

PAIN INSTACARE

Gupta Institute Policy and Procedures



Date Prepared_____

Welcome to Gupta Institute for Pain, Wellness and Rehabilitation.

We are pleased to have you as an employee of Gupta Institute for Pain, Wellness and Rehabilitation and hope that you find your association with the company to be an enriching and engaging work experience. Our goal is that every employee feels as a family member.

This manual is your guide to our policies. Of course, this manual cannot cover every eventuality that may arise. Its purpose is to summarize or highlight current policies and practices for staff members. All policies are subject to change. If you have questions or would like more information, your supervisor/manager is your most immediate source.

We invite you to share with us your questions and thoughts about work life at Gupta Institute for Pain, Wellness and Rehabilitation. Please feel free to call upon any member of the Human Resources Department to assist you in any matter that concerns you and your job at Gupta Institute for Pain, Wellness and Rehabilitation. Sincerely,

Rajan Gupta, MD

Gupta Institute Policy and Procedures

Equal Opportunity

Equal Opportunity is Gupta Institute for Pain, Wellness and Rehabilitation's policy. It is our policy to **select the best-qualified person** for each position in the organization.

No employee of the company will discriminate against an applicant for employment or a fellow employee because of race, creed, color, religion, sex, national origin, ancestry, age, or other physical or mental disability. No employee of the company will discriminate against any applicant or fellow employee because of the person's veteran status.

This policy applies to all employment practices and personnel actions including advertising, recruitment, testing, screening, hiring, selection for training, upgrading, transfer, demotion, layoff, termination, rates of pay, and other forms of compensation or overtime.

If you are uncertain as to your status, please contact your supervisor/manager.

Gupta Institute Policy and Procedures

What we do here

1. We offer **Interventional Pain (injection treatments)** like epidurals, trigger points and many more to target and get rid of inflammation to get rid of the problem).
2. We also use tests like MRI, EMG and utilize physical therapy and non-narcotic medications to target the pain from multiple ways to get you better. Our goal is so you can stop suffering and start living a better life.

Gupta Institute Policy and Procedures

Classification of employees

Employees (Taxes are taken out from your salary)

1. Regular Part Time hourly 34 hr or less
2. Regular Full time hourly 35 hr or more
3. Salaried
4. Temporary hired for less than 3 months

Independent contractor (Taxes are not taken out)

Employee Folder Checklist

Each employee must have the following paperwork in their personnel file

- ☐ Employment Application Form
- ☐ Resume
- ☐ Copy of Passport or drivers license and State ID
- ☐ Completed I-9 form
- ☐ Completed W-4 form
- ☐ Personnel Change Notice Form for Payroll
- ☐ Emergency contact information
- ☐ Date of hire
- ☐ Signed copies of Osha Training
- ☐ Signed copies of Employment Police Reviewed From
- ☐ Signed copies of HIPPA Training

Gupta Institute Policy and Procedures

Office policies

1. HIPPA
2. OSHA
3. Daily duties
4. Computer policies
5. EMR
6. Phone use
7. Benefits
8. Performance improvement
9. Cleaning
10. Web time (signing in)/remote log in
11. Interpersonal relation
12. Smoking policy
13. Attire
14. Workers comp
15. Sexual harassment
16. Marketing policies

Gupta Institute Policy and Procedures

HIPPA

- 1. The Health Insurance Portability and Accountability Act of 1996 (HIPAA) Privacy**
2. Who can you give the information to
3. Who can you not give the information to
4. Don't talk about it

Gupta Institute Policy and Procedures

OSHA

- 1. The Occupational Safety and Health (OSH) Act**
2. Universal precaution
3. Radiation hazards
4. Needles / blood borne pathogen

Gupta Institute Policy and Procedures

Daily duties: this is by no means an entire list.

