

Human Resources Policies and Procedures

HUMAN RESOURCES POLICIES & PROCEDURES

ACKNOWLEDGEMENT

I acknowledge that I have received, read, and understand the policies outlined in the Center Human Resources Policies and Procedures. I agree to follow these rules and regulations of the Center as described in this manual, which is intended as a guide to human resource policies and procedures. I understand that the company has the right to change the manual without notice. It is understood that future changes in policies and procedures will supersede or eliminate those found in this book, and that employees will be notified of such changes through normal communication channels.

I also understand and agree that the information contained in these materials does not constitute an employment contract between the Center and me, and that either I or the Center may terminate our employment relationship at any time, with or without cause.

Employee Signature

Date

Employee Name (please print)

Note: Please give this completed form to your supervisor for filing in your personnel file.

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SECTION 1: General

1.1 Code of Ethics Statement

Start Date: 10-29-09

Revision Date:

By: Board of Manager's

POLICY

In order to create and maintain a working environment where respect and trust flourish between employees and managers, Center (the Company) and its related entities have adopted the following standards regarding the ethical principles, mutual rights and obligations of employer/employee relations.

MANAGEMENT'S OBJECTIVES

In its continuing efforts to implement effective Human Resources policies, the Company endeavors to:

- employ applicants on the basis of qualifications and provide equal employment opportunity and treatment without regard to race, creed, color, gender, age, national origin, religion, sexual orientation, marital status, or physical/mental disability;
- provide salaries and benefits that are fair, reasonable and competitive within the community;
- maintain a safe and healthy working environment;
- establish reasonable hours of work;
- provide training and development opportunities as funding allows;
- welcome constructive suggestions related to job duties and management;
- maintain a grievance procedure for employees to present their concerns to management;
- provide an open communication environment between management and staff;
- provide an atmosphere that allows employees the appropriate freedom and responsibility to perform their job duties and responsibilities; and
- encourage qualified employees to apply for promotional opportunities whenever possible.

MANAGEMENT'S RIGHTS

The Company retains the right to exercise customary managerial functions, including the right to:

- assign, supervise, dismiss and discipline employees;
- evaluate employees' performances;
- determine and change reporting times, quitting times and shifts;
- determine and change the size and qualifications of the work force;
- determine and change methods by which operations are carried out; and
- establish, change and abolish policies, procedures, rules and regulations.

EMPLOYEES' OBLIGATIONS

The Company expects each employee to:

- give a productive day's work to the best of his/her skills and abilities;
- arrive at his/her location/department and begin work on time;
- put forth his/her best effort to work in harmony with all "customers," including patients, volunteers and co-workers;
- demonstrate a considerate, friendly and constructive attitude toward co-workers supervisors, physicians, patients and vendors;
- hold in confidence everything that pertains to patients , physicians and Company business matters;
- reflect well on the Company through his/her conduct and appearance; and
- adhere to the policies adopted by this Company.

MANAGEMENT GOALS AFFECTING EMPLOYEES

Company Management provides employees with a healthy working environment by striving to:

- treat employees as respected individuals;
- provide employees with information about what is expected of them and the consequences of not fulfilling those expectations;
- provide equal employment opportunities;
- establish job-related training;
- provide a safe and healthful environment;
- provide opportunities to freely discuss matters of concern with employees' immediate supervisor;
- provide fair compensation for hours worked;
- give progressive and fair discipline based on facts; and
- provide review of disciplinary decisions.

1.2 Equal Employment Opportunity and Affirmative Action

Start Date: 10-29-09

Revision Date:

By: Board of Manager's

POLICY

The Company is an equal opportunity employer and makes employment decisions on the basis of merit and without regard to an applicant's or employee's race, ancestry, religion, color, creed, national origin, marital status, sex, disability, age or veteran status or any other consideration made unlawful by federal, state and local laws.

This EEO policy has the complete endorsement of the management.

SECTION 2: Employment

2.1 Employment at Will

Start Date: 10-29-09

Revision Date:

By: Board of Manager's

POLICY

THE COMPANY RESERVES THE RIGHT TO TERMINATE ANY EMPLOYEE WITH OR WITHOUT CAUSE AND WITH OR WITHOUT NOTICE AT ANY TIME. ONLY COMPANY MANAGEMENT AND THE CENTER ADMINISTRATOR HAVE THE AUTHORITY TO ENTER INTO ANY AGREEMENT FOR EMPLOYMENT FOR ANY SPECIFIED PERIOD OF TIME. IN NO EVENT ARE THESE HUMAN RESOURCES POLICIES TO BE CONSTRUED AS, OR DETERMINED TO CREATE, ANY CONTRACT BY IMPLICATION. ONLY MANAGEMENT AND THE CENTER ADMINISTRATOR HAVE THE AUTHORITY TO MAKE COMMITMENTS ON BEHALF OF THE ORGANIZATION HAVING THE FORCE AND EFFECT OF A CONTRACT. (ALL FEDERAL AND STATE LAWS ARE ADHERED TO. CHECK WITH YOUR HR DEPT IF YOU HAVE ANY QUESTIONS.)

2.2 Employment Guidelines and Process for New Hires

Start Date: 10-29-09

Revision Date:

By: Board of Manager's

POLICY

It is the policy of the Company to set forth guidelines for employing and hiring employees to ensure compliance with Federal and State laws governing such. This Company is an equal opportunity employer and makes employment decisions on the basis of merit and qualifications. The Company is committed to complying with all applicable laws and prohibit unlawful discrimination based on race, color, creed, sex, marital status, age, sexual orientation, national origin, physical handicap, disability, medical condition or ancestry, or any other consideration made unlawful by federal, state, or local laws.

CLASSIFICATION OF EMPLOYEES

All employees will be classified for payroll purposes as full-time, part-time, casual or temporary AND exempt or non-exempt as defined below:

- a. **Full-time** - Employees who are normally scheduled to work at least 35 hours per week; such employees are eligible for Company benefits (see Policy on Benefits).
- b. **Part-time** - Employees who have a set weekly schedule or who work a set number of hours each week. Employees that work at least 24 hours per week, but less than 35 hours per week; such employees are eligible for some employee benefits on a prorata basis (see Policy on Benefits)
- c. **Per Diem** – Employees who are available as needed, but who do not have regularly scheduled hours. These employees are typically called upon to cover sick and vacation time of other employees.
- d. **Temporary** – Employees who are hired specifically for short-term assignments. However, such assignments may be extended. Temporary employees are not eligible for employee benefits except where mandated by applicable law.

--AND--

- e. **Exempt (Salaried)** – Employees defined by Fair Labors Standards Act as exempt from overtime and typically paid a salary, rather than an hourly wage.
- f. **Non-Exempt (Hourly)** – Employees defined by the Fair Labors Standards Act as eligible for overtime and paid an hourly pay rate.

INTRODUCTORY PERIOD

To acclimate new employees to our Company and to the employee's position, it is the Company's policy that the new employee's first 90 calendar days (three months) of employment are considered a job trial period. If the employee successfully completes this period, you will become a regular employee, eligible for the various benefits as determined by the Company. Like regular employees, trial employees are employees at will and may be terminated at any time without cause and without prior notice. During this time:

- An employee will learn his/her responsibilities, get acquainted with fellow employees and determine whether the position meets with his/her expectations. During this period the employee is encouraged and expected to ask any questions concerning the job and responsibilities.
- TheCenter Administrator is responsible for on-the-job training and orientation and will closely monitor and review the new hire's performance.

- The Company may decide to evaluate the performance prior to the end of the Introductory Period and may determine that employment should be terminated before the end of three months.
- If the Company decides to continue employment, the Center Administrator will advise the employee of any improvements expected.
- Completion of the Introductory Period does not entitle an employee to remain employed by the Company for any definite period of time. Both the employee and the Company are free, at any time, with or without notice and with or without cause, to end the employment relationship and terminate compensation.

PAYMENT OF WAGES

Employees are paid every other Friday for the two-week period ending the previous Sunday. **(Note: salaried (exempt) employees are paid current for the two week period ending the Friday pay date).** Hourly (non-exempt) employees are required to record time worked in time and attendance, and/or on a time sheet for payroll purposes. Employees must record their own time at the start and at the end of each work **PERIOD** on the company time and attendance system. Some centers require employees to clock out and in for lunch. The Center Administrator will verify the hours worked, review the employee totals and have all of the information ready for the payroll department by the due date (generally Monday of the payday week).

WORK SCHEDULE

Employees are informed of their work schedule including lunch periods, rest breaks and any changes deemed necessary by management to provide maximum patient convenience and care. A set number of hours are not guaranteed for any employees. Rest breaks are considered a privilege and part of total hours worked. They are granted to employees whenever possible, depending on work load requirements.

Per Diem Staff are scheduled in advance, when possible, to provide supplemental nursing coverage, such as for sick or vacation time coverage. At times, the caseload may necessitate the cancellation of a shift for a per diem employee. The Administrator will make every effort to notify per diem staff as soon as possible regarding a cancelled shift.

OVERTIME

As necessary, non-exempt hourly employees may be required to work overtime. The Company will attempt to distribute overtime evenly and accommodate individual schedules. All overtime must be authorized by the Center Administrator in advance. Overtime is paid for all hours worked by a non-exempt employee in accordance with Federal and State laws governing such. As a general rule, overtime is paid if an employee works over 40 Regular hours in a work week. A work week is defined as Monday through Sunday. Regular hours is defined as hours worked during the core essentials of the job. If an employee is attending a mandatory training class, these hours are generally included in the overtime calculation. For non-mandatory training or conferences, these hours are generally excluded from the overtime calculation.

Exempt employees may have to work hours beyond their normal schedules and limit meal periods, as work demands require (all applicable state laws will be followed). In accordance with the Fair Labor Standards Act, no overtime compensation will be paid to exempt employees.

2.3 Clinical Staff Credentialing

Start Date: 10-29-09

Revision Date:

By: Board of Manager's

POLICY

To ensure that all employees whose positions require state or other professional licenses or whose positions have Company-imposed standards to meet Medicare or an accreditation agency, it is the Company's policy to obtain copies of all job-related licenses and certifications prior to employment.

GUIDELINES

1. All Nursing staff must provide a copy of his/her current state RN license and on-line verification must be obtained.
2. All clinical staff must be BCLS and provide proof of certification.
3. All full-time RNs must be ACLS within 6 months of employment and provide proof of certification.
4. Pre-employment physical with written verification of previous Hepatitis B titer and TB testing required as well as evidence of immunization to Measles and Rubella.

The Administrator is responsible for obtaining all required licensure and other documents prior to the employee beginning work.

1. The Administrator is responsible for ensuring that all clinical staff have the appropriate current credentials required to perform their job.
2. The Administrator will notify employees whose credentials are due to expire. The employee is ultimately responsible for maintaining current credentials and failure of the Administrator to notify the employee does not nullify that employee responsibility.
3. The employee must provide a copy of the required renewal certification/license prior to the expiration of such.
4. If an employee's license or credentials expire, the employee may be placed on suspension without pay or may work in a position that does not require such credentials, as determined by, and at the discretion of, the Administrator. If the employee does not produce the required documentation of renewal within 15 days after expiration, the employee will be terminated.

2.4 Performance Evaluations

Start Date: 10-29-09

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By: Board of Manager's

POLICY

Performance appraisals provide an opportunity for management and employees to develop and maintain effective performance and motivation by objectively describing how expected tasks were completed and by providing direction for future efforts. It is the Company's policy to review and evaluate each employee's performance annually in an objective, consistent and uniform manner.

PROCEDURES

1. Performance evaluations will be conducted by the Center Administrator.
2. Clinical staff competencies are evaluated monthly for the introductory period of the employee.
3. Performance evaluations are based on the job description, productivity goals, experience, training of the employee, and correspond to other co-workers doing the same job.
4. Information from the performance evaluation is used to determine the employee's eligibility for merit pay increases, promotion, transfer, layoff and retention and to identify training needs of the employee.
5. The employee's performance evaluation becomes part of the employee's records
6. Center Administrators are encouraged to keep informal records of significant events concerning the employee's job performance. (Informal records should be kept separate from the employee file.)
7. Written performance evaluations must be signed by both the Center Administrator and the employee. The person being reviewed should have the opportunity to comment on the evaluation. (It is recommended that employees be given the option of completing a Self-Evaluation. Have the employee self evaluate themselves prior to sitting down and doing the formal review. They can use the same review form that the manager uses.)
8. Each Center Administrator uses these guidelines to prepare and conduct the performance evaluation:
 - a. Evaluate each employee's performance on the basis of job-related criteria and productivity goals
 - b. Evaluate each employee on the basis of overall performance since the previous evaluation
 - c. Maintain a balance between praise and criticism, acting as a counselor, not a judge
 - d. Plan each performance evaluation interview to make it as positive and constructive as possible, in a confidential and private setting.
 - e. Plan goals for the next evaluation and encourage improvement when necessary
 - f. Allow the employee to talk freely about the job, encourage his/her input and listen

2.5 Workplace Harassment

Start Date: 10-29-09

Revision Date:

By: Board of Manager's

Workplace Harassment

The Company is committed to providing a working environment in which its employees are treated with courtesy, respect and dignity. The Company does not tolerate nor condone any actions by any people, which constitute any kind of harassment.

Harassment is defined as verbal, written, physical or electronic conduct that denigrates or shows hostility or aversion towards an individual because of his/her race, color, religion, national origin, sex, age, disability, or any other factor, or that of his/her relatives, friends, or associates, and that:

- Has the purpose or effect of creating an intimidating, hostile, or offensive work environment;
- Has the purpose or effect of unreasonably interfering with an individual's work performance; or
- Otherwise adversely affects an individual's employment opportunities.

Harassing conduct includes, but is not limited to: slurs, derogatory statements, negative stereotyping, threats, intimidating, or hostile acts that relate to race, color, religion, national origin, sex (acts including sex or sexual language), age, disability or any other factors, This includes "jokes" or pranks that are hostile or demeaning.

This is not meant to be an exhaustive list of the conduct that may constitute harassment.

Persons Covered

This policy applies to anyone who works for the Company as well as business contacts. It prohibits harassment of employees, physicians, patients, applicants for employment and non-employees such as business contacts or vendors.

Procedure for investigation of complaints and enforcement

Any incident, which may constitute harassment, should be immediately reported to a supervisor and or a member of the Human Resources Department. Complaints of harassment by supervisors or third parties should be directed to the Human Resources Department.

