



# Pediatric Practice Management Alliance

## Acme Pediatrics Sample Policies

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PEDIATRIC  
MANAGEMENT  
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HELPING PEDIATRICIANS SUCCEED



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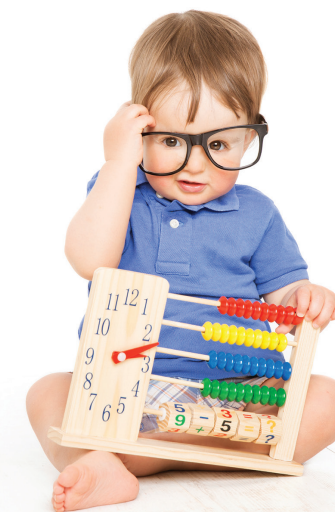


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— **Dina Abdelsalam**  
Bright Futures Pediatrics

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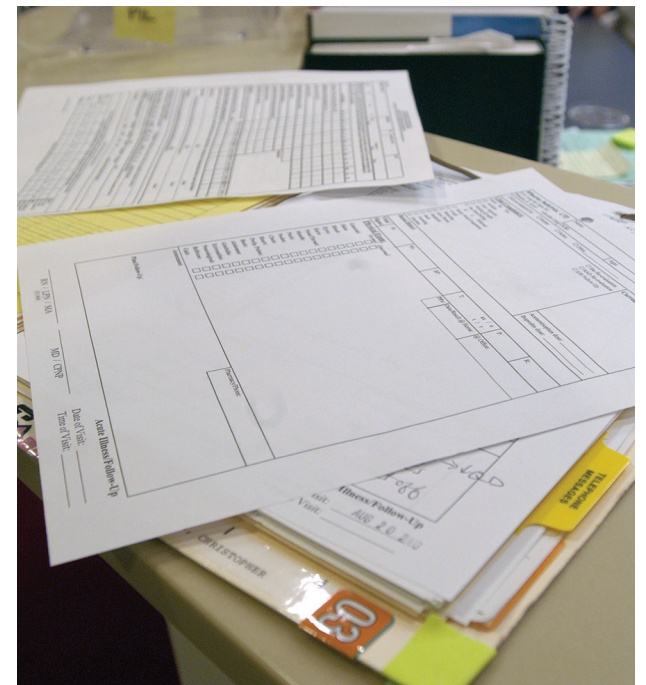
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*“Beside Every Successful Pediatrician is a Very Skilled Practice Manager”*



# ACME PEDIATRICS CONFIDENTIALITY POLICY

In the course of their employment, Employees may receive or have access to Confidential Information (as defined in this Policy). Confidential Information is a valuable and unique asset of Acme Pediatrics and of the employees (former, current or prospective), patients (former, current or prospective), vendors or other third parties who have furnished it to the Company. Consequently, Confidential Information must be maintained in strict confidentiality.

## Non-Disclosure of Confidential Information

Employees of Acme Pediatrics shall not directly or indirectly, except as authorized or directed in writing by Acme Pediatrics: (i) disclose Confidential Information to any person or entity; (ii) replicate or store Confidential Information on an insecure device; or (iii) use Confidential Information for any purpose (including without limitation for personal benefit and/or the benefit of any other person or entity).

As used in this Policy, the term "Confidential Information" means any and all information, documents, communications, materials and/or electronically stored data: (i) which belong to Acme Pediatrics, or (ii) which have been provided to Acme Pediatrics in confidence, and/or (iii) which Acme Pediatrics is under obligation (by law or otherwise) to maintain as confidential. Confidential Information includes, without limitation, information, documents, communications, materials and/or electronically stored data concerning Acme Pediatrics: business; business relationships; operations; trade secrets (as defined by applicable statute); strategies; patients; prospective patients; past patients; contacts; referral sources; vendors; consultants; employees; past employees; prospective employees; contracts (e.g., existence, terms or other substance); business plans and

strategies; marketing plans and strategies; advertising and sales information; financial information (e.g., financial data, income, expenses, balances, statements, accounts, investments, allocations); pricing data; procedures; computer software (e.g., software purchased, leased or used by Acme Pediatrics under any license or similar agreement which imposes obligations or restrictions on Acme Pediatrics use or disclosure of such software); systems; licenses; internal reports and other information of or concerning Acme Pediatrics.

