

**Department of Medicine
Office Policies and Procedures**

This document establishes some basic guidelines for the efficient operation of the divisions of the Department of Medicine and will be revised as needed. While it is the Department's desire that our personnel work in a flexible and relaxed atmosphere, our primary goal is one of service to the Department, School of Medicine, MCG Hospital & Clinics, and the State of Georgia.

The Medical College of Georgia operates under the requirements of the Fair Labor Standards Act and the Department of Medicine supports and adheres to these regulations (see the section on Working Hours, Overtime, etc. in the Employee Handbook 2006, pages 8-9 or go to <http://www.mcg.edu/hr/handbook/Index.html> located on the web.)

Overtime must be approved in writing by the Department Personnel Manager, (Tracey Neely) in advance and requires justification. The supervisor must demonstrate operational needs that cannot be managed with a schedule or staffing change. Failure to have overtime approved in advance will result in disciplinary action.

Your supervisor is _____ in _____ (work area). You should use the scanner _____ (closest to your work area).

WORK HOURS/OFFICE COVERAGE

1. The office hours are 8:00 a.m. to 5:00 p.m., Monday through Friday. Your work schedule is 8:00 a.m. to 5:00 p.m., unless approved in writing by the Department's Personnel Manager.
2. Telephone coverage and office coverage must be maintained at all times during working hours.
3. Employees are expected to wear their ID badges at all times.

NON-EXEMPT

4. You are expected to cover the office from 8:00 a.m.-5:00 p.m.; therefore you are expected to clock in at 8:00 a.m. and out at 5:00 p.m.
5. Failure to scan in or out may result in shortage on an employee's paycheck and may result in disciplinary action(s).
6. All time and attendance policies must be adhered to.
7. You are expected to use the scanner closest to your work area and to be in your work area on time.

DIVISION MANAGERS AND PROGRAM COORDINATORS

These employees have dual reporting relationships to the Personnel Administrator for the DOM and the Division Chief or Director. Both supervisors must be contacted if a manager/coordinator will be late or out of work that day. Managers/Coordinators must contact the Personnel Administrator in the Chairman's office at 721-2941 by 8 a.m. Someone is always on administrative back up in the Chairman's office and will be able to handle your call. If the Personnel Administrator is unavailable, you must leave the following information:

- 1) The nature of your call: i.e., will be late for work or calling in sick.
- 2) When you are expected to arrive at work and specify leave to be taken.
- 3) A phone number where you can be reached.

NOTE: A doctor's excuse can be required for any and all sick leave requests.

Notifying your subordinates is part of your management responsibilities, but does not satisfy the requirement to appropriately notify your supervisors that you will be unable to meet your responsibilities for the day. Failure to satisfy this requirement will result in unapproved leave (LWOP).

LUNCH BREAKS

Employees are encouraged to take their lunch – everyone needs a break. Compensatory time will not be given to exempt staff that chooses to work through lunch.

1. Eating is prohibited in the office. (Snacking is allowed if it does not interfere with your work and is not visible to anyone visiting the office.)
2. Working through lunch or taking a short lunch is not permitted. 8-5 work schedules allow for a 1 hour lunch break. Your supervisor will make sure the office is covered so all employees can take a lunch break.
3. You must arrange your schedule so that you can eat breakfast before you clock in and eat lunch during your lunch break. You can not eat lunch at your desk, and then take your 1 hour lunch break. Your lunch break should be taken away from your work area and should never disrupt office operations. The MCG Cafeteria, outside picnic area, and several break rooms are available in the Department of Medicine for your use. Your supervisor can assist you with locations. Eating lunch at a customer service / greeting area is prohibited.
4. Work schedules and lunch breaks are to be arranged with your supervisor and must meet the operational needs of the section. Lunch breaks should occur between the hours of 11:00 a.m. and 2:00 p.m. It is expected that all employees will be back

in their work area no later than 2:00 p.m.

