CEDAR GROVE FAMILY MEDICINE

Staff Handbook

The Workday Companion | Quick answers for the moments that matter

FICTIONAL NORTH CAROLINA SAMPLE | VERSION 0.1 | EFFECTIVE DATE: [DATE]

A short preview of the practice-wide employment rules. Bracketed items are customization fields.

START HERE Use the question list to find the right topic. The short answer is a preview; the practice's current approved policy and related program documents provide the full detail.

QUICK QUESTION INDEX

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FIND 01 / What is this handbook for?

This handbook summarizes the practice-wide employment rules and workplace expectations for Cedar Grove Family Medicine. It applies to employees unless a written agreement or applicable law provides otherwise. Owner: [practice administrator]. Effective date: [date]. Review at least annually and when a material change occurs.

FIND 02 / What does this practice expect from us?

Our mission is to provide respectful, reliable family medicine and make each visit easier to navigate. We value patient dignity, teamwork, clear communication, accurate records and accountability. Every employee is expected to support safe, courteous service and raise concerns promptly.

FIND 03 / What do these job labels mean?

"Employee" means an individual employed by the practice. Roles may be full-time, part-time, temporary or per diem; exempt/nonexempt status is determined by the practice under applicable law, not by title alone. A contractor is not an employee and must be classified based on the actual relationship. Benefits and leave eligibility depend on the written plan and applicable law.

FIND 04 / What happens before I work independently?

Before independent work, new staff complete required employment forms, role orientation, privacy/security training and role-specific safety training. The manager explains schedules, contacts, emergency routes and assigned duties. Badges, keys and system access are assigned by role; do not share them. Report lost credentials immediately. Follow visitor, opening/closing and restricted-area procedures in the separate Building Security procedure.

FIND 05 / How do I raise a concern or request support?

The practice expects a workplace free from discrimination, harassment and bullying. Raise concerns with [manager], [alternate leader] or [reporting channel], even if the concern involves a supervisor. The practice will review concerns promptly and limit sharing to those who need to respond. Retaliation for good-faith reporting or exercising workplace rights is prohibited. Employees may request a reasonable accommodation through [HR contact]; the practice will engage in an appropriate interactive process.

FIND 06 / What if I am late, absent or work extra time?

Schedules and coverage expectations come from the department manager. If you will be late or absent, notify [supervisor] through [approved channel] as soon as practical and follow department call-out steps. Record all time worked accurately, including approved work outside a scheduled shift; never work off the clock or alter a time record. Send corrections or pay questions to [payroll contact]. Overtime must be approved in advance when practicable, but all hours worked must still be reported.

FIND 07 / ## How do pay, benefits and time off work?

Paydays are [schedule]; direct deposit and pay statements are handled through [system/contact]. Benefit options, eligibility, enrollment deadlines and plan terms are described in current plan documents, which control if they differ from this summary. Request PTO through [system] with as much notice as practical; approval depends on coverage and applicable law. Report an unexpected absence promptly. Protected leave, accommodation-related absences and legally protected activities are handled under applicable law and separate leave procedures; ask [HR contact] for guidance.

FIND 08 / ## What happens when expectations are not met?

Employees are expected to be honest, prepared, respectful, attentive to assigned duties and cooperative with reasonable supervision. Follow clinical scope limits, practice rules and professional boundaries; report errors and safety concerns promptly. Coaching and corrective action may include: (1) coaching or verbal warning, (2) written warning, (3) final written warning, and (4) termination. The practice may skip or repeat steps depending on the facts and applicable law. Each formal step should document the concern, employee response, expectations, support, follow-up date and decision-maker. No step guarantees continued employment.

FIND 09 / ## What should I wear and how should I use my phone?

Wear clean, role-appropriate attire and required identification. Clothing and footwear must support safety and the duties assigned; follow any department uniform or PPE standard. Keep personal phones away during patient-facing duties except for approved work or urgent needs. Never photograph, record or post patient information or images. Do not speak for the practice online unless authorized; personal posts must not reveal confidential information or imply an official practice position. Nothing in this policy is intended to restrict rights protected by law.

FIND 10 / ## How do I protect patient and practice information?

Access, use or disclose patient information only as needed for assigned duties and through approved systems. Verify the recipient before sharing; secure screens, records and devices; use unique credentials; and report a suspected misdirection, loss, inappropriate access or security event immediately to [privacy/security contact]. Do not discuss identifiable patient information in public areas or personal channels. Detailed privacy and security requirements, sanctions and breach response are in the separate Privacy and Security policies.

FIND 11 / ## What if there is a hazard or emergency?

Follow training, standard precautions, PPE instructions, exposure-control measures and equipment rules for your role. Report hazards, injuries, needlesticks, exposures and near misses promptly to [safety contact] and seek appropriate care. Do not perform a task for which you are not trained or authorized. Know exit routes, severe-weather/fire response, emergency contacts and the building evacuation plan. The practice maintains separate safety, exposure-control, emergency and infection-prevention documents.

FIND 12 / ## Where do reports and employment records go?

Report harassment, discrimination, retaliation, unsafe conditions, privacy concerns, suspected misconduct, time/pay issues or policy conflicts to [manager], [alternate contact] or [reporting channel]. A manager who receives a report must promptly route it to [designated leader] and preserve relevant records. Cooperate honestly in reviews. Retain employment documents only in approved systems; do not place personnel documents in patient charts.

FIND 13 / ## What happens when employment ends?

When employment ends, the practice will communicate next steps, return of keys/devices/property, account access, benefits information and final pay through the appropriate contacts. Return practice property and protect confidential information after separation. The practice documents the reason and approvals for its decision and maintains records under its retention schedule. Final pay and benefit handling follow applicable law and plan terms.

FIND 14 / ## What should I sign and where are the other rules?

Sign the acknowledgment to confirm receipt and responsibility to read this handbook. Acknowledgment does not mean agreement with every provision or waive legal rights. Related controlled documents include department policies, SOPs, leave/benefit plan materials, privacy/security policies, exposure-control and safety plans, emergency procedures, clinical protocols and the building security procedure. Use the current approved version; ask [manager] where it is stored.

EMPLOYEE ACKNOWLEDGMENT

I acknowledge receipt of this handbook and understand that I am responsible for reviewing it and asking questions. My signature confirms receipt; it does not waive legal rights or change the terms of a separate written agreement.

Employee: _____ Signature: _____ Date: _____

SAMPLE USE NOTE This fictional sample demonstrates structure and example language only. It is not legal advice, a compliance certification or a ready-to-adopt policy. Tailor it to the practice and applicable requirements; obtain qualified employment, privacy and safety review before adoption.