

Accutrack Services, LLC			
Policy Name		Policy Number	
Standards of Conduct/Disciplinary Action		HR5	
Effective Date	9/20/13	Supersedes Policy Dated	7/1/10

POLICY

Whenever people gather together to achieve goals, some rules of conduct are needed to help everyone work together efficiently, effectively, and harmoniously. By accepting employment with us, you have a responsibility to Accutrack Services, LLC (Accutrack) and to your fellow employees to adhere to certain rules of behavior and conduct. The purpose of these rules is not to restrict your rights, but rather to be certain that you understand what conduct is expected and necessary. When each person is aware that she/he can fully depend upon fellow workers to follow the rules of conduct, our organization will be a better place to work for everyone.

PROCEDURE

1. **Unacceptable Activities:** Generally speaking, we expect each person to act in a mature and responsible way at all times. If you have any questions concerning any work or safety rule, or any of the unacceptable activities listed below, please see your supervisor for an explanation. Note that the following list of Unacceptable Activities does not include all types of conduct that can result in disciplinary action. Nothing in this list alters the at-will nature of your employment. Either you or Accutrack may terminate the employment relationship with or without reason, and in the absence of any violation of these rules. Examples of unacceptable behavior include:
 - A. Violation of security or safety rules or failure to observe safety rules or safety practices; failure to wear required safety equipment; tampering with equipment or safety systems.
 - B. Negligence or any careless action which endangers the life or safety of a patient visitor or other member of the staff.
 - C. Being intoxicated or under the influence of a controlled substance while at work; use, possession or sale of a controlled substance in any quantity while on company premises, except use of medications prescribed by a physician which do not impair work performance, or distribution/administration of medications to patients in the normal performance of your duties.
 - D. Unauthorized possession of dangerous or illegal firearms, weapons or explosives on the property.
 - E. Engaging in criminal conduct or acts of violence or making threats of violence toward anyone on the premises or when representing Accutrack; fighting, or provoking a fight on the property, or negligent damage of property.
 - F. Insubordination or refusing to obey instructions properly issued by your

supervisor pertaining to your work; refusal to help out on a special assignment.

- G. Threatening, intimidating or coercing fellow employees on or off the premises at any time, for any purpose.
- H. Engaging in an act of sabotage; negligently causing the destruction or damage of Accutrack property, or the property of fellow employees, patients, visitors, or suppliers.
- I. Theft or unauthorized possession of Accutrack property or the property of fellow employees; unauthorized possession or removal of any Accutrack property, including documents, from the premises without prior permission from management; unauthorized use of Accutrack equipment or property for personal reasons; using Accutrack equipment for personal profit.
- J. Dishonesty; falsification or misrepresentation on your application for employment or other work records; lying about sick or personal leave; falsifying reason for a leave of absence or other data requested by Accutrack; alteration of patient records or other Accutrack documents.
- K. Violating the confidentiality policy; giving confidential or proprietary Accutrack information to external parties or to unauthorized employees; breach of confidentiality of personnel information. Violation of any rules related to protected health information. See policy OP35 HIPAA Compliance Program for further details on disciplinary rules.
- L. Spreading malicious gossip and/or rumors; engaging in behavior which creates discord and lack of harmony; interfering with another employee on the job; restricting work output or encouraging others to do the same.
- M. Violation of any Accutrack policy or taking any action that is detrimental to Accutrack's efforts to provide high quality services and operate profitably.
- N. Immoral conduct or indecency on Accutrack property.
- O. Conducting a lottery or gambling on Accutrack premises.
- P. Unsatisfactory or careless work; failure to meet productivity or quality standards as explained to you by your supervisor or other member of the management team.
- Q. Any act of harassment, sexual, racial or other; telling sexist or racist jokes; making racial or ethnic slurs.
- R. Leaving work before the end of a workday or not being ready to work at the start of a workday without approval of your supervisor; stopping work before time

specified for such purposes.