If, at any time, there is any doubt as to whether any information, documents, communications, materials and/or electronically stored data constitute Confidential Information, such information, documents, communications, materials and/or electronically stored data must be kept confidential unless and until Acme Pediatrics confirms in writing that such items are not Confidential Information. In the event that any person subject to this policy is required by law or legal process to disclose any of the Confidential Information, the person required to make the disclosure shall provide Acme Pediatrics with prompt oral and written notice before making any disclosure.

## Maintenance of Confidential Information

Employees who receive Confidential Information in the course of their employment should take care to maintain the confidentiality of such Confidential Information. Best practices for handling Confidential Information include without limitation:

- Lock or secure Confidential Information at all times;
- Shred documents containing Confidential Information when no longer needed;
- Only view Confidential Information on secure devices;
- Only disclose Confidential Information when necessary and authorized by Acme Pediatrics in writing; and
- Do not remove Confidential Information from Acme Pediatrics premises unless necessary and authorized by Acme Pediatrics in writing.



# ACME PEDIATRICS CONFIDENTIALITY POLICY

## Return of Confidential Information

Confidential Information and other property of Acme Pediatrics, notwithstanding its disclosure to and use by Employees in the course of their employment with Acme Pediatrics, shall remain the property of Acme Pediatrics and/or of the person who furnished such Confidential Information to Acme Pediatrics. Upon termination of employment with Acme Pediatrics, whether voluntary or involuntary, or upon request of Acme Pediatrics at any time, Employee will immediately (a) deliver to Acme Pediatrics and (b) delete from personal electronic devices, any and all Confidential Information (including copies) in Employee's possession, custody or control.

## Failure to Comply

Failure to comply with the terms of this Policy will result in disciplinary action up to and, including termination and/or legal action.

## Disclaimer

Nothing in this Policy should be interpreted as restricting or prohibiting employee rights to discuss wages, compensation or general terms or conditions of employment or other concerted activities. This policy is designed to protect and safeguard confidential and/or propriety business information of Acme Pediatrics. Questions related to this policy should be directed to the Human Resources Manager.

I, \_\_\_\_\_, have received a copy  
(Print Name)

of the Acme Pediatrics Confidentiality Policy dated August 1, 20XX.

\_\_\_\_\_, Date: \_\_\_\_\_  
(Signature)



# ACME PEDIATRICS EMAIL POLICY

## Objective

This policy provides Acme Pediatrics employees with effective, consistent standards for the use of the electronic mail system (e-mail) provided by the company.

## Scope

This policy applies to all employees of Acme Pediatrics at all locations

## Procedure

All electronic communications and stored information transmitted, received or archived in the company's information system are the property of Acme Pediatrics. The company reserves the right to access and disclose all messages sent by e-mail.

## Content of e-mails

Following are guidelines employees should observe for the content and distribution of company e-mails:

1. E-mail to a client should follow the same formality as a business letter. It should be treated as a formal document with proper business standards being followed. Spelling, grammar and punctuation should be checked.
2. E-mails transmitted for internal business should follow the chain of command. Do not copy or jump management levels unless absolutely appropriate.
3. E-mails should be composed of appropriate workplace language. Employees are prohibited from sending abusive, harassing, threatening or ethical-oriented messages, even in jest.
4. Employees should use common sense about what an e-mail says or to whom it is sent. E-mails may be read and transmitted by recipients not intended by the sender. E-mail communication should not be considered confidential or private. A good rule of thumb is never to write anything in an e-mail that you would not want to become public knowledge.
5. All e-mail messages intended to be sent to "All Employees" must have the prior approval of Director of Operations, COO or CEO.
6. Employees should review all e-mail messages before they are sent for clear meaning and correct tone. Make sure they convey the intended message without the tone of your voice or facial expressions to add meaning.
7. Employees should think before sending e-mail to more than one person. Respect other employees' time, and consider whether additional people really need or want to see the message.

## Good housekeeping rules for company e-mail

Storage space on Acme Pediatrics computer systems and networks is limited. It is critical for employees to follow good e-mail housekeeping practices:

1. Create folders for received and sent messages. Use folders to save important information, but make it a regular habit to review all folders and delete old or outdated material. Delete unimportant messages as you read them.
2. Keep your "in" and "sent" boxes clean. Purge e-mail files every 90 days for Care Center accounts and 180 days for all Administrative accounts.
3. Do not save multiple copies of e-mail threads. Only the last e-mail in a thread needs to be saved. Do not reply with attachments or use "reply all" unless the response requires it.

