Team Member Responsibilities Policy

All team members are expected to adhere to the following responsibilities:

* Always contribute to an atmosphere of professionalism, warmth, cheerfulness, friendliness, caring, and competence. If at any time personal issues arise and you are unable to do so, you must make arrangements with your supervisor to have your position covered until you can.
* Work to effect smooth daily operations, anticipate problems before they begin, and work with teammates to resolve problems quickly.
* Demonstrate outstanding, cooperative, and harmonious relationships with others.
* Never discuss or criticize a staff member or other persons in front of patients, visitors, or other staff members.
* Strive to eliminate gossip from the practice. If someone involves 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 must be taken upon reentering the building.
* Always adhere to the Dress Code Policy and maintain clean attire, a neat appearance, and personal hygiene.
* Maintain the appearance of the office, especially in your designated work areas, in accordance with the Office Cleanliness Policy.
* Report both exemplary and deficient performance so that fellow staff members receive commendation and correction as appropriate.
* Actively work toward the continued development and improvement of the practice through established channels, including through constructive suggestions
* Maintain strict patient confidentiality, upholding both legal and moral standards.
* Demonstrate support for the executive structure of the practice.
* Always address the Doctor as Dr.Click or tap here to enter text. while in the office as a demonstration of respect.
* Relay to the doctor any positive or negative comments made to you by patients that could affect treatment.
* Perform your job duties as outlined in your job description.
* Adhere to all policies regarding practice and occupational safety.
* Adhere to your scheduled work hours and arrive on time. If a work schedule revision is necessary, submit a request for revision.
* Consistently record your hours by clocking in at the beginning of the day, clocking in and out for lunch breaks, and clocking out at the end of the day.
* Limit breaks to 10 minutes.
* Inform your supervisor of any assigned duties that will not be completed on time.
* Attendance all mandatory staff meetings
* Use email as the primary inner-office communication method.
* Carefully handle and track any cash, company card expenses, or other financial tools. Should they occur, staff members are held responsible for any shortages.
* Perform opening and closing duties should you be the first to arrive or the last to leave.
* Maintain an adequate inventory of supplies related to your position.
* Any requests for new equipment, supplies that are not part of regular inventory, new policies, or time off must be submitted to your supervisor and approved in writing beforehand. Staff is personally responsible for any purchases made without approval.
* Learn and understand 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 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 does not involve, or is not initiated by, the patient.
* During the course of your employment, you must maintain the confidentiality of any information regarding business systems, patients, future strategic or marketing plans, employee records, and other confidential data. This includes by safeguarding it when in use, not taking any confidential documentation outside of the office, not making or providing copies, properly filing when not in use, and discussing it only with those who have a legitimate business need to know.
* Employees are not authorized to contact or solicit patients independently or recommend another practice, provider, or course of treatment to a patient during or after employment.

In the event that an employee does not adhere to these responsibilities and corrective action needs to be taken, it should be understood that

* a first policy violation warrants a verbal warning
* a second violation will result in a written warning
* further instances of policy violation may warrant the employee being
  + sent home for the day without pay
  + placed on probation
  + suspended
  + dismissal

By signing, I acknowledge that I understand and agree to abide by these responsibilities.

Employee Name Employee Job Title

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Employee Signature Date

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