Dear Employee:

On behalf of Georgia Regents Medical Center, we are pleased to provide you with this Employee Handbook. You are part of the most exciting health care organization in the region, and we hope your association with us is a satisfying experience. The continued success of our organization depends on the collective efforts of a highly competent, motivated and committed workforce. Our goal is EXCELLENCE, and this is only achieved by everyone giving his and her best. We are providing this information to help you achieve your best performance.

Please read the information in this Employee Handbook carefully. It has been prepared to help you become familiar with our mission, values, vision and initiatives, and the many services and benefits offered to you as an employee of Georgia Regents Medical Center.

If you have any questions about this handbook’s contents, please talk with your manager or contact Human Resources at 706-721-1523.

We wish you every success in your employment with Georgia Regents Medical Center.

Sincerely,

Susan Norton
Vice President for Human Resources
Georgia Regents University and Health System

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Important Note:

THE CONTENTS OF THIS EMPLOYEE HANDBOOK ARE PRESENTED AS GUIDELINES TO SOME OF MCG HEALTH, INC.’S (D/B/A GEORGIA REGENTS MEDICAL CENTER [GRMC]) CURRENT POLICIES, BENEFITS AND PROCEDURES, AND THEY MAY BE MODIFIED, AMENDED, DISCONTINUED OR CANCELED BY GEORGIA REGENTS MEDICAL CENTER AT ANY TIME AT ITS DISCRETION. THE CONTENTS OF THIS HANDBOOK ARE NOT INTENDED AS AND DO NOT CREATE A CONTRACT IMPLIED OR OTHERWISE BETWEEN GEORGIA REGENTS MEDICAL CENTER AND ANY EMPLOYEE. GEORGIA REGENTS MEDICAL CENTER EMPLOYEES ARE EMPLOYED AT-WILL AND ARE COMPLETELY FREE TO LEAVE GEORGIA REGENTS MEDICAL CENTER AT ANY TIME. GEORGIA REGENTS MEDICAL CENTER HAS THE SAME RIGHT TO END THE EMPLOYMENT RELATIONSHIP AT ANY TIME.
About Georgia Regents Medical Center

Georgia Regents Medical Center is a world-class academic health center, offering the most comprehensive primary, specialty and subspecialty care in the region. Georgia Regents Medical Center provides skilled, compassionate care to its patients, conducts leading-edge clinical research and fosters the medical education and training of tomorrow’s health care practitioners. For more information, please visit georgiahealth.org.

Mission
To provide leadership and excellence in teaching, discovery, clinical care, and service as a student-centered comprehensive research university and academic health center with a wide range of programs from learning assistance through postdoctoral studies.

Values

- **Collegiality**, reflected in collaboration, partnership, sense of community, and teamwork.
- **Compassion**, reflected in caring, empathy, and social responsibility.
- **Excellence**, reflected in distinction, effectiveness, efficiency, enthusiasm, passion, and quality.
- **Inclusivity**, reflected in diversity, equality, fairness, impartiality, and respect.
- **Integrity**, reflected in accountability, ethical behavior, honesty, and reliability.
- **Leadership**, reflected in courage, honor, professionalism, transparency, and vision.

Vision

To be a top-tier university that is a destination of choice for education, health care, discovery, creativity, and innovation.
Quality of Care/Safety Concerns

If you have a concern about safety or quality of care, please contact the Quality Management Department at 706-721-6222, or stop in and see them at BA 4247. If you are not satisfied with resolution of your concerns, feel free to contact the Joint Commission at 800-994-6610. There will be no disciplinary action taken against employees who chose to contact the Joint Commission.

Commitment to Diversity

Our commitment to diversity is extended to our employees, patients and their families, board members, guests, suppliers and additional stakeholders. It is our policy to recognize and value the unique differences of the individuals and groups in the communities we serve. For our employees, we are committed to providing an environment and a work experience where you are valued and your unique attributes and background are affirmed. You are expected to value the differences of your co-workers, our patients, their family members and to treat all people with respect.

- We are committed to the recruitment and development of a governing body that reflects the communities we serve
- We are committed to recognizing and valuing the individual differences and beliefs of our patients and their families
- We will recognize and respect diversity in health care perceptions and needs. We will implement care protocols that value, respect and consider these individual needs
- We are committed to aggressively and thoughtfully recruiting, promoting and motivating a diverse work force that is representative of our local community
- We are committed to economically supporting the communities we serve through our purchases of goods and services. Our practices will ensure that we proactively seek diverse suppliers by continuously identifying and making our procurement opportunities available to minority and female owned businesses
- We are committed to being a good ‘corporate citizen’ by involving our stakeholders and participating in local activities that enrich the communities and people we serve (GRMC Corporate Policy #1.03)

Georgia Regents Medical Center Communication Vehicles

Georgia Regents Medical Center is committed to effective communication and uses a variety of communication vehicles, including but not limited to:

- Town hall meetings
- Health System Management Team (HSMT) Meetings
- Electronic bulletin boards
- The GReport
- GRHealth Daily Update
- www.grhealth.org (Internet) and paws.gru.edu (Intranet)

Rewards and Recognition Program Components

- Ambassadors Corp: Graduates of the Employee Appreciation program become members of the Ambassadors Corp, a group that is called on for special projects or assignments
- Service Awards: Employees are also recognized for their length of service with a certificate and pin. Service of 5, 10, 15, 20, 25 and 30+ years are recognized. These are presented at special functions scheduled throughout the year.
Working for Georgia Regents Medical Center

Equal Employment Opportunity

Georgia Regents Medical Center (GRMC) is an equal opportunity employer. Our policies prohibit discrimination based on race, color, religion, age, sex, marital or family status, national origin, sexual orientation, disability, veteran status or genetic information. We aim to maintain an environment that is free of harassment, intimidation and exploitation. We are prepared to take action to prevent and correct such behavior. Individuals who engage in such behavior will be appropriately disciplined. It is important that you feel free to bring complaints concerning harassment to the attention of the Director of Employee Relations or the Vice President for Human Resources. (HR Policy #4.02.00)

Conditions of Employment

An offer of employment or transfer to another position is based on identifying you as the most qualified candidate for a position. Employment offers are considered to be contingent. All on-boarding steps must be successfully completed prior to the expected start date. In accepting an offer of employment, the applicant certifies their understanding that employment will be on an at-will basis, and that neither the applicant nor any Medical Center Representative has entered into a contract regarding the terms or the duration of employment. As an at-will employee, the employee will be free to terminate employment with Georgia Regents Medical Center at any time, with or without cause or advance notice. Likewise, Medical Center will have the right to reassign, to change compensation, or terminate employment at any time, with or without cause or advance notice. (HR Policy #4.01.00)

Final applicants are required to complete the following on-boarding items as a condition of employment:

- An employment application
- A pre-employment physical examination, which includes a Tuberculosis screening, drug screen, and an annual influenza vaccination
- All federal and state withholding tax forms
- Appropriate identification and immigration documents
- Successful E-Verify check
- Proof of current licensure, certifications, degrees or other credentials
- Have satisfactory employment references and a criminal background check

Employee Classifications

It is the intention of Georgia Regents Medical Center to clarify the definitions of employment classifications so employees understand their employment status and benefits eligibility. These classifications do not guarantee employment for any specified period of time. These classifications do not guarantee the hours of work should days off without pay occur due to low census or other events affecting manpower allocations. Each employee is designated as either non-exempt or exempt from federal and state wage and hour laws. Exempt employees are excluded from specific provisions of federal and state wage and hour laws.