## Professional courtesy and business etiquette

Employees using Acme Pediatrics e-mail system should employ professional courtesy and business etiquette when transmitting messages:

1. Always use a short informative subject line. This gives the receiver some indication of the importance of the message.
2. Be careful when using sarcasm and humor. Without the personal interaction, jokes could be viewed as criticism.
3. Do not type in all caps, and keep paragraphs short and concise. Sign all messages.
4. When possible, keep the message focused on one subject per e-mail.



# ACME PEDIATRICS FLU POLICY

## 1. PURPOSE

The purpose of this policy is to protect the health and safety of patients, employees, patient and employee family members, and the community from influenza infection through annual immunization.

## 2. SCOPE

This policy applies to all Acme Pediatrics employees, management, temporary workers, student interns, and volunteers.

## 3. REFERENCES

References for this policy can be found at: <https://www.cdc.gov/flu/about/qa/benefitspublications.htm>

## 4. POLICY

As a condition of employment, and continued employment, all personnel of Acme Pediatrics are required to provide evidence that they have received a flu shot to their manager by December 31st of each year or request a qualifying exception.

## 5. EXCEPTIONS

Exceptions to the required immunization may be granted for (1) qualifying medical contraindications or (2) sincerely held religious or ethical beliefs. All granted exceptions will be valid for twelve months.

Personnel requesting an exception for certain medical contraindications must provide a completed declination form accompanied with documentation of medical contraindications by December 31st each calendar year to the Human Resources Manager. Medical exemption will be allowed if a physician or health care provider deems an immunization medically inadvisable. Upon receiving the proper documentation, the employee will be notified within ten (10) business days if the request has been granted.

Personnel declining immunization because it conflicts with a sincerely held religious or ethical belief must provide a completed declination form by December 31st each calendar year to the Human Resources Manager. Upon receiving the proper documentation, the employee will be notified within ten (10) business days if the request has been granted.

## 6. COMPLIANCE

All Acme Pediatrics personnel who fail to comply with the requirements of this policy will not be permitted to enter any patient care, clinical or business area during Influenza Season.

Any Acme Pediatrics employee who does not have an approved exemption and has failed either to receive a flu vaccine or to provide documentation of immunization by the end of the vacation period (12/31) will be considered ineligible for work until compliant with this policy and will be placed on a five (5) consecutive day unpaid suspension. Any Acme Pediatrics employee who does not comply with this policy within the five (5) days after the vaccination period ends will be considered to have voluntarily resigned from his/her position. Any Acme Pediatrics employee who is not vaccinated due to a granted exception must wear a surgical mask within six feet of any patient and when entering a patient room during the influenza season.

I, \_\_\_\_\_, have received a copy

(Print Name)

of the Acme Pediatrics Flu Policy.

\_\_\_\_\_, Date: \_\_\_\_\_

(Signature)





# OFFICE CLOSURES DUE TO HAZARDOUS WEATHER

## 1. PURPOSE

The purpose of this policy is to provide consistent protocols for offices to follow in the event of hazardous weather.

## 2. SCOPE

This policy applies to all Acme Pediatrics employees, management, temporary workers, student interns, and volunteers.

### Definitions:

**Delay/Early Closure:** All offices, including the business office and phone center are expected to report to work at an identified time, or will be closing at the same time.

**Shut-down Closure:** All offices, including the business office and phone center will be closed for the entire day.

**Partial Closure:** Select offices and the phone center will be open for all, or certain hours. The business office will be opened or closed as appropriate.

## 3. POLICY

It is the expectation that offices will remain open and follow posted schedules at all times. However, since both patient and employee health and safety are primary concerns, there may be circumstances when it is prudent to close or delay the Practice or an individual office due to hazardous weather.

In all hazardous weather circumstances, the Executive Committee, Scheduling Manager and HR Manager will, together, make decisions regarding closures or delays. Same day, morning closures or delays will be determined by the Executive Committee, Scheduling Manager and HR Manager by 6:30am. The COO (Schedule Manager as backup) will have a call with the managers, to relay plans no later, then 6:45am.

### **Practice Wide Shut down or delay:**

All offices of the Practice are considered essential in the event of delays or total shutdown. At the direction of the Executive Committee of a practice wide closure, item #6 of this policy will be executed by the Scheduling Manager (HR Manager is backup).

