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EMPLOYEE HANDBOOK

**FAMILY MEDICAL ASSOCIATES
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TABLE OF CONTENTS

WELCOME	4
INTRODUCTION	5
CONFIDENTIALITY	6
EMPLOYMENT: HOURS OF WORK	7
OVERTIME	7
OTHER EMPLOYEE BENEFITS	8
VACATION	8
DISCRETIONARY DAYS	9
HOLIDAYS	10
EMPLOYEE AND LABOR RELATIONS	11
DRESS CODE & PERSONAL HYGIENE	11
SMOKING, EATING AND DRINKING	12
ALCOHOL AND DRUGS	12
PERSONAL TELEPHONE CALLS	12
EMPLOYEE CONDUCT POLICY	13
DISCIPLINARY POLICY	14

TABLE OF CONTENTS

APPENDIX A	16
APPENDIX B	17
SIGNATURE PAGE	18
Time Off Log	19
Vacation Request	20

WELCOME

It is a pleasure to welcome you to the staff of Family Medical Associates. With the help of this handbook, our hope is that your integration and transition into the practice will be accomplished with ease. We want you to enjoy working at Family Medical Associates and to do well in your position.

Please read this handbook carefully. We believe the manual will answer most of your questions about personnel policies. If you have questions not answered in the handbook, please do not hesitate to ask the office manager. The basic philosophy is that of a medical mission. Our goal is to provide the highest quality medical care.

To a large degree, our employees are responsible for the success of this practice. Your appearance, personality, knowledge, and attitude make that important first impression to patients, and the atmosphere here makes their continuous association with us a desirable one. For this reason, we feel our employees are special, and are depending upon you to become a valuable asset to this practice.

INTRODUCTION

In its continuing efforts to implement fair and effective personnel policies, Family Medical Associates endeavor to employ applicants on the basis of qualifications and provide equal employment opportunity and treatment without regard to race, color, sex, age, national origin, religion, or handicap. A climate of equal opportunity that nurtures and supports the fullest contributions of all is essential to the success of the practice and to patient care. Creating and sustaining this climate is the responsibility of all that work here. Employees are encouraged to raise questions they may have regarding discrimination to the office manager.

Family Medical Associates is committed to providing a working environment in which its employees are treated with courtesy, respect, and dignity. The practice does not tolerate nor condone any actions by anyone, which constitute sexual harassment of any employee.

CONFIDENTIALITY

As an employee of Family Medical Associates, your efforts should be directed toward the physical well being of our patients. Confidentiality is necessary. The following ethics must be observed:

- Do not discuss the patient's illness or personal affairs with anyone outside of the practice.
- Information available from computer terminals located throughout the facility is confidential and should not be discussed except in the completion of specific job duties. Disclosure of confidential information is grounds for immediate dismissal.
- Computer passwords are confidential and allow employees access to specific applications related to their job duties. Divulging confidential passwords or allowing an individual to use your password is a breach of internal security and control.
- Computer equipment provided within the employee work areas is for the sole purpose of the business needs of the practice. The use of this computer equipment for erroneous data entry, disassembly or tampering of the equipment is expressly forbidden. The internet connection is not to be used for personal purposes. The use for non--business purposes must first be cleared with the office manager.
- Any media inquiries about patients or a situation involving the practice must immediately be referred to the Office Manager.

EMPLOYMENT: HOURS OF WORK

Each employee, unless otherwise designated, works forty (40) hours per week. Employees should arrive at work and be prepared to begin work at their position fifteen (15) minutes prior to the first patient. If you are unable to arrive at work as scheduled, you must contact the office a minimum of one working day prior to the first patient. Any shorter notice demands an explanation. Habitual tardiness is a matter for disciplinary action.

A 30 minutes lunch break is provided. It must be taken after four hours of work. This break is unpaid. You may also have a brief break for coffee (once in the morning and once in the evening). Again, this is to be taken at a time that least interferes with the smooth functioning of the office.

OVERTIME

The office manager must approve overtime. In a physician's office, time problems do arise, and employees must understand and be willing to respond to some late nights in a working week. At the discretion of the office manager, compensatory time off may be given for any hours worked in excess of forty- (40) hours in a week.

BENEFITS

401K Plan

You will be eligible to participate in the plan on the entry date following 12 months of service, during which you have completed minimum of 1000 hours of service.

Entry date: The first day of the plan year or the first day of the twelfth month. There are other finer details to the plan. You will be given all the information on request or at the time of eligibility.