Classifications

Regular/full-time employees are those who are not in a temporary (less than six (6) months) status and who are regularly scheduled to work thirty-six (36) hours or more per week are eligible for the benefits, subject to actual terms, conditions and limitations of each benefit program’s provisions.
Regular/part-time employees are those who are not in a temporary (less than six (6) months) status and that are regularly scheduled to work less than thirty-six (36) hours per week. Regular/part-time employees scheduled to work twenty to thirty-five hours (20-35) per week are eligible for benefits. Regular/part-time employees scheduled to work less than twenty (20) hours per week are not eligible for benefits.

Temporary/indefinite employees are those who are employed to work for a continuous period exceeding six (6) months and are regularly scheduled to work nineteen (19) hours per week or less. Temporary/indefinite employees are not eligible for benefits.

Temporary definite employees are those who are hired as interim replacements to temporarily supplement the work force or to assist in the completion of a specific project. Employment assignments in this category can have a full or part-time Georgia Regents Medical Center work commitment for a limited duration of usually no more than six (6) months. Employment beyond any initially stated time period does not imply a change in employment status. Temporary/definite employees are not eligible for benefits. Agency and Traveler hires are examples of temporary/definite employees.

PRN employees are those who work on an "as needed" basis. Typically, these employees work zero to eight (0-8) hours per week, although they could work more or less depending on business need. Georgia Regents Medical Center offers this category to a limited number of job titles and to a limited number of employees. PRN employees are not eligible for benefits.

Independent Contractors are individuals or entities who perform certain services for Georgia Regents Medical Center on an as needed basis and who, among other things, exercise control over the services performed and the manner in which those services are performed. Independent contractors are not employees of Georgia Regents Medical Center.

Work Commitment

Work Commitment: Work commitment represents the number of hours an employee is regularly scheduled to work in a normal 40 hour workweek. (40 hours per week = 1.00; 24 hours per week = .60; 8 hours per week = .20, etc.)

Working Hours: The normal workday for full-time employees who are not assigned to rotating shifts is an 8.5 hour period, which includes a 30 minute unpaid meal period. Employees who work rotating shifts should consult with their supervisor.

Workweek: A seven-day period from 7:00 am Sunday to 12:00 midnight Saturday.

Overtime: Employees in non-exempt positions will be paid at their regularly hourly rate for up to 40 hours worked during a single workweek and at the rate of 1 1/2 times their regular hourly rate, including applicable shift differential pay and specialty pay, for all hours worked in a single workweek in excess of 40 hours. Paid time off is not counted as time worked for overtime computation. Employees in exempt positions are compensated at a monthly salary for whatever periods of time are required to discharge their responsibilities; therefore, exempt employees are not eligible for overtime pay.

Introductory Period: The first six months of a new employee’s employment period with Georgia Regents Medical Center or the first six months of an employee’s transfer into a new position. Employees receive training and feedback to determine fit and suitability of the employee to the position. Employees who are in an introductory period may be separated at any time, for any reason, with or without cause. Georgia Regents Medical Center reserves the right to extend the introductory period for up to an additional 30 days when a Manager deems it necessary to further assess an employee’s knowledge, skills, and/or suitability to a position.
Prior to the end of the six-month period, new employees will be given an introductory period appraisal by their immediate supervisors. If an employee is not performing satisfactorily during the introductory period, the employee may be terminated before the completion of the introductory period. An employee who is terminated during the introductory period is not subject to the Performance Improvement Process and has no discharge dispute rights.

Total Compensation Program

Georgia Regents Medical Center hired and leased employees come under the Georgia Regents Medical Center Total Compensation Program. The philosophy behind this program is to provide a total compensation package to employees. The program is designed to be fair, open and responsive to market competitive employees' needs, allowing the organization to pay you competitively, retain you and attract other high quality employees. It is also designed to reward you appropriately for your efforts and contributions to the organization.

<table>
<thead>
<tr>
<th>GR Medical Center Strategies</th>
<th>Total Compensation Program Objectives</th>
<th>Total Compensation Programs</th>
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</thead>
<tbody>
<tr>
<td>Provide superior patient services</td>
<td>Align with business objectives</td>
<td>Direct compensation</td>
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<tr>
<td>Create Centers of Excellence</td>
<td>Provide flexibility to employees</td>
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<td>Develop new revenue sources</td>
<td>Re-position cost by aligning with market</td>
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<tr>
<td>Control costs</td>
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<tr>
<td>Benchmark staffing</td>
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<td>Improve image as the region's health care leader</td>
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<td>Support desired organizational culture</td>
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<td>Defined contribution retirement savings plan</td>
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<tr>
<td>Improve clinical outcomes</td>
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<td>Performance management</td>
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Salary Ranges or Pay Bands: The salary administration program utilizes a pay band structure. Each pay band has a minimum, midpoint and maximum salary level. Jobs are assigned to a pay band based on the level and scope of responsibilities assigned. Salary range components are defined as follows:
- Pay Band Minimum: the pay level determined to be competitive for emerging or less experienced new hires.
- Pay Band Midpoint (Market Control Point): the targeted rate of pay for employees who are fully competent.
- Pay Band Maximum: the highest rate within the pay band. (HR Policy #4.60.22)

The salary administration program consists of four primary components:
- Job Evaluation
- Structural Adjustments
- Experiential Adjustments
- Performance Incentive Pay

Job Evaluation

Each job is evaluated based on a position description submitted by the department manager. The position description is analyzed by reviewing several factors, including but not limited to the type and scope of responsibilities necessary, the independence and decision-making authority, the complexity of problems encountered, the knowledge, skills and experience required to perform the job adequately, where the job fits within the organization and the market value of the job. Based on these
factors, the job is assigned a title, job code, and pay band. During this process, the Fair Labor Standards Acts (FLSA) status of a job is also established.

**External Value:** Compensation and Performance Management, Human Resources reviews and analyzes published competitive salary survey information gathered and prepared by internationally recognized consulting firms. This analysis takes into consideration strength of job match, company size, industry, geography, and ownership. The relationship of the Georgia Regents Medical Center position to the survey benchmark(s) is determined.

**Internal Value:** Compensation and Performance Management, Human Resources reviews and analyzes the position description to determine the position scope, complexity and potential to impact the organization as well as specific factors such as skill, effort, responsibility and working conditions required to successfully perform the job.

When establishing the worth of a position, issues of internal equity are considered. Internal equity is defined as fairness in the relationship of a job’s salary range when compared with the salary ranges of other jobs within the organization. The salary range for a job is considered internally equitable if the salary ranges for jobs of higher job content are higher and the salary ranges for lesser jobs are lower.

**Structural Adjustments**

Throughout each year, Compensation and Performance Management, Human Resources participates in various salary surveys, matching salary data for Georgia Regents Medical Center job titles to similar market job titles based on position descriptions. They then analyze the salary data from the market comparing Georgia Regents Medical Center salary midpoints to the market median for benchmark titles to ensure the Georgia Regents Medical Center pay structure maintains a competitive stance with the market. When significant market variance is found, recommendations are made to increase the pay band for a job title to the next pay band level. When staff are in titles approved for a structural adjustment, their salaries are adjusted to the same experiential position on the new pay band as the employees’ salaries are on the employees’ current pay band. For example, if an employee’s rate of pay corresponds to the two-year rate for pay band 9, and the employee’s job title receives a structural adjustment to pay band 10, then the employee’s rate of pay will be increased to the two-year rate for pay band 10.