The Company will investigate all complaints of harassment in as prompt and confidential a manner as is reasonably possible and the Company will take appropriate corrective action when warranted. Any employee or physician who is found to have engaged in acts of discrimination or harassment will be disciplined appropriately up to and including termination.

Retaliation in any form against a person bringing a complaint under this policy is strictly prohibited. Likewise, there will be no retaliation against individuals that participate in a harassment investigation. Retaliation itself is cause for appropriate disciplinary action up to and including termination. If you believe you have been retaliated against in any way, please report it immediately to your supervisor and or the Human Resources Department.

Sexual Harassment

Sexual harassment is a serious offense and is prohibited conduct. The Company does not tolerate sexual harassment and reaffirms its commitment to provide a work environment free from all forms of harassment.

Definition of Sexual Harassment

Sexual harassment, includes un-welcomed sexual advances, requests for sexual favors and other verbal, written, physical or electronic conduct of a sexual nature when:

- Submission to such conduct is made explicitly as a term or condition of an individual's employment; or
- Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidation, hostile or offensive working environment; or
- Indication is given to employee that employee's job security, job assignments, conditions of employment or opportunities of advancement depend or may depend on the granting of sexual favors to any employee, supervisor, manager, physician or third party.

The gender of the alleged harasser and alleged victim is immaterial.

The following are illustrations of conduct that may constitute sexual harassment:

- Threatening adverse employment action if sexual favors are not granted; or
- Promising preferential treatment or advancement in return for sexual favors; or
- Unwanted and unnecessary physical contact; or
- Careless creation of an atmosphere of hostility, sexual harassment or intimidation; or
- Suggestive or insulting sounds and obscene gestures; or
- Unwelcome gifts or letters; or
- Sexually offensive remarks, including inappropriate comments about appearance, obscene jokes or other inappropriate use of sexually explicit or offensive language; or
- The display in the workplace of sexually suggestive objects, pictures or cartoons; or
- Sexual material via email or Internet; and
- Unwelcome sexual propositions or advances.

This list is not meant to be an exhaustive list of the conduct that may constitute sexual harassment.

Procedures for investigation of complaints and enforcement

Any incident, which may constitute sexual harassment, should be immediately reported to a supervisor and or the Human Resources Department. Complaints of sexual harassment by supervisors or third parties should be reported to the Human Resources Department.

PE will investigate all complaints of unlawful sexual harassment promptly and will take the necessary steps to investigate and correct the harassment. Anyone found to be involved in causing a harassing environment will be disciplined appropriately up to and including termination.

Complaints of sexual harassment must be reported to the Human Resources Department as soon as the employee or the employee's supervisor becomes aware of the situation. Complaints will be fully investigated. Management will take prompt and necessary steps to investigate and correct any harassment.

2.6 Employee Conduct

Start Date: 10-29-09

Revision Date:

By: Board of Manager's

POLICY

The Company believes that certain rules and regulations regarding employee behavior are necessary for efficiently operating our business and for the benefit and protection of rights and safety of all. Conduct that interferes with operations, brings discredit and/or is offensive to patients or fellow employees shall not be tolerated.

PROCEDURES

1. Employees should always act in the Company's best interests, upholding the highest ethical standards. Employees should avoid any activity that may compromise or seem to compromise these interests;
2. Employees must refrain from engaging in any activity or practice in conflict with the interests of the Company or its patients. When an employee has a question concerning a conflict of interest, he/she should request advice from management;
3. Employees are expected to behave in a manner conducive to efficient patient care including:
 - a. reporting to work on time and being at the work station ready for work at the assigned starting time;
 - b. notifying the Center Administrator when the employee will be absent from work or is unable to report for work on time;
 - c. complying with safety and health regulations;
 - d. performing assigned job duties efficiently;
 - e. eating meals only during meal periods and only in designated areas;
 - f. maintaining a work area that is clean and orderly;
 - g. treating patients and visitors who are guests of the medical group courteously and with utmost respect;
 - h. discharging personal financial obligations promptly so that creditors will not ask the Company for assistance in collecting amounts owed them;
 - i. treating patient records and information with confidentiality;
 - j. wearing clothing appropriate for a medical facility and grooming oneself neatly and cleanly. A properly attired employee helps create a favorable image for the medical group; and
 - k. Refraining from making or receiving personal phone calls;
4. The following conduct is prohibited and is subject to disciplinary action, including termination:
 - a. using alcoholic beverages on clinic property or reporting for work under the influence of alcohol;
 - b. possessing, selling or using illegal drugs while at work;
 - c. using profanity or abusive language;
 - d. possessing firearms or other weapons on Company property;
 - e. misusing Company property or another employee's property;
 - f. stealing;
 - g. gambling on Company property;
 - h. falsifying medical patient records, reports and other documents;

- i. falsifying time records;
- j. possessing, using or selling a controlled substance other than a drug prescribed by the employee's physician;
- k. being on unauthorized absence;
- l. performing job duties carelessly or negligently;
- m. causing or contributing to unsatisfactory working relationships;
- n. violating safety regulations;
- o. lying; and
- p. divulging confidential information.

These examples are illustrative and are not intended to be all-inclusive.

The management of this Company is committed to a business that conducts itself with a high level of integrity at all times. If at any time an employee is presented with a situation that is not in line with the organization's code of conduct, he/she should notify management.

2.7 Progressive Discipline

Start Date: 10-29-09

Revision Date:

By: Board of Manager's

POLICY

The objective of the progressive disciplinary policy is to ensure that the employee is aware that their actions are inappropriate. During the disciplinary process an employee will be provided with a warning or warnings (depending on the severity of the offense). The warnings will be documented. The employee will be asked to sign the warning(s). Signing the warning(s) does not constitute that the employee agrees with the warning. It merely constitutes that the employee received the warning and the reason for the warning was explained to the employee. There is a section on the warning form for the employee to provide comments. The employee is also free to comment on additional sheets of paper.

PROCEDURES

The Company's response to rule violations will depend on the employee's employment history, the seriousness of the offense and the totality of the circumstances. Disciplinary actions may include:

- Review by the employee's supervisor and or the Human Resources Department of the act with the employee. **(Verbal/Written warning-warning type depends on seriousness of offense)**
- Placing the employee on ***Probation** for a set period of time. (Unpaid time off)
- **Termination** of employment

*Probation – While on Probation, employees are not entitled to accrue any paid sick or vacation time. If a Holiday falls while an employee is on Probation, the employee will not be paid for the Holiday. No compensation increases will be provided while employees are on Probation.

Violation of Company policies and rules may warrant disciplinary action. The Company will, at its sole discretion, utilize whatever form of discipline is deemed appropriate under the circumstances, up to and including termination of employment.

All compensation ceases on the last day of employment. The receipt of a severance package or unemployment does not extend employment.

Employees terminated for misconduct are not eligible for payment of any accrued but unused PTO/Vacation time.

2.8 Employee Privacy Protection and Employee Records

Start Date: 10-29-09

Revision Date:

By: Board of Manager's

POLICY

It is the Company's policy to protect confidential and personal information that the organization may have so as to provide privacy for the individual employee.

PROCEDURES

1. The Center Administrator will maintain a confidential Human Resources file. This file includes only employment-related information, including, but not limited to, the employment application, new hire forms, wage and salary history, performance reviews, counseling and disciplinary reports, and other records regarding job-related events that occur during employment (see below Employment File).
2. Employment Eligibility Verification Form (I-9) and supporting documentation is maintained and must be kept in a separate file.
3. Health information is maintained in a separate file. Employee medical information is not released without the employee's written approval, except pursuant to the provider's benefit program.
4. Employees have the right to review their Human Resources files two times a year, at reasonable intervals. Excluded from employee review are letters of reference, confidential information concerning other individuals and management planning information. Employees have the right to submit a written statement to be included in their Human Resources file regarding any information to which they object, or believe to be incomplete or inaccurate. Employees may make copies of the documents in their files and are required to pay for copying costs.
5. The Center Administrator is the only authorized individual to respond to request for employment verification. He/she may only respond to employment inquiries as follows:
 - a. Verbal inquiries—may verbally confirm only current employment (verbal response is limited to only “yes” the employee is employed or “no”, he/she is not) and will not provide any further information verbally or in written form in response to a verbal inquiry.
 - b. Written inquiries—may respond in writing only to an appropriate written inquiry on employee data only if the employee (or former employee) has signed a release, which is part of the written inquiry. No verbal response is given to a written inquiry.
 - c. Release authorization--Should an employee desire certain information released, he/she should submit in writing to the Administrator/Manager precisely what information the facility is authorized to release and give permission to the Company to do so.
 - d. Legal requests – the Company complies with all legal requests for employee data from federal, state or local agencies. If the Company is subpoenaed, it notifies the employee and gives him/her the opportunity to have the subpoena nullified before releasing the requested information.
6. When employment has been terminated, work references are provided only with the written approval of the employee. In the absence of such a written request, any reference information given is considered a personal reference.
7. Access to employee Human Resources records is limited to employees who have a business need for such information. Tax and payroll information is supplied to government agencies as required.

EMPLOYMENT FILE

The employment file for each employee should contain the following:

- Employment application
- Action Notices
- W-4 Form
- Employment contracts, if applicable
- Employee resume
- Performance evaluations/Goals
- Scheduled training and completed training records
- Warnings
- Termination or resignation letters

The employment file should **NOT** include any information that can be construed as discriminatory such as the following:

- Date of Birth
- Age
- Gender
- Marital Status
- Record of dependents
- Medical History
- Citizenship (Form I-9 should be maintained separately and must be accompanied by the supporting documentation)
- National Origin
- Religion
- Other personal information unrelated to the job or Company

2.9 Exit Interview

Start Date: 10/29/09

Revision Date:

By: Board of Manager's

PURPOSE

Exit interviews are conducted with employees who voluntarily resign to achieve the following purposes:

- Gather strategic information, ascertain reasons for problems (such as turnover and absenteeism) or help identify training and development needs.
- Foster public relations to provide separating Human Resources an opportunity to raise personally important issues, thereby facilitating a positive attitude regarding their employment experience.
- Provide a voice for personal frustrations for the separating employee; the goal is cathartic and not organizational benefit, although there may also be some internal benefit achieved.

POLICY

This policy is optional for the Administrator of each facility, but is strongly encouraged in order to take advantage of a fleeting opportunity to find out information that otherwise might be more difficult or impossible to obtain, but that could otherwise have a positive impact on the facility, patient care, operations and employees.

PROCEDURES

1. Upon receipt of a voluntary employee resignation, the Administrator should decide whether or not to conduct an exit interview. The interview may be oral or written or some combination of both. A sample questionnaire is included as a tool and should be tailored to each facility's specific requirements, which may change over time. Remember that the exit interview provides an opportunity to take a hard look at how your facility is perceived.
2. Some tips to consider in conducting an exit interview:
 - a. Save the hardest questions for the latter part of the interview. Work up to the tough stuff.
 - b. A good question to break the ice is, "Would you like for us to be a reference/recommendation for you?" Do NOT make this offer if you would not recommend the employee.
 - c. Throughout the interview, stay focused on the employee.
 - d. Use open-ended questions that allow the employee expression, such as:
 - i. How did you feel you were managed during your employment with us?
 - ii. How do you feel the facility is run?
 - iii. Under what conditions would you have stayed with us?
 - iv. What would you like to see changed (to improve production or morale)?
 - v. What did you like most/least about your position?
3. At some point ask, "Why are you leaving?" if you don't already know.
4. Try to get an understanding of how the employee viewed their compensation and benefits.

5. Make use of the information gathered internally. Otherwise, why conduct an exit interview?
Some suggestions might be:
 - a. Conduct a survey of the remaining staff directed at any concerns that may have been raised.
 - b. Form a focus group of employees to address an issue that has been raised to get their suggestions on improving the situation.

2.10 Confirming Staff Credentials

Start Date: 10-29-09

Revision Date:

By: Board of Manager's

On initial employment, the verification of nursing licensure is done by on-line verification with the New York State office of Professionals.

The Administrator will review the expiration dates of staff licensure. Staff will be notified at least 30 days in advance of the expiration, of the need for them to bring in a copy of their renewed licensure for their file. No licensed staff will be permitted to work on an expired license.

2.11 Staff CPR and ACLS Certification

Start Date: 10-29-09

Revision Date:

By: Board of Manager's

All nursing staff at the Center will be CPR certified at the time of employment. Business Office staff, Medical Assistants and Endoscopy Techs will be CPR within 3 months of employment. A copy of the CPR card will be kept in the employee's file. Documentation of certification must be presented to the Administrator for inclusion in the employee's personnel file.

All RN's will be ACLS certified. If not ACLS certified upon hire, ACLS certification will be obtained within six months and then maintained. The ACLS program will provide hands on training in intubation.

CPR and ACLS certification status will be regularly monitored by the Administrator to determine when employees need ACLS and/or CPR re-certification. The Administrator will be responsible for developing and implementing a process for ensuring that the employees and physician staff are re-certified every two years.

2.12 Employee Orientation and Inservice Education

Start Date: 10-29-09

Revision Date:

By: Board of Manager's

All new employees will receive a general orientation to the Center and an introduction to the staff. Employee inservice education will be documented in each employee's **inservice education record**. Initial and annual inservice education/training will be provided to each employee.

Form

General Orientation Checklist

In-service Record

2.13 Employee Physical

Start Date: 10-29-09

Revision Date:

By: Board of Manager's

Each new employee will have a physical examination performed upon employment and a yearly medical clearance thereafter.

New York State Department Rule 751.6 requires:

Certificate of immunization against rubella:

- serologic evidence of rubella antibodies;or
- one dose of live rubella vaccine administered on or after the age of 12 months, showing the product administered and the date of administration, and prepared by the health care practitioner who administered the immunization;or
- a copy of a document which include one of the above from a previous employer or the school which the employee attended as a student.

Certificate of immunization against measles, for all personnel born on or before January 1, 1957:

- serological evidence of measles antibodies;or
- a document indicating two doses of live virus measles vaccine were administered with the first dose administered on or after the age of 12 months and the second dose administered more than 30 days after the first dose but after 15 months of age showing the product administered and the date of administration, and prepared by the health practitioner who administered the immunization; or
- a document, indicating a diagnosis of the employee as having had measles disease, prepared by the health care practitioner who diagnosed the employee's measles; or
- a copy of a document which include one of the above from a previous employer or the school which the employee attended as a student.