VACATION LEAVE

The policy of Family Medical Associates is to grant annual vacation leave in accordance with the following established guidelines. Full-time employees are eligible for vacation leave during the calendar year, after a year of employment.

The practice makes every effort to grant vacation leave to employees based on their requests. However, Family Medical Associates must provide for adequate staffing and employees should cooperate with Family Medical Associates when scheduling vacation leave.

If a conflict occurs when scheduling vacation leave, priority is established based on seniority. That is, the most senior employee gets first choice in scheduling vacation leave.

The following vacation leave guidelines, based on the number of years of continuous, full-time employment, are used in granting vacation leave:

YEARS OF SERVICE	VACATION DAYS
0 to 1 year	No days
1 to 2 years	5 days
3 to 10 years	10 days
>10yrs	15 days

Vacations are not cumulative and normally must be taken in the year in which earned. Any exception to this provision must have written approval from the office manager.

Vacation leave requests must be made in writing using the leave request form. A 60-day notice is required for all vacations. Pay for vacation time is issued at the regular pay period.

Employees are required to give two weeks written notice of resignation. Upon separation from employment with the practice for reasons other than cause or resignation without due notice, an employee receives vacation pay for any unused vacation accrued during the year in which the termination occurs.

DISCRETIONARY DAYS / Personal Days

Employees will be granted five paid discretionary days per year. These days will start accruing from first day of the second year of employment. They will be prorated to reflect number of hours worked per week. They may be used for illness, vacation, or personal time. Doctor's certificate is to be produced for being away for sickness.

If for any personal reason an employee has to leave the office, s/he needs to sign out for a minimum of one hour, and in increments of one hour. If the employee is gone for between 2 – 4 hours, then a half a day of personal time off will be logged. For any time not worked in excess of 4 hours in a day, a full day of personal time off will be logged.

HOLIDAYS

The policy of the practice is to observe certain holidays each year. Each holiday observed by the practice is a day off for full time employees.

The following holidays are observed by the practice annually:

- * New Year's Day
- * Memorial Day
- * Independence Day
- * Labor Day
- * Thanksgiving
- * Christmas

Christmas Eve is an exception. Although it is not a legal holiday, employees may be required to work a half-day. This day may be selected as one of an employee's vacation days, but only on a rotating basis. Seniority may also be considered in this instance. Full-time employees receive their regular rate of pay for each holiday. Temporary employees are not eligible to receive holiday pay.

A holiday that occurs on a Sunday is observed on the preceding Saturday or the following Monday.

If the holiday occurs during an employee's vacation period, an additional day of vacation is granted at a time mutually convenient to the employee and Family Medical Associates.

The practice recognizes that some employees may wish to observe certain days not included in the practice's holiday schedule, such as religious holidays. In these instances, an employee may elect to use a discretionary day or vacation day.

Family Medical Associates makes every effort to accommodate this request if such absences do not result in an undue hardship on the conduct of the medical practice.

EMPLOYEE AND LABOR RELATIONS

Employees are responsible for knowledge of the personnel policies in this manual and for a working familiarity with procedures governing fire disaster threats, evacuation and patient emergencies.

Family Medical Associates has a planned system for evacuating the building during an emergency such as a fire, bomb scare or natural disasters. Employees should be familiar with the procedures outlined in order to be ready to assist staff, patients and other employees in gaining a quick and safe exit from the building during one of these emergencies.

DRESS CODE & PERSONAL HYGIENE

Employees in the office are health professionals and are expected to look and act professionally. Employees should be clean and well groomed at all times and dresses in a manner appropriate for their job. Uniforms are not furnished by Family Medical Associates. Whites must be white; colors should not be faded. All clothing should be clean and without spots. Shoes should be clean.

Patients' confidence in the practice is significantly enhanced by good physical hygiene demonstrated by employees. Personal cleanliness and care of hair, fingernails, hands and body odors are particularly noticeable.

SMOKING, EATING AND DRINKING

Smoking is not permitted in the office.

Due to the negative impression it may create with patients, eating or drinking of beverages is not desirable in areas with significant patient contact. They are specifically prohibited in:

- Front desk
- Lab
- Rooms where patients are or will be present.

In Break Room, employees should restore areas to a state of proper cleanliness.

ALCOHOL AND DRUGS

Employees may not use alcohol or non-prescribed drugs either on duty or so as to influence their ability to perform effectively while on duty. Employees using prescribed drugs are responsible for ascertaining and informing the office manager of any expected effects on their ability to perform effectively on the job.