**Experiential Adjustments**

Employees receive experiential adjustments based on reaching an additional year of experience in their current job title provided their performance is satisfactory and there have been no final disciplinary actions in the prior 12-month period. Employees receive experiential adjustments each year until reaching the midpoint of the pay band for the employees’ job title. The effective date of experiential adjustments is based on the date that the employee started in his or her job title. The experiential adjustment becomes effective the beginning of the first pay period after the employee’s anniversary of starting in the job title. If an employee has transferred to a different job title other than his or her job title at the time the employee was originally hired, then the employee’s anniversary date for the purpose of performance appraisal and the employee’s anniversary date for the purpose of experiential adjustments will likely be different dates. For example, if an employee is hired October 5, 2000, as a Secretary, transfers January 10, 2002, to a Senior Secretary position, then October 5 continues to be the date when the employee’s performance evaluation is due, and the employee receives experiential adjustments the beginning of the first pay period after January 10 each year up until reaching the midpoint.
Performance Incentive Pay

The most individualized component of the compensation program is the performance evaluation. It is not, however, simply about pay. This program promotes an open, one-on-one discussion about the organizational goals and employee responsibilities, performance and career opportunities. The performance evaluation program was designed by a team of Georgia Regents Medical Center employees. Employees are evaluated on core performance standards, which are directly linked to the organizational values of Georgia Regents Medical Center, and on job-specific standards. The scores on the core performance standards and the job-specific standards are tallied for an overall score, which fits into one of the following categories: Exceeds Expectations, Meets Expectations and Below Expectations. Staff receiving a rating of Meets or higher are assigned a performance incentive pay percentage within a pre-defined range. Payouts only occur for staff if the organization has at least met threshold for the fiscal year operating margin goal. If the organization does not at least meet threshold for operating margin, then there are no performance incentive payouts.

Performance planning is designed to focus on helping employees understand the organization, the organization’s goals, the employee’s responsibility in achieving those goals and the expected results of an employee’s on-the-job performance. The performance evaluation assesses an employee’s progress in achieving the performance results as established in performance planning and an employee’s overall contribution toward achieving the organization’s objectives. Although the formal performance appraisal process and incentive payout occur annually, the assessment of an employee’s progress should be ongoing throughout the year. This process is a series of conversations, suggestions, and evaluations that happen during the course of the review period. The year-end review should simply document or sum up these frequent discussions and provide a guide for an employee’s future success.

Employee Performance Management

Performance Evaluations: Your performance and contribution to the organization is evaluated annually. You will be asked to sign your annual evaluation, which becomes part of your permanent personnel file in Human Resources. Your signature does not imply you agree with the evaluation, but that you have seen it. You have the right to add any appropriate comments. Evaluations are used in determining eligibility for performance incentive pay and other employment opportunities within Georgia Regents Medical Center. (HR Policy #4.90.04)

Transfer Policy

Transfers: It is the policy of Georgia Regents Medical Center to allow employees the opportunity to request a transfer to open employment positions. The Medical Center is committed to the career development of employees who have demonstrated their competency and contributed positively to the organization. Transfer selections are based upon the operational needs of the organization and the hiring department. The goal is to select the best-qualified candidate. A transfer is defined as movement to a position with a different job title intra-departmentally or inter-departmentally or movement to a position with the same job title in another department. Transfers can be lateral moves in nature or may result in a promotion or demotion for staff. A transfer does not occur if a position is upgraded or downgraded and/or if there is a change in shifts, hours, or daily assignments, as long as the employee is still functioning under the same job description. (HR Policy #4.80.09)

Promotions: When an employee’s current position is upgraded or an employee transfers to a position title with a higher pay band, the employee is eligible for a promotional increase. Promotional increases may not exceed the difference between the midpoints of the pay bands. All salary increases are subject to Georgia Regents Medical Center budgetary limitations.
Demotions: An employee who voluntarily transfers or is involuntarily demoted to a position within a lower pay band will normally receive a reduction in pay. The amount of the reduction will be determined as outlined below. In no instance will the employee’s rate of pay be less than the minimum rate of the new job. The reduction will normally be no greater than the difference between the midpoints of the pay bands. (HR Policy #4.80.09)

Employees of Georgia Regents Medical Center have the opportunity to apply for transfers to other open positions. While Georgia Regents Medical Center is committed to the career development of employees who have demonstrated their competence and contributed positively to the organization, transfer selections are based on the operational needs of the organization and the hiring department. The goal of hiring decisions is to select the best and most qualified candidate, whether they are internal or external.

Eligibility for Transfer: To be eligible for a transfer, the employee must:
- Have completed twelve (12) months in their current position unless released earlier by the current manager
- Fully meet the minimum qualifications for the position
- Have no record of disciplinary actions during the past six months, unless approved by Director of Employee Relations due to performance issues
- Have a “Meets Expectations” or greater rating on the last performance evaluation
- The employee understands he/she will enter into a new 6-month introductory period with the new position. At the end of that 6-month introductory period, the manager will complete an introductory period evaluation

Position Vacancies: Georgia Regents Medical Center believes a strong commitment to equal employment opportunity (EEO) is more than a legal and moral obligation. It is also a sound business practice to realize the potential of every individual. Georgia Regents Medical Center is committed to providing equal employment opportunity (EEO) for all employees and perspective employees without regard to: race, age, color, national origin, religion, disability, gender, creed, handicapped, Vietnam era veterans, temporary disability, sexual orientation, genetic information or any other basis prohibited by applicable policy or law.

Employees can become aware of transfer opportunities from various sources such as the organization on-line job posting, internal department postings, internet advertisements, job fairs, and Department of Labor / Employment Security Commission, and viewing ads in the local newspaper. Interested employees will complete an on-line application or resume via the electronic recruitment portal. The date of submission is date stamped and documented within the system and received electronically by the Human Resources department. A full work history, including dates of employment and information regarding education or certification, is required to be given consideration. All required education/experience/certification requirements must be entered on the submission. Talent Acquisition, Human Resources is responsible for screening transfer requests for eligibility and qualifications. Each on-line application submission will receive automatic email triggers at each stage of consideration, as candidates are moved through workflow and consideration decisions are made. Each move triggers a status update message. The hiring department interviews qualified candidates submitted via the electronic recruitment portal. After the interview, the hiring department documents, on the employee’s electronic application, the outcome, and the reasons chosen or not chosen.

The offer of employment is made by the Talent Consultant, after calculating the pay per established Georgia Regents Medical Center policy. All offers will be shared with the hiring manager in advance of the offer being extended. The date of transfer is mutually agreed upon by the employee’s current and hiring supervisors and generally must occur at the beginning of a pay period. The time period generally does not exceed the normal termination notification time, but it is reasonable for a releasing manager to expect between two weeks and a month, providing the longer period does not cost the employee the...
internal opportunity. When the employee transfers, the employee will begin a new introductory period. At the end of the period, the manager will complete an introductory period evaluation. (HR policy 4.80.09)

**Attendance Policy** (HR policy 4.90.00)

Georgia Regents Medical Center incorporates the no-fault concept of attendance monitoring in order to increase managerial objectivity and consistency. It eliminates the need for management staff to determine whether an absence or tardy is excused, unexcused, chargeable or non-chargeable, legitimate or illegitimate.