Note: If any health care provider certifies that immunization with measles or rubella vaccine may be detrimental to the employee's health, the requirements relating to measles and rubella immunizations shall be inapplicable until such immunization is found no longer to be detrimental to such employee's health. The nature and duration of the medical exemption must be stated in the employee's employment medical file and must be in accordance with generally accepted medical standards,

Annual Mantoux skin test:

- Skin test for tuberculosis prior to employment and yearly thereafter for negative findings. Positive findings shall require appropriate clinical and an annual health status reassessment to assure freedom from a health impairment, but no repeat skin test.

2.14 No Tolerance Policy for Drug and Alcohol Use

Start Date: 10-29-09

Revision Date:

By: Board of Manager's

Use of Drugs and Alcohol

The Company has a vital interest in maintaining safe, healthful and efficient working conditions for its employees. Being under the influence of a drug or alcohol, on the job, poses serious safety and health risks not only to the user and patients but also to co-workers. The possession, use or sale of an illegal drug or alcohol, in the workplace, also poses unacceptable risks for safe, healthful and efficient operations. Accordingly, it is the right, obligation and intent of the Company to communicate to its employees a policy on the use of drugs and alcohol in the workplace and to protect Company property, vehicles (includes vehicles rented for business purposes), equipment and operations. No employee may use, possess, manufacture, distribute, transfer, purchase, sell, or be under the influence of any alcohol or illegal drugs while on Company business. Violation of this policy may lead to disciplinary action, including termination even for a first offense.

With these basic objectives in mind the Company has established the following policy with regard to use, possession or sale of alcohol or drugs.

Policy Statement

New Hire Screening

The Company will screen new employees to minimize the likelihood of employing individuals whose use of illegal drugs or individuals whose use of legal drugs or alcohol indicates a potential for impaired or unsafe job performance. Once an offer for employment is made, and the candidate Accepts, the offer becomes "Conditional" until the candidate successfully completes the New Employee Screening Phase.

New Employee Screening Phase

Consists of background checks and the attached drug and alcohol panel.

Once the candidate successfully completes this phase, the conditional offer becomes official and the start date can be finalized. If the candidate does not successfully complete the New Employee Screening phase, the offer will be rescinded.

Reasonable Suspicion: On-the-Job Use, Possession of or Sale of Drugs or Alcohol

Alcohol

Being under the influence¹ of alcohol by any employee, physician or contracted provider/vendor while performing Company business is prohibited to the extent that such use or influence may affect the safety of the employee, co-workers or members of the public, the employee's job performance, or the safe or efficient operation of any Company equipment, facility or motor vehicle. Except as permitted by Company facility management, consumption of alcohol in a Company facility is prohibited. If there is reasonable suspicion that an employee, physician or contracted provider/vendor is under the influence of alcohol the employee may be asked to leave the facility and or have an alcohol screening performed.

Illegal Drugs²

The use, sale, purchase, transfer or possession of an illegal drug by any employee, physician or contracted provider/vendor while performing Company business is prohibited. The presence in any detectable amount of any illegal drug in an employee, physician or contracted provider/vendor while performing Company business is prohibited. If there is reasonable suspicion that an employee, physician or contracted provider/vendor is under the influence of a drug the employee may be asked to leave the facility and or have a drug screening performed.

Disciplinary Action

Violation of this Policy may result in disciplinary action, up to and including termination, even for a first offense.

If a physician or contracted provider/vendor violates this policy, they may be subject to disciplinary action including suspension of privileges and/or termination of a contract.

“

¹ “Under the influence: means, for the purposes of this Policy, that the employee is affected by a drug or alcohol or the combination of a drug and alcohol in any detectable manner. The symptoms of influence are not confined to those consistent with misbehavior, nor to obvious impairment of physical or mental ability, such as slurred speech or difficulty in maintaining balance. A determination of influence can be established by a professional opinion, a scientifically valid test, and, in some cases such as alcohol, by a layperson’s opinion.

² “Illegal drugs” means: any drug (a) which is not legally obtainable or (b) which is legally obtainable but has not been legally obtained. The term includes prescribed drugs not legally obtained and prescribed drugs not being used for prescribed purposes. It also includes marijuana.

Signature Acknowledgement

I acknowledge that I have reviewed the Company's No tolerance policy for Drug and Alcohol use.

I understand that if I violate this policy, disciplinary action may be taken, up to and including termination. I understand that I am an At-Will employee and at no time do I have an employment contract with the Company. Because I am employed At-Will I can choose to terminate my relationship with the Company at any time and the Company can do the same.

I understand that it is my right to refuse to participate in the New Employee Screening Process.

I understand that it is the Company's right to ask me to successfully complete the New Employee Screening Process. I understand that if I refuse to participate in the New Employee Screening Process, the offer for employment will be rescinded.

I understand that if I am a current employee, I have the right to refuse to take a drug or alcohol test. I understand that it is the Company's right to ask me to take a drug or alcohol test when this policy is initially rolled out and then again if there is reasonable suspicion that I am under the influence of a drug or alcohol while performing company business. I understand that if I refuse to have the drug or alcohol test that I am voluntarily tendering my resignation.

Candidate signature (during New Employee Screening Phase)

Date

_____ Please print name

Employee Signature (during initial roll out)

Date

_____ Please print name

HR Dept.

SECTION 3: Employee Benefits

3.1 Benefits at a Glance

Start Date: 10-29-09

Revision Date:

By: Board of Manager's

3.2 Other Time Off

Start Date: 10/29/09

Revision Date:

By: Board of Manager's

POLICY

It is the Company's intent to provide time-off (paid or unpaid) as is customarily provided by other entities similar in size and nature.

OTHER TYPES OF TIME OFF

1. Military Leave

MILITARY LEAVE

Military leave is granted to eligible employees who are required to attend annual military training or called to active duty with the US government or any political subdivision under the requirements of the Uniformed Services Employment and Reemployment Rights Act (USERRA). USERRA applies to all public and private employers, regardless of size. All employees are eligible except temporary and employees under the following guidelines:

1. The length of military training leave granted to an employee depends on his/her military orders, but not to exceed one 15-calendar day period of military training leave granted annually.
2. The leave is unpaid, except where an employee elects to use accrued and available vacation time in lieu of unpaid leave.

Immediately upon receipt of orders, the employee must notify his/her Manager by providing a copy of the authorized orders, which will serve to determine the start and end date of leave.

3. Military leave without pay is granted for the duration of active military service, not to exceed five years, plus 90 days from the date of discharge. Extensions may be granted if an employee is required to serve a longer period of time involuntarily because of war or national emergency.
4. Vacation and sick time are not accrued/earned during military leave without pay.
5. Employees must make application for return from military leave without pay within 90 days from the date of discharge from military service. Upon return from military leave, the individual must be returned to the same or equivalent position that he/she had prior to the date the leave began.
6. A return from military leave without pay is conditional upon submitting a certificate of satisfactory completion of military service.
7. Failure to apply for a return to employment from military leave without pay within the time limit previously stated is considered a voluntary resignation.
8. Health Insurance Coverage:
 - a. If a covered employee is called to active military service, both the employee and his/her covered dependents are entitled to a COBRA-like benefit of health coverage.
 - b. If the affected individual is absent from work for less than 31 days, the employer must continue to pay its share of the health premium.
 - c. If the individual's military leave extends beyond 31 days, the covered employee and his/her dependents can continue health coverage for up to 18 months.

- d. As with COBRA, the cost of such continuation of health coverage can be up to 102% of the group rate. Note: Prior to the enactment of USERRA, the IRS took the position that a call to military service would constitute a COBRA-qualifying event. The importance of this opinion is that, presumably, if a second qualifying event occurs during the time an individual is on military leave, the provisions of COBRA would apply, including any extension of the 18-month continuation coverage period.
 - e. **Notice of Health Insurance Continuation** - USERRA does not specify a particular notice and election process for continuation of health coverage during a military leave of absence. Covered employees who are called for military service should be provided with information about their rights to continued health coverage (see attached sample notice).
 - f. **Coverage Upon Return from Leave** - Upon return from military service, the individual must be returned to the health plan without waiting periods, limitations or other exclusions, even if such return is after an 18-month continuation coverage period. If the individual has incurred a service-related disability during the leave, the plan can exclude coverage for such disability only.
9. Pension and Retirement Benefits - Generally, the USERRA-designated leave will not be considered a break in service for purposes of vesting and accrual of benefits in a qualified pension/retirement plan. Special provisions contained in the pension/retirement plan should allow individuals to make up contributions missed during the leave period.

Note: Other information is available at:

On-line information from the Dep't of Labor:
<http://www.dol.gov/asp/programs/handbook/userra.htm>

USERAA e-laws Advisor:
<http://www.dol.gov/elaws/userra0.htm>

3.3 Profit Sharing and 401(k) Plan

Start Date: 10/29/09

Revision Date:

By: Board of Manager's

POLICY

In order to provide employees with competitive compensation and planning for future retirement, the Company offers a 401(k) plan, which includes an employee salary deferral and Company matching and a Company profit sharing plan.

ELIGIBILITY

Employees are eligible to participate in the Plan if they are 21 years or older and have completed one year of service with a minimum of 1,000 hours worked with the Company. Please refer to the Summary Plan document for detail information. The following summary is meant for informational purposes and is not meant to fully explain the Plan. The Plan Document will serve as the final deciding factor for any discrepancies contained herein.

SUMMARY DESCRIPTION OF THE PLAN

- a. Salary Deferral and Company Matching - An employee may elect to defer a portion of his/her salary up to a maximum amount specified by federal law. The Company will match dollar-for-dollar up to the first 3% of salary deferred, and then 50-cents for the next 2% of salary deferral. Employees are fully vested at all times in this portion of the plan. Various investment plans are available.
- b. Company Profit Sharing - The Company may elect to contribute a percentage of an employee's salary each year. Contributions are not guaranteed and are at the sole discretion of the Company in compliance with the Plan documents. Partial vesting (20%) begins after the completion of two years of service and continues ratably over years 3-5 to reach full vesting after six years of service.

PROCEDURES

1. The HR Dept. will maintain a database with all employees.
2. During the quarter prior to eligibility, the HR Dept. will prepare an enrollment package for each employee who will be eligible on the next quarter entry date (1/1, 4/1, 7/1 & 10/1). All packages will be forwarded to the facility Administrator/Manager for distribution to the employee.
3. The HR Dept. will ensure that all enrollment packages are returned timely in order to allow time to process the enrollment. All enrollment forms will be returned to the HR Dept. for processing.
4. The original forms will be forwarded to the external plan actuary who will process the enrollment. A copy of the enrollment form will be forwarded to payroll to setup the appropriate payroll deductions for the 401K elective deferrals, if any.
5. The HR Dept. (or Manager of facility if processing own payroll) will ensure that the employee-withheld contributions are forwarded to the investment company on a timely basis with a copy to the external plan actuary for their records.
6. The Administrator/Manager will notify the HR Dept. of all employees who are terminated from employment so that any Plan participants can be sent the appropriate paperwork.
7. The HR Director is considered the Plan Administrator and must sign all applicable documents.
8. Requests for distributions, including hardship withdrawals, must be forwarded to the Plan Administrator for approval. (Forwarded to the HR Director) The external plan actuary will review all distributions and forward payment instructions to the Plan Administrator who will process and mail the payment.

3.4 Education Benefits

Start Date: 10/29/09

Revision Date:

By: Board of Manager's

POLICY

The Company will offer education assistance to further improve employee skills, foster networking opportunities and to promote knowledge of new industry initiatives.

PROCEDURES

1. Annually, the Center Administrator will determine its annual budget for conferences.
2. Annually, the Center Administrator will determine its annual education budget and set specific parameters for employee attendance at educational functions such as national and local SGNA and other educational seminars for all staff.
3. Annually, the Center Administrator will recommend to the Governing Body a proposal including the Company's cost for other center staff to attend conferences using the following guidelines:
 - a. Employees will be chosen on a rotational and merit basis.
 - b. Consideration will be given to those employees requiring continuing education credits.
 - c. Business expenses will be reimbursed according to policy.
 - d. Upon return, the employees who attended the conference will share their new knowledge with the rest of the staff at the next Center staff meeting.
4. Generally, educational benefits will be extended to full-time employees, or to part-time employees, at the discretion of the Administrator.
5. Administrators shall encourage employees to seek educational experiences that further enhance the employee's skills and thus, the employee's value to the Company.
6. Tuition reimbursement for degreed or certification programs will be addressed through the Company Tuition Reimbursement Program.
7. Reimbursement for expense related to education (e.g. travel, lodging, registration fees) will be reimbursed according to policy (see Financial Policy 2.4).

SECTION 4: Miscellaneous

4.1 Electronic Communication

Start Date: 10/29/29

Revision Date:

By: Board of Manager's

POLICY

The Company intends that its business assets are protected and personal use of such assets is minimized to the extent possible. While employed at the Company, most employees will use or have access to telephones, computers, computer software, an electronic mail system, a telephone message recording system, and fax machines. These devices and systems, and the information contained in them, are the Company's property. Except for the telephones, these items are to be used for business purposes only.

PROCEDURES

1. The Company recognizes that employees may need to use the telephone to make brief personal local phone calls.
2. The Company expects that all computers will be shut down at the end of the day to minimize unauthorized use. It is the responsibility of the Administrator to institute a policy to ensure that all computers are turned off.
3. At times, it may be necessary for the Company to access any or all of these devices, review, and obtain information contained therein. In addition, the Company may disclose the information on these devices to persons or entities other than the creator or recipient of the communication or information. While it is not the Company's desire to regularly access these devices, it is important for employees to understand that it may become necessary for us to do so. We do not want you to have a mistaken impression that these devices and their use is completely confidential and inaccessible even though we have developed security measures (such as passwords) for some of them.
4. Under no circumstances may employees provide access to these devices or systems, or the information contained therein, to individuals who do not have a business need to know the information or to anyone outside the Company. In addition, our policies on equal employment, anti-harassment and HIPPA apply to the use of these devices or systems.
5. Internet access is a resource provided by the Company to facilitate the employees' performance of their duties. Rules for Internet use follow the same guidelines already established.
 - a. Accessing, downloading or transmitting offensive material, sexual or otherwise, through the use of the Company Internet access at any time is expressly prohibited.
6. Any violation of this policy may result in disciplinary action, up to and including, termination.

4.2 Grievance & Dispute Resolution

Start Date: 10/29/09

Revision Date:

By: Board of Manager's

POLICY

Many problems tend to arise out of misunderstanding or incomplete information and hidden problems often grow out of proportion to the original issue. Therefore, the Company encourages employees to bring to the attention of management concerns or complaints about work-related conditions or problems by establishing a process that enables employees the opportunity to present these complaints through a formal grievance and dispute resolution process.

DEFINITION

An employee grievance is defined as dissatisfaction of an employee, as it relates to concerns about the conditions of employment or treatment by other Human Resources.

PROCEDURES

1. All employee complaints or grievances should be resolved fairly and promptly.
2. Employees are encouraged to use the grievance procedure and are not penalized for doing so.
3. If an employee has a complaint or grievance, the employee should verbally report the circumstances to his/her Supervisor who will address the problem. If the employee believes that the issue has not been resolved to his/her satisfaction, he/she may file a formal grievance.
4. To file a formal grievance, the employee should 1) report grievance in writing to his/her Supervisor and or 2) the employee should report grievance to the Human Resources Department (1456 Ferry Road, Doylestown, PA 18901 or email: tpickford@endocenters.com). If the employee does not feel comfortable filing a grievance with his/her Supervisor, they should submit the grievance directly to the Human Resources Department. If the grievance is related to the Supervisor the employee should feel comfortable bypassing the Supervisor and going directly to the Human Resources Department.
5. The Supervisor considers the grievance and should report the grievance to the Center Administrator and or the Human Resources Department.
6. A member of the Center staff, either the Supervisor or the Administrator or a combination of both, will follow up with the employee confirming receipt of the grievance and the plan of action to research the issues outlined in the grievance.
7. Information concerning an employee grievance is received in confidence, and the grievance is discussed only with those involved in its processing, review & determination of outcome.
8. Time spent processing grievances in discussions with management during working hours is considered hours worked.
9. If two or more employees have a common or similar grievance, the Administrator or HR Mgr. may select one of them to represent all employees concerned; the final decision rendered is binding on all members.
10. It is very important that grievances be filed within in a timely manner. It complicates an investigation if a grievance is filed a long time after the incident occurs.
11. Grievances brought to a physician will be directed back to the Administrator for review.

12. Employees should feel comfortable coming forth with a grievance. Employees should realize that they will not be retaliated in any way for coming forth. It is the Center's objective to make sure that the work environment is a free of issues. We take every grievance seriously.

4.3 Employee Staff Meetings and Training

Start Date: 10/29/09

Revision Date:

By: Board of Manager's

POLICY

In order to promote communication and awareness regarding operations at the facility and to promote training and education for our employees, each facility will conduct periodic staff meetings and in-service training.

PROCEDURES

1. Staff meetings and in-services will be conducted during normal business hours.
2. All employees who are scheduled to work during the day that the meeting occurs are required to attend all staff meetings and in-services unless excused by the Administrator. Those employees not working, may choose to attend.
3. Attendance at staff meetings and in-services will be considered time worked.
4. The Administrator will prepare minutes of each meeting documenting all those in attendance and absent and summarizing topics of discussion and any decisions made.
5. Documentation of in-services and minutes will be maintained for all staff to review.

4.4 Smoking

Start Date: 10/29/09

Revision Date:

By: Board of Manager's

POLICY

In order to prevent fires, minimize health hazards for patients and employees and to reduce discomfort of non-smokers, smoking is permitted only in designated areas outside of the facility. Under no circumstances is smoking permitted inside the facility.

PROCEDURES

The Administrator of each facility will designate where smoking is allowed outside of the facility and will communicate this to all employees. In facilities that are housed in a multi-tenant building, the landlord may also designate certain restrictions. Such restrictions will also be communicated to all employees.

All employees and physicians are expected to comply with this policy. If any employee or physicians observes another employee, patient or visitor smoking in an undesignated area, he/she must notify the Administrator immediately.

4.5 Inclement Weather and Unexpected Facility Closings

Start Date: 10/29/09

Revision Date:

By: Board of Manager's

Inclement Weather/Natural Disaster/Act of GOD

Only the supervisor shall determine the need to close the facility during regular business hours, due to inclement weather or natural disaster. If it is determined that the facility will be closed, the Phone Tree will be used to contact all employees. It is important that all employees keep a copy of the Phone Tree at their homes.

Once a decision is made to close the facility, the supervisor will contact the first employee on the phone list and that employee should contact the next employee and so on.

Advance notice of facility closing

In the event that the facility is closed prior to the start of the workday, all employees scheduled to work will be compensated at his/her regular rate of pay for his/her scheduled hours.

Early closing of facility during a business day

It is the supervisor's responsibility to assess the need to close the facility early during a regular business day. Full and Part time employees who have already reported and are actively at work will receive their regular rate of pay for scheduled hours for that day.

Full and Part time employees whose scheduled workday has not begun and who are directed by their supervisor not to report for work because of an approved early closing, will receive his/her regular rate of pay for his/her scheduled hours for that day.

Employees that choose to not report to work, even though the office is open will need to use their vacation time in order to be compensated for their time off. If an employee does not have vacation time remaining, they can take the day unpaid.

Office remains open during inclement weather/natural disaster/act of GOD

Hourly paid employees who voluntarily request to leave early, when the facility is open, will be paid only for those hours actually worked. If the employee leaves early, and subsequently the facility closed, the employee will still only be compensated for the hours actually worked. The employee does have the option to apply vacation time to make up for the hours lost. If no vacation time is available, then the employee will only be paid for those hours actually worked.

Employees, who do not report to work, when the office remains open, can use vacation hours or take the day unpaid.

4.6 Leave of Absence

Start Date: 10/29/09

Revision Date:

By: Board of Manager's

On occasion, an employee may find it necessary to be out of work for an extended period of time. An extended period of time is typically defined as more than two weeks.

Required notification

The employee is required to notify his/her Supervisor as soon as they become aware of the need to take time off. The employee is required to submit a Leave of Absence Request Form to his/her Supervisor/Manager.

If the requested leave is due to a medical condition, a note from the treating physician explaining the reason for time off and the length of the leave must be returned with the Leave of Absence Request Form.

Administrators: A Personnel Action Notice (PAN) must be completed and signed by the Employee and their Supervisor. A copy of the Leave of Absence Request Form along with any supporting documents should be submitted to the HR Department so that the payroll system can be updated accordingly.

Paid Time Off (PTO)

Employees are required to use any and all accrued Paid Time Off/Vacation/Sick when taking a leave of absence before taking unpaid time off. Accrued hours will be paid until the employee has exhausted all accrued time. The remainder of the leave will be taken unpaid.

Employees on a leave status are no longer actively working and therefore not eligible to accrue any paid time off until they return to active status (e.g. return to work).

Participation in Insurance Plan(s)

While on leave, an employee's coverage under the group sponsored Health Plans and Flexible Spending Account program will continue. Employees will be required to maintain their normal bi-weekly premium contributions. This can be done either by mailing a check to Human Resources OR by making up all missed deductions when the employee returns to work. Prior to the start of the leave, the employee must select an option. Human Resources should be contacted for more detail; 215-589-1070 or 215-589-9014.

Income replacement

If an employee currently participants in any individual Short Term Disability income replacement type of plan (offered through Unum), the employee should communicate directly with the carrier if he/she is requesting income replacement. Unum : 1- 800-635-5597

Returning to work- what is required

Employees are required to obtain a letter from their physician attesting to the fact that they are able to return to work. No employee will be allowed to return to work without the required physician's note.

Leave of Absence Request Forms are available for use on PE Online (intranet).

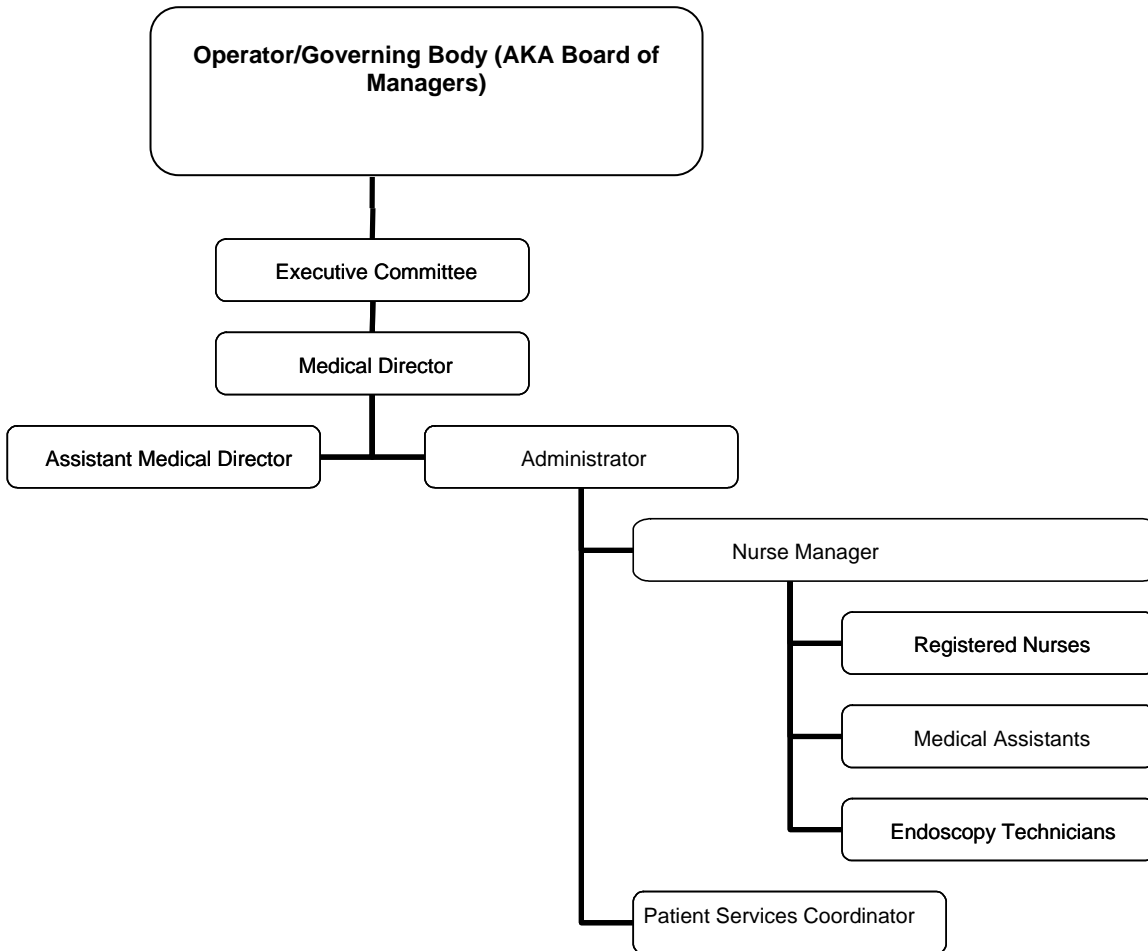
SECTION 5: Organizational Structure and Job Descriptions

5.1 Organizational Flow Chart

Start Date: 10-29-09

Revision Date:

By: Board of Manager's



5.2 Plan for Staffing in an Endoscopy Center

Start Date: 10-29-09

Revision Date:

By: Board of Manager's

Staffing in the Endoscopy Center will be adequate to ensure efficient, safe patient care based on the number of procedure/operating rooms and comply with state DOH guidelines established for patient care in a licensed ASC. Moderate (Conscious) and Deep sedation may be administered by an Anestheologist, in compliance with laws regulating sedation. The staffing plan below delineates the employees of the Center.

Composition of Staff

Administrator

Nurse Manager

Registered Nurse(s)

Licensed Practical Nurse(s)

Medical Assistant(s)

Endoscopy Technician(s)

Patient Services Coordinator(s)

5.3 Chain of Command

Start Date: 10-29-09

Revision Date:

By: Board of Manager's

The Administrator is responsible for overall day to day activities of the Center

The Administrator reports directly to the Board of Managers.

In the absence of the Administrator, the Nurse Manager is responsible for the operation of the Center.

5.4 Job Descriptions

Start Date: 10-29-09

Revision Date:

By: Board of Manager's

POLICY

It is the Company's policy to create job descriptions to ensure that important job duties and responsibilities (essential functions) for each position in the organization are delineated and maintained in a uniform, consistent manner. Job Descriptions should be kept on file at the center. If you have a question or need a specific position's job description, contact the HR Department.

5.5 Medical Director		
Start Date: 10-29-09	Revision Date:	By: Board of Manager's

Summary of Responsibilities verify all responsibilities mandated by state are included

His/her primary mission is to make the Center operate in a cost efficient manner, while adhering to the Policies and Procedures upon which the Center was founded. In conjunction, with the Center Administrator, the Medical Director will arbitrate, if a Physician questions a policy or procedure. The Medical Director will present all capital budget purchase recommendations to the Governing Board (AKA Board of Managers) and will act as Medical Liaison for the Center with outside agencies.

Qualifications

The Medical Director is a physician licensed and currently registered in the state of New York. He/she must be in good standing as an active member of the local hospital staff and be board certified in Gastroenterology. The Medical Director should have a documented record of intensive experience beyond residency and have demonstrated administrative and leadership skills.

Appointment

The Medical Director is elected by the Executive Committee and approved by a majority vote of the Governing Body (AKA Board of Managers). He/she will serve for a period of two years.

Responsibilities

The duties and responsibilities of the Director include, but are not limited to:

- A. The Medical Director shall serve as liaison for the Administrator regarding issues concerning the physicians and/or the staff.
- B. The Medical Director shall lead the Governing Body (AKA Board of Managers) in developing policies and procedures for the Center, making recommendation for change when needed, and assuring compliance from the physicians, to these policies.
- C. In conjunction with the Administrator, the Medical Director shall develop monitors to evaluate the outside services provided to the Center.
- D. The Medical Director shall meet as needed with the Center Administrator to review departmental issues, problems, and priorities.
- E. The Medical Director shall provide input to the Center Administrator regarding the performance of personnel. The Medical Director shall provide input on education and training needs for personnel.
- F. The Medical Director shall provide information to the Governing Body (AKA Board of Managers) regarding problems arising from staffing, safety or other operational issues.
- G. The Medical Director shall provide consultation and feedback to the Governing Body (AKA Board of Managers) concerning equipment, services and supplies. The Medical Director shall consult with the other Physicians prior to making recommendation involving equipment purchase.
- H. The Medical Director shall appoint the Chairpersons of the subcommittees of the Executive Committee. These appointments shall be approved by the Governing Body (AKA Board of Managers) for a term of one year.

The Medical Director shall serve as a resource person to other Physicians for the relevant policies, procedures, and other issues of significance in the Center.