### **Partial Closure**

Any of the five offices could be considered essential to Acme Pediatrics in the event of a partial Practice closure depending on the weather. At the direction of the Executive Committee of a partial closure, item #7 of this policy will be executed by the Scheduling Manager (HR Manager is backup).

Only sick visits appointments may be scheduled into offices open as a result of a partial closure.

Staffing for each open office will be: 1 Clinician; 1 Nurse and 1 Receptionist

General support staff will be: 1 Triage Nurse; 3 Phone Center Receptionists, 1 Task Nurse (or MA in each office)

## 4. EXCEPTIONS

Individual offices are not authorized to make decisions regarding hazardous weather closures except in the event they are directed to do so by a local authority who is acting on an emergency event (e.g. impending tornado). Such closers must be reported to the C.O.O. as soon as practical.

Clinicians know best about the needs of their patients and can be relied upon to make decisions in the best interest of their patients' health, including weighing the costs and benefits to patients traveling during hazardous weather. However, no clinician or office should modify or cancel an office schedule because of hazardous weather or a forecast of hazardous weather.



# OFFICE CLOSURES DUE TO HAZARDOUS WEATHER

## 5. COMPLIANCE

As a condition of employment, and continued employment, all personnel of Acme Pediatrics are required to comply with this policy. All employees of the Practice are considered essential and should have their own plan in place in the event of hazardous weather. If the Executive Committee makes the determination to close due to hazardous weather, individual offices do not have the option to stay open.

## IMPLEMENTATION PROCEDURES

### 6. Notifications – Practice Wide Closure or delay

The Scheduling Manager (HR Manager is backup), will

- Determine which clinicians will be taking call for the day as appropriate
- Notify the Answering Service
- Ensure all managers are aware of the 6:45am conference call.

#### **IT manager (Phone Center Manager is backup)**

Initiate the Practice's automated notification system to all patients & employed personnel

#### **Phone Center manager (Operations Manager is backup):**

Personally, notify any prenatal/newborn visits scheduled

#### **Marketing manager (COO is backup):**

Post a message on social media & blast email

### 7. Notification – Partial Closure

The Scheduling Manager (HR Manager is backup), will

- Determine which clinicians will be reporting (or taking call if needed) and contact clinician(s) (see item 9a under Pre-planning for Managers)
- Create a special template for the clinicians working & inform managers
- Close templates of clinicians not working so that nothing more gets scheduled to them
- Notify the Answering Service
- Ensure all managers are aware of the 6:45am conference call.

#### **The COO (HR Manager as backup):**

Notify managers of closures and who is to report at which locations (see item 9a under Pre-planning for Managers)

Assigned Managers will contact anyone that had a sick visit to see if they want to reschedule their appointment for that day at an open location/time.

#### **The Phone Center Manger will:**

Instruct phone center staff of appropriate reporting location (Acme Pediatrics phone center or one of the open offices)

#### **IT manager will:**

Create a file of patient schedule (patient name, time of visit, location of visit, contact information, visit provider) and put into the Share drive Schedules folder for managers to access.

Initiate the Practice's automated notification system to all patients (ONLY) to cancel appointments.

#### **Marketing manager will (COO is backup):**

Post a message on social media & blast email



# OFFICE CLOSURES DUE TO HAZARDOUS WEATHER

## 8. Rescheduling Appointments

Appointments cancelled due to hazardous weather must be rescheduled within acceptable time frames based on the medical needs of the patient. The objective should be to reschedule all appointments cancelled due to hazardous weather for a date within two weeks of the originally scheduled appointment whenever possible.

The Practice may need to utilize additional resources to meet these timelines that may include, but are not limited to: Adding additional sessions and/or overtime for staff

## 9. Pre-Planning Considerations for Managers

- a. Have an updated list, by office, of clinicians, phone center staff, nurses (including 1 triage nurse) and receptionist willing and able to work on hazardous weather days. Ensure the individuals on the list are aware that they should abide by the notification from our automated system unless otherwise contacted by you.
- b. Develop a staffing plan that considers coverage:
  - a. In the event of call-outs or staff who may be delayed in getting in.
  - b. In the event we have to extend hours the day following the weather incident
  - c. In the event we have to add more sessions
- c. Avoid scheduling of routine care, well visit, prenatal or new baby visits on the days with predicted weather events.
- d. Ensure that colleagues have a number where you can be reached



# ACME PEDIATRICS SOCIAL MEDIA POLICY

This policy provides guidance for employee use of social media, which should be broadly understood for purposes of this policy to include bios, wikis, microblog's, message boards, chat rooms, electronic newsletters, online forums, social networking sites, and other sites and services that permit users to share information with others in a contemporaneous manner.