The Georgia Regents Medical Center is open to deliver patient care on a 24-hour, 365 day basis. To meet its mission, regular attendance and punctuality is expected of all employees. Employees of Georgia Regents Medical Center are obligated to work the days or shifts for which they are scheduled, even during times of hazardous or inclement weather conditions. Georgia Regents Medical Center strives to be fair, consistent, and maintain appropriate staffing.

It is important for employees to schedule time off in advance to the extent possible rather than having unscheduled absences. This policy encourages employees to schedule time off and will enable the managers to handle absences when they are known about in advance. Unscheduled absences create additional workload for other employees and can negatively impact patient care.

Employees may occasionally be absent on an unplanned basis; however, repeated patterns of unscheduled absence are unacceptable. All employees are accountable for their attendance, and continued failure to work when scheduled may result in disciplinary action up to and including discharge.

Unscheduled absences are considered excessive when they repeatedly:
- Disrupt service to the patient or other customers
- Require additional replacement staffing
- Overburden other staff
- Impact the morale of co-workers
- Indicate a pattern connected to, before, on, or after vacations, weekends, holidays, same day off each week or month, absences after paydays, unscheduled absences on an undesirable shift, or failure to work at least one half of an assigned shift, or call-ins on scheduled holidays or on workdays previously requested off, but denied
- Have a negative impact on the department or organization

**Accrual of Occurrences**

<table>
<thead>
<tr>
<th>ACCRUAL OF OCCURRENCES</th>
<th>Full Time Employee .90 – 1.0</th>
<th>Part Time Employee .50 - .89</th>
<th>Part Time Employee .21 - .49</th>
<th>PRN Employee .0 - .20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unscheduled Absence</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Partial Absence</td>
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<td>.50</td>
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<tr>
<td>Tardy</td>
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<td>Late Call</td>
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Progressive Discipline

For a new employee in the first six months of employment with Georgia Regents Medical Center, a verbal coaching will take place after two occurrences have been assessed. Once three occurrences have been assessed, the new employee may be discharged:

<table>
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<tr>
<th></th>
<th>NEW EMPLOYEE</th>
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<tbody>
<tr>
<td>Verbal Coaching</td>
<td>2 occurrences</td>
</tr>
<tr>
<td>Discharge (Discharge Summary)</td>
<td>3 occurrences</td>
</tr>
</tbody>
</table>

After an employee’s initial six month introductory period, an informal coaching session between the employee and manager will take place once the following occurrences are assessed:

<table>
<thead>
<tr>
<th></th>
<th>FULL TIME EMPLOYEE</th>
<th>PART TIME EMPLOYEE</th>
<th>PART-TIME EMPLOYEE**</th>
<th>PRN EMPLOYEE</th>
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<td>.50 - .89</td>
<td>.21 - .49</td>
<td>.0 - .20</td>
</tr>
<tr>
<td>Verbal Coaching</td>
<td>2 occurrences</td>
<td>1.5 occurrences</td>
<td>1 occurrence</td>
<td></td>
</tr>
</tbody>
</table>

Progressive discipline will be issued according to the cumulative occurrences generated in a revolving 12 month period beginning with the employee’s first infraction:

<table>
<thead>
<tr>
<th></th>
<th>FULL TIME EMPLOYEE</th>
<th>PART TIME EMPLOYEE</th>
<th>PART-TIME EMPLOYEE**</th>
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<td>.21 - .49</td>
<td>.0 - .20</td>
</tr>
<tr>
<td>Written Counseling</td>
<td>4 occurrences</td>
<td>3 occurrences</td>
<td>2 occurrences</td>
<td></td>
</tr>
<tr>
<td>Final Written Counseling</td>
<td>6 occurrences</td>
<td>4 occurrences</td>
<td>3 occurrences</td>
<td></td>
</tr>
<tr>
<td>Discharge</td>
<td>8 occurrences</td>
<td>6 occurrences</td>
<td>5 occurrences</td>
<td></td>
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</tbody>
</table>

When an employee has excessive absenteeism or tardiness, the manager will give a written counseling to the employee. Depending upon the employee’s history with Georgia Regents Medical Center (i.e. all previous counseling’s issued within the last 12 months), the written counseling may be a final counseling. If the behavior continues or if any other performance or behavior issues occur, the manager will take the appropriate action, which may result in a final written warning or discharge of employment. Approval of Employee Relations, Human Resources is required.
Approved Exceptions

GRMC provides exceptions based on approved bereavement; required or subpoenaed court appearances, jury duty, or voting; Family and Medical Leave; lack of work/low volume; Leave of Absence; scheduled time off; Military Leave-Uniformed Services Employment and Re-Employment Rights Act (USERRA); or Worker’s Compensation. (See Court Appearances, Jury Duty, and Voting policy)

At the discretion of the manager, exceptions may be made for the following unscheduled absences due to non-FMLA protected employee and family emergencies or other non-recurring employee and family crisis situations: an employee’s inpatient hospitalization, regardless of the employee’s status or length of service; an employee’s direct involvement (employee must be the driver or passenger in the vehicle) in an accident on the way to work; or a catastrophic event (i.e. earthquake, flood, fire, hurricane, tornado, or similar act) resulting in significant damage to the employee’s primary residence or vehicle on the day of the event. (See Leave of Absence policy) As with any call-in, it’s the employee’s responsibility to follow proper call in procedure.

At the discretion of the manager, exceptions may be made regarding employees not clocking in/out in their home department, if needed for operational reasons.

Automated Time and Attendance System

Georgia Regents Medical Center provides an Automated Time and Attendance System for the tracking and reporting of hours worked and leave taken for all hired, non-exempt employees. This system provides consistent recording of the employee’s time worked and attendance, which is essential to paying workers accurately.

Health and Safety

It’s the responsibility of Georgia Regents Medical Center to implement measures to prevent further transmission of infection, which warrant exclusion of personnel from work or patient contact. Employees are strongly encouraged to report their illnesses or exposures to their managers, so they may be properly followed up on through Employee Health & Wellness, Human Resources. (See Work Restrictions policy)

Medical absences (including worker’s compensation) exceeding three (3) consecutive scheduled shifts require a written release from the employee’s physician, which must be presented to Employee Health & Wellness, Human Resources prior to returning to work. Employee Health & Wellness, Human Resources will in turn provide the employee a “return to work” slip that the employee will present to the manager (or designate). In the event Employee Health & Wellness, Human Resources is closed, the employee will then present the physician’s statement to the manager (or designate). The manager (or designate) will then be responsible for forwarding the physician’s statement to Employee Health & Wellness, Human Resources.
Tracking and Reporting

For occurrences, managers are mandated to use Georgia Regents Medical Center’s Attendance Tracking System to ensure consistency and ease of tracking. For large departments (25 or more), a manager may choose to assign a designate to enter occurrences into the system by notifying HR Records and Information Management, Human Resources. However, it is ultimately the manager’s responsibility to review and ensure the information is accurate. Either way, occurrences must be entered within three weeks.