1. Scheduling
2. Copay / money due collection
3. Charting
4. Patient care / procedures
5. Phone Calls
6. Emails
7. Faxes assigning
8. Scan assigning
9. Medical records
10. Patient reminders / Phone calls
11. Cleaning / trash removal
12. Billing / Billing reports / posting payments

Gupta Institute Policy and Procedures

Computer Policies

1. No personal stuff to be saved
2. No Password to be saved which is known to team / manager / director
3. No browsing sites which are restricted
 1. Facebook
 2. You tube
 3. Inappropriate sites
 4. Or any non work related site
4. During your personal break you can browse certain sites but definitely not inappropriate sites

Gupta Institute Policy and Procedures

EMR

1. Scans
2. Faxes
3. Checking your mails
4. Not leaving signed in
5. Working in your own login
6. Procedures need to be saved under the name of procedure
- 7. Notes need to be finished same day**
8. Referring physician should get the note within 3 days
9. All the incentive measures need to be completed

Gupta Institute Policy and Procedures

Phone policy

1. Cell phones must be turned off during office work
2. Any connected device to your phone notification should be turned off or kept at bare minimum.
3. A locker may be provided for storing your personal belongings. Cell phone should be kept there. If it is not available you can leave your belongings in your car or a safe place.
4. 5 minute working break (if allowed by manager) will be acceptable to check important messages (11am and 2 pm)
5. Please provide all your family your work place number in case they will have to reach you in case of an emergency

Gupta Institute Policy and Procedures

Benefits (Subject to change and as per availability at that time)

1. Given to all the full time salaried exempt (unless contracted differently)
2. Independent contractor and hourly employees not included
3. 7 paid holidays if your workday falls on it
4. Up to 5 accumulated earned sick time (earned Sick time can be used by requesting with informing the company)
5. 5 paid vacation days for full time salaried employees
6. Health insurance if available as per policy (25-50% premium)
7. Dental insurance (as per GIP policy)
8. Life insurance / Disability / vision if available
9. Vacation and Time off : Needs to be approved. Request should be given at least 4 weeks in advance. Vacation is accrued. Vacation benefit starts after 6 months of work

Gupta Institute Policy and Procedures

Family Leave

Applicability - This policy shall apply to all eligible employees of the Gupta Institute for Pain, Wellness and Rehabilitation.

Family and Medical Leave - In accordance with the Family and Medical Leave Act of 1993 ("FMLA"), employees of the Company are entitled to up to 12 weeks of unpaid leave during any calendar year. Leave may be granted for any of the following reasons:

To care for the employee's child after birth or placement for adoption or foster care;

To care for an employee's spouse, child, or parent with a serious health condition;

The employee's own serious health condition that makes the employee unable to perform the functions of the job.

Leaves covered by this policy will be referred to as "FMLA" leave. Any leave taken by an eligible employee for any of the reasons covered by this policy will be considered FMLA leave and will be credited as such in Gupta Institute for Pain, Wellness and Rehabilitation records, even if the employee does not specifically identify it as FMLA leave.

Eligibility - To be eligible, employees must have been employed by the Company for at least 12 months and have worked at least 1250 hours during the 12 month period immediately before the commencement of the leave.

Duration - FMLA leave may last for a total of up to 12 weeks during any calendar year. Alternatively, leave taken for the serious health condition of a spouse, child, parent, or of the employee may be taken intermittently or on a reduced schedule, if medically necessary. This means, where appropriate, taking leave in blocks of time, or by reducing the normal weekly or daily work schedule, so long as FMLA leave does not exceed a total of 12 weeks during the calendar year. Leave for the birth, adoption, or placement of a child may be taken on an intermittent basis only by prior arrangement with the Company.

An employee and spouse both working for the Company who are eligible for FMLA leave are permitted to take only a combined total of 12 weeks if the leave is for the birth, adoption, or placement for foster care of a child or to care for a parent with a serious health condition.

Covered Health Conditions - In accordance with the FMLA, a "serious health condition" means one of the following conditions affecting the employee or the employee's child, spouse, or parent:

an illness, injury, impairment, or physical or mental condition involving inpatient care in a hospital, hospice, or residential medical-care facility;

any period of incapacity requiring absence of more than three calendar days from work, school, or other regular daily activities for a condition that also requires continuing treatment (that is, being treated two or more times, or one treatment resulting in a regimen of continuing medication or therapy) under the supervision of a health care provider (i.e. doctor, dentist, clinical psychologist);

continuing treatment by or under the supervision of a health care provider for a chronic or long-term health condition that is incurable or so serious that, if not treated, would likely result in a period of incapacity of more than 3 calendar days; or

prenatal care.

Gupta Institute Policy and Procedures

Leave Arrangements - Employees should submit a leave application to their immediate supervisor/manager, who will forward it to Human Resources.