- I. The Medical Director shall receive feedback from the Governing Body (AKA Board of Managers) relative to a physician practitioner performance and shall take appropriate and timely action to resolve any problems that may arise.
- J. Deviations from accepted standards of medical care, referred to the Medical Director, shall be reviewed by the Director with the Physician. If resolution of the issues cannot be accomplished, the Medical Director may intervene directly in patient care, if in his/her opinion, it is in the patient's best interest. This may take the form of writing or canceling orders, and obtaining further consultation. The Medical Director should complete a memo to the CQI committee if such an incident occurs, so that it might be reviewed and appropriate action taken. Any action must be reported to the Governing Body (AKA Board of Managers).
- K. At the Governing Body (AKA Board of Managers) meetings, the Medical Director should report on any issues involving appropriateness of patient population, management of cases, and the overall quality of care relating to the Center. The Medical Director shall review all incidents, including deaths that occur at the Center. He/she will also perform a random Physician Review.
- L. The Medical Director will consult with other Endoscopy Centers in order to assure that the services provided by the Center are within community standards, and to keep himself/herself abreast of changes governing an ambulatory Endoscopy Center.

ACKNOWLEDGMENT

I have reviewed and understand the above job description and believe it to be accurate and complete. I understand that management retains the right to change this job description at any time.

Medical Director

Date

5.6 Assistant Medical Director		
Start Date: 10-29-09	Revision Date:	By: Board of Manager's

Summary of Responsibilities

The Assistant Medical Director will assist the Medical Director in the governing of the Center, and will take on assignments, as needed, by the Medical Director. He/she will assume full responsibility in the Medical Director's absence. In addition, the Assistant Medical Director will act as a Chairperson of one of the subcommittees of the Executive Committee.

*****See Medical Director's Job Description for additional information.**

ACKNOWLEDGMENT

I have reviewed and understand the above job description and believe it to be accurate and complete. I understand that management retains the right to change this job description at any time.

Assistant Medical Director

Date

5.7 Infection Control Coordinator

Start Date: 10-29-09

Revision Date:

By: Board of Manager's

Summary

The Infection Control Coordinator is a responsibility of the Administrator or designee within the Center. The Infection Control Coordinator has responsibility for directing the ongoing, center wide collection of information regarding infection control issues, procedure cross-contaminations or surgical site infections, and Quality Improvement program related to the infection control processes of the Center.

Principal Duties and Responsibilities

Oversees a system for the investigation, reporting and evaluation of the occurrence of all infections or diseases which are reportable or conditions which may be related to activities and procedures of the Center.

Institutes infection control surveillance measures to identify sources and minimize transmission of infection.

Oversees and implements employee Hepatitis B Vaccine and TB Skin Testing program and other employee health screening requirements including all required recordkeeping/documentation as required by state, Medicare and OSHA.

Oversees employee exclusion from work/return to work policies are followed along with Administrator for personnel with communicable diseases and/or exposures including those with exposures to bloodborne pathogens.

Investigates thoroughly any reports of possible Post-Procedure/Surgical Site Infections and reports findings to Administrator and to the Patient Safety and Infection Control Committee.

Oversees and implements the OSHA Exposure Control Plans: Bloodborne Pathogens and TB and maintains all required recordkeeping/documentation.

Conducts QI Infection Control Surveys on a monthly basis and reports findings to the Administrator and to the Patient Safety and Infection Control Committee.

Participates in the development of Infection Control policies and procedures including sanitation, asepsis, isolation procedures, tracking of post-procedure/surgical site infections and employee health.

Assures formal review of the Infection Control policies and procedures is conducted at on least an annual basis.

Oversees the decontamination and sterilization practices of the Center, identifying needs for improvement and implementing change as needed.

Identifying equipment needs to improvement Infection Control processes and patient care where needed.

Oversees patient isolation procedures including care of patients with communicable diseases.

Ensures Department of Health reporting compliance.

Oversees the Infection Control recordkeeping/documentation requirements of the Center as required by state, Medicare and Accreditation Agencies.

Assesses staff education and competency training needs on an ongoing basis.

Assists Inservice Coordinator as needed in conducting staff inservice programs and attends required inservice education, meetings and participates in committees as requested.

Understands critical nature of release of HIPAA regulations, patient confidentiality and patient release of information issues.

Participates in other Center committee meetings as requested.

Performs other activities as requested by the Administrator.

Working knowledge and comfort with computer use.

Represents the Center in a positive and professional manner.

Performs other duties as assigned.

Minimum Standards of Conduct

- Gives primary consideration to the welfare of patients, employees and visitors.
- Respects established authority, peers, and assigned employees to supervise, if any.
- Uses facility equipment and supplies judiciously and with extreme care.
- Performs all principal duties and responsibilities in acceptable manner.
- Portrays honesty and seeks help in resolving problems.
- Develops care in personal appearance and confidence in own abilities.
- Complies with Center rules and regulations.
- Conducts self as a responsible member of the Center staff.

ACKNOWLEDGMENT

I have reviewed and understand the above job description and believe it to be accurate and complete. I understand that management retains the right to change this job description at any time.

Signature

Date

5.8 Inservice Education Coordinator

Start Date: 10-29-09

Revision Date:

By: Board of Manager's

Summary

The Inservice Education Coordinator is a delegated role with the responsibility for directing the ongoing, center wide employee, patient and physician educational needs of the Center.

Principal Duties and Responsibilities

Conducts Orientation Programs for new hires on as needed basis.

Oversees Initial and Annual Competency Assessment activities.

Maintains current employee credentials by use of expiration checklist and/or computerized tracking system.

Participates in the development of Center policies and procedures.

Oversees the Inservice Education record-keeping/documentation requirements of the Center as required by state, Medicare and Accreditation Agencies.

Assesses Staff Competency training needs on an ongoing basis.

Conducts staff inservice programs and attends required inservice education and meetings.

Participates in all Center committee meetings as requested.

Understands critical nature of release of HIPAA regulations, patient confidentiality and patient release of information issues.

Performs other activities as requested by the Administrator.

Working knowledge and comfort with computer use.

Represents the Center in a positive and professional manner.

Performs other duties as assigned.

Minimum Standards of Conduct

Gives primary consideration to the welfare of patients, employees and visitors.

Respects established authority, peers, and assigned employees to supervise, if any.

Uses facility equipment and supplies judiciously and with extreme care.

Performs all principal duties and responsibilities in acceptable manner.

Portrays honesty and seeks help in resolving problems.

Develops care in personal appearance and confidence in own abilities.

Complies with Center rules and regulations.

Conducts self as a responsible member of the Center staff.

Qualifications

Must be presently employed by the Center

Previous experience in Inservice Education helpful but not required

ACKNOWLEDGMENT

I have reviewed and understand the above job description and believe it to be accurate and complete. I understand that management retains the right to change this job description at any time.

Employee

Date

5.9 Quality Improvement (QI/QM) Coordinator

Start Date: 10-29-09

Revision Date:

By: Board of Manager's

Summary

The Quality Improvement (QI/QM) Coordinator is a delegated role with the responsibility for directing the ongoing, center wide collection of information about deficiencies and opportunities for improvement in Quality Improvement and quality management in all systems and processes of the Center.

Principal Duties and Responsibilities

Oversees and implements the Quality Management/Improvement Program into all systems and processes of the Center.

Participates in the development of Center policies and procedures.

Oversees the Quality Management/Improvement recordkeeping, documentation and monitoring processes of the Center as required by state, Medicare and Accreditation Agencies.

Assesses Staff Competency training needs on an ongoing basis.

Assists Inservice Coordinator as needed in conducting staff inservice programs and attends required inservice education and meetings.

Understands critical nature of release of HIPAA regulations, patient confidentiality and patient release of information issues.

Participates in all Center committee meetings as requested.

Performs other activities as requested by the Administrator.

Working knowledge and comfort with computer use.

Represents the Center in a positive and professional manner.

Performs other duties as assigned.

Minimum Standards of Conduct

Gives primary consideration to the welfare of patients, employees and visitors.

Respects established authority, peers, and assigned employees to supervise, if any.

Uses facility equipment and supplies judiciously and with extreme care.

Performs all principal duties and responsibilities in acceptable manner.

Portrays honesty and seeks help in resolving problems.

Develops care in personal appearance and confidence in own abilities.
Complies with Center rules and regulations.
Conducts self as a responsible member of the Center staff.

Supervision

Responsible to/reports to the Administrator, who is ultimately responsible for the aforementioned principal duties and responsibilities.

Qualifications

Must be presently employed by the Center
Previous experience in Quality Management/Improvement helpful but not required

ACKNOWLEDGMENT

I have reviewed and understand the above job description and believe it to be accurate and complete. I understand that management retains the right to change this job description at any time.

Employee

Date

5.10 Safety Coordinator/Officer

Start Date: 10-29-09

Revision Date:

By: Board of Manager's

Summary

The Safety Coordinator/Officer is a delegated role with the responsibility for directing the ongoing, center wide collection of information about deficiencies and opportunities for improvement in safety and the environment of care.

Principal Duties and Responsibilities

Reviews summaries of deficiencies, problems, failures, and user errors related to management of: Safety, Security, Hazardous Materials and Waste, Medical Waste, Emergency Preparedness/Management, Life Safety, Medical Equipment, Utility Systems and Risk Identification & Management.

Monitors effectiveness of OSHA Bloodborne Pathogens & Sharps Exposure Program with special emphasis on eliminating employee sharps injuries and exposures.

Reviews, investigates and performs follow-up actions on any product/pharmaceutical and equipment recall notices.

Ensures completion of required Preventative Maintenance inspections of all utility and security systems.

Maintains and updates MSDS and Chemical Lists in all areas.

Regularly participates in hazard surveillance and incident reporting.

Participates in the development of safety policies and procedures.

Oversees the maintenance record-keeping/documentation requirements of the Center as required by state and Accreditation Agencies.

Conducts Life Safety (Fire) Drills, coordinating with Administrator and Inservice Coordinator, as required by the state, Medicare and Accreditation Agencies.

Conducts Emergency Preparedness/Management Drills, coordinating with Administrator and Inservice Coordinator, as required by the state, Medicare and Accreditation Agencies.

Assesses staff competency training needs in safety on an ongoing basis.

Assists Inservice Coordinator as needed in conducting staff inservice programs and attends required inservice education and meetings.

Maintains records of medical waste manifests, equipment service reports and equipment serial number logs.

Ensures completion of biomedical testing of equipment on schedule described in Center policies and procedures.

Participates in committee meetings as required – bringing safety activities and concerns to the committee for review and action as needed.

Understands critical nature of release of HIPAA regulations, patient confidentiality and patient release of information issues.

Performs other safety-related activities as requested by the Administrator.

Working knowledge and comfort with computer use.

Demonstrates understanding of personal responsibility and activities related to the OSHA programs including hazardous materials and bloodborne pathogens.

Represents the Center in a positive and professional manner.

Performs other duties as assigned.

Minimum Standards of Conduct

- Gives primary consideration to the welfare of patients, employees and visitors.
- Respects established authority, peers, and assigned employees to supervise, if any.
- Uses facility equipment and supplies judiciously and with extreme care.
- Performs all principal duties and responsibilities in acceptable manner.
- Portrays honesty and seeks help in resolving problems.
- Develops care in personal appearance and confidence in own abilities.
- Complies with Center rules and regulations.
- Conducts self as a responsible member of the Center staff.

Supervision

Responsible to/reports to the Administrator, who is ultimately responsible for the aforementioned principal duties and responsibilities

Qualifications

Must be presently employed by the Center
Previous experience in Safety Management helpful but not required

ACKNOWLEDGMENT

I have reviewed and understand the above job description and believe it to be accurate and complete. I understand that management retains the right to change this job description at any time.

Employee

Date

5.11 Administrator

Start Date: 10-29-09

Revision Date:

By: Board of Manager's

Summary of Responsibilities

This position will oversee the daily operations of the Center and work with the related professional offices and PE to ensure its financial success and to maintain the Center's premier reputation within the community. This position reports directly to the BOM. The Administrator will be primarily responsible for the front office operations including scheduling, patient registration, proper billing of insurance plans and transmission of data to the external billing company. The Administrator is also ultimately responsible for the entire operations of the facility this includes all of the staff at the facility. In addition, the Administrator will oversee all financial aspects of the Center including purchasing and payroll, adherence to budgets, review of monthly financial data and ensure that all policies are followed. He/she will also be a member of the Endoscopy Center Executive Committee, and all Quality Management Subcommittees.

Qualifications

- BS or equivalent college degree and/or related healthcare experience preferred.
- Prior experience in a Management role, including supervisory experience, with fiscal responsibility in a for-profit setting.
- Proficient in computer programs including EXCEL and WORD, and prior experience with billing systems/software.
- A working knowledge of Medical terminology, CPT codes, ICD-9 codes, patient registration, charge entry functions or other billing related experience is preferred.
- Previous experience with multiple phone lines, and routine front office equipment, e.g. fax, copier, postage machine.

Job Relationships

- Reports directly to the BOM with a dotted line to PE.
- Acts as liaison with CBO to ensure compliance with procedures and the timely submission of billing data.
- Acts as liaison with the staff of the physician's professional office to foster teamwork and ensure effective communication.
- Directly supervises the front office staff of the Center and the Nurse Manager to facilitate the seamless and efficient functioning of the Center. Ultimately responsible for supervising all staff at Center.
- Works cooperatively and communicates regularly with the Medical Director(s) of the Center and all Physicians utilizing the Endoscopy Center.
- Presents a friendly, courteous, and helpful manner in all interactions with patients, vendors and other offices.

Physical Activities and Requirements

- Involves extended hours at a desk/computer with frequent trips to other areas of the facility.
- The dress code is professional business attire.

Responsibilities:

- The duties and responsibilities of the Administrator include, but are not limited to:
- Fiscal Responsibility
- Assists with preparation of annual budget
- Reviews monthly financial statements and explains variances against budget.
- Reviews monthly Accounts Receivable data including productivity, collections and aging of accounts and makes suggestions to improve results.
- Implements cost effective measures when appropriate
- Staffs the Center as efficiently as possible when there are known down-times (vacations, etc.)
- Front Office Oversight
- Supervises and trains front office staff on the billing software.
- Monitors operations regularly to ensure timely and accurate completion of registration/demographic/insurance data for billing and authorizations are entered correctly into the billing system.
- Monitors the appointment scheduling regularly to ensure that appointments are scheduled efficiently and confirmed.
- Performs Patient Services Coordinator duties as a backup during vacation time or lunch, as required.
- Works cooperatively with the professional office staff to develop and improve procedures to facilitate scheduling of appointments and exchange of information.
- Collects the billing sheets at the end of every working day, checking it for completeness. Any incomplete billing sheets are returned to the front office personnel.
- Billing Liaison
- Responds to inquiries and works cooperatively with PE and the billing company.
- Answers basic questions from patients regarding services, insurance payments and the patient's financial responsibility for services provided.
- Troubleshoots and corrects any problems due to incorrect data submission. Works with the billing company to resolve any problems.
- Responds to patient inquiries involving monies owed and follows through until claim is resolved.
- Supervision of Staff and Payroll
- Daily supervises front office staff/Nurse Manager and other Center staff.
- Manages the hiring process. Ensures that all new hire forms are completed correctly and submitted to PE in a timely manner.
- Conducts and documents disciplinary actions, as necessary, in consultation with PE for all Center staff.
- Conducts employee evaluations annually, and as needed, for all Center staff.

