Responsibilities of a Team Member

* Always contribute to an atmosphere of warmth, cheerfulness, friendliness, caring *and competence.*
* Consistently conduct yourself in a manner befitting a professional person.
* Through attitudes and actions, work to effect smooth daily operations, anticipate problems before they begin and work with appropriate individuals to resolve problems early.
* Demonstrate outstanding, cooperative and harmonious relationships with others throughout the practice.
* All communication should be cheerful. Despite what is going on with you on a personal level, you should always appear professional, enthusiastic, and caring. If you cannot do so at any time, make arrangements with your supervisor to have your position covered until you can.
* Never discuss or criticize a staff member in front of patients or other staff members. There is a proper procedure for making corrections or airing grievances.
* Gossip will not be tolerated in this office. We all must strive to eliminate it from the practice. If someone begins to involve you in gossip, it is your responsibility to make it known that it is unprofessional and violates policy.
* Project an image of health and good healthcare habits. Smoking is allowed only in designated outdoor areas out of the sight of patients. Appropriate hygiene measures such as hand washing and breath freshening are to be taken upon reentering the building.
* Maintain clean attire, neat appearance and personal hygiene without exception. Always adhere to dress code policy. Front office staff are required to wear uniforms and back office staff are required to wear scrubs.
* Maintain the appearance of the office, especially in your own area. The visual image we project is a promotional tool. Food and drink items must remain in the areas where they are served. Plates of food cannot be kept at individual work stations.
* Report both exemplary and deficient performance so that fellow staff members receive both commendations and correction as appropriate.
* Actively work toward the continued development and improvement of the practice through established channels.
* Treat patients with professionalism, compassion and patience. Make every effort to address patients by name.
* Maintain strict patient confidentiality. Remember, the relationship a patient has with the doctor is a professional one. It must be protected, upholding both legal and moral standards.
* Never discuss any patient within earshot of another patient. This includes whispering. Leave the area entirely if it is necessary to discuss a patient.
* Be responsible for doing your part in keeping the patient flow smooth and efficient.
* Demonstrate support for the executive structure of the practice.
* Contribute constructive comments and suggestions regarding practice development that could improve operations
* Always address the Doctor as \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ while at the office, demonstrating the highest degree of respect to her at all times.
* Relay to the Doctor any comments made to you by the patients which could affect treatment, including both negative and positive comments.
* Perform your job duties as outlined in your job description.
* Keep your job descriptions, procedures and policies current with any new data that is given to you and review this material periodically. Be prepared to answer specific questions about all of this material.
* Adhere to all policies regarding the practice and occupational safety, setting a good example for other staff to follow.
* Keep your scheduled work hours and arrive for work on time. Be responsible for recording your hours. Staff are required to clock in at the beginning of the day. Staff are required to clock out for lunch and at the end of the day. Breaks are limited to 10 minutes. Disciplinary action results when staff are not punctual and consistent with these important responsibilities.
* If a work schedule revision is necessary, submit a request per the procedure outlined in office policy.
* If you find that you are running behind in the completion of assigned duties, let your supervisor know so that you can get any assistance you may need.
* Attendance at our staff meetings is mandatory. These meetings may be used to discuss current and future business, patients, staff communications, education and training. Our staff meetings are scheduled for: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Accomplish the majority of inner-office communication in the form of written memos.
* Maintain a smooth and efficient workflow and communication by using the office communication system (email for addressing issues with management, practice management software to maintain complete patient information for treatment planning, accounting and scheduling, proper handling of office email and voicemail for communication with patients and referring practices, etc.).
* Carefully handle and track cash in your charge. Staff members are held responsible for shortages should they occur.
* Perform opening and closing duties per established office policy should you be the first to arrive or the last to leave the office.
* Maintain an adequate inventory of supplies related to your position per the procedure established in office policy.
* Any requests for new equipment, supplies not part of regular inventory or in higher than usual volume, new policies or time off must be submitted to your supervisor and approved in writing before purchases are made. Staff are personally responsible for purchases made without approval.
* Be responsible for learning and understanding all practice management policies and plans.
* Maintain certification in basic life support (CPR) and fundamental skills expected of healthcare professionals.
* Encourage our patients to refer others who could benefit from our services. We would also encourage you to refer your friends, family and acquaintances to our office.
* Do not carry on personal conversations in the presence of any patient that do not involve that patient or are not initiated by the patient.
* During the course of your employment, you may be working with confidential information about business systems, patients, future strategic or marketing plans, employee records, and other data we consider confidential. Maintaining confidentiality is important to our patients and to our organization. We protect this information by safeguarding it when in use, leaving it in the office at all times, not making or providing copies, filing it properly when not in use, and discussing it only with those who have a legitimate business need to know. Any breach of confidentiality may result in termination and/or legal action.
* Employees of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ are not authorized to contact or solicit patients independently, or recommend another practice, provider or any course of treatment to a patient during or after employment.

In the event that corrective action needs to be taken, it should be understood that a first policy violation warrants a verbal warning and the second will result in a written warning. While we expect those steps to handle the matter, further instances of policy violation escalate to potentially being sent home for the day without pay, being put on probation, suspension and/or dismissal. These steps are outlined for the purpose of general awareness, but it is our truest intention in publishing these team responsibilities is that we will all agree upon and subscribe to a method of conduct that ensures the best customer service and surgical care for our patients.

Team member name:

Team member position:

Team member signature:

Date: