

MEDCARE COMMUNITY CLINIC

Employee Handbook

Version 1.8 | Effective Date: January 1, 2025

Human Resources Department

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WELCOME & COMPANY OVERVIEW

1.1 Welcome Message

Welcome to MedCare Community Clinic! As a member of our healthcare team, you join a organization dedicated to providing exceptional primary care services to our community. Our mission is to deliver compassionate, comprehensive healthcare while maintaining the highest standards of medical excellence and patient safety.

Our Mission: To provide accessible, quality healthcare services that improve the health and well-being of our community members through compassionate care, medical excellence, and innovative treatment approaches.

Our Values:

- **Compassion:** We treat every patient with empathy, respect, and dignity
- **Excellence:** We strive for the highest standards in medical care and service
- **Integrity:** We conduct ourselves with honesty, transparency, and ethical behavior
- **Teamwork:** We collaborate effectively to achieve the best outcomes for our patients
- **Innovation:** We embrace new technologies and methods to improve patient care

1.2 Organization Structure

Leadership Team:

- **Chief Executive Officer:** Dr. Sarah Mitchell, MD
- **Medical Director:** Dr. James Rodriguez, MD
- **Director of Nursing:** Jennifer Thompson, RN, BSN
- **Practice Manager:** Michael Chen, MBA
- **Human Resources Manager:** Lisa Park, PHR

Locations:

- **Main Clinic:** 1245 Healthcare Drive, Riverside, CA 92501
- **Urgent Care Center:** 856 Emergency Lane, Riverside, CA 92502
- **Laboratory Services:** 1247 Healthcare Drive, Riverside, CA 92501

Staff Composition (45 total employees):

- Physicians: 8
 - Nurse Practitioners: 3
 - Registered Nurses: 12
 - Medical Assistants: 8
 - Administrative Staff: 10
 - Laboratory Technicians: 4
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EMPLOYMENT POLICIES

2.1 Equal Opportunity Employment

MedCare Community Clinic is committed to providing equal employment opportunities for all employees and applicants regardless of race, color, religion, sex, national origin, age, disability, veteran status, sexual orientation, gender identity, or any other characteristic protected by federal, state, or local law.

Reasonable Accommodations: We provide reasonable accommodations for qualified individuals with disabilities and sincerely held religious beliefs. Employees should contact Human Resources to discuss accommodation needs.

2.2 Employment Classification

Full-Time Employees: Work 32+ hours per week, eligible for full benefits package **Part-Time**

Employees: Work 20-31 hours per week, eligible for prorated benefits **Per Diem Employees:** Work as needed basis, eligible for hourly wage only **Temporary Employees:** Fixed-term employment, limited benefits eligibility

2.3 Probationary Period

New Employee Probationary Period: 90 days from start date

- Performance reviews at 30, 60, and 90 days
- Benefits eligibility begins after 30 days for full-time employees
- Employment may be terminated without cause during probationary period
- Successful completion results in regular employee status

2.4 Background Checks and Credentialing

All Clinical Staff:

- Federal and state criminal background checks
- National Sex Offender Registry check
- Office of Inspector General (OIG) exclusion list verification
- Primary source verification of education and training
- License verification through state boards

Annual Requirements:

- License renewal verification
- Continuing education completion
- BLS/ACLS certification maintenance
- Annual competency assessments

2.5 Confidentiality and HIPAA

Confidentiality Agreement: All employees must sign confidentiality agreement before starting work

HIPAA Training: Required within 30 days of employment and annually thereafter

Social Media Policy: Employees may not post patient information or workplace content on social media

Breach Reporting: Immediate reporting required for any suspected confidentiality breach

COMPENSATION & BENEFITS

3.1 Compensation Structure

Pay Periods: Bi-weekly (every other Friday) **Direct Deposit:** Required for all employees **Pay**

Statements: Available electronically through employee portal

Salary Ranges (2025):

- **Physicians:** \$180,000 - \$280,000 annually
- **Nurse Practitioners:** \$95,000 - \$125,000 annually
- **Registered Nurses:** \$28 - \$42 per hour
- **Medical Assistants:** \$18 - \$25 per hour
- **Administrative Staff:** \$16 - \$28 per hour

Performance Reviews: Annual reviews with potential merit increases **Market Adjustments:**
Compensation reviewed annually against regional healthcare market

3.2 Health Insurance Benefits

Medical Insurance (Effective after 30 days):

- **Employee Premium:** 100% paid by clinic
- **Family Coverage:** Employee pays 25% of premium cost
- **Plan Options:** Blue Cross Blue Shield PPO and HMO plans
- **Annual Deductible:** \$500 individual / \$1,000 family (PPO)

Dental Insurance:

- **Employee Premium:** 100% paid by clinic

- **Family Coverage:** Employee pays 50% of premium cost
- **Coverage:** Preventive, basic, and major dental services

Vision Insurance:

- **Employee Premium:** 100% paid by clinic
- **Family Coverage:** Employee pays 50% of premium cost
- **Benefits:** Annual eye exam, frames allowance, contact lens allowance