- Recommends salary changes, documents personnel changes and submits completed paperwork in a timely fashion. Responsible for 30, 60, 90 Day Introductory evaluations and the annual performance appraisal.
- Submits all personnel changes on a timely basis.
- Monitors and approves timesheets and Time & Attendance System for all staff and prepares time summary for all employees; submits accurate time summary to PE for biweekly payroll by predetermined due date/time. Ensures that hours in the Time & Attendance System are correct and this verification is completed by the predetermined due date/time.
- Ensures that policies are adhered to concerning the accrual and usage of PTO (Paid Time Off).
- Ensures that center adheres to state, federal, local labor laws, that all required Labor Posters are hung in conspicuous areas.
- Ensures that all Policies and Procures are explained to staff and that these policies are followed.
- Conducts regular staff meetings.
- Formulates staff reward programs, documents achievements and demonstrates a positive attitude and strong leadership for the staff.
- Purchasing
- Matches all approved packing slips with invoices.
- Approves and codes invoices for payment and submits to PE for payment.
- Monitors and tracks all returns to ensure that Company receives the appropriate credit
- Orders all office supplies and maintains general office supply inventory.
- Assists clinical staff with ordering of the clinical supplies. Ensures that order is within budget/contract that was negotiated.
- Maintains permanent files for all contracts and leases (e.g. office cleaning, laundry, alarm, etc.) and obtains preliminary information for all new contracts. Approves new contracts within assigned fiscal guidelines or submits to PE for approval.
- Formulates cost effective measures and implements such within fiscal guidelines or submits to PE for review/approval.

Miscellaneous Duties

- Responsible for the overall operations of the Center.
- Closes the Center at the end of the day when necessary, locking the Medical Records cabinetry, and securing all areas prior to setting the alarm.
- Coordinates meetings for the Governing Body and Executive Committees, prepares the agendas and documents each meeting with written minutes.
- When required, initiates a “911” call, and gives information according to policy.
- Performs additional duties as directed (within the scope of training).

ACKNOWLEDGMENT

I have reviewed and understand the above job description and believe it to be accurate and complete. I understand that management retains the right to change this job description at any time.

Employee

Date

5.12 Nurse Manager

Start Date: 10-29-09

Revision Date:

By: Board of Manager's

Summary of Responsibilities

The Nurse Manager will be responsible for daily clinical staffing and the efficient flow of patients through the Endoscopy experience. He/she will recruit, hire, and assist in evaluating all nursing personnel. As Nurse Manager, he/she will be the clinical representative on the Endoscopy Center Executive Committee, and the CQI, the Infection Control, Risk Management and Safety Committees. He/she will also be responsible for ensuring that all physicians and staff comply with all clinical policies and procedures as well as organizing/managing all manuals and studies necessary for continued certification and accreditation and maintaining the appropriate documentation as evidence thereof.

Qualifications check state rules

1. Current State RN license
2. Previous managerial/charge experience of 3-5 years, preferably in an ambulatory setting
3. Experienced in GI diagnostic procedures, prefer CGRN. If not CGRN, willing to take the exam within the first year of employment.
4. ACLS certified-- if BCLS certified, willing to become ACLS certified within the next scheduled certification class.
5. Familiar with state, Medicare and accreditation requirements .
6. Pre-employment physical with additional testing as required to meet OSHA standards.
7. Excellent verbal and written communication skills
8. Strong organizational and analytical skills
9. Intermediate computer skills, especially with MS Word and Excel

Job Relationships

1. Reports directly to the Administrator and the Medical Director. Interacts with the Director of Clinical Support and various PE representatives as necessary.
2. Sets the example for other nursing personnel through his/her positive attitude, professional appearance and personal caring attitude in dealing with all internal and external contacts.
3. Works cooperatively with the Administrator, the Medical Director and the physician's Office Managers to facilitate the seamless efficient functioning of the Center.
4. Works cooperatively with the Physicians utilizing the Center, outside Providers and Vendors servicing the Center.
5. Provides direct supervision and performance evaluations to all nursing employees of the Center. In the absence of an Administrator, the Nurse Manager is the supervisor of all facility employees.
6. Presents a friendly, courteous, and helpful manner in all interactions with patients to resolve their clinical questions to ensure a mutually agreeable resolution and maintain a positive feeling relative to the center and our services

Physical Activities and Requirements

1. Possesses good physical health, capable of working in a demanding environment.
2. Able to perform the basic functions of the position including extended hours standing, bending, and stretching with frequent trips to all areas of the Center.
3. Able to lift, and carry supplies and equipment as needed.
4. Possesses manual dexterity, hearing acuity, and visual acuity, which are important to the performance of the basic job tasks.
5. Speaks clearly and distinctly to perform extensive communication required with staff, patients and their families/escorts, vendors, physicians and other third parties.
6. Appears professional at all times. Wears minimal jewelry, which will not interfere with clinical responsibilities.
7. Wears scrub attire for clinical duties, which will only be worn only within the facility.

Responsibilities

The duties and responsibilities of this role include, but are not limited to:

- A. In the Human Resource role, the Nurse Manager:
 - a) Assesses the clinical staffing needs of the Center, discuss these needs with the Director of Clinical Support, and submit all such recommendations to the Administrator and the Center Director for approval.
 - b) Interviews candidates and makes recommendation for hire to the Administrator. During this process, he/she keeps the Director of Clinical Support aware of the process and outcome.
 - c) Completes monthly competency worksheet during the employees' introductory period, keeping the employee aware of their successes and areas that need improvement. The Nurse Manager keeps the Administrator and the Director of Clinical Support (if applicable) aware of any problems that develop, and works with the Administrator and the Director of Clinical Support (if applicable) to resolve these problems.
 - d) Keeps detailed notes regarding performance issues and follows established guidelines in dealing with performance problems.
 - e) Keeps copies of questionnaires and/or correspondence in the employee's file that recognizes excellence in nursing duties and customer services.
 - f) Responsible for on going evaluation of clinical performance and interaction with Physicians and peers.
 - g) Writes yearly evaluation, seeking input from the Physician staff. Discusses the evaluation with the Administrator prior to giving it to any employee. Makes recommendations regarding salary increases, supporting her recommendation with documentation.
- A. In the Clinical Role, the Nurse Manager:
 - a) Determines and schedules appropriate staffing assignments to support the flow of patients through the procedure area, keeping in mind patient care needs and budgetary constraints. Discusses any aspect for changes in staffing with the Administrator and the Center Director.
 - b) Provides leadership and expertise in performing clinical skills and serves as a mentor/trainer for other nursing staff (as a group or one on one as required) to improve existing or to teach new skills.

- c) Monitors the daily flow of patients and implements changes to improve the operational efficiency of the center. Utilizes the proper component of resources while maintaining a high-level of customer service. Conducts on-going utilization studies to improve efficiency.
- d) Provides onsite expertise to others for the software dictation system, assisting the Physicians and staff in learning the system and troubleshooting problems. He/she is responsible for ensuring that the final product of the physician's dictation is complete
- e) Ensures compliance with all clinical policies and procedures and discusses any problems with physician or staff compliance with the Medical Director.
- f) Conduct periodic staff meetings in conjunction with the Administrator. Plans in-services for the clinical staff that expand their knowledge of GI procedures, and the equipment used during these procedures. In-services are planned at least three months in advance.
- g) Assists PE with the development of clinical studies, manages all CQI studies within the Center and the required documentation and submits data to the Director of Clinical Support at PE so that benchmarking data can be integrated into our overall benchmarking initiatives.
- h) Maintains an "expert" knowledge level on all equipment in the procedure area
- i) Functions as a working Nurse Manager, taking on the role of admitting nurse, procedural nurse or recovery room nurse.
- j) Additional duties for the Nurse Manager include, but are not limited to:
 - i. Assists the Administrator with the coordination of all Governing Body and Executive Committee meetings. Prepares the agenda for the Executive Committee with the Administrator, after consulting with the Medical Directors. Shares the duty of Executive Committee minute preparation and distribution with the Administrator.
 - ii. Organizes/schedules the Peer Review for the Center. He/she is responsible for setting up a date, organizing the charts, writing up the report, and reporting to the Executive Committee, along with the reviewing Physician, the results of the review. Actively works with the Medical Director to set up Peer Review with another center.
 - iii. Participates in various committees, including the Executive, CQI, Infection Control, Risk Management, Safety and Pharmacy CQI Committees. Assigns staff to these committees, as needed. Prepares agendas and minutes for these committees and maintains a permanent file of minutes for all meetings and writes all reports for these committees.
 - iv. Directs the ordering and inventorying of all GI supplies, medical supplies and medications within budgetary guidelines. Responsible for getting all approved packing slips to the Administrator for matching with invoices, and monitors the return of supplies. He/she works in conjunction with the Administrator to update the cost per procedure worksheet on a quarterly basis.
 - v. Maintains current knowledge of all GI procedures, through reading and/or attendance at local or national meetings.
 - vi. Leads team through any cardiac or respiratory emergency. He/she is the Safety Officer, Fire Warden and nursing team leader during any emergency situation concerning patients. Responsible for writing up reports on all Emergency Drills.
 - vii. Updates all manuals in the Center necessary for certification and accreditation, inserting any changes/additions sent by PE into the manual.

- viii. Conducts monthly chart reviews for completeness, and reinforces the need for consistency in documentation. Reviews chart review worksheets
- ix. completed by the nursing staff, making corrections/suggestions as needed.
- x. Complies with the various incident reporting systems of the Center, e.g. Adverse Incident.
- xi. All other duties as required.

Form:

Competency Checklist for Nurse Manager

ACKNOWLEDGMENT

I have reviewed and understand the above job description and believe it to be accurate and complete. I understand that management retains the right to change this job description at any time.

Employee

Date

5.13 Registered Nurse

Start Date: 10-29-09

Revision Date:

By: Board of Manager's

Summary of Responsibilities

Depending upon the assignment, the Registered Nurse will be responsible for either admitting the patient to the Center, assisting the Physician or monitoring the patient during the procedure or recovering the patient post procedure. In addition, the nurse may be in charge of maintaining the emergency cart, ordering and inventorying medication, giving pre-procedure instruction and participating in Quality Management projects.. One nurse will be assigned as Nurse Manager during any absence of the Administrator.

Qualifications

- A. Current State license
- B. Previous experience in an admitting, procedure or recovery role in an ambulatory setting, preferably in a GI setting.
- C. ACLS certified
- D. If BCLS, willing to become ACLS certified within center specified time period.
- E. Pre-employment physical with additional testing to meet state and OSHA guidelines..
- F. Member of SGNA, or willing to join within one year of employment.

Job Relationships

- A. Reports directly to the Administrator and Nurse Manager.
- B. Works cooperatively with Endoscopy Center co-workers and the staff of Physicians utilizing the Endoscopy Center.
- C. Presents a friendly, courteous, and helpful manner in all interactions with patients and other offices.

Physical Activities and Requirements

- A. Possesses good physical health, capable of working in a demanding environment.
- B. Able to perform the basic functions of the job including extended hours, standing, bending, and stretching with frequent trips to all areas of the Center.
- C. Able to lift, and carry supplies and equipment as needed.
- D. Possesses manual dexterity, hearing acuity, and visual acuity are important to the performance of the job tasks.
- E. Speaks clearly and distinctly to perform extensive communication with other staff members, patients, and their families/escorts, physicians, vendors and other third parties.
- F. Appears professional at all times. Wears minimal jewelry which will not interfere with clinical responsibilities.
- G. Wears scrub attire for clinical duties, which will only be worn within the facility.

Responsibilities

- A. The duties and responsibilities of the Registered Nurse include, but are not limited to:
- B. Admitting Role
 - a. Identifies self to patient and family and assures the correct identity of patient and procedure to be performed.
 - b. Checks Patient's vital signs and does pre-procedure assessment
 - c. Able to select correct IV catheter and insert IV catheter within two attempts.

- d. Offers emotional support to patients.
 - e. Demonstrates knowledge of procedures and Physician's preferences when instructing patients
 - f. Documents and communicates any specific patient concerns or special problems, e.g., hearing loss in L ear.
- C. Procedure Room Role
- a. Assures the correct identity of the patient and procedure to be performed.
 - b. Correct documentation of Procedure and medications.
 - c. Knowledge of Medications and the ability to administer through various routes.
 - d. Able to utilize all equipment to monitor patient.
 - e. Offers emotional support to patient during the procedure.
 - f. Utilizes safety measures, e.g. masks, gloves, goggles.
 - g. Keeps Physician aware of patient's condition during procedures.
 - h. Accurately documents specimens
 - i. Knows emergency protocol
 - j. If not previously completed, can insert IV catheter with no more than 2 sticks
 - k. Chooses appropriate site for I.V. insertion
 - l. Accurately and completely documents I.V. insertion information
- D. Recovery Room Role
- a. Follows standing Recovery Room orders
 - b. Accurately documents post-procedure progress in the Recovery Room.
 - c. Checks and follows through on any additional Physician orders
 - d. Communicates discharge instructions to patient/escort answering any questions.
 - e. Keeps patient until discharge criteria met
 - f. Arranges or instructs patient on obtaining a follow-up appointment.
 - g. Makes follow-up calls to patient on the next working day following the procedure.
 - h. Knows emergency protocol
 - i. Demonstrates and uses knowledge of safety measures
- E. Cleaning Procedures
- a. Knowledge of cleaning process of scopes, both manual and Endoscopic Reprocessor.
 - b. Knowledge of Ultrasonic and Autoclave
 - c. Knowledge of when and how to disinfect
- F. Specimens
- a. Accurate and complete information on all slips
 - b. Logs all tissue specimens
 - c. Chooses correct containers for Pathology, Cytology and Microbiology
 - d. Utilizes safety measures when dealing with specimens
- G. Knowledge of the following procedures/equipment
- a. EGD
 - b. Colonoscopy
 - c. Flexible Sigmoidoscopy.
 - d. Biopsy
 - e. Brushings
 - f. Dilatation
 - g. Removal of Foreign Objects
 - h. Polypectomy
 - i. Cautery
 - j. Bipolar/Irrigator
 - k. Sclerotherapy
 - l. Light source, video processor
 - m. Software billing, scheduling, and dictation systems

- H. Knowledge and demonstrated ability with the following
 - a. Narcotic Count
 - b. Stocking of Procedure Rooms, Utility Room, Supply Room and Recovery Room
 - c. Emergency Cart
 - d. Defibrillator
 - e. Automatic B/P cuff with Pulse Oximetry
- I. In addition performs assigned duties as needed for the Endoscopy Center operation.
- J. Attends all staff meetings and in-service classes on regularly scheduled days.
- K. Keeps informed of changes in Endoscopy procedures through reading or attendance at local SGNA meetings
- L. Complies with the various incident reporting systems of the Center, e.g. Adverse Incident..

