

# 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

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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.

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Employee's Signataure \_\_\_\_\_

Date \_\_\_\_\_

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Office Manager's Signature

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Date