In instances where leave is foreseeable, employees must provide 30 calendar days advance notice of the leave request. In cases of planned medical treatment, the employee should consult with the immediate supervisor/manager in an attempt to schedule the leave so as not to disrupt unduly the Company's operations. Where leave is not foreseeable, such as during a medical emergency, notice must be given as soon as practicable, and ordinarily within one or two business days of when the employee learns of the need for the leave.

Where the leave is for the serious medical condition of the employee or the employee's spouse, child, or parent, the employee must submit a medical certification form supporting the need for the leave. This form will be provided by the Human Resources Department and will be filled in by the employee's health care provider. In certain instances, a second or third medical certification may be required at the company's expense. An employee will not be permitted to commence or remain on a FMLA leave unless a valid medical certification form (fitness for duty report to return to work) is provided.

In the case of a foreseeable intermittent leave for planned medical treatment or during a period of recovery from a serious health condition, the Company may require an employee to transfer temporarily to an available alternative position, at the equivalent pay and benefits, for which the employee is qualified and which better accommodates recurring periods of leave than does the employee's regular position.

Pay During Leave - Except as provided in this paragraph, all FMLA days are without pay. However, an employee may use accrued vacation and personal days for any covered FMLA leave, may utilize accrued sick days for FMLA leaves due to the employee's own serious health condition, and may use family sick leave for the illness of a spouse, child or parent. The Company may, in its discretion, based on the needs of the campus, require an employee to utilize accrued vacation, personal, or sick days during a covered leave. The Human Resources Office will notify the employee if the Company is going to require the use of accrued time during a covered leave.

Benefits during Leave - The Company will maintain group health insurance coverage during a covered FMLA leave on the same terms as if the employee had continued to work. Employees will be advised by the Human Resources department about the amount and method of payment of their portion of the health insurance premium.

In the event an employee does not return from a covered FMLA leave, except if the reason is due to the continuation, recurrence, or onset of a serious health condition, or other circumstances beyond the control of the employee, the Company will recover any health insurance premiums it paid during the unpaid portion of any leave by deducting any such amounts from amounts due the employee, if any, or by otherwise seeking recovery of the premium through the legal process.

Communication By Employee During the Leave - The Company may require the employee to submit medical re-certifications during a leave at 30 calendar day intervals, and it may require an employee to report periodically on their status and intent to return to work. In the case of leaves due to the employee's own serious health condition which exceed 60 calendar days, employees must establish their fitness to return to duty in accordance with procedures in effect.

Reinstatement Following Leave - Employees who return from covered FMLA leaves (within maximum of 12 weeks) will be reinstated to their same or equivalent job with equivalent pay, benefits, and other employment terms and conditions.

Coordination with other Statutes - The FMLA does not supersede any provision of state law that provides greater family or medical leave rights than the rights established under the federal law. Leave entitlements under state law and the FMLA run concurrently where both laws cover the same type of leave. For example, state law provides maternity/adoptive leave; time spent on such leave will simultaneously be counted toward FMLA leave eligibility.

Family and Medical Leave Act (FMLA) Poster - All covered employers are required to display and keep displayed a poster prepared by the Department of Labor summarizing the major provisions of The Family and Medical Leave Act (FMLA) and telling employees how to file a complaint. The poster must be displayed in a conspicuous place where employees and applicants for employment can see it. A poster must be displayed at all locations even if there are no eligible employees.

Gupta Institute Policy and Procedures

Holiday Schedule

New Year's Day: Jan 1 st
• Memorial Day
• Independence Day- July 4 th
• Labor Day
• Thanksgiving Day
• Christmas Day 25 th
New Year Eve Dec 31 st

If a holiday falls on Saturday the day off will be Friday

If a holiday falls on Sunday the day off will be Monday

Gupta Institute Policy and Procedures

Minor violations - Less serious violations that have some effect on the continuity, efficiency of work, safety, and harmony within the company. They typically lead to corrective counseling unless repeated or when unrelated incidents occur in rapid succession. Here are some examples of minor violations:

Excessive tardiness;

Unsatisfactory job performance;

Defacing company property;

Interfering with another employee's job performance;

Excessive absenteeism;

Failure to observe working hours, such as the schedule of starting time, quitting time, rest and meal periods;

Performing unauthorized personal work on company time;

Failure to notify the supervisor/manager of intended absence either before or within one hour after the start of a shift;

Unauthorized use of the company telephone, Internet, or equipment for personal business.