3.3 Retirement and Financial Benefits

401(k) Retirement Plan:

- **Eligibility:** After 6 months of employment
- **Employee Contribution:** Up to 15% of gross salary
- **Employer Match:** 50% match up to 6% of salary
- **Vesting Schedule:** Immediate vesting for employee contributions, 3-year graded vesting for employer match

Life Insurance:

- **Basic Life:** 1x annual salary (clinic paid)
- **Additional Life:** Up to 5x annual salary (employee paid option)
- **Dependent Life:** \$10,000 spouse, \$5,000 children (employee paid option)

Disability Insurance:

- **Short-Term Disability:** 60% of salary for up to 26 weeks (clinic paid)
- **Long-Term Disability:** 60% of salary after 90-day elimination period (clinic paid)

3.4 Additional Benefits

Professional Liability Insurance: Provided for all clinical staff **Continuing Education Allowance:** \$1,500 annually for clinical staff, \$750 for administrative **Professional Membership Dues:** Up to \$500 annually for relevant professional organizations **Scrub Allowance:** \$300 annually for clinical staff **Employee Assistance Program (EAP):** Confidential counseling and work-life services

WORK SCHEDULES & TIME OFF

4.1 Work Schedules

Standard Business Hours:

- **Monday - Friday:** 7:00 AM - 6:00 PM
- **Saturday:** 8:00 AM - 2:00 PM (Urgent Care only)
- **Sunday:** Closed

Clinical Staff Shifts:

- **Day Shift:** 7:00 AM - 3:30 PM
- **Mid Shift:** 10:00 AM - 6:30 PM
- **On-Call Coverage:** Rotating schedule for urgent patient needs

Administrative Staff:

- **Standard Hours:** 8:00 AM - 5:00 PM Monday-Friday
- **Flexible Start Times:** Between 7:00 AM - 9:00 AM with supervisor approval

4.2 Paid Time Off (PTO)

PTO Accrual Rates (Full-Time Employees):

- **0-2 years:** 15 days annually (1.25 days per month)
- **3-5 years:** 20 days annually (1.67 days per month)
- **6+ years:** 25 days annually (2.08 days per month)

PTO Usage Rules:

- Minimum request: 2 hours
- Advance notice: 24 hours for single days, 2 weeks for 3+ consecutive days
- Maximum carryover: 40 hours to following year
- Payout upon termination: Unused PTO up to 160 hours

Part-Time Employee PTO: Prorated based on scheduled hours

4.3 Holiday Schedule

Paid Holidays (Clinic Closed):

- New Year's Day
- Martin Luther King Jr. Day
- Presidents' Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve (half day)
- Christmas Day

Holiday Pay: Regular pay for scheduled hours **Holiday Premium:** Time and half for employees required to work holidays

4.4 Other Leave Types

Sick Leave:

- **Accrual:** 1 hour for every 30 hours worked (California law)
- **Usage:** Personal illness, family member illness, medical appointments
- **Documentation:** Required for absences over 3 consecutive days

Family and Medical Leave (FMLA):

- **Eligibility:** 12 months employment, 1,250 hours worked
- **Duration:** Up to 12 weeks unpaid leave in 12-month period
- **Job Protection:** Return to same or equivalent position guaranteed

Bereavement Leave:

- **Immediate Family:** Up to 5 paid days
- **Extended Family/Friends:** Up to 3 paid days
- **Documentation:** May be required for extended leave

Jury Duty: Paid leave for jury service with proof of service **Military Leave:** Unpaid leave per federal and state requirements

PROFESSIONAL DEVELOPMENT

5.1 Continuing Education Requirements

Clinical Staff Annual Requirements:

- **Physicians:** 50 hours Category 1 CME credits
- **Nurse Practitioners:** 40 hours continuing education
- **Registered Nurses:** 30 hours continuing education per license renewal
- **Medical Assistants:** 10 hours continuing education annually

Approved Education Activities:

- Medical conferences and seminars
- Online accredited courses
- Professional journal continuing education
- Internal training programs
- University coursework related to position

5.2 Certification and License Support

Certification Maintenance:

- **BLS (Basic Life Support):** Required for all clinical staff, renewed every 2 years
- **ACLS (Advanced Cardiac Life Support):** Required for providers and RNs
- **Specialty Certifications:** Encouraged with financial support

License Renewal Support:

- Clinic pays renewal fees for required professional licenses
- Time off provided for license examination and renewal processes
- Study materials and review courses supported

5.3 Career Development Programs

Internal Advancement Opportunities:

- Cross-training programs for medical assistants
- Leadership development for supervisory roles
- Mentorship programs for new graduates
- Succession planning for key positions

Tuition Reimbursement Program:

- **Eligibility:** 1 year employment, manager approval
 - **Coverage:** Up to \$3,000 annually for job-related education
 - **Requirements:** Maintain employment for 2 years after completion or repay assistance
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WORKPLACE CONDUCT**6.1 Code of Conduct****Professional Behavior Standards:**

- Treat all colleagues, patients, and visitors with respect and courtesy
- Maintain professional appearance appropriate to position
- Communicate effectively and constructively
- Respect diversity and promote inclusive workplace culture
- Report concerns through appropriate channels