Working-Off Occurrences

Based on department need, at the manager’s discretion, employees may be allowed to ‘work off’ half of the occurrences accumulated if called in to work during staffing shortages. This does not include working shifts previously scheduled. This option may not be feasible for every department or position; therefore it may not be available. The department manager (or designate) shall be ultimately responsible for determining whether the working off occurrences option applies. During hazardous or inclement weather conditions, employees who arrive on time and work their entire scheduled shift and/or volunteer to cover for other shift(s) during hazardous or inclement weather conditions, will be credited with “working off” half of an accumulated occurrence. In the event the employee does not have any accumulated occurrence, the incentive will be applied to a future occurrence.

Separations of Employment

Voluntary Resignations: All employees who plan to resign shall notify their manager or immediate supervisor in writing. All employees are expected to provide a minimum of fourteen (14) calendar days written notice as proper notification unless additional notice is required. Nursing and management staff shall provide twenty-eight (28) calendar days written notice.

The manager or immediate supervisor will provide the employee with the Employee Clearance Form direct them to Parking Services and Human Resources in order to complete the clearance process. Human Resources will advise you on the clearance process and arrange an exit interview which should occur no later than the employee’s last working day. Additional forms related to benefits, insurance, and retirement will be provided to the employee by Human Resources whenever appropriate. Georgia Regents Medical Center reserves the right to make separation immediate and accept a resignation in lieu of notice. (HR Policy #4.80.07)

Hiring of Relatives

Relatives of current employees may be hired only if they will not be working directly for supervising or working for a relative, or will not occupy a position in the same chain of reporting relationships. Georgia Regents Medical Center employees cannot be transferred into such a reporting relationship.

Relatives are defined as husbands and wives, domestic partners, parents and children, brothers, sisters and any in-laws of any of the foregoing. For situations where the reporting relationship would involve an immediate supervisor and subordinate, the relative definition is extended to include nephews, nieces, aunts, uncles and cousins. In situations where a new family relationship is created due to marriage, one of the affected employees will be required to transfer within the organization or leave employment. In cases where the affected employees cannot voluntarily decide who will transfer or terminate, a decision will be made by the department head in consultation with Human Resources. This decision is at the discretion of Georgia Regents Medical Center and is based upon factors such as performance, the ability to replace a position, or business need. (HR Policy #4.80.03)
Harassment

Georgia Regents Medical Center is committed to providing and maintaining a work environment free of harassment, discrimination and/or retaliation based on race, color, religion, sex/gender, national origin, age, disability, marital or family status, sexual orientation, veteran status, or genetic information. Georgia Regents Medical Center policy on harassment is a zero tolerance policy. Harassment is a form of employee misconduct that is demeaning to another person, undermines the integrity of the employment relationship, and is strictly prohibited.

Offensive conduct may include, but is not limited to, offensive jokes, slurs, epithets, comments, innuendoes, or name calling, physical assaults or threats, intimidation, hazing, ridicule or mockery, insults or put-downs, offensive objects, pictures, calendars, posters, or postcards, offensive e-mails, desktop backgrounds, wallpapers, or screensavers, offensive websites, and interference with work performance.

Employees are obligated to report any concerns regarding harassment and all incidents of alleged harassment by completing a Harassment/Discrimination/Retaliation Report and promptly submitting it to the Director of Employee Relations with a copy provided to the Vice President for Human Resources.

Reports regarding patients or visitors should be immediately reported to Risk Management. If there is any suspicion of child abuse, elder abuse or domestic violence, this will be reported in accordance with GRMC Policy Number 14.50 Reporting of Abuse, Rape, Sexual Assault & Domestic Violence. Risk Management will investigate harassment concerns related to patients or visitors and make a determination. Upon conclusion, Risk Management will consult with the Director of Employee Relations and/or Vice President for Human Resources concerning the outcome of the investigation. The Director of Employee Relations will consult with the employee’s supervisor regarding appropriate disciplinary action. If during the course of the investigation, Risk Management finds evidence of child abuse, elder abuse, or domestic violence, this will be reported in accordance with GRMC Policy Number 14.50 Reporting of Abuse, Rape, Sexual Assault & Domestic Violence.

Supervisors are required to promptly report all allegations of harassment to the Director of Employee Relations or Vice President for Human Resources. The Director of Employee Relations will immediately, fully and effectively investigate all harassment concerns or complaints in a prompt, thorough, objective, and confidential manner. An action plan will be created for resolution of all harassment complaints, including consultation with the Vice President for Human Resources or in the absence of the VP, the Director of Employee Relations regarding appropriate disciplinary action. Anyone engaging in any form of harassment, discrimination and/or retaliation will be subject to disciplinary action, up to and including discharge of employment, at the discretion of the Vice President for Human Resources.

Communication with the employee initiating the complaint will be ongoing regarding the status and results of the investigation as well as the action plan for resolution of the problem. At the discretion of the Director of Employee Relations or Vice President for Human Resources, the employee charged with harassment may be placed on suspension until such time as the investigation is complete. If the suspended employee is found innocent of the accusation, the employee will be returned to their position with full pay for days missed. It is the expectation that, absent extraordinary circumstances, a preliminary assessment including interviews with the parties involved and initial recommendations regarding the matter shall be completed within 72 hours following the receipt of complaint.

Refusal to cooperate in an investigation of harassment or retaliation is prohibited. All parties involved in the investigation of the report shall attempt to maintain the highest degree of confidentiality balanced against the need to conduct a thorough investigation and inform management on a need-to-know basis.

Employees may raise concerns and make reports of harassment without fear of retaliation. It is a violation of GRMC policy to retaliate against any employee who raises an allegation of harassment,
files a complaint alleging harassment or participates in a proceeding to determine whether harassment has occurred.

Workplace Violence

Georgia Regents Medical Center is committed to keeping the workplace safe where employees, patients, families, and visitors are free from the threat of workplace violence. Georgia Regents Medical Center’s policy on workplace violence is a zero tolerance policy. This policy defines behavior that constitutes workplace violence and defines procedures for responding to and resolving workplace violence.

Emergency situations should be immediately reported to Georgia Regents Medical Center Safety and Security at (706) 721-4787. Georgia Regents Medical Center Safety and Security will follow up with the Director of Employee Relations or Vice President for Human Resources. For situations involving patients or visitors, Georgia Regents Medical Center will notify Risk Management.

Employees are obligated to report any concerns regarding workplace violence and all incidents of alleged workplace violence by completing a Workplace Violence Report promptly to their supervisor, the Director of Employee Relations or Vice President for Human Resources. In the event the report would be made to an individual who is the alleged party, the report shall be made directly to the Director of Employee Relations or Vice President for Human Resources. Reports regarding patients or visitors should be addressed to Risk Management.

Supervisors are required to promptly report all allegations of workplace violence to the Director of Employee Relations or Vice President for Human Resources.

The Director of Employee Relations will immediately, fully and effectively investigate all workplace violence concerns or complaints in a prompt, thorough, objective, and confidential manner. An action plan will be created for resolution of all workplace violence complaints, including consultation with the Vice President for Human Resources regarding appropriate disciplinary action. Anyone engaging in harassment, discrimination and/or retaliation will be subject to disciplinary action, up to and including discharge of employment, at the discretion of the Vice President for Human Resources.

Communication with the employee initiating the complaint will be ongoing regarding the status and results of the investigation as well as the action plan for resolution of the problem. At the discretion of the Director of Employee Relations or Vice President for Human Resources, the employee suspected of workplace violence may be placed on suspension until such time as the investigation is complete. If the suspended employee is found innocent of the accusation, the employee will be returned to their position with full pay for days missed. It is the expectation that, absent extraordinary circumstances, a preliminary assessment including interviews with the parties involved and initial recommendations regarding the matter shall be completed within 72 hours following the receipt of the complaint.

Refusal to cooperate in an investigation of harassment or retaliation is prohibited. All parties involved in the investigation of the report shall attempt to maintain the highest degree of confidentiality balanced against the need to conduct a thorough investigation and inform management on a need-to-know basis.

Employees may raise concerns and make reports of workplace violence without fear of retaliation. It is a violation of Georgia Regents Medical Center policy to retaliate against any employee who raises an allegation of workplace violence, files a complaint alleging workplace violence or participates in a proceeding to determine whether workplace violence has occurred. (HR Policy #4.90.11)

Rules of Conduct

Georgia Regents Medical Center is committed to providing and maintaining a productive, professional work environment. Georgia Regents Medical Center expects and requires every employee to meet certain behavioral standards and observe basic rules of conduct. Rules of conduct are necessary to
protect the health and safety of employees, patients, and visitors, maintain the quality of services provided, and ensure a high level of professional behavior is maintained by employees.

Employees who violate Georgia Regents Medical Center’s rules of conduct will be subject to disciplinary action, up to, and including termination of employment. Disciplinary action will be fairly and consistently applied in proportion to the seriousness of the violation. Disciplinary action may include verbal coaching, written counseling, and/or discharge of employment.

While it is not possible to provide an all-inclusive list of inappropriate behavior, the following lists illustrate violations of the rules of conduct, which will be considered sufficient cause for disciplinary action. However, disciplinary action is not limited to the items provided below.

Violations considered sufficient cause for progressive disciplinary action:
- Failure to maintain adequate standards of work quality and/or productivity
- Failure to follow established safety policies and procedures or carelessness affecting personal safety
- Failure to comply with established Georgia Regents Medical Center’s policies and/or procedures
- Failure to comply with departmental policies and/or procedures
- Excessive absenteeism or tardiness as specified under the Attendance Policy
- Temporary unauthorized absence from work or the work area or presence in an unauthorized area
- Refusal to cooperate in official administrative processes and actions of Georgia Regents Medical Center
- Failure to meet personal appearance standards as specified under the Personal Appearance Policy
- Failure to complete annual health screening or other annual requirements required for successful continued employment with the exception of the annual influenza vaccination
- Failure to provide required medical documentation or complete required employment forms within a reasonable time to Human Resources
- Any form of behavior that interferes with or disrupts any activity of the health system
- Excessive use of company phone for personal calls, use of personal cell phone, attending to personal business, or otherwise wasting time during work hours
- Failure to properly report an accident or injury occurring on the job
- Bringing children or other dependents and individuals during scheduled work hours to any Georgia Regents Medical Center designated building
- Failure to contribute to a positive work environment and team effort
- Health Insurance Portability and Accountability Act (HIPAA) violation, which includes unauthorized access, use, and/or disclosure of protected health information (PHI) for a reason other than the intended purpose of providing treatment, payment, or operation and/or violation or other misuse of directly identifiable health information. (serious violations deemed to have mal intent, be malicious in nature, and/or cause "significant harm" to others may result in immediate discharge)

Violations considered sufficient cause for immediate discharge:
- Rude or discourteous behavior toward patients, employees, or visitors
- Inappropriate treatment or neglect of a patient
- Theft, unauthorized use, defacement, or willful destruction of the property Georgia Regents Medical Center, other fellow employees, patients, or visitors
- Commission of a criminal act
- Falsification of Georgia Regents Medical Center documents or records, including applications for employment, educational credentials, certifications, and licensure. Refraining from omission of pertinent facts or giving false information. Covering up mistakes or faulty work
- Failure to complete work, which results in a significant loss of revenue or loss of patient/customer satisfaction
- Knowingly engaging in or facilitating any conduct, which causes the submission of false or fraudulent claims to any payer, including the Medicare and Medicaid programs
- Failure to charge the established rates for a patient. Deleting, reducing, or increasing any charges requiring proper authorization
- Violation of patient or employee confidentiality, including unauthorized access, use, and/or disclosure of patient and employee records or information. (Example: employee’s rate of pay)
- Recording or taping conversations without the consent of all parties involved
- Failure to report an arrest, charge, conviction, plea, or exclusion from participation in federally funded health care programs within 72 hours
- Any act of violence including fighting, verbal threats, physical posturing, and gestures, and/or any attempt of bodily injury directed at patients, employees, or visitors. Using or writing profane or similarly offensive language on Georgia Regents Medical Center property and/or while speaking with patients, employees, or visitors
- Insubordination, meaning refusal or willful disobedience of a reasonable request from a supervisor or another in a position of authority
- Carrying, transporting, or possessing explosives, firearms, or weapons whether licensed or unlicensed on Georgia Regents Medical Center property or in automobiles used for work related functions
- Drug offenses or consumption, possession, selling, dispensing, or being under the influence of alcohol, illegal drugs, or any impairing substances on Georgia Regents Medical Center property or during working hours
- Conducting gambling, lottery, or any other game of chance on Georgia Regents Medical Center property or the possession of gambling devices
- Exploitation of patients or families for personal gain or benefit
- Soliciting employees during work time. Soliciting patients or visitors for any reason or accepting tips or gifts from employees, patients, or visitors
- Distributing literature or other materials on Georgia Regents Medical Center property
- Any form of discrimination, harassment, and/or retaliation based on race, color, religion, sex, national origin, age, disability, marital or family status, sexual orientation, veteran status, or genetic information
- Failure to maintain full use of compensated work time by engaging in other business activities at work
- Job abandonment (no call/no show for two consecutive shifts) as specified under the Attendance Policy
- Sleeping on the job or failure to maintain a personal, mental, or physical condition at a standard, which will not create a hazard to self, employees, patients, or visitors
- Failure to comply with the requirement to obtain the annual influenza vaccination or secure exemption from the vaccination
- Viewing inappropriate, non-work related Internet sites
- Repeating parking, tobacco free campus, security, safety, fire, or traffic regulation violations
- Entering into personal business relationships or living arrangements with patients or customers
- Engaging in prejudicial conduct, which has the potential to do harm to Georgia Regents Medical Center and the Georgia Regents Medical Center’s best interests. (Examples: complaining to employees, patients, visitors, etc. about working conditions; voicing lack of support; threatening litigation)(HR Policy #4.50.02)
Performance Coaching and Counseling

It is policy of Georgia Regents Medical Center to monitor performance standards for all employees and to assist employees to meet such performance standards through performance corrective counseling when non-compliance occurs. Our goal is to ensure the coaching and counseling practices of Georgia Regents Medical Center support a culture of high performance and accountability for employees.

Procedure

It is the practice of Georgia Regents Medical Center to use coaching and counseling in an objective and constructive manner with the intention of motivating the employee toward proper conduct and/or performance in the future. In general, we encourage managers to use verbal coaching as a mechanism to ensure an employee understands job expectations, policies, and problems resulting from expectations not being met or policies not being followed. The immediate supervisor or Manager shall document the date and the issues discussed and may use the Coaching Memo when appropriate.

