



Welcome to Auburn Pediatric and Adult Medicine. Our company philosophies are based on simple principles of customer satisfaction, employee happiness and quality medical care. We believe that providing excellent medical care is intimately tied with employee job satisfaction. Your happiness is important to us both personally and professionally.

Patients should feel like they are important to us and like we are an extension of their family. They should be spoken to politely with proper grammar, and should be given compassion and respect. When patients arrive in the clinic they should be welcomed and given every courtesy possible. If they have bags, we should offer to carry them; we should hold a door for them or allow them to use the phone; if they have been fasting for lab-work, they should be offered coffee and a snack after their blood is drawn...

Patients often arrive very frustrated. Perhaps their child has screamed all night, or they are worried about their illness. Perhaps they have been struggling to pay their bills and worry that our office will charge them unnecessarily. For whatever reason, we must always diffuse their worries and make them feel cared for. Even if a patient is angry with us, we should be completely courteous with them and sympathize with their needs or concerns. When you approach a patient you should consider how you would want a doctor's office to treat your grandmother, your child, or yourself.

We will not micro-manage your job, but expect you to be responsible and self motivated. We prefer to tell you what is needed, and let you figure out how to make it happen. Even more, we prefer to have employees who do things without direction. Our doctors need to focus on patient care, and need you to do the things around the office that help make them successful. We function like a baseball team, where each of us has the opportunity to shine at our individual jobs, but the team's success depends on everyone together.

These principles are not difficult. We want our clinic to be the best place you will ever work, and provide the best medical experience our patients will ever know.

We are pleased to have you with us!

## **1.0 This Employee Handbook**

This handbook is meant to define our responsibilities to you as an employer, and your responsibilities as an employee. The handbook does not govern our relationship or entitle employees in any way related to our business. The contents of this handbook in no way constitute a contractual agreement for employment or terms of employment. The items mentioned in this handbook are subject to change at any time without prior notice, at the complete discretion of the management of Auburn Pediatric and Adult Medicine. We will try to notify employees and update the handbook with any significant changes in a timely manner. We reserve the right to make permanent or temporary exceptions to any and all of the policies contained in this handbook at any time, at the sole discretion of management. You will be asked to sign that you have received this handbook

This handbook will be the framework around which we will build our relationship. The items mentioned in this handbook cannot take the place of personal pride, responsibility and enthusiasm. You have been hired because you have an excellent attitude, not because of your experience and skills. I believe that job performance is mostly the result of one's personal attributes and that many skills can be learned "on the job."

## **2.0 Employment with Auburn Pediatric and Adult Medicine**

You are hired as an **AT WILL** employee. This means that you are not bound by any specific contract and can legally quit at any time with appropriate notification. It also means that your employment may be terminated at any time with appropriate notification. This designation is a legal designation, and is not governed by the principles of courtesy.

### **2.1 Non-discrimination**

We hire the best person for the job, regardless of race, age, sex, religion, national origin, disability or handicap. We follow federal, state and local non-discrimination laws related to hiring, promotion, training, compensation and firing of employees.

### **2.2 Probationary Employment**

You are considered a permanent asset of our practice from the time you are hired. Prudence however dictates that a probationary period of **90 days** be given to every new employee. During this period of time your job performance will be closely monitored and you should decide if you like working with us.

Following the probation period, we will decide if you will become a permanent member of our family, and grant the benefits of permanent employment including paid vacation, personal leave and health insurance (or a pay increase to cover health insurance as per section 3.5 below). Paid vacation and personal leave will not be provided during the probation period as per section 3.1 below. If terminated during the probation period, an employee will not be paid for any unused vacation or personal time.

### 2.3 Employee Classification

Full-time employment is defined as working 40 scheduled hours a week. Full employee benefits are provided for full time employees, as described below.

Part-time employment is defined as working less than 36 scheduled hours a week. Benefits are at the discretion of management, but are not routinely provided.

Temporary employment is defined as working on a specific project, for a set period of time, after which the period of employment will end. No benefits will be provided.

### 2.4 Wage, Payroll and Performance Evaluation Policies

The pay period is bi-weekly and appropriate taxes will be withheld from payroll. Your compensation is considered confidential, and should be discussed only with management of Auburn Pediatric and Adult Medicine. Discussing specific wages with other employees is in violation of this policy and is grounds for termination.