## PROCEDURES

The following principles apply to professional use of social media on behalf of Acme Pediatrics and/or its affiliates as well as personal use of social media when referencing Acme Pediatrics.

- Employees need to know and adhere to the Acme Pediatrics Code of Conduct, Employee Handbook, and Acme Pediatrics Policy and Procedures when using social media in reference to Acme Pediatrics and its affiliates.
- Employees should be aware of the effect their actions may have on their images, as well as Acme Pediatrics image. The information that employees post or publish may be public information for a long time.
- Employees should be aware that Acme Pediatrics may observe content and information made available by employees through social media. Employees should use their best judgment in posting material that is neither inappropriate nor harmful to Acme Pediatrics, its employees, or patients.
- Although not an exclusive list, some specific examples of prohibited social media conduct include posting commentary, content, or images that are defamatory, pornographic, proprietary, harassing, libelous, or that can create a hostile work environment.
- Employees are not to publish, post or release any information that is considered confidential or nonpublic. If there are questions about what is considered confidential, employees should check with the Human Resources Department and/or supervisor.
- Social media networks, bios and other types of online content sometimes generate press and media attention or legal questions. Employees should refer these inquiries to Human Resources Department and/or supervisor.
- If employees encounter a situation while using social media that threatens to become antagonistic, employees should disengage from the dialogue in a polite manner and seek the advice of a supervisor.
- Employees should get appropriate permission before you refer to or post images of current or former employees, members, vendors or suppliers. Additionally, employees should get appropriate permission to use a third party's copyrights, copyrighted material, trademarks, service marks or other intellectual property.
- Social media use shouldn't interfere with employee's responsibilities at Acme Pediatric . Acme Pediatrics computer systems are to be used for business purposes only. When using Acme Pediatrics computer systems, use of social media for business purposes is allowed (ex. Facebook, Twitter, LinkedIn), but personal use of social media networks or personal blogging of online content is discouraged and could result in disciplinary action.
- Subject to applicable state law, after-hours online activity that violates Acme Pediatrics code of conduct or any other company policy may subject an employee to disciplinary action or termination.



# TEN PRINCIPLES OF ACME PEDIATRICS

## 1 Put others first.

Please consider others more valuable than you.

## 2 Love patients.

Make sure patients feel loved and cared for every time you interact with them.

## 3 Be humble.

Treat both superiors and subordinates the same way.

## 4 Respect each other.

Respect given is respect earned.

## 5 Work as a team.

Help each other succeed.

## 6 Take ownership.

Finish each project to completion.

## 7 Have patience.

The 10th time you say something may be the 1st time they hear it.

## 8 Be proactive.

Don't wait to be asked.

## 9 Remain teachable.

Learn to take criticism and correction well.

## 10 Pay attention to the little things.

Take pride in your work, down to the details.



# ACME PEDIATRICS TIME AND ATTENDANCE POLICY

## POLICY

Consistent staffing and regular work attendance are necessary to provide quality patient care and service. Good attendance records by everyone and consistent staffing are also important factors in overall employee morale. Your responsibility as an employee is to report to work on time, as scheduled, and to maintain a good attendance record. Employees who have a chronic problem with attendance will be subject to corrective counseling and may be terminated if unable to demonstrate a consistent record of reporting to work.

## PURPOSE

- Regular and consistent attendance is necessary to provide uninterrupted, quality care to our patients.
- Poor attendance can have an adverse effect on an employee's performance and will be taken into consideration when performance evaluations are conducted.
- From time to time an employee may encounter personal problems that prevent prompt and consistent attendance. Exceptions to this policy will be made on a case by case basis.

## PROCEDURE

### 1. Recording and Correcting Absenteeism

Absenteeism is determined according to the following definitions:

- Unscheduled absence-When standard notice (24 hours) has not been provided for any absence of four or more hours, the absence will be considered unscheduled.
- Tardiness-Failure to be in your work area performing your duties at your shift's designated starting time. Frequent tardiness will result in corrective counseling.
- Clocking in or out-It is the employee's responsibility to accurately clock in and out for their day's shift. If an employee forgets to clock in or out, she/he may be considered tardy if start time cannot be documented.
- Occurrence-each episode of unscheduled absence or tardiness will be recorded as "one occurrence". Each occurrence will be assigned a value as illustrated in the table below, The Corrective Counseling Process.

