TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER-EL PASO PEDIATRIC DEPARTMENT

POLICY: Staff Operating Policies and Procedures

SCOPE: The following internal policy and procedure applies to all clinical, nursing and administrative

staff

HOURS OF OPERATION:

All Pediatric Clinics except those indicted below will be open and operational from 8:00 a.m. to 5 p.m. Monday through Friday. The Alberta Afterhours clinic will be open from 5:00 p.m. to 10:00 p.m. Monday through Friday and Saturdays from 10:00 a.m. to 4:00 p.m. Holiday schedules and other closures will be specified by the Clinic Medical Director and/or Administrator.

HOURS OF WORK:

Working hours are determined by direct supervisors and may be modified as needed by the supervisor or administrator. Hours of work are subject to change based on Departmental needs. Staff shall be scheduled to meet the needs of the patient care/administrative load. If any clinic continues after its scheduled closing time, staff must stay until all patients are seen and released by the physician.

TARDINESS:

Tardiness, for whatever reason, interferes with Department operations and will be brought to the attention of the employee if it becomes a recurrent problem. Employees with excessive tardiness will be subject to disciplinary action up to and including termination. All employees should plan to be at their workstation at their appointed time. Employees who clock in one minute after their appointed time are considered late. Employees who fail to clock in will be counted as being late. If the employee anticipates being late, he/she needs to inform their immediate supervisor as soon as possible.

LUNCH (HSC OP #70.06):

Lunch hours: 11:00 a.m. to 1:00 p.m. for all staff. Employees must take a lunch break and will not defer the lunch break unless prearranged with their immediate supervisor. All lunch breaks should be over by 2:00 p.m. in the clinics.

Lunch rooms are available for employee use. Employees are expected to maintain the cleanliness of the lunch room and to pick up after themselves. The refrigerator must be emptied every Friday. Items left in the refrigerator (including containers) will be disposed of without notice. The noise level inside the lunch room must be at a reasonable and professional level in order to allow clinics and surrounding offices to continue to provide uninterrupted patient care and/or business. Eating and/or drinking in patient care areas and/or clinic areas is not allowed. Designated storage areas are assigned by the immediate supervisors to store water in sealable containers. *Staff is discouraged from waiting for co-workers to go to lunch, especially if it interferes with Clinic operations. Clinics do not close for lunch; they remain open to patients and will be staffed appropriately.

BREAKS (HSC OP #70:06)

When breaks are taken, their frequency, regularity, length and scheduling depends on the nature and urgency of the work to be done and are subject to the approval of the employee's immediate supervisor. Breaks are not to be combined with lunch hours.

ABSENTEEISM (HSC OP #70:01)

The Pediatric Department requires good attendance and punctuality on the part of its employees.

Employees who are absent from work due to illness, emergencies, etc. must notify their immediate supervisor. Be prepared to leave your name, <u>reason for absence</u> and telephone number where you can be reached. If employee has been out for 3 or more consecutive days, before they return they must report to HR with a return to work document from their physician indicating when they may return to work and whether there are any work restrictions. Employees must provide the doctor's note with Human Resources' approval to their supervisor before returning to work.

Supervisors may request a doctor's note at any time for any absence from work.

Excessive and unexpected absences reduce everyone's productivity and affects supervisors' and managers' ability to plan the work assignments for the day. Absences from work will be considered "chargeable" unless listed in the following paragraph. Chargeable absences may, under circumstances explained below, result in disciplinary action. Non-chargeable absences will not result in disciplinary action.

Absences for the following reasons will be considered non-chargeable:

- -Vacation
- -Holidavs
- -Holiday Comp
- -Jury Duty

All other approved time/leave according to HSC OP 70.01

Each chargeable absence from work which is four (4) or more consecutive hours shall be considered an "incident". If an employee is absent one (1) or more consecutive days, he/she will be charged with one incident. If the employee's attendance is unsatisfactory, they will be subject to disciplinary action, up to and including termination.

Unexcused extended and/or excessive absences or a pattern of absences may result in disciplinary action. Employees are required to notify their supervisor by 6:00 a.m. if they expect to be absent or late from work. If the supervisor is unavailable, then contact a supervisor in the department. Leaving messages with co-workers or department staff is not acceptable notification and the absence or tardiness will be considered unreported and unexcused.

TIME REQUESTS:

Time requests will be authorized on a first request basis by the immediate supervisor. One month notice is strongly encouraged for vacation. Two weeks minimum notice for appointments is required. Leave requests in conjunction with a holiday may be limited based on Departmental needs. The number of staff allowed to be out at the same time will be based on the needs of each area and may fluctuate. Immediate supervisors must approve employee requests for emergency leave.