PERSONAL TELEPHONE CALLS

Because the switchboard is busy with business calls during working hours, personal calls must be restricted to those that are urgent. Employees receiving non-urgent personal calls during working hours should offer to return the call during break time, lunch time or when off duty. Employees are expected not to make personal calls from office telephones during working hours. Long distance calls are monitored monthly. *Do not use directory assistance and call return * (applies for all calls).*

EMPLOYEE CONDUCT POLICY

Employees must project a professional attitude toward patients, visitors and co-workers unrestricted by conditions of nationality, race, creed, color or status;

Employees are responsible for conducting themselves in a manner consistent with the highest standards of medical care and service to patients.

Employees must not violate the privacy and confidentiality of patients or coworkers.

Employees are responsible for conducting themselves in a courteous manner. *No patient, visitor or co-worker should be kept waiting while employees engage in personal conversation. All phone messages must be returned.*

Employees should never be discourteous to a patient, visitor or another employee of Family Medical Associates.

Employees who display an attitude of indifference or conduct themselves in an unprofessional and immature manner may be terminated, placed on probation or suspended. Insubordination is also a firing offense.

Employees must be aware that Family Medical Associates accepts and receives all processes, subpoenas, citations, petitions and all other legal documents on behalf of our office personnel.

Employees are expected to report to duty at the assigned hour. Attendance and punctuality must be considered an important part of your employment.

Employees must not criticize co-workers, particularly in the presence of patients. Careless remarks, when made in the presence of other employees or visitors, often result in poor public relations.

Employees found illegally possessing any blank prescriptions are subject to immediate dismissal. No prescription should be authorized without express permission of the Doctor. No forms

should be filled out without the knowledge of the doctor. Unauthorized use of a signature stamp can also result in dismissal.

Employees must be self-motivated and acquaint themselves with the policies and procedures in this handbook.

DISCIPLINARY POLICY

Employees are expected to maintain performance standards. If an employee fails to meet these standards, disciplinary action, including, but not limited to, verbal counseling sessions, written letters of warning, suspension, or dismissal may be utilized to bring attention to the seriousness of the employee's actions.

The disciplinary action procedure is designed to show employees how to correct their conduct and work performance and adhering to the policies and procedures of the practice. When appropriate, the following steps may be followed, depending on the seriousness of the employee action:

- * Verbal counseling - Verbal warning of sub-standard performance or a violation of policy or procedure. The counseling session also states what corrective action needs to be taken by the employee.
- * Written warning - Issued if offense is of a more serious nature or if the employee does not correct areas which were noted previously in a verbal counseling session;
- * Suspension - Issued without pay for repeated minor offenses or a one-time serious offense. A suspension may vary in length, depending on the seriousness of the offense and employee's previous record; and
- * Dismissal - Occurs after a written warning(s) or suspension, unless the infraction is so serious in the sole opinion of Family Medical Associates that immediate dismissal is warranted

An employee may be subject to dismissal for certain offenses, including, but not limited to:

- Refusal to comply with practice policies, rules, and/or procedures.
- Insubordination and/or disobedience of a direct instruction;
- Theft or dishonesty;
- Neglect of duty.
- Excessive or unexcused absences or tardiness;
- Unauthorized release of confidential information.
- Falsification of documents, records or reports; and
- Failure to maintain required performance standards.

Contents of this Handbook may be changed at anytime without notice.

Appendix A

- Office policies will be strictly enforced.
- Work will shuffle between front and back office as needed.
Transcription would be required from time to time.
- All codes must be entered (CPT & LCD).
- Biller must be supplied with all the information s/he requests.
- All charts must be stored in the record rack.
- Overtime is not allowed, except when authorized by the office manager. If you are running over any week, please let me know 1-2 days in advance.
- The auto redial feature of the Phone Company is not to be used.

Appendix B

Firing offenses

There is a zero tolerance for the following and any violation would lead to a dismissal.

- Absent from the office for the second time without permission.
- Stealing office property.
- Misbehavior with the patients, the doctor or your colleagues.
- Failure to improve despite warnings and/or counseling sessions.
- Lack of improvement/correction after suspension.

**Dhamy Sivamohan, MD
Family Medical Associates
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EMPLOYEE HANDBOOK

I have received a copy of the employee handbook. The handbook contains policies, practices and regulations that I have read, understand, and agree to comply with during my employment with Family Medical Associates.

Commencement of Employment:

EMPLOYEE SIGNATURE

DATE

Vacation Request

I, _____, would like to request vacation days off
between _____ and _____.

Employee

Supervisor