Should an employee fall short of expected performance objectives or violate a rule or policy, management may use one or more of the following methods of discipline, depending on the circumstances and severity of the offense or issue:

1. Performance Improvement Plan (PIP) – A written counseling may be given to an employee whenever problems are noted, including intentional or repeated violation of Georgia Regents Medical Center policy or practice or when the employee’s performance or conduct fails to meet Georgia Regents Medical Center’s expectations. A Coaching Memo does not need to be issued prior to the Performance Improvement Plan (PIP). The purpose of the PIP is to inform the employee of the performance problem or misconduct and advise the employee that failure to correct the situation may result in further disciplinary action, up to and including, discharge of employment.

2. Final Performance Improvement Plan – An employee may receive a final PIP following serious misconduct, repeated minor offenses, or continued performance problems. The employee is advised that further misconduct or failure to improve performance will result in immediate discharge of employment.

3. Discharge – An employee may be discharged after a final performance improvement plan for serious misconduct, repeated minor offenses, or continued performance problems.

Introductory period: The first six months of a new employee’s employment period with Georgia Regents Medical Center or transfer into a position. Employees receive training and feedback to determine fit and suitability of the employee to the position. Employees who are in an introductory period may be separated at any time, for any reason, with or without cause. Georgia Regents Medical Center reserves the right to extend the introductory period for up to an additional 30 days when a Manager deems it necessary to further assess an employee’s knowledge, skills, and/or suitability to a position.

Arrest, Charge, Conviction, Plea, Drug Offense, and/or Federally Funded Health Care Programs Exclusion: Employees are required to self-report and notify Employee Relations, Human Resources immediately including, but not limited to, an arrest, charge, conviction, plea, drug offense, and/or exclusion from participation in federally funded health care programs within 72 hours of the incident by completing the Arrest, Charge, Conviction, Plea, Drug Offense, and Federally Funded Health Care Programs Exclusion Report and submitting it to Employee Relations, Human Resources. Failure to do so will result in immediate discharge. Reports regarding exclusion from participation in federally funded health care programs should be reported to the Compliance Office.
Discharge Dispute Procedures

It is the policy of Georgia Regents Medical Center to allow employees recently discharged involuntarily the opportunity to internally dispute the discharge. The discharge dispute process applies to all hired and leased Georgia Regents Medical Center employees recently discharged involuntarily. Georgia Regents Medical Center discharge dispute procedures (HR Policy #4.15.00) do not apply to:

- Employees in initial introductory period at Georgia Regents Medical Center
- PRN or temporary employees
- Adverse actions due to reorganization, lay off, or program modification
- Issues involving claims of harassment, workplace violence, substance abuse, or discrimination on the basis of race, color, religion, sex/gender, national origin, age, disability, marital or family status, sexual orientation, veteran status, or genetic information. Such claims should be directed to Georgia Regents Medical Center’s Director of Employee Relations or Vice President for Human Resources
- Any issue previously decided utilizing Georgia Regents Medical Center’s discharge dispute procedures up through final level of review

Regulatory Compliance Information

Health Care Compliance Program

What is Compliance?

Health Care Compliance is the process of understanding and maintaining our organizational promise to comply with federal and state laws and regulations of those who grant us money, pay for our services, regulate our industry, etc. Health Care Compliance includes numerous issues such as reimbursement, grant accounting, managed care, OSHA, privacy, and due diligence to prevent and detect regulatory non-compliance.

The Enterprise-wide Office of Compliance and Enterprise Risk Management (CERM) is charged with oversight for the Health Care Compliance Program (Program) for preventing and detecting violations of state and federal laws, rules and regulations and the policies, procedures and standards of conduct of Georgia Regents Medical Center. This Program applies to all employees, contracted personnel, physicians, other professionals, volunteers, students and other agents. The Program is a part of a policy and procedure and does not replace other Georgia Regents Medical Center policies and procedures.

What does Compliance Cover?

- Patient rights
- HIPAA
- Research
- Appropriate gifts and gratuities
- Consent to treatment
- Hiring practices
- Documentation
- Purchasing practices
- Billing practices
- Business ethics
- Medical record coding
- Fair business relations
- Professional licenses
Health Care Standards of Conduct

The Standards of Conduct summarize the virtues and principles that guide our actions in providing outstanding patient care and serve as a reference guide to assist you in performing your job responsibilities. The ultimate goal of adhering to these virtues and principles is to provide quality health care and recognize outstanding employee performance.

CERM has developed the framework for organizational compliance with regulations, and is a resource for the review and interpretation of policies and procedures. You are an important part of implementing the policies and procedures that help us achieve these compliance goals. Each of you is expected to understand the Standards of Conduct in which enforcement activity will likely take place and the criteria against which you shall be measured. See Standards of Conduct (http://hi.georgiahealth.edu/hospital/Compliance/pdf/StandardsofConduct.pdf)

Feel free to call 706-721-0900 or visit the CERM office, which is located in the Finance Building (FY) on Chafee Avenue. Your compliance-related questions and concerns are always welcome.

CERM has a 24 hour hotline number you can use to report any complaints or concerns you may have relating to compliance issues. The number to call is: (800) 576-6623.

This confidential phone line can be used for concerns you may have about any kind of activities that may be suspect or that you have questions about. This could include, but is not limited to, conflicts of interest, privacy violations, patient referral practice, receiving something of value in exchange for purchasing a service or product (kickbacks), time and expenses abuses, or inaccurate billing and documentation of services. The Compliance Hotline provides you the opportunity to communicate your concerns with CERM. Reports made in good faith will be protected from retaliatory actions.

In order to research your concern, some basic information is needed:
- A description of the concern
- Who is involved
- Where and when the incident took place
- Your name and contact number (if you are willing to share this information)

If you prefer, you may report your concern using the following e-mail addresses, compliance@gru.edu or privacy@gru.edu. When using the e-mail service, you will need to provide the basic information listed above. Please be aware when using the e-mail address, your concern may not remain anonymous. However, the confidentiality of the individual reporting the issue will be maintained to the best of our ability.

Although your complaints concerning sexual harassment and/or discrimination are very important, our Compliance Hotline is not setup to handle these kinds of calls. To report these types of incidents, you should talk to your supervisor or contact the Director of Employee Relations at (706) 721-1349. If you have contacted someone in Human Resources and are not satisfied with the results, you can call the Hotline.

Emergency Medical Treatment and Active Labor Act (EMTALA)

EMTALA is the Emergency Medical Treatment and Active Labor Act; also known as COBRA or the Patient Anti-Dumping Law. The law outlines requirements for treating and transferring individuals who present to Georgia Regents Medical Center seeking treatment for possible emergency medical conditions (EMC).
EMTALA Basics

A person may be on hospital property and require medical care in an emergency. The request may come from either the person or someone on behalf of the person. **Ask the person if they need medical assistance.** Tell the person that the hospital can provide medical assistance to them.

Emergency Medical Condition

Any medical condition occurring so intensely that the person could be hurt without immediate medical attention, such as:

- Pregnant woman having contractions
- Person in severe pain
- Previously talking, coherent person now unresponsive

Where Does a Person Seek Treatment?