Form:

Competency Checklist for Registered Nurse

ACKNOWLEDGMENT

I have reviewed and understand the above job description and believe it to be accurate and complete. I understand that management retains the right to change this job description at any time.

Employee

Date

5.14 Licensed Practical Nurse

Start Date: 10-29-09

Revision Date:

By: Board of Manager's

Summary of Responsibilities

Depending upon the assignment, the Licensed Practical Nurse will be responsible for either admitting the patient to the Center, assisting the Physician during the procedure or recovering the patient post procedure. In addition, the nurse may be in charge of maintaining the emergency cart, ordering and inventorying medication, giving pre-procedure instruction, and participating in Quality Management projects.

Qualifications

- A. Current State license
- B. Previous experience in an admitting, procedure or recovery role in an ambulatory setting, preferably in a GI setting.
- C. BCLS certified.
- D. Willing to become ACLS certified within center specified time period.
- E. Pre-employment physical with additional testing to meet state and OSHA guidelines..
- F. Member of SGNA, or willing to join within one year of employment.

Job Relationships

- A. Reports directly to the Administrator (or Nurse Manager if applicable)
- B. Works cooperatively with Endoscopy Center co-workers and the staff of Physicians utilizing the Endoscopy Center.
- C. Presents a friendly, courteous, and helpful manner in all interactions with patients and other offices.

Physical Activities and Requirements

- A. Possesses good physical health, capable of working in a demanding environment.
- B. Able to perform the basic functions of the job including extended hours, standing, bending, and stretching with frequent trips to all areas of the Center.
- C. Able to lift, and carry supplies and equipment as needed.
- D. Possesses manual dexterity, hearing acuity, and visual acuity are important to the performance of the job tasks.
- E. Speaks clearly and distinctly to perform extensive communication with other staff members, patients, and their families/escorts, physicians, vendors and other third parties.
- F. Appears professional at all times. Wears minimal jewelry which will not interfere with clinical responsibilities.
- G. Wears scrub attire for clinical duties, which will only be worn within the facility.

Responsibilities

- A. The duties and responsibilities of the Licensed Practical Nurse include, but are not limited to:
- B. Admitting Role (under the direction of a Registered Nurse):

- a. Identifies self to patient and family and assures the correct identity of patient
- b. Checks Patient's vital signs and does pre-procedure assessment
- c. Able to select correct IV catheter and insert IV within two attempts
- d. Offers emotional support to patients.
- e. Demonstrates knowledge of procedures and Physician's preferences when instructing patients
- f. Documents and communicates any specific patient concerns or special problems, e.g., hearing loss in L ear.
- g.
- C. Procedure Room Role (under the direction of a Registered Nurse);
 - a. Assist the Physician with the Procedure.
 - b. Cleans and disinfects rooms between procedures
 - c. Utilizes safety measures, e.g. masks, gloves
 - d. Able to set up room, excluding medications, for any procedure
 - e. Can transfer specimens to Pathology pick-up.
 - f. Knows emergency protocol (within scope of his/her license or training)
- D. Recovery Room Role (under the direction of a Registered Nurse)
 - a. Follows standing Recovery Room orders
 - b. Accurately documents post-procedure progress in the Recovery Room.
 - c. Checks and follows through on any additional Physician orders
 - d. Keeps patient until discharge criteria met
 - e. Arranges or instructs patient on obtaining a follow-up appointment.
 - f. Makes follow-up calls to patient on the next working day following the procedure.
 - g. Knows emergency protocol
 - h. Demonstrates and uses knowledge of safety measures
- D. Cleaning Procedures
 - a. Knowledge of cleaning process of scopes, both manual and Endoscopic Reprocessor.
 - b. Knowledge of Ultrasonic and Autoclave
 - c. Knowledge of when and how to disinfect
- E. Specimens
 - a. Accurate and complete information on all slips
 - b. Logs all tissue specimens
 - c. Chooses correct containers for Pathology, Cytology and Microbiology
 - d. Utilizes safety measures when dealing with specimens
- F. Knowledge of the following procedures/equipment
 - a. EGD
 - b. Colonoscopy
 - c. Flexible Sigmoidoscopy.
 - d. Biopsy
 - e. Brushings
 - f. Dilatation
 - g. Removal of Foreign Objects
 - h. Polypectomy
 - i. Cautery
 - j. Bipolar/Irrigator
 - k. Sclerotherapy
 - l. Light source, video processor
 - m. Software billing, scheduling, and dictation systems
- G. Knowledge and demonstrated ability with the following
 - a. Stocking of Procedure Rooms, Utility Room, Supply Room and Recovery Room
 - b. Emergency Cart
 - c. Defibrillator
 - d. Automatic B/P cuff with Pulse Oximetry
- H. In addition performs assigned duties as needed for the Endoscopy Center operation.
- I. Attends all staff meetings and in-service classes on regularly scheduled days.
- J. Keeps informed of changes in Endoscopy procedures through reading or attendance at local SGNA meetings.

K. Complies with the various incident reporting systems of the Center, e.g. Adverse Incident.

Form:

Competency Checklist for Licensed Practical Nurse

ACKNOWLEDGMENT

I have reviewed and understand the above job description and believe it to be accurate and complete. I understand that management retains the right to change this job description at any time.

Employee

Date

5.15 Medical Assistant

Start Date: 10-29-09

Revision Date:

By: Board of Manager's

Summary of Responsibilities

The Medical Assistant may be responsible for one or more of the following duties in the unit: admitting the patient, assisting the Physician in the Procedure Room, the care and maintenance of all equipment, ordering and inventorying supplies, assisting in the Recovery and Discharge process, and participating in Quality Management projects..

Qualifications

- A. High School Graduate
- B. Graduate of a Medical Assistant program, BCLS
- C. At least one year of experience in a Medical setting with a working knowledge of Medical Terminology; prior experience in an OR/GI Endoscopy setting a plus.
- D. Pre-employment physical with additional testing required to meet state and OSHA guidelines..
- E. Previous experience with cleaning, disinfecting, and autoclaving of instruments a plus.
- F. Previous experience maintaining equipment and ordering supplies a plus.

Job Relationships

- A. Reports directly to the Administrator (or Nurse Manager if applicable).
- B. Works cooperatively with Endoscopy Center co-workers and the staff of Physicians utilizing the Center.
- C. Presents a friendly, courteous and helpful manner in all interactions with patients and Physicians' office staff.

Physical Activities and Requirements

- A. Possesses good physical health, capable of working in a demanding environment.
- B. Able to perform the basic functions of the job including extended hours, standing, bending, and stretching with frequent trips to all areas of the Center.
- C. Able to lift, and carry supplies and equipment as needed.
- D. Possesses manual dexterity, hearing acuity, and visual acuity are important to the performance of the job tasks.
- E. Speaks clearly and distinctly to perform extensive communication with other staff members, patients, and their families/escorts, physicians, vendors and other third parties.
- F. Appears professional at all times. Wears minimal jewelry which will not interfere with clinical responsibilities.
- G. Wears scrub attire for clinical duties, which will only be worn within the facility.

Responsibilities

The duties and responsibilities of the Medical Assistant include, but are not limited to:

- B. Admitting Role (under the direction of a Registered Nurse)

- a. Can bring the patient back to the patient restrooms to change and then escort them to either the Procedure Room or the Admitting area. He/she can attach the vital sign monitors to the patient (automatic B/P cuff, Pulse Oximetry, EKG leads), and document the initial readings.
- C. Procedure Room Role (under the direction of a Registered Nurse)
- a. Assist the Physician with the Procedure.
 - b. Cleans and disinfects rooms between procedures
 - c. Utilizes safety measures, e.g. masks, gloves
 - d. Able to set up room, excluding medications, for any procedure
 - e. Can transfer specimens to Pathology pick-up.
 - f. Knows emergency protocol (within scope of his/her license or training)
- D. Recovery Room Role (under the direction of a Registered Nurse)
- a. Able to assist patient to bathroom under the supervision of an R.N.
 - b. Can obtain and record B/P and Pulse Oximetry reading as directed by an R.N.
 - c. Arranges or instructs patient on obtaining a follow-up appointment.
 - d. Can obtain nourishment for the patient, under the direction of the R.N.
 - e. Knows emergency protocol (within scope of his/her license or training)
 - f. Demonstrates and uses knowledge of safety measures.
- E. Cleaning Procedures
- a. Brushes and rinses scope after procedures
 - b. Leak tests scope after every procedure
 - c. Knows proper procedure for manually soaking scopes in high level disinfectant if needed
 - d. Can properly utilize the Endoscopic reprocessor.
 - e. Can properly utilize the Ultrasonic
 - f. Can demonstrate the proper packaging of instruments for steam sterilization
 - g. Can properly operate the autoclave
 - h. Knows how to test the high level disinfectant for efficacy and can document the test results
 - i. Knows how to culture the autoclave and document results
 - j. Keeps the Decontamination Room clean and clear of excess countertop supplies
- F. Care and Maintenance of Equipment
- a. Keeps an accurate inventory of all supplies and equipment
 - b. Knows how to operate all equipment in the Center
 - c. Can troubleshoot equipment, and do preventative maintenance, such as cleaning, and lubricating.
 - d. Keeps accurate maintenance records on all equipment.
 - e. Confers with the Center Administrator on all repairs, replacements and purchases of equipment.
- G. Supplies
- a. Keeps an accurate inventory of all supplies
 - b. Establishes and maintains stock levels of supplies agreed upon by the Center Administrator.
 - c. Requests current pricing when ordering any supply.
- H. Stocking
- a. Maintains stock levels of all supplies in the Decontamination Room, Procedure Rooms and the Recovery Rooms.
 - b. Checks stock levels of linen, and biohazardous waste supplies and alerts the Center Administrator of any need to adjust levels.
- I. Other duties
- a. Assists with trash, linen and biohazardous waste collection at the end of the day
 - b. Assists with the general clean up of the Center
 - c. Maintains the MSDS Manual under the direction of the Nurse Manager.
 - d. Performs additional duties as directed (within scope of license or training)
 - e. Attends all staff meetings and in-service classes on regularly scheduled days.

- f. Complies with the various incident reporting systems of the Center, e.g. Adverse Incident.

Form:

Competency Checklist for Medical Assistant

ACKNOWLEDGMENT

I have reviewed and understand the above job description and believe it to be accurate and complete. I understand that management retains the right to change this job description at any time.

Employee

Date

5.16 Endoscopy Technician

Start Date: 10-29-09

Revision Date:

By: Board of Manager's

Summary of Responsibilities

The Endoscopy Technician will be responsible for the care and maintenance of all equipment, the ordering and inventorying of supplies, and assisting the Registered Nurse in the admitting, recovery, and discharge process.

Qualifications

- A. High School Graduate; BCLS, if not BCLS willing to take training within the first six months.
- B. At least one year of experience in a Medical setting with a working knowledge of Medical terminology; prior experience in an OR/GI setting a plus.
- C. Pre-employment physical with additional testing as required to meet state and OSHA standards.
- D. Previous experience with cleaning, disinfecting, and autoclaving of instruments a plus.
- E. Previous experience maintaining equipment and ordering supplies a plus.

Job Relationships

- A. Reports directly to the Administrator (or Nurse Manager if applicable).
- B. Works cooperatively with Endoscopy Center co-workers and the staff of Physicians utilizing the Center.
- C. Presents a friendly, courteous and helpful manner in all interactions with patients and other offices.

Physical Activities and Requirements

- A. Possesses good physical health, capable of working in a demanding environment.
- B. Able to perform the basic functions of the job including extended hours, standing, bending, and stretching with frequent trips to all areas of the Center.
- C. Able to lift, and carry supplies and equipment as needed.
- D. Possesses manual dexterity, hearing acuity, and visual acuity are important to the performance of the job tasks.
- E. Speaks clearly and distinctly to perform extensive communication with other staff members, patients, and their families/escorts, physicians, vendors and other third parties.
- F. Appears professional at all times. Wears minimal jewelry which will not interfere with clinical responsibilities.
- G. Wears scrub attire for clinical duties, which will only be worn within the facility.

Responsibilities

The duties and responsibilities of the Endoscopy Technician include, but are not limited to:

- A. Admitting Role (under the direction of a Registered Nurse)
 - a. Can bring the patient back to the patient restrooms to change and then escort them to either the Procedure Room or the Admitting area. He/she will be able to hook the patient up to the monitors and turn on the machine.
- B. Procedure Room Role (under the direction of a Registered Nurse)
 - a. If qualified, able to assist the physician during the procedure
 - b. Able to set up room, excluding medications, for any procedure.
 - c. Cleans and disinfects rooms between procedures
 - d. Utilizes safety measures, e.g. masks, gloves
 - e. Can transfer specimens to Pathology pick-up.
 - f. Knows emergency protocol (within scope of his/her license or training)
- C. Recovery Room Role (under the direction of a Registered Nurse)
 - a. Able to assist patient to bathroom
 - b. Can obtain nourishment for the patient
 - c. Arranges or instructs patient on obtaining a follow-up appointment.
 - d. Knows emergency protocol (within scope of his/her license or training)
 - e. Demonstrates and uses knowledge of safety measures.
- D. Cleaning Procedures
 - a. Brushes and rinses scope after procedures
 - b. Leak tests scope after every procedure
 - c. Knows proper procedure for manually soaking scopes in high level disinfectant if needed
 - d. Can properly utilize the Endoscopic reprocessor(s)
 - e. Can properly utilize the Ultrasonic
 - f. Can demonstrate the proper packaging of instruments for steam sterilization
 - g. Can properly operate the autoclave
 - h. Knows how to test the high level disinfectant for efficacy and can document the test results
 - i. Knows how to culture the autoclave and document results
 - j. Keeps the Decontamination Room clean and clear of excess countertop supplies
- E. Care and Maintenance of Equipment
 - a. Keeps an accurate inventory of all supplies and equipment
 - b. Knows how to operate all equipment in the Center
 - c. Can troubleshoot equipment, and do preventative maintenance, such as cleaning, and lubricating.
 - d. Keeps accurate maintenance records on all equipment.
 - e. Confers with the Center Administrator on all repairs, replacements and purchases of equipment.
- F. Supplies
 - a. Keeps an accurate inventory of all supplies
 - b. Establishes and maintains stock levels of supplies agreed upon by the Nurse Manager.
 - c. Requests current pricing when ordering any supply.
- G. Stocking
 - a. Maintains stock levels of all supplies in the Decontamination Room, Procedure Rooms and the Recovery Rooms.
 - b. Checks stock levels of linen and biohazardous waste supplies and alerts the Nurse Manager of any need to adjust levels.
- H. Other duties
 - a. Assists with trash, linen and biohazardous waste collection at the end of the day
 - b. Assists with the general clean up of the Center
 - c. Maintains the MSDS Manual under the direction of the Nurse Manager.
 - d. Performs additional duties as directed (within scope of license or training).
 - e. Attends all staff meetings and in-service classes on regularly scheduled days.

- f. Complies with the various incident reporting systems of the Center, e.g. Adverse Incident.

Form:

Competency Checklist for Endoscopy Technician

ACKNOWLEDGMENT

I have reviewed and understand the above job description and believe it to be accurate and complete. I understand that management retains the right to change this job description at any time.

Employee

Date

5.17 Front Office Supervisor

Start Date: 10-29-09

Revision Date:

By: Board of Manager's

Summary of Responsibilities

This position will take the lead in the front office, being primarily responsible for the smooth functioning of the reception/registration aspects of our Center. He/she will be primarily responsible for maintaining the daily schedule, answering multiple phone lines, and obtaining patient registration information on a daily basis. In addition, the Front Office Supervisor will enter the demographic and insurance information into the billing system and verify that a pre-authorization number is obtained from the insurance company when required.

Qualifications

- High School Graduate
- Trained in Medical Office protocol.
- At least one year of experience in a Medical Office setting with a working knowledge of Medical terminology. Prior experience with scheduling desired.
- Previous experience with multiple phone lines, and routine front office equipment, e.g. fax, copier, postage machine.
- Above average computer skills needed, e.g. experience in all aspects of MS Office.
- Pre-employment physical with additional testing as required by state and OSHA requirements.

Job Relationships

- Reports directly to the Administrator.
- Works cooperatively with Endoscopy Center co-workers, the staff of Physicians utilizing the Endoscopy Center and the external billing company representatives.
- Presents a friendly, courteous, and helpful manner in all interactions with patients and other offices.

Physical Activities and Requirements

- Possesses good physical health, capable of working in a demanding environment.
- Able to perform the basic functions of the job including extended hours, standing, bending, and stretching with frequent trips to all areas of the Center.
- Able to lift, and carry supplies and equipment as needed.
- Possesses manual dexterity, hearing acuity, and visual acuity, which are important to the performance of the job tasks.
- Speaks clearly and distinctly to perform extensive communication with other staff members, patients, and their families/escorts, physicians, vendors and other third parties.
- Appears professional at all times.
- Wears scrub attire for clinical duties, which will only be worn within the facility.

Responsibilities

The duties and responsibilities of the Front Office Supervisor include, but are not limited to:

- A. Schedules the appointment and completes patient demographic and insurance information
 - a. Accurately schedule a patient for a procedure or change an appointment in the automated scheduling system.
 - b. Calls patients that chose the phone interview option to complete their registration form, asking all questions in a professional manner.
 - c. Accurately enter data into all billing screens.
 - d. Reviews all registration forms generated from the computer or received by fax. Follows up by phone call, if any pertinent information is incomplete.
- B. Obtains pre-authorization for procedures at the Center
 - a. Checks every patient's insurance to see if an authorization is needed for a procedure at the Center.
 - b. Calls the Professional office to obtain referrals for the procedure. If the procedure location is listed on the referral, obtains a copy of the referral for our chart. Inputs the authorization number to the appropriate screen, when required.
 - c. Prints list of completed patient information prior to date of procedures, thereby checking for completeness. Any missing information or authorization is to be obtained no later than the working day prior to the procedure date.
- C. Prepares and reviews data prior to the day of the procedure
 - a. Verifies the accuracy of the next day's schedule and prints the completed registration forms and appointment schedule from the billing system on the morning of the working day prior to procedure date to ensure that all data is complete.
 - b. Assembles chart paperwork and checks that all papers have the patient's identification sticker.
 - c. Calls all patients the day before the procedure as a reminder of the date and time and verifies that patient knows how to get to the facility. Reminds patient to bring their insurance card with them and why this is necessary.
 - d. Prints procedure list the working day prior to the procedure date. Places sheet in designated location in the Procedure area.
 - e. Prepares the patient identification bracelet.
 - f. Verifies the presence of a consent form for the procedure.
- D. Greets Patients on the day of the procedure
 - a. Greets the patient and escort in a friendly manner.
 - b. Verifies the procedure with the patient and has the patient sign the consent. Then signs and dates the consent as the witness to the signature and returns a copy of the form to the patient.
 - c. Verifies the correctness of the information on the ID bracelet, then applies it to the patient's wrist.
 - d. Asks the patient to review and sign the registration form, noting any changes. Makes a copy of the front and back of the insurance cards and verifies the information on the card against the registration form. Enters any changes into the billing system.
 - e. Explains the Financial Policy to the patient, obtains the patient's signature, records the date and returns a copy to the patient.
 - f. Assembles the chart, places the chart on a clipboard, leaving the Pre-Assessment Record on top for the Admitting Nurse.
 - g. Asks the patient and escort to sit in the reception area and intercoms the nursing staff to make them aware that the patient is ready

- h. Answers the questions of family/friends regarding the progress of the procedure and informs them of any delays (the Recovery room Nurse will keep the Front Office Supervisor notified).
- i. Directs the family/friends to the Recovery Room as needed, explaining to them the reasoning for only one family member per patient.

E. Miscellaneous Duties

- a. Efficiently and courteously answers multiple phone lines and directs calls as appropriate. Able to give clear, concise directions to the Center.
- b. Maintains an adequate inventory of stationary, printed forms, copy paper and dictation tapes and coordinates ordering with his/her supervisor.
- c. Maintains a supply of charts compiled.
- d. Places initialed copy of Pathology report in chart and files medical charts as needed.
- e. Operates and troubleshoots computer, fax, copier and printer.
- f. Troubleshoots Microsoft Outlook, the billing system, prints reports and prepares daily tape backup.
- g. Informs their supervisor of any problem with the schedule (e.g. no shows, cancellations, delays).
- h. Opens the Center in the am for patients, turning off the alarm and checking for any signs of unauthorized entrance.
- i. Keeps the reception area neat and clean during the day (throwing out cups, straightening magazines, etc.)
- j. Completes any request for a copy of medical records at the direction of the Center Administrator.
- k. Sorts mail for the Administrator and prepares daily cash deposits according to policy.
- l. When directed, can initiate the "911" call, and gives information according to policy.
- m. Performs additional duties as directed (within the scope of training) e.g. gives pre-procedure instructions to patients.
- n. Attends all staff meetings and in-service classes on regularly scheduled days.
- o. Complies with the various incident reporting systems of the Center, e.g. Adverse Incident.

Form

Competency for Front Office Coordinator

ACKNOWLEDGMENT

I have reviewed and understand the above job description and believe it to be accurate and complete. I understand that management retains the right to change this job description at any time.

Employee

Date

5.18 Patient Services Coordinator

Start Date: 10-29-09

Revision Date:

By: Board of Manager's

Summary of Responsibilities

This position will work directly with the Administrator (or Front Office Supervisor if applicable) for the smooth functioning of the reception/registration aspects of our Center. He/she will be primarily responsible for maintaining the daily schedule, answering multiple phone lines, and obtaining patient registration information on a daily basis. In addition, the Patient Services Coordinator will enter the demographic and insurance information into the billing system and verify that a pre-authorization number is obtained from the insurance company when required.

Qualifications

- High School Graduate
- Trained in Medical Office protocol.
- At least one year of experience in a Medical Office setting with a working knowledge of Medical terminology. Prior experience with scheduling desired.
- Previous experience with multiple phone lines, and routine front office equipment, e.g. fax, copier, postage machine.
- Above average computer skills needed, e.g. experience in all aspects of MS Office.
- Pre-employment physical with additional testing as required to meet OSHA standards.

Job Relationships

- Works under the direction of the Administrator (or Front Office Supervisor if applicable); reports to the Administrator.
- Works cooperatively with Endoscopy Center co-workers, the staff of Physicians utilizing the Endoscopy Center and the external billing company representatives.
- Presents a friendly, courteous, and helpful manner in all interactions with patients and other offices.

Physical Activities and Requirements

- Possesses good physical health, capable of working in a demanding environment.
- Able to perform the basic functions of the job including extended hours, standing, bending, and stretching with frequent trips to all areas of the Center.
- Able to lift, and carry supplies and equipment as needed.
- Possesses manual dexterity, hearing acuity, and visual acuity, which are important to the performance of the job tasks.
- Speaks clearly and distinctly to perform extensive communication with other staff members, patients, and their families/escorts, physicians, vendors and other third parties.
- Appears professional at all times.

- Wears scrub attire for clinical duties, which will only be worn within the facility.

Responsibilities

The duties and responsibilities of the Patient Service Coordinator include, but are not limited to:

- F. Schedules the appointment and completes patient demographic and insurance information
 - a. Accurately schedule a patient for a procedure or change an appointment in the automated scheduling system.
 - b. Calls patients that chose the phone interview option to complete their registration form, asking all questions in a professional manner.
 - c. Accurately enter data into all billing screens.
 - d. Reviews all registration forms generated from the computer or received by fax. Follows up by phone call, if any pertinent information is incomplete.
- G. Obtains pre-authorization for procedures at the Center
 - a. Checks every patient's insurance to see if an authorization is needed for a procedure at the Center.
 - b. Calls the Professional office to obtain referrals for the procedure. If the procedure location is listed on the referral, obtains a copy of the referral for our chart. Inputs the authorization number to the appropriate screen, when required.
 - c. Prints list of completed patient information prior to date of procedures, thereby checking for completeness. Any missing information or authorization is to be obtained no later than the working day prior to the procedure date.
- H. Prepares and reviews data prior to the day of the procedure
 - a. Verifies the accuracy of the next day's schedule and prints the completed registration forms and appointment schedule from the billing system on the morning of the working day prior to procedure date to ensure that all data is complete.
 - b. Assembles chart paperwork and checks that all papers have the patient's identification sticker.
 - c. Calls all patients the day before the procedure as a reminder of the date and time and verifies that patient knows how to get to the facility. Reminds patient to bring their insurance card with them and why this is necessary.
 - d. Prints billing sheet the working day prior to the procedure date. Places sheet in designated location in the Procedure area.
 - e. Prepares the patient identification bracelet.
 - f. Verifies the presence of a consent form for the procedure.
- I. Greets Patients on the day of the procedure
 - a. Greets the patient and escort in a friendly manner.
 - b. Verifies the procedure with the patient and has the patient sign the consent. Then signs and dates the consent as the witness and returns a copy of the form to the patient.
 - c. Verifies the correctness of the information on the ID bracelet, then applies it to the patient's wrist.
 - d. Asks the patient to review and sign the registration form, noting any changes. Makes a copy of the front and back of the insurance cards and verifies the information on the card against the registration form. Enters any changes into the billing system.
 - e. Explains the Financial Policy to the patient, obtains the patient's signature, records the date and returns a copy to the patient.
 - f. Assembles the chart, places the chart on a clipboard, leaving the Pre-Assessment Record on top for the Admitting Nurse.
 - g. Asks the patient and escort to sit in the reception area and intercoms the nursing staff to make them aware that the patient is ready.
 - h. Answers the questions of family/friends regarding the progress of the procedure and informs them of any delays (the Recovery room Nurse will keep the Patient Services Coordinator notified).
 - i. Directs the family/friends to the Recovery Room as needed, explaining to them the reasoning for only one family member per patient.

J. Miscellaneous Duties

- a. Efficiently and courteously answers multiple phone lines and directs calls as appropriate. Able to give clear, concise directions to the Center.
- b. Maintains an adequate inventory of stationary, printed forms, copy paper and dictation tapes and coordinates ordering with his/her supervisor.
- c. Maintains a supply of charts compiled.
- d. Places initialed copy of Pathology report in chart and files medical charts as needed.
- e. Operates and troubleshoots computer, fax, copier and printer.
- f. Troubleshoots Microsoft Outlook, the billing system, prints reports and prepares daily tape backup.
- g. Informs their supervisor of any problem with the schedule (e.g. no shows, cancellations, delays).
- h. Opens the Center in the am for patients, turning off the alarm and checking for any signs of unauthorized entrance.
- i. Keeps the reception area neat and clean during the day (throwing out cups, straightening magazines, etc.)
- j. Completes any request for a copy of medical records at the direction of the Center Administrator.
- k. When directed, can initiate the "911" call, and gives information according to policy.
- l. Performs additional duties as directed (within the scope of training) e.g. gives pre-procedure instructions to patients.
- m. Attends all staff meetings and in-service classes on regularly scheduled days.
- n. Complies with the various incident reporting systems of the Center, e.g. Adverse Incident.

Form:

Competency checklist for Patient Services Coordinator

ACKNOWLEDGMENT

I have reviewed and understand the above job description and believe it to be accurate and complete. I understand that management retains the right to change this job description at any time.

Employee

Date

5.19 Administrative On-Call

Start Date: 10-29-09

Revision Date:

By: Board of Manager's

This policy is to provide a resource for all staff and physicians in the event of urgent or emergent situations that impact the functioning of the facility. Such issues will be communicated first to the Administrator and to the Nurse Manager of the facility. If the Administrator is unavailable, the Nurse Manager will be the second resource for notification and problem resolution. Problems reported to the on-call person will be resolved with follow-up to the reporting individual and any other appropriate individuals impacted by the reported incident.

The Administrator and Nurse Manager have made their home phone numbers and cell phone numbers available to the staff and physicians of the Center.