ANNUAL, UNSCHEDULED HOLIDAYS AND SICK LEAVE

1. Requests for leave must be submitted in writing on a leave request form (most current form on the web) with the supervisor's approval two weeks in advance. These requests will be turned into the Department of Medicine and will be entered into the time and attendance computer system.
2. Leave that is not requested and approved at least two weeks in advance will not be permitted. Leave without Pay will be automatically deducted if prior approval is not obtained. The only exceptions are emergencies, which should be brought to the attention of the DOM Personnel Manager as soon as the employee is aware.
3. Emergency Leave Requests (Unplanned Leave): In this case, you will fill out a Leave Request Form and state this is an emergency leave request. The DOM considers death or serious illness in the immediate family, serious illness or injury of the employee requiring medical attention and natural disasters to be emergent circumstances. If you are requesting to leave early, the form must be approved by DOM Administration. You will be required to provide appropriate documentation for all Emergent (Unplanned Leave) requests (ie, physician's statement, note from school/daycare, etc.), failure to obtain prior approval for Emergency Leave constitutes a violation of MCG work rule # 5 which is: Tardiness, temporary unauthorized absence from the work area and leaving the work area early.
NOTE: Appropriate documentation is required for any and all emergency leave requests.
4. Leave report forms for exempt employees are to be completed monthly and are expected to have the appropriate signatures and turned in to the Department of Medicine by date specified by the timekeeper; which is normally the last working day of the month.
5. When scheduling any type of leave (AL, SL, UH) you will refer to the office calendar so that no two people in the same office are out at the same time. Your absence should not affect workflow in the work area.
6. Sick Leave (SL) - Full time MCG employees accrue eight hours of SL per month. It should be noted that the accrual rate does not imply that it is appropriate to take eight hours per month as sick leave. Sick leave should only be taken when necessary and if taken frequently, it can arise to poor attendance. Sick leave is intended to be a short term disability type of benefit so that if an employee has a serious need he or she will not fall out of a paid status. Thus, sick leave should be accumulated to the extent possible. Employees are expected to meet a regular work schedule and thus that does not imply taking their leave as soon as it is accrued. DOM Policies and Procedures for Leave are a supplement to the MCG leave

policies.

- a. If you are too sick to come to work, the **supervisor(s)** should be notified thirty (30) minutes before your scheduled clock in hour, but no later than 8:00 a.m. DOM offices are open at 8:00 a.m. You can be asked to provide documentation for any and all Sick Leave requests.

- 1) You have to speak to your supervisor personally. **** Supervisor's refer to the call in manual.** You cannot have someone else relay a message to your supervisor. If you make reasonable attempts to contact your supervisor and fail to speak with them directly, you must notify the DOM Administrative offices at 1-2941. **** DOM refer to the call in manual****

If for some reason you are sick over consecutive days, it is your responsibility to contact your supervisor each morning. Your supervisor may request a physician's excuse from you at any time. However, all employees who are absent from the work area for 3 consecutive work days are required to bring a physician's statement to cover the dates of absence.

- b. Appointments requiring the use of SL: All employees must provide a work excuse for all appointments that are made during work hours using sick leave. Failure to produce a work excuse upon your return to work will be considered unapproved leave for which you will not be paid.

It is expected that every attempt be made to arrange all appointments early in the morning, prior to arriving at work, during your lunch break, late in the afternoon or as close to 5 pm as possible. This will prevent disruptions in the day-to-day operations of the division. If appointments require leave > 4 hours, it should be indicated on the Leave Request (Ex. Having an outpatient procedure or multiple appointments in same day). Non-Exempt employees are required to clock out for all appointments.

- c. The hours of sick leave used each day cannot exceed the number of hours the employee is scheduled to work.
- d. Provisional employees: Employees within their provisional period will be required to submit a physician's statement for call-ins and approved scheduled appointments. In general, annual leave requests are considered once an employee successfully completes his/her provisional period.

7. If for some reason you will be late to work you must notify your **supervisor** and

give the time you expect to arrive at work and then report to work as quickly as possible. In most cases, it is not sufficient to have someone else call for you.