Gupta Institute Policy and Procedures

Major violations - These more serious violations would include any deliberate or willful infraction of company rules and may preclude continued employment of an employee. Here are some examples of major violations:

Fighting on company premises;

Repeated occurrences of related or unrelated minor violations, depending upon the severity of the violation and the circumstances;

Any act which might endanger the safety or lives of others;

Departing company premises during working hours for personal reasons without the permission of the supervisor/manager;

Bringing firearms or weapons onto the company premises;

Deliberately stealing, destroying, abusing, or damaging company property, tools, or equipment, or the property of another employee or visitor; employee is prepared by the supervisor/manager.

PROBATION: Typically, the probation period should be at least two weeks and no longer than 60 days, depending on the circumstances. A written probationary notice to the employee is prepared by the supervisor/manager.

The letter should include a statement of the following:

The specific unsatisfactory situation;

A review of oral and written warnings;

The length of probation;

The specific behavior modification or acceptable level of performance;

A scheduled counseling session or sessions during the probationary period; and

A statement that further action, including termination, may result if defined improvement or behavior modification does not result during probation. "Further action" may include, but is not limited to reassignment, reduction in pay, grade, or demotion.

Gupta Institute Policy and Procedures

Termination

Terminations are to be treated in a confidential, professional manner by all concerned. The supervisor, department manager, and personnel department must assure thorough, consistent, and evenhanded termination procedures. This policy and its administration will be implemented in accordance with the company equal opportunity statement.

Terminating employees are entitled to receive all earned pay, including vacation pay.

Employment with the company is normally terminated through one of the following actions:

Resignation - voluntary termination by the employee;

Dismissal - involuntary termination for substandard performance or misconduct;

Layoff - termination due to reduction of the work force or elimination of a position

Resignation:

An employee who wants to terminate employment, regardless of employee classification, is expected to give as much advance notice as possible. Two weeks or ten working days is generally considered to be sufficient notice time. If an employee resigns to join a competitor, if there is any other conflict of interest, or if the employee refuses to reveal the circumstances of his or her resignation and the future employer, the manager may require the employee to leave the company immediately rather than work during the notice period. This is not to be construed as a reflection upon the employee's integrity but an action in the best interests of business practice. When immediate voluntary termination occurs for the above reasons, the employee will receive pay "in lieu of notice," the maximum being two weeks of pay based upon a 40-hour workweek at the employee's straight-time rate or salary.

Dismissal:

Substandard Performance - An employee may be discharged if his or her performance is unacceptable. The supervisor/manager shall have counseled the employee concerning performance deficiencies, provided direction for improvement, and warned the employee of possible termination if performance did not improve within a defined period of time. The supervisor/manager is expected to be alert to any underlying reasons for performance deficiencies such as personal problems or substance abuse. The [PERSONNEL DIRECTOR] must concur in advance of advising the employee of discharge action. Documentation to be prepared by the supervisor/manager shall include reason for separation, performance history, corrective efforts taken, options explored, and any additional pertinent information.

Misconduct - An employee found to be engaged in activities such as, but not limited to, theft of company property, insubordination, conflict of interest, or any other activities showing willful disregard of company interests or policies, will be terminated as soon as the supervisor/manager and personnel director have concurred with the action.

Termination resulting from misconduct shall be entered into the employee's personnel file. The employee shall be provided with a written summary of the reason for termination. No salary continuance or severance pay will be allowed.

Layoff - When a reduction in force is necessary or if one or more positions are eliminated, employees will be identified for layoff after evaluating the following factors:

Company work requirements; Employee's abilities, experience, and skill; Employee's potential for reassignment within the organization; Length of service.

The immediate supervisor/manager will personally notify employees of a layoff. After explaining the layoff procedure, the employee will be given a letter describing the conditions of the layoff. Such as the effect the layoff will have on his or her anniversary date at time of call-back — the procedure to be followed if time off to seek other employment is granted — and the company's role in assisting employees to find other work. The employee and the personnel director, after consultation with the employee's supervisor/manager, will follow one of the following procedures: The employee will receive at least two weeks advance notice of termination date.