- S. Sleeping or loitering during working hours.
 - T. Excessive use of Accutrack telephones or cell phones for personal calls.
 - U. Smoking in non-designated areas.
 - V. Creating or contributing to unsanitary conditions.
 - W. Posting, removing or altering notices on Accutrack property without the permission of a supervisor or member of the management team.
 - X. Failure to report an absence or late arrival; excessive absence or lateness.
 - Y. Obscene or abusive language toward any patient, visitor, supplier or another employee; indifference or rudeness towards any patient, visitor, supplier; or another employee; any disorderly/antagonistic conduct on company premises.
 - Z. Failure to immediately report damage to, or an accident involving, Accutrack equipment.
 - AA. Soliciting during working hours and/or in working areas; selling merchandise or collecting funds of any kind for charities or others without authorization during business hours, or at a time or place that interferes with the work of another employee on company premises.
 - BB. Failure to appropriately record work times, recording or altering another employee's time records, or causing someone to record or alter your time records.
2. Disciplinary Actions: This Policy applies to all regular employees who have completed the Introductory Period. This policy pertains to matters of conduct as well as the employee's competence. However, an employee who does not display satisfactory performance and accomplishment on the job may be dismissed, in certain cases, without resorting to the steps set forth in this policy. Under normal circumstances, managers are expected to follow the procedure outlined below. There may be particular situations, however, in which the seriousness of the offense or the impact of performance issues on the organization justifies the omission of one or more of the steps in the procedure. Likewise, there may be times when the company may decide to repeat a disciplinary step.
3. Discipline Procedure: To insure that Accutrack business is conducted properly and efficiently, you must conform to certain standards of attendance, conduct, work performance and other work rules and regulations. When a problem in these areas does arise, your supervisor/manager will coach and counsel you in an effort to mutually develop an effective solution. If, however, you fail to respond to coaching or counseling, or an incident occurs, which does not lead to immediate dismissal, but requires formal

discipline, it may be dealt with in the following manner:

- A. General Counseling: Your supervisor/manager will meet with you to discuss the problem or violation, making sure that you understand the nature of the problem or violation and the expected remedy. The purpose of this conversation is to remind you of exactly what the rule or performance expectation is and also to remind you that it is your responsibility to meet Accutrack's expectations. You will be informed that the General Counseling is the first step of the discipline procedure. Your supervisor will fully document the General Counseling. This documentation will be retained in a human resources file.
 - B. Written Warning: If your performance does not improve, or if you are again in violation of Accutrack practices, rules or standards of conduct, your supervisor will discuss the problem with you, emphasizing the seriousness of the issue and the need for you to immediately remedy the problem. Your supervisor will advise you that you are now at the second formal level of disciplinary action. Your supervisor will fully document the Written Warning. This documentation will be retained in a human resources file.
 - C. Final Warning: If your performance does not improve immediately following the Written Warning, or if you are again in violation of Accutrack practices, rules or standards of conduct, you will be provided a Final Warning. This warning may be accompanied by a one day unpaid suspension. The Final Warning is the third and final step of Accutrack's disciplinary process. In this process, you will be required to sign an agreement of understanding in order to continue employment with Accutrack. This agreement will detail any changes in performance or behavior required for your continued employment. Your supervisor will prepare this agreement for you and explain the consequences of failing to meet this commitment. You will be required to sign the agreement to acknowledge your acceptance of the plan. A copy will be placed in your employee record. Any failure to comply with the terms of the agreement shall result in immediate termination of employment. If you are unwilling to make such a commitment, you may either resign or be terminated. Approval of the President of Accutrack or the Practice Administrator/Assistant Administrator is required prior implementing this stage of the disciplinary program.
 - D. Termination: The final stage in the disciplinary process is termination of employment. Approval of a Manager of Accutrack is required prior to termination of an employee.
4. Crisis Suspension: If you commit any of the actions listed below, or any other action not specified but similarly serious, you may be suspended without pay pending an investigation of the situation. Following the investigation you may be terminated without any previous disciplinary action having been taken.
- A. Theft.

- B. Falsification of records.
 - C. Failure to follow safety practices.
 - D. Breach of Confidentiality policies.
 - E. Threat of, or the act of, doing bodily harm to patients, visitors, or other members of the staff. This Includes use of or possession of weapons on the premises.
 - F. Willful or negligent destruction of property.
 - G. Use and/or possession of intoxicants, drugs or narcotics, other than in the conduct of appropriate patient care duties.
5. The provision of this policy on conduct and discipline is not a guarantee of its use. Accutrack reserves the right to terminate employment at any time, with or without reason. Additionally, Accutrack reserves the right to prosecute any employee for any of the above infractions.
 6. An action which may violate the practice act for individuals who are licensed or certified by a governmental entity, will result in a review of the appropriate practice act, and will be reported as required. Acts of a criminal nature will be reported to the appropriate law enforcement agency.
 7. An employee who has a concern about a disciplinary action taken against him/her may request a review of that action. The employee requesting the review shall do so in writing, stating why he/she disagrees with the action, and what he/she requests be changed concerning the disciplinary action. A request for review should be made within two weeks of the disciplinary action, barring unusual circumstances which would justify a delay. Once a request for review is made, it shall be initially reviewed by the employee's Supervisor. The Supervisor may decide to amend his/her decision, or to let it stand. It is the responsibility of the Supervisor to inform the employee of his/her final decision within a week of receiving the request, barring extenuating circumstances which would justify a delay. If the employee continues to have a concern with the disciplinary action, he/she may request that a Manager of Accutrack review the request and Supervisor's decision. The Manager shall review the action and make a final decision.

DATE	REVIEW/APPROVAL SIGNATURE