## CORRECTIVE COUNSELING PROCESS

1. If excessive unscheduled absenteeism occurs, corrective counseling may be required. Corrective counseling related to absenteeism will be based on frequency of occurrences. Each episode of an unscheduled absence or tardiness will be recorded as "one occurrence." For example an episode that results in an occurrence could be lateness on one shift or an unscheduled absence that covers three consecutive workdays.

Number of Occurrences During a Rolling 12 Month Period	Points Received	
	Absenteeism	Tardiness
First occurrence	0	0
Second occurrence	0	0
Third occurrence and each thereafter	1	0.5
Failure to call off	2	



# ACME PEDIATRICS TIME AND ATTENDANCE POLICY

2. The corrective counseling process for excessive absenteeism or tardiness will center on communicating an expectation of change and improvement rather than future problems and eventual termination. It will do so through problem identification utilizing a progressive approach, where appropriate.
3. The following corrective counseling guidelines are recommended for application in attendance issues.
  - a. Verbal Reminder should be given if 3 points are received in a 12-month period.
    - ♦ Documented in department file
  - b. Written Reminder should be given if another point follows a verbal reminder within a 12-month period. If perfect attendance is maintained for 6 months immediately following the receipt of a verbal reminder, 2 points will be allowed prior to administering a Written Reminder.
    - ♦ Documented in HR file
    - ♦ Requires a written plan of corrective action by employee
    - ♦ Employee will not be eligible for any merit increase for the fiscal year in which a written reminder is received
    - ♦ Remains in effect for one year if no further Corrective Action ensues.
  - c. Decision Making Leave should be given if another point follows a written reminder within a 12-month period. If perfect attendance is maintained for 6 months immediately following the receipt of a Written Reminder, 2 points will be allowed prior to administering a Decision Making Leave.
    - ♦ Serves as the most serious type of corrective action and final notice prior to discharge
    - ♦ Requires a written plan or corrective action/re-commitment prior to return to work
    - ♦ Remains in effect for one(1) year
    - ♦ Employee will not be eligible for any Merit increase for the fiscal year in which a Decision Making Leave is received.
4. A guideline is not a replacement for thought and good judgment on each individual case. All the facts must be obtained before taking corrective counseling action. Consideration also should be given to:
  - a. A long-term employee with a previously good record who begins to develop a chronic attendance problem
  - b. An employee facing personal stress or a family crisis that will be resolved in a reasonable period of time
  - c. Attendance problems related to bad weather; e.g., snow, ice, etc
  - d. Other situations that may require special consideration.



# ACME PEDIATRICS NO SHOW POLICY

## Policy and Procedure

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### Policy:

Acme Pediatrics will follow-up on all no-show or missed appointments and ensure the patient is able to reschedule in a timely manner

### Purpose:

Acme Pediatrics will monitor the percentage of no-show or missed appointments in an effort to identify the reason for the no-show and create a plan to reduce the number

### Procedure(s):

- Each appointment ent missed shall be called by the receptionist staff and an effort to reschedule will be made. If the parent is unavailable to reschedule the appointment then a message should be left and a task sent to the nurse to ensure follow-up on that patient is made
- Information regarding outcome of the follow-up call will be documented in the appointment notes
- The administrator will monitor no show rates to ensure they remain within the average percentage of missed appointment (3-10%). If the percentage increases the administrator will research the trends and implement an improvement plan





# WORKPLACE CONDUCT AND PROCEDURES

## ATTENDANCE, PUNCTUALITY AND DEPENDABILITY

Because Acme Pediatrics depends heavily upon its employees, it is important that employees attend work as scheduled. Dependability, attendance, punctuality, and a commitment to do the job right are essential at all times. As such, employees are expected at work on all scheduled work days and during all scheduled work hours and to report to work on time.

Moreover, an employee must notify his/her supervisor or the Administrator as far in advance as possible, but not later than two hours before his/her scheduled starting time if he/she expects to be late or absent. An employee who fails to contact his/her immediate supervisor or the Administrator may be considered as having voluntarily resigned. A careful record of absenteeism and lateness is kept by the employee's supervisor and becomes part of the personnel record. Chronic lateness will not be tolerated. Chronic lateness is defined as being more than 7 minutes late, more than four times in any two consecutive months and/or more than 12 times in any 12 consecutive months. To the extent permitted by law, absenteeism and lateness lessen an employee's chances for advancement and may result in dismissal.