Termination Processing Procedures:

The supervisor/manager must immediately notify the Manager] of the termination so that a termination checklist can be initiated. The Manager will direct and coordinate the termination procedure.

All outstanding advances charged to the terminating employee will be deducted from the final paycheck by the payroll department

On the final day of employment, the Manager must receive all keys, ID cards, and company property from the employee.

Manager / Director shall conduct an exit interview with the employee.

The employee will pick up his or her final payroll check from the Manager] at the time of the exit interview. The final check shall include all earned pay and any expenses due the employee.

Gupta Institute Policy and Procedures

Prohibited Use

Abuse of Gupta Institute for Pain, Wellness and Rehabilitation computer resources is prohibited and includes, but is not limited to:

Game Playing:

Computing and network services are not to be used for recreational game playing. Game playing on company time is counter productive.

Chain Letters:

The propagation of chain letters is considered an unacceptable practice by Gupta Institute for Pain, Wellness and Rehabilitation and is prohibited. If a chain letter is received by an employee the company prohibits the forwarding of the email to anyone.

Faxing:

Using the company fax machine or computer faxing capabilities for non-company related activities is strictly prohibited. The company prohibits the use of any telephone facsimile machine, computer, or other device to send an unsolicited advertisement to a telephone facsimile machine unless authorized by management.

Harassing, Discriminatory, and Defamatory use:

Employees use electronic mail for correspondence that is less formal than written memoranda. Employees must take care, however, not to let informality degenerate into improper use. The company does not tolerate discrimination or harassment based on gender, pregnancy, childbirth (or related medical conditions), race, color, religion, national origin, ancestry, age, physical disability, mental disability, medical condition, marital status, sexual orientation, family care or medical leave status, veteran status, or any other status protected by state and federal laws. Under no circumstances may employees use the company's information technology resources to transmit, receive, or store any information that is discriminatory, harassing, or defamatory in any way (e.g., sexually explicit or racial messages, jokes, cartoons).

Gambling:

The use of company computers and networks to gamble is strictly prohibited.

Online Shopping:

The use of the company computers and the Internet to conduct personal online shopping is prohibited.

Unauthorized Monitoring:

A user may not use computing resources for unauthorized monitoring of electronic communications. However, the company has the right, but not the duty, to monitor any aspects of its computer system including monitoring sites visited by employees, chat groups, newsgroups, and downloading and uploading of files.

Flooding or Spamming:

Posting a message to multiple list servers or news groups with the intention of reaching as many users as possible is prohibited. Spamming email addresses within or outside the company is also prohibited.

Private Commercial Purposes:

The computing resources of Gupta Institute for Pain, Wellness and Rehabilitation shall not be used for personal or private commercial purposes or for financial gain.

Political Advertising or Campaigning:

The use of Gupta Institute for Pain, Wellness and Rehabilitation computers and networks shall not be used for political purposes.

Software Piracy:

Access to the Internet enables users to download a wide variety of software products for a fee as shareware or for free. You are required to fulfill all license and copyright obligations of software that you download for your own use. These software downloads become the property of the company. Any employee who knowingly violates this software piracy rule is subject to termination.

Use of Unlicensed Software:

The use of unlicensed software on company computers is strictly prohibited. All software in use on the company's information technology resources must be officially licensed software. No software is to be installed or used that has not been duly paid for and licensed appropriately for the use to which it is being put. No employee may load any software on the company's computers, by any means of transmission, unless authorized in writing in advance by [Name] [specify, e.g., Technology Coordinator, Chief Information Officer, etc.]. Authorization for loading software onto the company's computers should not be given until the software to be loaded has been thoroughly scanned for viruses.

Pornography:

Employees are not allowed to visit sites that are considered "obscene". The company may maintain a system to monitor Internet usage. In the event that an employee disregards this policy and continually visits "unauthorized" sites, it will be grounds for termination after a warning has been issued to the employee. The company has the right to view private files that have been downloaded to check for the propriety of these downloads. The company also prohibits using company computer resources to send sexually oriented images or messages.

