

**TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER-EL PASO
PEDIATRICS DEPARTMENT**

POLICY: **Staff Operating Policies and Procedures**

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

HOURS OF OPERATION:

All Pediatric Clinics except those indicated below will be open and operational from 8:00 am to 5:00 pm Monday through Friday. The Alberta Afterhours Clinic will be open from 5:00pm to 10:00 pm. Monday through Friday and Saturdays from 10:00 am to 10:00 pm The Montwood Afterhours Clinic will remain open from 5:00 p.m. to 10:00pm and the Saturday Clinic from 8:30 am to 12:30 pm.

Holiday schedules and other closures will be specified by the Department Chair and/or Administrator.

HOURS OF WORK:

Working hours are determined by the direct supervisor and may be modified as needed by the supervisor or administrator. Hours of work are subject to change based on the Department's needs. Staff shall be scheduled to meet the needs of the patient care/administrative load.

If any clinic continues after its scheduled closing time, staff must stay until all patients are seen and released by the physician.

TARDINESS:

Tardiness adversely affects clinic/administration operations. All employees should plan to be at their workstation at their appointed time. Employees who clock in one minute after their appointed time are considered late. Employees who fail to clock in will be counted as being late. If the employee anticipates being late, he/she needs to inform their immediate supervisor as soon as possible.

Tardiness, for whatever reason, interferes with the operation of the clinic/administration and will be brought to the attention of the employee if it becomes a recurrent problem. Employees with excessive tardiness will be verbally counseled. If the situation is not corrected, the employee will be given a letter of disciplinary reprimand. Continued unsatisfactory behavior is subject to further disciplinary action, up to termination.

LUNCH (HSC OP #70.06):

Lunch hours: 11:00 a.m. to 1:00 p.m. for all staff. Lunch hours may vary and are subject to change based on Departmental needs.

The immediate supervisor will set lunch schedules for their staff. All employees must take a lunch break and will not defer the lunch break unless prearranged with their immediate supervisor. All lunch breaks should be over by 2:00 p.m. in the clinics.

Lunch rooms are available for employee use. Employees are expected to maintain the cleanliness of the lunch room and to pick up after themselves. The refrigerator must be emptied out every Friday. Any items (including containers) will be disposed of without prior notice. The noise level inside the lunch room must be at a reasonable and professional level in order to allow the clinics and/or surrounding offices to continue to provide uninterrupted patient care and/or business. Employees are not allowed to eat and/or drink in patient care and/or clinic front work areas. Designated storage areas are assigned by the immediate supervisors to store water in sealable containers.

*Staff is cautioned against waiting for co-workers to go to lunch, especially if it interferes with Clinic operations.

Clinics do not close for lunch; they remain open to patients and will be staffed appropriately.

BREAKS (HSC OP #70.06):

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

ABSENTEEISM (HSC OP #70.01):

The Pediatric Department requires good attendance and punctuality on the part of its employees. Employees are expected to report to work on time as scheduled and to be at their workstation at their scheduled time.

All employees who are absent from work due to illness, emergency, etc. must notify their immediate supervisor. Be prepared to leave your name, reason for absence and telephone number where you can be reached. A doctor's note will be required if the employee is absent for more than three (3) consecutive days.

In order to be **cleared**, the employee must provide a *Return to Work* document provided by their doctor stating the reason the employee was off from work. Employees will report to Human Resources to be cleared prior to returning to their work station. The document must indicate when the employee may return to work and whether there are any work restrictions. The employee must present the doctor's note to their supervisor with Human Resources' approval to return to work without restrictions.

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

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

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

- Vacation
- Holidays
- Holiday Comp
- Jury Duty
- All other approved time/leave according to HSC OP 70.01

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

Extended absences without an excuse, excessive absences, or a pattern of absences may result in disciplinary action.

Clinic staff must call 532-5497 (after-hours hotline) by 6:00am if they expect to be absent/late for work. All other employees are required to notify their supervisor by 7:00am. If the supervisor is unavailable, employees should contact the department and speak to a supervisor. Leaving messages with co-workers or other department staff is not acceptable notification and the absence or tardiness will be considered unreported and unexcused.

VACATION/HOLIDAY COMP:

Requests for vacation/holiday comp will be authorized on a first request basis by the immediate supervisor. One month notice is strongly encouraged. Leave requests in conjunction with a holiday may be limited based on Departmental

needs. The number of employees allowed to be out at the same time will be based on the staffing needs of each area and may fluctuate. The immediate supervisor must approve employee requests for emergency leave.

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

Requests should follow this format:

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

Body of e-mail:

8/19/09 (***Requested Date***)

All day (***Please indicate all day, AM shift, PM shift, leave early at 3pm, come in late at 9am, etc***)

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

OVERTIME:

Staff are not to work overtime without prior approval by their immediate supervisor. If a 911 code is in progress, staff may remain with the patient until care has been transferred to Emergency Medical Services.

TIME CLOCK:

The time clock is used to account for the number of hours worked by each employee. The following guidelines are to be utilized:

1. Employees are allowed to clock in no more than 5 minutes before their scheduled time.
2. Employees who forget to clock in/out will be counted as being late and may be subject to disciplinary action.
3. Employee is **not**, under any circumstances, to clock in/out for another employee. Any employee doing this will be subject to disciplinary action.
4. Employee is to clock in/out for lunch.
5. Corrections to time clock must be submitted through email to employee's direct supervisor using the following format:

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

Body of email:

8/19/09 (Date of Mistake)

8:15

1:15 *Change 1:15 to 12:15*

1:15

5:15

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

TIME SHEET SUBMISSION:

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

TELEPHONE COMMUNICATIONS:

Employees are expected to answer the phone “Texas Tech Pediatrics, this is your name, may I help you?” Answering the phone throughout the clinic/department is everyone’s responsibility. If a phone is ringing you must answer it as soon as possible and either resolve the concern and/or question, refer to someone who can or take a complete message and reassure the caller you will relay the message to the appropriate staff. Employees are expected to return all calls.

Telephones are for conducting clinic business. Personal calls or text messaging (whether on land lines or cell phones) are expected to be kept to a minimum and should not interrupt patient care and/or the daily operations. If you are required to carry a cell phone for work related issues, it should be placed on vibrate during working hours so as not to interfere with performance or safety.

Use of TTUHSC computers for internet access to social networking sights such as Facebook, Twitter, etc. are not allowed during work hours. Any access to such sites outside official work hours should take into consideration all policies of TTUHSC.

DRESS CODE (TTUHSC-El Paso Policy #0.13):

The Dress Code Policy provides standards for employees in order to project a professional public image and it is at the Administration’s discretion as to what is appropriate. Non-compliant employees will be sent home and the time will be charged against the employee’s available leave.

Jeans are not acceptable with the exception of pride day and/or other days as indicated by administration if worn with a red, black or Texas Tech logo shirt.

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

Clinic employees will refrain from wearing dangling earrings and an over abundance of jewelry for safety reasons. Employees must cover all tattoos. Visible body piercing must either be removed or covered for the duration of the working hours. Nails must be kept short and clean for hygiene and safety purposes.

EMPLOYEE BADGES:

Identification Badges will be worn on the outside of the uniform, lab coat, or street clothes at all times while engaged in the TTUHSC business.

This Pediatric Internal Operating Policy and Procedures will be part of the Departmental New Employee Orientation, and a copy will be placed in the personnel file. Signing this form signifies the employee has been informed of the above internal Pediatric Department Policy and Procedures and have received a copy.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Administrator’s Signature: _____ Date: _____

XC: HumanResources
Employee
Supervisor