Automatic increases in wages will not be provided. Private performance and salary reviews will occur around each employee's anniversary date and raises will be considered based on performance and individual circumstances. Periodic or annual bonuses may be provided at the discretion of management. If the time for your annual performance review has come and we have forgotten, please remind us. The annual performance review also serves as a great time for you to provide us constructive feedback about our performance as employers, and to discuss specific issues that make your job pleasant or unpleasant. Occasionally we will provide performance reviews randomly at our discretion to address specific issues, or provide appropriate praise or feedback.

The Fair Labor Standards Act poster and the Equal Employment poster are posted with your timesheet and are available for you to view on the internet.

### 2.5 Job Descriptions

Each of our jobs is critical to the successful operation of a doctor's office. We each have specific strengths that we contribute to the overall goal of providing excellent medical care, but collectively we must each serve in overlapping ways. Our individual job descriptions cannot ever be limited to our strengths—we have to work together to be effective individually. Patients will interpret what happens in our office within the framework of efficiency, cleanliness and hospitality that we provide.

Simply put, your job description is to serve the people who seek our care...period. We collectively function to provide excellent medical care, and to support the needs of our patients; there is no other job description.

### **3.0 Employee Benefits**

#### **3.1 Vacation**

You will receive 10 vacation days per year (2 weeks per year) beginning on your date of hire and repeating on the anniversary of your hire date; but as above (section 2.2), no vacation may be taken during the probation period unless extenuating circumstances arise and it is specifically approved by management. Following the 3<sup>rd</sup> anniversary of your hire date you will receive 15 days vacation per year (3 weeks per year).

Vacation days must be taken as whole days, and must be scheduled in advance (preferably more than 2 weeks) and approved by management. Vacation time should be staggered with other employees, and favor will be placed on the more senior employee should vacation requests conflict. You may be asked to modify your vacation plans should a justifiable business reason arise.

Up to 10 days (2 weeks) of unused vacation time may be carried over to the following year after the anniversary of your hire date. Any additional accumulated vacation time will be forfeited. It is your responsibility to keep up with your own vacation time as it relates to the anniversary of your hire date. Employees who quit with unused vacation time will only be paid for up to 1 week of unused vacation time. Employees who quit during their 90 day probationary period or are summarily terminated will forfeit any and all accumulated vacation time as described in sections 2.2 and 5.1.

#### **3.2 Personal time**

7 days (56 hours) of personal time will be granted each year, beginning on your date of hire, and on each anniversary of your date of hire. Unlike vacation time, no unused personal time will be carried over to the following year.

Personal time can be taken in 2-4 hour increments for any reason including sickness, bereavement, school functions, or other personal reasons. Personal time does not have to be scheduled in advance, but must be approved by management and advanced scheduling is favorable. Be aware that excessive use of personal time will make it difficult for our office to function, and that once personal time is depleted you will be required to use vacation time for paid time off (following the rules described in section 3.1 above).

#### **3.3 Holidays**

Auburn Pediatric and Adult Medicine will be closed on the following holidays, and staff will be paid for one 8 hour day per given holiday: New Year's Day, Memorial Day, July 4, Labor Day, Thanksgiving Day, Christmas Eve, and Christmas Day. The day chosen for holidays that occur on weekend days will be at the discretion of management with consideration given to everyone's individual needs. If clinic is closed for more than one day around a holiday, the other day(s) may be taken as personal day(s), vacation day(s), or unpaid day(s).

### 3.4 Overtime

Staff will be paid time-and-a-half for time worked beyond 40 hours per week. Time off for vacation or personal time will not be included in the calculation of work hours.

### 3.5 Health Insurance

We prefer that you obtain your own insurance, but want to assist you financially with health insurance. Employees who opt to purchase their own health insurance may receive increased wages to compensate for a portion or all of their health insurance premiums. This will be at the discretion of management, but is favored over a group health plan due to reduced cost.

We may chose to offer individual health insurance through a group policy to full time employees after their probation period. The provider for health insurance would be at the discretion of management and subject to change at any time. Only individual coverage would be provided, but employees might elect to purchase family coverage with a deduction from their paychecks to cover the difference between single and family coverage.

### 3.6 Breaks, Lunch and Time Cards

We prefer to leave the responsibility for appropriate time management up to you, and not to dictate break time. This is both a responsibility and a benefit of employment. Patient care takes top priority over breaks. If a pattern of abuse develops regarding breaks, they will be strictly limited to 10 minutes in the morning and 10 minutes in the afternoon, taken in a staggered manner with other employees, and taken when your job responsibilities allow.

An unpaid lunch break up to 1 hour will be allowed if patient care permits. Lunch breaks should be taken in a staggered manner to allow continuation of patient care, and should be marked on your time card.

You should clock out any time you leave the building. Being on the time clock when you are not working or not in the building is stealing. Only you should mark your time card.

### 3.7 Family & Medical Leave of Absence, and Military Leave

The Family & Medical Leave Act is designed to protect people's jobs in the event that a prolonged absence from work occurs due to personal or family illness, catastrophe, or other unforeseen situations. We will grant an unpaid leave of absence to full time, permanent employees for such an event in order to preserve the employment relationship. Request for leave must be made in writing and is subject to approval by management. Employees granted leave may not accept employment elsewhere while on leave. We reserve the right to terminate an employee who fails to return to work following the

granted period of absence, effective on the first day of absence, without pay for unused vacation or personal days. The FMLA poster will be posted with your timesheet and is available for you to view on the internet.

All federal guidelines will be followed regarding military leave. The USERRA poster will be posted with your timesheet and is available for you to view on the internet.

#### **4.0 Office Rules and Guidelines**

##### **4.1 Unscheduled Absences and Tardiness**

Since we are a small clinic we are able to have a more family-like atmosphere, however the small staff size makes each individual employee vitally important to the function of the office. When one person fails to show up for work and we are not prepared for their absence, our ability to function well is compromised.

Some offices develop elaborate, tiered discipline systems to address unscheduled absences and repeated tardiness. We prefer to have employees with self discipline, and will simply replace someone who repeatedly comes to work late, or does not show up at all. This will be at the sole discretion of management. Every effort will be made to notify you of the problem so you can correct it prior to being replaced.

If an unexpected situation arises forcing you to miss work or be late, you must notify us as soon as you know. We will not accept notification from any other person of your absence unless extraordinary circumstances occur. The time lost can be applied to your personal leave if and only if you notify us prior to the hours you will miss; otherwise the time lost will be without pay. (As mentioned before, vacation time must be scheduled and approved by management in advance.)

##### **4.2 Break Room and Staff Bathroom**

These areas are provided for your use and should be kept in a manner that you would keep your home. Efforts have been made to control the access to these areas for the protection of your personal property, but we are not responsible for lost or stolen items anywhere on the property. It is your responsibility to maintain the cleanliness and security of our break room and bathroom.

The billing office and the drug storage closet are accessible from the break room, but are off-limits to visitors or patients unless specifically approved by management.

Guests and family members are welcome in our clinic as long as they do not interfere with the provision of healthcare to our patients, or prevent you from performing your job responsibilities. This will be allowed at the sole discretion of management, and they will be asked to leave should a problem arise. If guests or family members are in the break room area, the doors to the billing office and drug storage closet should be closed and

locked. Any property damage resulting from your guest or family member's presence will be your responsibility, with exception made at the discretion of management.

#### 4.3 Safety and Security

The safety and security of our building is our collective responsibility. If you notice something or someone that causes concern, you should notify management immediately.

If you notice spills, unsafe conditions, suspicious individuals, or accidents, please notify management immediately, and assist with dealing with the situation. You should wear appropriate safety equipment when indicated. You should keep keys, access codes, and passwords secure and never share them with anyone. You should make yourself aware of our written hazard communication program and review any hazardous materials safety data sheets. You should familiarize yourself with our fire and catastrophe plan, and review it periodically. You should be aware of any chemically or otherwise impaired employee or patient and report the situation to management.

We reserve the right to video record anything on the premises of Auburn Pediatric and Adult Medicine, and to record any conversation for any reason, at any time. We also reserve the right to require employee testing for substances of abuse, either randomly or periodically. Employees shown to be using recreational drugs or abusing other substances will be subject to immediate termination at the discretion of management.

#### 4.4 Parking

The parking area is primarily for patient access to our facility, but is available for staff parking as well. The parking lot is shared with the other occupants of the building, with the 14 parking spaces nearest the street primarily used by us. All occupants of the building including our business neighbors have access to all of the parking spaces with no designated or reserved spaces. Please try to park away from the building and reserve spaces nearest the building for patients.

#### 4.5 Personal Phone and Internet Use

As with the break times, we expect you to use self discipline with personal phone and internet use. Long distance phone calls are not permitted using company phones unless specifically approved by management. Work related phone calls take precedent over any personal call while at work.