Gupta Institute Policy and Procedures

Employee Performance Improvement

1. Everyone is encouraged to improve themselves
2. Time to time recommendations will be made based on the performance improvement
3. Red card / Yellow card / Green card
4. Verbal counseling, write up, probation, suspension, termination
5. Office manager will evaluate the performance on a quarterly basis and suggest performance to the director
6. Annual evaluation will be done by the director and based on the performance rewards, bonus, promotions, incentives, salary changes will be made
7. **If no show for 3 consecutive days** it will be considered automatic voluntary termination by the employee
8. SNOW day: For hourly employees it will be an unpaid day. They may be given an option to come other day or to recover their hours. For salary exempt employees it will be paid. They may be asked to come on another day.

Gupta Institute Policy and Procedures

Payroll:

Payday

Our employees are paid every two weeks, 26 times annually. The first payday of the year will be on the first FRIDAY of the month, with each successive payday being on alternate FRIDAY.

Pay is for the two workweeks preceding the next payday. You are required to clock in or out thru local computers via www.webtimeclock.com

Any cheating or proxy time card filling could be a cause of termination.

Gupta Institute Policy and Procedures

Employee Recognition

Gupta Institute for Pain, Wellness and Rehabilitation believes that the good efforts of its employees are to be encouraged and rewarded. To that end, the company will recognize the faithful service of its employees by providing recognition of service every month / every year as employee of the month / year.

The company encourages the involvement of its employees in cultural, social, service, and recreational activities during their non-work hours. Gupta Institute for Pain, Wellness and Rehabilitation will be happy to recognize individual honors and achievements in these areas as well by reporting such items in the company newsletter or posting results on the company bulletin board.

Gupta Institute Policy and Procedures

Cleaning

1. Everyone is responsible for keeping the place clean
2. Food / coffee cups cleanup is your responsibility
3. End of the day trash removal
4. Keeping the front / reception clean

Gupta Institute Policy and Procedures

Webtime clock (hours tracking program)

www.webtimeclock.com

1. Everyone is required to clock in and clock out
2. Salary is based on the clocked time not on assumptions
3. If there is difficulty logging in please notify your supervisor immediately
4. You are not permitted to log in thru phone.
5. Proper breaks assigned by the supervisor should be taken
6. Smoking breaks are not paid breaks and clock out should be done for that

Gupta Institute Policy and Procedures

Interpersonal relationship

1. Keep it professional
2. Avoid race, religion, sex & personal matters communication
3. You are encouraged to attend the programs designed to increase interpersonal personal relationship or office marketing
4. Keep conversations between staff professional and office related. Any other conversation should be avoided or to be kept at bare minimum.

Gupta Institute Policy and Procedures

Smoking Policy

1. No smoking on premise
2. Smoking breaks needs to be off the clock
3. Your clothing should not smell of smoke

Gupta Institute Policy and Procedures

Attire

1. Clean and Professional
2. Blue GIP scrub / GIP T-shirt
3. Black pants / blue GIP scrub pants
4. Alternative option is Maroon scrub / with black or maroon pants

Gupta Institute Policy and Procedures

Workers comp

1. Be aware of the policy
2. Any incident need to be reported immediately to the supervisor
3. Independent contractors are needed to carry their own workers comp coverage and they are not included

Gupta Institute Policy and Procedures

Sexual Harassment

Sexual harassment includes unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexually harassing nature, when: (1) submission to the harassment is made either explicitly or implicitly a term or condition of employment; (2) submission to or rejection of the harassment is used as the basis for employment decisions affecting the individual; or (3) the harassment has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Any employee who has a complaint of sexual harassment at work by anyone, including supervisors, co-workers or visitors, should first clearly inform the harasser that his/her behavior is offensive or unwelcome and request that the behavior stop. If the behavior continues, the employee must immediately bring the matter to the attention of his/her supervisor. If the immediate supervisor is involved in the harassing activity, the violation should be reported to that supervisor's immediate supervisor, the department personnel officer, or the practice manager Asna , who can be reached at 8564827246

Gupta Institute Policy and Procedures

Marketing

1. Every person is a marketing person. Recommend us when ever you get an opportunity
2. Marketing ways are Faxing, Website, Social media, going to Drs offices (PCP, chiros, neuro, rheumatology, podiatry), attorney (personal injury, workers comp) connections, lunches setup, sending flowers or other gifts,
3. Pens, T-shirts, gifts
4. Appreciate a patient whenever he or she refers a patient to us. Ask manager to provide appreciation gift whenever possible.

