

Clinic Policies

Employee Name: _____ Office Manager: _____

Please carefully read the following policies for employees of Lighthouse Health. After your review, please sign and return to your supervisor, as a signed copy must be kept in your personnel file.

The discipline for a first offense that is considered minor or moderate by a supervisor may be a verbal warning and/or a written notice to be placed in your personnel file.

The discipline for a second offense that is considered minor or moderate by a supervisor may be a written notice to be placed in your personnel file.

The discipline for a third offense that is considered minor or moderate by a supervisor may be a final written warning.

The discipline for a fourth offense that is considered minor or moderate by a supervisor may be termination.

The discipline for any offense that is considered major by a supervisor may result in immediate termination.

Offenses:

Being late for work
Falsifying your time on the payroll sheet
Violation of dress code (clean scrubs, socks, and shoes if working with patients; all others professional dress)
Non-compliance of procedures and/or directions
Receiving or making personal phone calls during business hours
Use of cell during business hours
Bringing your cell phone into the office with you (leave it in your car)
Unprofessional conduct
Violation of procedures
False reports
Lying
Arguing
Smoking on the premises
Being disrespectful
Being argumentative
Talking about another employee if they are not present
Being rude
Messy work space
Eating while at work
Not clocking out for any personal time used
Unauthorized breaks
Being unproductive
Repeated inability to learn a procedure, script, or any part of your job
Personal use of office equipment or supplies. This includes any personal use of computers, printers, fax machines, and copiers. This also includes playing games on the computers, even during lunch, or use of the computers for anything other than work related to your job
Any use of the Internet whatsoever, other than your specific job assignments
Wasting materials or supplies
Wasting time
Wasting time of another staff member. This includes talking about your personal life or another staff member's personal life
Inappropriate visiting with other staff members, this includes any visiting while on the clock with another staff member that does not work directly with you in your post

_____ Employee Initials	_____ Date	_____ Office Manager Initials	_____ Date
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Not wearing your name tag
Gum Chewing (especially while on phone)
Overtime (if you must have overtime, it must be authorized)
Leaving your post when you have work to do

Receiving any treatment while on the clock and/or during patient treatment time
Using therapy or exercise equipment on the clock unless training a patient
Spending time at another employee's post
Unauthorized schedule changes
Falsifying a statistic
Giving out any patient information without written consent and without the information being first reviewed by Clinic Owner
Giving out internal office information
Discussing personal matters, problems, and/or complaints in front of or with patients
Inability to leave personal problems outside the office
Inability to be in a great mood (as determined by Doctor or office manager)
Advising another staff member to ignore and/or violate office policy and or procedure
Undermining policies, orders, or directives
Speaking disparagingly or negatively about the doctors, managers, other staff members and/or the clinic
Unauthorized purchase or expenditure
Unapproved time off or not showing up to work or a scheduled meeting (Approved time off means the appropriate paperwork has been filled out and written approval has been given by supervisor.) (This does not include a legitimate emergency)
Damaging property or premises
Using the premises for any personal use before, during, or after normal clinic hours (normal lunch break excluded)
Jeopardizing the safety of another employee or patient
Dating a patient, even on your own time (Note: It is understood that if you had any kind of relationship with the patient before the person became a patient that you would continue that relationship)
Dating, being alone with, or any behavior deemed inappropriate with a staff member, even on your own time
Negativity during work
Theft of any type (Use of office stamps, pens, paper, copy machine, supplements, supplies, etc.)
Gossiping about another staff member
Recording false or inaccurate data in a patients record
Not completing necessary documentation in patients records (You MUST write in each file for each patient you help)
Violation of Doctor/Patient confidentiality
Coming to the office, or any office activity, under the influence of alcohol or drugs
Discussing wages or pay of any type with other employees
Opening your paycheck on the premises or parking lot
Swearing or foul, offensive, or crude language
Sexual discussions, dialogues, conversations, jokes, innuendos, or communications of any type
Not immediately reporting sexual discussions, dialogues, conversations, jokes, innuendos, or communications of another staff member (This is to infer a zero tolerance policy)
Withholding vital information from the Doctors, managers, and/or clinic
Selling any personal products to patients or fellow employees or soliciting in any manner to patients or fellow employees
Using patient lists or files for anything other than work related to the clinic
Failure to report any of the above offenses by a fellow staff member to management
Failure of management to report any of the above offenses
Non-compliance with HIPAA regulations
Conducting personal business on company time
This is not meant to be a complete list, and other actions may be added.

_____ Employee's Signature	_____ Date
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Office Manager's Signature

Date