## DRUG & ALCOHOL ABUSE

XXXX, recognizes alcohol and drug abuse as potential health, safety and security problems. It is expected that all employees will assist in maintaining a work environment free from the effects of alcohol, drugs or other intoxicating substances. Compliance with this substance abuse policy is made a condition of employment.

Employees are prohibited from the following when reporting for work, while on the job, on Acme Pediatrics's premises or in any vehicle on Acme Pediatrics's premises:

- Manufacture, distribution, dispensation, possession, or use of any illegal drug, alcohol, or controlled substance while on Acme Pediatrics premises is strictly prohibited. These activities constitute serious violations of Acme Pediatrics rules, jeopardize Acme Pediatrics as a whole, and can create situations that are unsafe or that substantially interfere with job performance.

Employees in violation of the policy are subject to appropriate disciplinary action, up to and including dismissal. Additionally, Acme Pediatrics reserves the right to require an employee to undergo a medical evaluation under appropriate circumstances as legally permitted.

## APPEARANCE AND CONDUCT

Acme Pediatrics expects employees to maintain a neat, well-groomed appearance at all times. Employees should avoid extremes in dress.

- Front Office Staff will wear colored pants or skirts (blue or black) and a scrub top with appropriate shoes.
- Nurses will wear white pants or skirt and a scrub top with appropriate shoes.
- Medical Assistants will wear colored scrubs with appropriate shoes.
  - ◆ No jeans, sweatpants, spandex pants, tee shirts or sleeveless shirts are to be worn at anytime.
  - ◆ No flip flops or open toe sandals.

Acme Pediatrics requires order and discipline to succeed and to promote efficiency, productivity and cooperation among its employees. The orderly and efficient operations of Acme Pediatrics require that employees maintain proper standards of conduct at all times.

Employees who fail to maintain proper standards of conduct toward their work, their co-workers or Acme Pediatrics customers, or who violate any of the policies, are subject to appropriate disciplinary action, up to and including discharge.

## VIOLENCE IN THE WORKPLACE

It is Acme Pediatrics policy to provide a workplace that is safe and free from all threatening and intimidating conduct. Acme Pediatrics strongly believes that all employees should be treated with dignity and respect. Acts of violence will not be tolerated.

It will be the violation of this policy for any individual to engage in any conduct, verbal or physical, which intimidates, endangers, or creates the perception of intent to harm persons or property. Examples include but are not limited to:

- Physical assaults or threats of physical assault, whether made in person or by other means (i.e., in writing, by phone, fax or email).
- Verbal conduct that is intimidating and has the purpose or effect of threatening the health and safety of a co-worker.
- Possession of firearms or any other lethal weapon on Acme Pediatrics property, in a parking lot or as a work-related function.
- Any other conduct or acts which management believes represents an imminent or potential danger to work place safety/ security.

Any instances of violence must be reported to the Administrator. All complaints will be fully investigated. Violation of this policy will result in disciplinary action, up to and including immediate discharge.

## ACCIDENTS AND EMERGENCIES

Maintaining a safe work environment requires the continuous cooperation of all employees. Acme Pediatrics strongly encourages employees to communicate with fellow employees and their supervisor regarding safety issues.

All employees will be provided care, first-aid and emergency service, as required, for injuries or illnesses while on Acme Pediatrics premises.

Employees should contact their supervisor immediately in the event of an accident or emergency.

If an employee is injured on the job, Acme Pediatrics provides coverage and protection in accordance with the Worker's Compensation Law. In the event that an injury to an employee is sustained while at work, the injury must be reported to the Administrator immediately.



# ACME PEDIATRICS HARASSMENT POLICY

Acme Pediatrics is committed to a work environment in which all individuals are treated with respect and dignity. Acme Pediatrics prohibits and does not tolerate harassment of any employee or applicant or the creation of a hostile or intolerable work environment because of race, color, religion, sex, age, national origin, veteran status, disability or as a result of filing a complaint against Acme Pediatrics. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits discriminatory practices, including harassment. Therefore, Acme Pediatrics expects that all relationships among persons in the workplace will be business-like and free of bias, prejudice and harassment.