Because our clinic will operate digitally, care should be taken to secure our local network. Downloading any file from the internet to our local network or computers is strictly forbidden unless the file is needed for the function of the network or computer; this will be at the discretion of management. Web based e-mail may be monitored, but no e-mail should be locally managed on company computers. The inappropriate use of our computers or network is unacceptable and will be grounds for termination, and determining inappropriate use will be at the discretion of management.

If a trend of abuse develops, we will strictly enforce the following rule: no personal phone calls or personal internet & computer use will be allowed while at work.

#### 4.6 Smoking

The entire Auburn Pediatric and Adult Medicine facility and grounds will be non-smoking, and no smoking breaks will be permitted.

#### 4.7 Personal Appearance

Employees of Auburn Pediatric and Adult Medicine should present themselves in a professional manner, avoiding any appearance that would call attention to themselves in an inappropriate way. Should a pattern of abuse develop, a strict dress code will be defined and enforced. Otherwise, please dress professionally, conservatively, and use self-discipline with regard to your dress code.

Should a strict dress code be required, it will include the following: no skirts exposing the knees or thighs; no shirts exposing any cleavage; no shirts, pants or skirts of a sheer or transparent nature; no visible skin between the pants and the shirt; no logos or advertisements other than clothing brand labels or Auburn Pediatric and Adult Medicine visible; no visible body art or piercing other than ear lobes.

#### 4.8 Work Hours and Phones

Our office will be open 8:00 AM to 6:00 PM, Monday through Thursday, and 8:00 AM until the last patient is seen on Friday, unless otherwise scheduled. We will try to schedule one person to “open” the office and one person to “close” the office, so an employee’s typical work week will be approximately 40 hours. Ours’ is not the kind of job that ends when the whistle blows, and frequently patients will need service beyond 6 PM which we will gladly provide.

Telephones should be answered promptly starting at or before 8 AM, and ending around 6 PM. If you hear the phone ringing at 7:50 AM, please answer it. Similarly, if someone calls shortly after 6 PM, please see how we can help them.

We reserve the right to contract office evaluation services to call and schedule mock appointments or even present as patients to be seen in the office, with the express purpose of evaluating the quality of the care we are providing.

#### 4.9 Movies, Music and Prizes

We will provide distraction in the form of music and or movies in our office. It will be our collective responsibility to make sure appropriate entertainment is being provided. Adult patients may not want to watch cartoons so we must make sure that their experience is tailored to their interests while in our office. If a mother does not approve



of their child watching the TV, we should promptly correct the situation and provide an alternative form of entertainment for that child, like a puzzle or game. (Coloring books and crayons are particularly bad ideas since children often consider our clean wall an appropriate canvas for their artwork!)

It is our responsibility to make sure that children leave with a prize of one sort or another. Some mothers prefer us not give their children candy, so please ask permission to give every child a prize. Stickers, temporary tattoos, suckers, and toys are all acceptable prizes, and we will periodically stock our clinic with such items. Be aware of choking hazards with toys and small children.

Adults should also leave the building with something in their hand. Handouts on wellness or information about their prescription are appropriate ideas for adults. From time to time, we may have other items or literature to provide adults as they are leaving. Don't forget to provide work or school notes for our patients as needed. Look for opportunities to provide medication or formula samples to our patients.

#### 4.10 Regulatory Guidelines

All mandatory federal, state, ADA and OSHA guidelines will be followed by Auburn Pediatric and Adult Medicine.

Discrimination of any nature will not be tolerated, and we will strive to exceed the standards set before us by the Office of Civil Rights, and the Americans with Disabilities Act (ADA) in every aspect of our approach to patient care.

The OSHA poster will be posted with your timesheet and is available for you to view on the internet. ADA and civil rights regulations are available for you to view on the internet. Additional training will be provided to employees circumstantially.

#### 4.11 Sexual and Personal Harassment

Any employees who commit sexual or personal harassment are subject to immediate termination. Sexual and personal harassment are broadly defined, but consist of situations where one party perceives that their civil rights have been violated (either overtly or subtly). Actions, words, jokes or comments regarding an individual's sex, race, age, nationality, religion, disability, handicap or other "legally protected characteristic" can be interpreted as harassment regardless of intent. We all must be very sensitive to the feelings of others and protect ourselves from any such situation.

