

Regardless of your work location:

Situation	Action to Take
You work during the day (i.e. answer emails or text messages)	You do not need to use PTO hours for the work day. You will be paid as normal.
You are unable to work due to the closing of your work location (i.e. Sports Medicine facility) but were ready, willing and able to work	You do not need to use PTO hours for the work day. You will be paid as normal.
You chose not to work due to inclement weather, but could have	Submit PTO hours for the full work day.

Q: How does ABL work and when should it be used?

A: ABL is a time reporting code that is used for low census only. All non-exempt employees are eligible to use the ABL time reporting code. The ABL code should **only be used** when an employee is sent home or canceled due to low census, did not work their scheduled hours and does not wish to use PTO for the missing time for this shift.

- ABL can be used if the employee's start time is pushed back, employee is sent home early from their expected shift or is canceled for the entire day
- The ABL code should only be used the day the employee was canceled. **It should not be a prescheduled event.**
- ABL should not be used to bring the employee to standard hours.
- ABL cannot be used for holidays due to the department being closed.
- ABL is not an earning code, it is used for time reporting.
- ABL hours are not paid hours but do count towards Success Sharing.
- If an employee wishes to use ABL for a canceled shift, it must be requested in UKG. Otherwise, no PTO or ABL will be entered. **Timekeeping does not make past pay period corrections for ABL.**

Q: Where can I find more information on PTO?

A: You can find additional information on PTO in your Benefits Handbook, available 24/7 from work or home at BeHealthyTHR.org.

Urgent Care Staff 12.2025