## Definitions of Harassment

a. Harassment on the basis of any other protected characteristic is also strictly prohibited. Under this policy, harassment is verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his/her race, color, religion, sex, age, national origin, disability or any other characteristic protected by law or that of his/her relatives, friends or associates, and that: (i) has the purpose or effect of creating an intimidating, hostile or offensive work environment; (ii) has the purpose or effect of unreasonably interfering with an individual's work performance; or (iii) otherwise adversely affects an individual's employment opportunities.

b. Harassing conduct includes, but is not limited to: epithets, slurs or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes and display or circulation in the workplace of written or graphic material that denigrates or shows hostility or aversion toward an individual or group (including through e-mail).

## SEXUAL HARASSMENT POLICY

Acme Pediatrics prohibits and does not tolerate sexual harassment of any employee or applicant. Acme Pediatrics provides procedures of reporting for victims of sexual harassment.

## Definitions of Sexual Harassment

a. Sexual harassment constitutes discrimination and is illegal under federal, state and local laws. For the purposes of this policy, sexual harassment is defined, as in the Equal Employment Opportunity Commission Guidelines, as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when, for example: (i) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; (ii) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or (iii) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Sexual harassment may include a range of subtle and not so subtle behaviors and may involve individuals of the same or different gender. Depending on the circumstances, these behaviors may include, but are not limited to: unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual's body, sexual prowess or sexual deficiencies; leering, catcalls or touching; insulting or obscene comments or gestures; display or circulation in the workplace of sexually suggestive objects or pictures (including through e-mail); and other physical, verbal or visual conduct of a sexual nature.



# ACME PEDIATRICS HARASSMENT POLICY

## INDIVIDUALS AND CONDUCT COVERED

These policies apply to all applicants and employees, and prohibit harassment, discrimination and retaliation whether engaged in by fellow employees, by a supervisor or manager or by someone not directly connected to Acme Pediatrics. (e.g., an outside vendor, consultant or customer).

Conduct prohibited by these policies is unacceptable in the workplace and in any work-related setting outside the workplace, such as during business trips, business meetings and business-related social events.

Acme Pediatrics prohibits retaliation against any individual who reports discrimination or harassment or participates in an investigation of such reports. Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this policy and, like harassment or discrimination itself, will be subject to disciplinary action.

## COMPLAINT PROCEDURE

### **For Reporting an Incident of Harassment, Discrimination or Retaliation**

Acme Pediatrics strongly urges the reporting of all incidents of discrimination, harassment or retaliation, regardless of the offender's identity or position. Individuals who believe they have experienced conduct that they believe is contrary to Acme Pediatrics policy or who have concerns about such matters should file their complaints with the office Coordinator or the Administrator.

**IMPORTANT NOTICE TO ALL EMPLOYEES:** Employees who have experienced conduct they believe is contrary to this policy, have an obligation to take advantage of this complaint procedure. An employee's failure to fulfill this obligation could affect his or her rights in pursuing legal action.

Early reporting and intervention have proven to be the most effective method of resolving actual or perceived incidents of harassment. Therefore, while no fixed reporting period has been established, Acme Pediatrics strongly urges the prompt reporting of complaints or concerns so that rapid and constructive action can be taken.

The availability of this complaint procedure does not preclude individuals who believe they are being subjected to harassing conduct from promptly advising the offender that his or her behavior is unwelcome and requesting that it be discontinued.

### **The Investigation**

Any reported allegations of harassment, discrimination or retaliation will be investigated promptly. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge.

Confidentiality will be maintained throughout the investigatory process to the extent consistent with adequate investigation and appropriate corrective action.

### **Responsive Action**

Misconduct constituting harassment, discrimination or retaliation will be dealt with appropriately. Responsive action may include, for example, training, referral to counseling and/or disciplinary action such as warning, reprimand, withholding of a promotion or pay increase, reassignment, temporary suspension without pay or termination, as Acme Pediatrics believes appropriate under the circumstances. Individuals who have questions or concerns about these policies should talk with the Administrator.

Finally, these policies should not, and may not, be used as a basis for excluding or separating individuals of a particular gender, or any other protected characteristic, from participating in business or work-related social activities or discussions in order to avoid allegations of harassment. The law and the policies of Acme Pediatrics prohibit disparate treatment on the basis of sex or any other protected characteristic, with regard to terms, conditions, privileges and prerequisites of employment. The prohibitions against harassment, discrimination and retaliation are intended to complement and further these policies, not to form the basis of an exception to them.





# Pediatric Practice Management Alliance



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