TELEPHONE AND FAX MACHINE USAGE

1. Telephones are for MCG official business only.
2. Personal phone calls must not be made or received unless it is an emergency.
3. Personal long distance calls are not allowed.
4. The fax machine is not for personal use.
5. Cell phones are distracting to customers and employees in the work place. Unless a cell phone is required for you to perform the duties of your job at MCG, cell phone ringers and musical ring tones are expected to be turned off during business hours. If your cell phone is needed for an emergency contact, you are expected to notify your supervisor and place the phone on vibrate.

COMPUTERS

1. Computers are for MCG official business only.
2. Computer games are prohibited in the office areas.

EMAIL USAGE

1. Email is not private at MCG. If there is a need, the Director of Security Administration can view all emails to research an issue of misuse. Forwarding inappropriate emails, i.e., with pornographic materials, chain-emails, etc. is not permitted. Best practice is to use email for work only.

OFFICE, DESK, AND FILE CABINETS

1. These areas must be kept clean and orderly.
2. Personal items should be tasteful and kept out of sight from visitors.

RULES OF CONDUCT

1. The Department of Medicine adheres to all rules and regulations as stated in the MCG Employee Handbook. A copy should have been made available to you during orientation and is available on the MCG Website. Each Department has additional policies that are specific to their area. Reminder: Effective November 15, 2007, MCG is a Tobacco Free Workplace and DOM staff, faculty, students and residents are expected to comply.

PROFESSIONALISM

1. Your personal appearance, demeanor, and manners reflect and image of the Medical College of Georgia and the Department of Medicine and should always be one of professionalism. The proper attire is an important factor of this reflection. See DOM Dress Policy.
2. We ask that you refrain from loud laughter, talking, and gum chewing in the office areas.
3. Remember that this is a State supported academic health center. These policies apply to visitors in your area as well and should be limited. It is your responsibility to see that your work area reflects professionalism.

Medical College of Georgia CONFIDENTIALITY STATEMENT

The Medical College of Georgia maintains strict confidentiality and security of records in compliance with the Family Educational Rights and Privacy Act of 1974 (FERPA), the Health Insurance Portability and Accountability Act (HIPAA) and the Gramm-Leach-Bliley Act (GLBA), in addition to other federal and state laws. These laws pertain to the security and privacy of all records that contain information that could reveal private information concerning a student, employee or customer/patient.

Faculty, staff, students, or volunteers or others may have access to such private information to the extent necessary to perform their duties. As an individual with access to private information of the institution, you are required to protect against unauthorized access, ensure the security and privacy, and disclose any anticipated threats or hazards to such information. You must be very careful not to release this information to any individuals, including but not limited to unauthorized university employees, who do not have a **legitimate institutional or business need to know**. If in doubt, you should act to preserve the confidence of information requested, until you have verified the Medical College of Georgia's policies through your supervisor or his/her designee, the MCG Legal Office, or HIPAA Privacy Officer.

The Medical College of Georgia defines **unauthorized** access or disclosure as:

1. Access to student, employee, patient, or university information not necessary to carry out your job responsibilities. This includes access to the records of your family, friends and acquaintances that is not for a legitimate or business use of MCG.
2. Disclosure of student, employee, or patient information to unauthorized internal or external users.
3. Disclosure of additional or excessive student, employee, or patient information to an authorized individual/agency than is essential to the stated purpose of an approved request.

Information may not be used, disclosed, copied, sold, loaned, reviewed, altered or destroyed except as properly authorized by the appropriate university official within the scope of applicable federal or state laws, including record retention schedules and corresponding policies. No MCG workforce member or other individuals are permitted to realize any personal gain as a result of disclosing or using confidential information. This obligation of nondisclosure or unauthorized use continues indefinitely, even after your relationship with MCG ends.

As faculty, staff, student or volunteer of the Medical College of Georgia, you must abide by the rules, regulations, policies and procedures of MCG as well as federal and state laws applicable to your position at the university. Your failure to comply with any applicable law or procedure may result in the revocation of your access to confidential information; disciplinary action, including termination of employment; criminal and/or civil penalties, depending upon the nature and severity of the breach of confidentiality.

I have read the above Confidentiality Statement and understand my obligation as an employee to ensure the confidentiality of information.

Employee Name: _____

Signature: _____ Date : _____

Title : _____

Department : _____