- Employees are required to submit requests via e-mail to their supervisor with a read receipt.
- Supervisors must maintain records of all vacation/holiday comp requests.

Requests should meet the following format:

Subject: Time off request: Smith, John – 8-19-09 (Employee's name and date being requested)

Body of e-mail: 8/19/2009 (requested Date)

All day (Please indicate all day, AM Shift, PM Shift, leave early at 3 p.m., come in late at 9 a.m., etc.)

Vacation (Short explanation-less than 10 words if possible)

OVERTIME:

Overtime is not allowed without prior supervisor approval. If a 911 code is in progress, staff may remain with the patient until care has been transferred to Emergency Medical Services.

TIME:

Time clock is used to account for hours worked by each employee. The following guidelines are to be utilized:

- 1. Employees are allowed to clock in no more than 5 minutes before their scheduled time.
- 2. Employees who forget to clock in/out will be counted as being late and may be subject to disciplinary action.
- 3. Employees are not, under any circumstances, to clock in/out for another employee. Any employee doing this will be subject disciplinary action.
- 4. Employees must clock in/out for lunch.
- 5. Correction to time clock must be submitted via e-mail to immediate supervisor using the following format:

Subject: Smith, John 8-19-09 (employee's name and date of correction being requested)

Body of e-mail: Date of mistake (8/19/09)

8:15 IN

1:15 OUT change to 12:15 out

1:15 IN

5:15 OUT

Forgot to punch out when going to lunch (short explanation of incident-less than 10 words if possible)

TIME SHEET SUBMISSION:

- 1. Employees are responsible for submitting their time in banner by the deadline and must review their time sheet prior to submission.
- 2. End of pay period time sheets should be submitted into banner and must coincide with time entries in the Time Clock System.
- 3. Supervisors must review time sheets weekly for accuracy and completion prior to submission. Errors will be returned to employees via e-mail for immediate correction. Once corrected, the supervisor should approve and submit to the next level approver.
- 4. Entries to both Banner and the time clock system must be done daily as this serves as a check and balance system.
- 5. Time sheets are due on the 1st business day after the end of the pay period.
- 6. Staff members who delay or fail to submit their times sheets in accordance with policy will be subject to disciplinary action and possible delays in pay.
- 7. Banner submissions for exempt employees are due to administration by the 10^{th} of the following month.

TELEPHONE COMMUNICATIONS (HSC OP # 67.03 2.D, 3.a)

Employees are expected to answer the phone "Texas Tech Pediatrics, this is [your name], may I help you?

Answering clinic/department phones is everyone's responsibility. If a phone is ringing you must answer it as soon as possible and either resolves the concern, refer to someone who can or take a complete message and reassure the caller you will relay the message appropriately. Employees are required to return all calls. Telephones are for conducting Department/clinic business. Cell phones are not allowed on the person in the clinic if it is not required for work related issues. If you are required to carry a cell phone for work related issues, it should be placed on vibrate during working hours so as not to interfere with performance or safety. Use of TTUHSC computers for internet access to social networking sites such as Facebook, Twitter, etc. are not allowed during working hours. Access to such sites outside official work hours should take into consideration all policies of TTUHSC.

DRESS CODE (ALL CAMPUS POLICY #9.28; EL PASO CAMPUS POLICY #9.5)

The Dress Code Policy provides standards for employees in order to project a professional public image and it is at the Administration's discretion as to what is appropriate. Non-compliant employees will be sent home and the time will be charged against the employee's available leave. Jeans are not allowed with the exception of pride day and/or days as indicated by administration if worn with a red, black or Texas Tech T-shirt.

Attire must be professional in appearance. Shoes must be worn appropriately to meet job and safety requirements. Department managers may establish uniform criteria for their area.

Clinic employees will refrain from wearing dangling earrings and an overabundance of jewelry for safety reasons. All tattoos and body piercing must be covered and/or removed during working hours. Nails must be short and clean for hygiene and safety purposes and staff dealing with direct patient care must secure their hair so it does not come in contact with the patient or interfere with patient care.

EMPLOYEE BADGES:

Supervisor

Identification badges must be clearly visible and worn on the outside of the uniform, lab coat, or street clothes at all times while engaged in TTUHSC business.

The Pediatric Staff Operating Policies and Procedures will be part of the Departmental New Employee Orientation, and a copy will be placed in the personnel file. Signing this form signifies that the employee has been informed of the above and has received a copy.

Employee Signature:	Date:
Supervisor Signature:	Date:
Administrator Signature:	Date:
XC: Human Resources Employee	