6.2 Attendance and Punctuality**Attendance Expectations:**

- Regular, punctual attendance is essential for patient care quality

- Notify supervisor as soon as possible for any absence
- Excessive absenteeism may result in disciplinary action

Tardiness Policy:

- **Occasional tardiness:** Verbal counseling
- **Pattern of tardiness:** Written warning and performance improvement plan
- **Chronic tardiness:** Disciplinary action up to termination

6.3 Dress Code and Appearance

Clinical Staff:

- Clean, professional scrubs in designated colors by department
- Closed-toe shoes with non-slip soles
- Hair secured if longer than shoulder length
- Minimal jewelry for safety and infection control
- Name badge visible at all times

Administrative Staff:

- Business casual attire
- Clean, neat appearance
- Conservative makeup and hairstyles
- Appropriate footwear for office environment

Prohibited Items:

- Visible tattoos with offensive content

- Excessive piercings (more than 2 per ear)
- Strong fragrances or perfumes
- Clothing with logos, slogans, or inappropriate content

6.4 Communication and Technology Use

Electronic Communication:

- Professional tone in all written communications
- Clinic email for business use only
- Social media policy compliance required
- Patient information confidentiality maintained

Personal Device Usage:

- Personal calls and texts limited to break times
- Devices on silent during patient care
- No personal device use in patient care areas
- Photography prohibited in clinical areas

HEALTH & SAFETY

7.1 Occupational Health Requirements

Pre-Employment Health Screening:

- Physical examination by approved occupational health provider
- Tuberculosis testing (PPD or chest X-ray)
- Hepatitis B vaccination series or immunity documentation

- Annual influenza vaccination (religious/medical exemptions considered)

Ongoing Health Monitoring:

- Annual tuberculosis screening for all employees
- Hepatitis B titers every 5 years for clinical staff
- Occupational exposure follow-up when indicated
- Fitness for duty evaluations when medically indicated

7.2 Infection Control and Safety

Standard Precautions:

- Hand hygiene compliance monitoring
- Personal protective equipment (PPE) use as indicated
- Safe injection practices
- Environmental cleaning protocols

Needlestick and Exposure Protocol:

1. **Immediate Care:** Wash exposure site, remove contaminated materials
2. **Report Immediately:** Notify supervisor and occupational health
3. **Medical Evaluation:** Seek immediate medical attention at designated facility
4. **Documentation:** Complete incident report within 24 hours
5. **Follow-up:** Serial testing and medical monitoring as indicated

7.3 Emergency Procedures

Medical Emergencies:

- Call 911 for life-threatening emergencies
- Notify provider immediately for patient emergencies
- Use emergency equipment (AED, oxygen) as trained
- Document all emergency responses

Facility Emergencies:

- **Fire:** Evacuate immediately using designated routes
- **Severe Weather:** Move to interior rooms away from windows
- **Security Threat:** Follow lockdown procedures and contact law enforcement
- **Power Outage:** Switch to emergency lighting and generator power

Emergency Contact Information:

- **Emergency Services:** 911
 - **Security:** (951) 555-0199
 - **Poison Control:** 1-800-222-1222
 - **Facility Management:** (951) 555-0150
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DISCIPLINARY PROCEDURES

7.1 Progressive Discipline Policy

Step 1 - Verbal Warning:

- Informal counseling session with immediate supervisor
- Documentation in employee file
- Goal setting and performance expectations clarified

Step 2 - Written Warning:

- Formal written documentation of performance issues
- Specific improvement plan with timelines
- Employee acknowledgment and signature required

Step 3 - Final Written Warning:

- Last opportunity for performance improvement
- Clear statement that termination may result from continued issues
- 30-90 day improvement period with regular check-ins

Step 4 - Termination:

- Employment terminated for continued performance issues
- Final pay and benefits information provided
- Exit interview conducted

Exceptions: Serious misconduct may result in immediate termination without progressive discipline

7.2 Grounds for Immediate Termination

- **Patient Safety Violations:** Actions that compromise patient safety or care quality
 - **HIPAA Violations:** Unauthorized disclosure of protected health information
 - **Substance Abuse:** Being under the influence of drugs or alcohol at work
 - **Theft or Fraud:** Stealing from clinic, patients, or employees
 - **Violence or Threats:** Physical violence or credible threats against others
 - **Falsification:** Falsifying medical records, timesheets, or other documents
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Document Information:

- **Effective Date:** January 1, 2025
 - **Next Review:** January 1, 2026
 - **Approved By:** Lisa Park, Human Resources Manager
 - **Questions:** Contact HR at hr@medcare-clinic.com or (951) 555-0123
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Acknowledgment: I acknowledge that I have received, read, and understand the MedCare Community Clinic Employee Handbook. I understand that this handbook may be modified and that I am responsible for staying current with policy updates.

Employee Signature: _____ Date: _____

Employee Name (Print): _____

*This handbook is for informational purposes and does not constitute an employment contract.
MedCare Community Clinic reserves the right to modify policies as needed.*