Gupta Institute Policy and Procedures

Be proud to be working in GUPTA INSTITUTE

1. We are good because of you
2. We are bad because of you.
3. You are window to the practice.
4. What you present that's what patient sees us.
5. Remember patient is the MAIN focus here
6. Remember our goal..

STOP SUFFERING!! START LIVING!!

TIME OFF REQUEST FORM

Employee Name: _____ Todays Date: _____

Position: _____ Dates Requested off: _____

I would like to request the following time off:

- | | | |
|---|-------------|------------------------------|
| <input type="checkbox"/> VACATION | _____ HOURS | |
| <input type="checkbox"/> SICK | _____ HOURS | Doctors note required: |
| <input type="checkbox"/> PERSONAL | _____ HOURS | |
| <input type="checkbox"/> JURY DUTY | _____ HOURS | |
| <input type="checkbox"/> BEREAVEMENT | _____ HOURS | |
| <input type="checkbox"/> LEAVE OF ABSENCE | _____ HOURS | |

I understand this is only a request and time off is approved at the time I receive a signed copy of this form from my supervisor.

Employee Signature _____

Time off is:

Approved _____

Disapproved _____

- ☐ Scheduling Conflict _____
- ☐ No Benefit Time Available _____
- ☐ Other (Specify) _____

Supervisor Signature _____ Date _____

EMPLOYEE/ Extern INCIDENT REPORT

EMPLOYEE: _____ Status: FT / PT _____ Date of Hire/Start: _____

Extern: _____ Start /Term Date: _____ School: _____ Date of Incident: _____

Type of incident

- ☐ No Call No Show
- ☐ Misbehavior / Fighting with other employee
- ☐ Misbehavior with a Patient
- ☐ Stealing
- ☐ Not coming on time
- ☐ Not following internet policy
- ☐ Not following GIP policy
- ☐ Not following HIPPA Policy
- ☐ Not following OSHA policy
- ☐ Not completing given task
- ☐ Other _____

Provide detail about the incident

Action: Recommendation / Probation / Termination _____

Comments: _____

Person Evaluating: _____

Director Evaluation: _____

EMPLOYEE REPORT SHEET

Date: _____ EMPLOYEE: _____ Date of hire: _____

Comments: Probation / Termination / Promotion: _____

Qualities	1 st quarter	2 nd quarter	3 rd quarter	4 th quarter	Comments
Attire					
Behavior					
Team Player					
Communication					
Insurance communication					
Initiative taking					
Eagerness to take task					
Task completion					
Following rules of the office					
Scheduling (knowledge)					
Intake information					
Charting					
Medical records					
Clinical Competency					
Procedure Competency					
Precertification competency					
Leadership (task designation)					
Marketing qualities					
Cleanliness initiative of office					
Dependability (punctual)					
Patient reviews					
Coworkers reviews					
Teaching (role model)					

Rate: A, B, C, D, E (A being the best and E being worst and needing improvement) * is outstanding

EVALUATOR: _____

Meeting Minutes

Topic	Previous issue	Resolution	Time allotted	Person Responsible	Comments
Schedule					
Phone Use / VM					
Charting					
Faxing / Emails					
Staffing					
Clocking In & Out					
Computer Use					
Cell Phone Use					
Smoking					
Attire					
HIPPA					
Staff Schedule					
Email / Text Communication					
Insurance					
Recognition					
Precertification					
Referrals					
EMR					
Data Input					
Notes completion					
Sending notes					
Prescription					
Incentive Progress					
Billing					
Reports					
Claim status					
90 Days AR					
Marketing					
New Business					
Old Business					
IDEAS					

Employee Letter of Resignation

Employee name: _____ Supervisor: _____

Date Completed: _____

I, _____, have decided to resign my position at _____.

I am resigning because:

I acknowledge at this time that I do not have any complaints against my supervisor, co-workers or any company representative that have not been reported and investigated concerning my employment. I also acknowledge that I have reported any and all injuries that may have accrued during my employment.

My last day will be: _____

I understand that my last paycheck will be provided within the time required by state law. And, I also understand that benefits will cease according to company policy and I will be noticed of any continuing rights I have under these policies by mail.

I acknowledge that I sign this resignation willfully and voluntarily.

Printed Name

Sign: _____

Date: _____

Supervisor Name

Sign: _____

Date: _____



THANK YOU