If you ever feel like you are being harassed by another person, it is your responsibility to bring it to the management's attention immediately. Such complaints will be held in strict confidence so employees can present complaints without the risk of reprisal. Employees or patients who commit harassment are subject to immediate dismissal at the discretion of management.

#### 4.12 Privacy, Confidentiality, Red Flags and HIPPA

As caregivers, we must take great pains to assure that confidential records are kept private. We are often trusted with the most intimate details in our patient's lives, and we must always maintain this information in complete privacy. Personal health information is protected by federal law, and failure to maintain privacy can be prosecuted severely.

HIPPA rules are available for your review in our office and on the internet.

Because our medical record is maintained electronically, your username and password for accessing the medical record must also be kept private. If your log-in security becomes compromised, you must notify management so it can be changed. HIPPA guidelines require that passwords be changed periodically.

You will be asked to sign a confidentiality agreement pursuant to your employment, stating that you will abide by the current standards of privacy.

Because we collect and store personal, demographic and financial information from our clients, we are obligated to strictly protect their information from predators that wish to commit identity theft. We will adhere to the "Red Flag" rules as required by law.

#### 4.13 Social Networking Websites, Texting, and E-mails

We intend to employ people who enjoy their jobs and present an attitude of gratitude toward the patients who trust us with their care. But, we all can have bad days and suffer from work fatigue. In our office, private discussions about patient encounters, or work fatigue are permissible as long as patient privacy is not compromised.

The expression of such feelings in the context of e-mails, texts or postings on social media websites is harmful to our clinic, and could violate a patient's privacy in a way that is completely indefensible. Every text message and keystroke is subject to legal scrutiny.

You are expected to maintain a professional and enthusiastic demeanor both in person, and in the form of digital media & social networking. Post only those things that you would not mind your boss reading—is it very likely that your boss IS reading them.

### **5.0 Quitting**

We have no desire to have employees who are not happy with their job. If you ever feel unhappy with your job, please give us a chance to remedy the problem; we intend to do the same with you should we ever be unhappy with your job performance. If there is no way to remedy our issues, we should go our separate ways without any regret. Life is too short to work in a job situation where you are unhappy.

If you ever decide to quit your job with us, please give us a reasonable notice—2 weeks or more would be ideal. This will give us time to look for a replacement, prepare the

necessary materials for your exit, and arrange for your final payment. Given this courtesy, we will return the favor by paying you for accrued vacation (up to 40 hours, as per section 3.1 above) and paying you through your last day worked. Of course, probationary employees are exempt from this requirement and benefit, as previously described.

If you leave without a 2 week notice, we reserve the right to withhold any outstanding payments including your vacation time and your final paycheck.

### 5.1 Termination and Summary Dismissal

We hope the situation never happens when an employee must be fired, but we should clarify the circumstances and procedures regarding termination and summary dismissal.

As before, termination can occur at any time without prior notification or warning, at the discretion of management. Because it is undesirable to replace any employee, we will make every effort to provide appropriate feedback for circumstances that might lead to termination. If you correct the issue prompting feedback, termination may not be necessary. People can usually work through differences and strengthen relationships through cordial communication.

There are specific situations that would prompt summary dismissal (on the spot termination for heinous actions). These include (but are not limited to) violation of patient dignity or confidentiality (HIPPA), illegal use of controlled substances, felony conviction, embezzlement of company funds, theft of company or employee property, fraudulent forgery of documents, rude or abusive behavior, excessive tardiness or unscheduled absences, and sexual or personal harassment. Summary dismissal is solely at the discretion of management.

Termination and summary dismissal will necessitate the employee removing their personal belongings, returning their office key and any other company property, and immediately leaving the premises. Pay will be provided through the last day worked, and accumulated vacation pay will be forfeited. Any pay will be reduced by any debts to the company, required legal or tax deductions, or any cost of replacement for any item taken or damaged by the employee.

### 6.0 Conclusion

You are now part of the framework through which patients are made healthier. Take pride in the ways that you individually can contribute to the overall health and wellbeing of our patients, and take pride in the fact that you are part of a larger team whose life is devoted to the service of others.

When we each keep the goal of healthcare in mind through our day-to-day responsibilities, our patients will experience the kind of healthcare that we want for ourselves, and our loved ones.

Welcome to Auburn Pediatric and Adult Medicine, a paradigm shift in the way healthcare is delivered, with a family approach to patient and employee care.

Thank you for joining us.