**Zone 1:** Dedicated Emergency Departments (DED) to include Georgia Regents Medical Center Emergency Department, the Children’s Hospital of Georgia (CHOG) Emergency Department and 7 West Labor and Delivery

- Includes the adjacent sidewalk, circular driveway outside the Georgia Regents Medical Center & CHOG ED, and Neuroscience & Rehab Parking area
- If a person presents to a DED but does not request help, the implication is that s/he wants help
- Notify DED
- If DED personnel are unavailable, contact Safety & Security (1-4787)
- Georgia Regents Medical Center staff members in the area should assist the person (within their skill and training levels)

**Zone 2:** Within the walls of the hospital

- Georgia Regents Medical Center, Children’s Hospital of Georgia, Medical Office Building, including Terrace Dining Room, Gift Shops, CHOG McDonald’s, and Select Hospital
- If patient needs CPR, call Code 99 (1-2222) and indicate adult or pediatric code
- If Code 99 team not needed, call Safety & Security (1-4787)
- Georgia Regents Medical Center staff members in the area should assist the person (within their skill and training levels)

*If a visitor/non-patient accident, injury or request for medical treatment is made and a determination is made by either hospital staff or Georgia Regents Medical Center Safety and Security that specialized equipment or expertise is needed to transport the patient to the Emergency Department, the Emergency Department may be called to assist.*

*In those instances where it is not possible for the ED staff to respond, the house nursing supervisor is to be notified.*
Zone 3: Outside the walls of the hospital

- Includes Georgia Regents Medical Center buildings/clinics that are physically separate from main hospital buildings and Medical Office Building (MOB), parking lots/decks, sidewalks, driveways and general grounds within 250 yards of the main hospital building
- Includes restaurants, shops or other non-medical facilities outside our walls but within 250 yards of main hospital
- Call 911 first, then call Georgia Regents Medical Center Safety & Security (1-4787)
- Georgia Regents Medical Center staff members in the area should assist the person (within their skill and training levels) until 911 arrives

EMTALA Summary

Do not turn away any person who asks for or seems to need help for an emergency medical condition once they are on Georgia Regents Medical Center property. Ask, “Do you need medical assistance?”

If the person refuses assistance:
- Contact Georgia Regents Medical Center Safety & Security (1-4787)
- Also contact the nursing supervisor
- Report any actual or possible injury of a person to Safety & Security, your manager, and the nursing supervisor

Health Insurance Portability and Accountability Act (HIPAA)

What is HIPAA?

HIPAA deals with a variety of issues, including patient privacy and confidentiality. Under HIPAA’s privacy and security sections, it is a federal privacy violation to access, use, or disclose health information without proper authorization or to fail to adequately safeguard health information.

What is Protected Health Information (PHI) under HIPAA?

When patients provide personal health information to their providers, they expect that only those involved in their healthcare will see it. PHI is any directly identifiable data, such as a patient’s name, address, date of birth, medical record number, or Social Security number, which is linked to that patient’s personal health information (diagnosis, treatment, test results, medications, etc.), which is part of the patient’s medical record.

Who Can Access Patient Data?

All members of the workforce at a hospital contribute to the quality of care. However, not all workforce members require access to patients’ personal health information in order to do their jobs – in other words, some individuals do not have a “need to know.” Information should only be accessed on a “need-to-know” basis. If you do not need to know confidential patient information to do your job, you should not access it.

Reporting Privacy Violations

Each workforce member has an ethical obligation and a regulatory responsibility to report suspicious or known health privacy violations. Always report such incidents promptly to the Enterprise Privacy Officer at 706-721-0900 in the Office of Compliance and Enterprise Risk Management (CERM), because there are federal breach requirements which must be satisfied within a limited time frame. Departments and supervisors must never manage such incidents independently.
Security of Patient Records

Patient data is shared in a number of ways and each represent a point at which security can be breeched:

- Impromptu reports, rounds, gatherings and discussions
- Data generated in hard copy, such as the chart or a report, or account record
- Cell phones, palm pilots, computer screens, etc.

Security Practices

- Electronic patient data is confidential and very sensitive
- Protect your monitor from straying eyes and incidental disclosure
- Report compromised data immediately to the Chief Information Security Officer
- Shred confidential material
- Verify network printing
- Do not leave protected health information unattended

Password Security

- User accounts are assigned to a single user, and security is the user’s responsibility
- Logoff if system is in common area
- Never share your password

Virus Protection

- Scan all discs with external data
- Delete, don’t open unknown e-mails
- Do not download programs or utilities from the Internet
- Call the Help Desk for assistance or if you suspect a virus.

Fraud and Abuse

The following information is provided to comply with federal requirements under the Deficit Reduction Act of 2005 by setting forth certain federal and state laws relating to liability for false claims and statements, and to protect those who report suspected or actual wrongdoing. The federal and state laws listed below have been enacted as tools in assist the government in detecting, investigating and preventing fraud and waste.

Federal False Claims Act (FCA)

The FCA imposes civil liability for any person or entity that knowingly submits a false or fraudulent claim, for payments against the United States government. The FCA applies, for example, to claims submitted to Medicare and Medicaid by healthcare providers.

Penalties: The FCA provides civil penalties for violations. Persons including hospitals can be fined a civil penalty, and fines range from $5,000 to $10,000, plus three times the amount of damages sustained by the government for each false claim.

Qui Tam Provisions: Any individual, called a qui tam relator, can bring a claim under this law, in federal court. The case is initiated by having a complaint served with all relevant evidence to the federal government. The case will be sealed for 60 days and not served upon the defendant as the government investigates. After the government completes its investigation it will decide whether to pursue or decline the case. If the government declines to advance the case, the qui tam relator can proceed on his or her own and bring the action to federal court. If the government proceeds with the case and is successful, the qui tam relator will receive between 15 and 25 percent of any proceeds, depending on the relator’s contribution.
to the case. In the instance where the qui tam relator proceeds on his or her own and is successful he or she would be entitled to between 25 and 30 percent of any recovery, plus reasonable expenses for attorney’s fees and costs.

**Non-retaliation:** The FCA provides that an employee who initiates a qui tam action may not be discriminated or retaliated against in any manner as a result of bringing the claim.

**Program Fraud and Civil Remedies Act (PFCRA)**

This act is similar to the FCA in that it provides administrative remedies for knowingly submitting a false claim or written statement to a federal agency. A violation of this act provides a civil penalty in the amount of $5,000 for each false claim and a penalty up to $5,000 for submitting an improper statement.

**Georgia Medicaid Unlawful Payment Statute (O.C.G.A. 49-4-146.1)**

This statute provides that it will be unlawful for any person or provider to obtain medical assistance, benefits or payments reimbursed by the Georgia Medicaid program by:
- knowingly or willfully making a false statement or representation
- concealment of any material fact
- any fraudulent scheme or device.

Any person or provider is also prohibited from knowingly or willfully accepting medical assistance payments to which they are not entitled or payments in excess of what they are entitled, or falsifying any report or document.

**Penalties:** Anyone found to have violated the prohibitions above can be found guilty of a felony and be fined up to $10,000. In addition to the criminal penalties, anyone committing abuse shall be liable for a civil monetary penalty equal to two times the amount of any excess benefit. (Abuse is defined as a provider knowingly obtaining or attempting to obtain medical assistance, benefits and payments to which the provider is not entitled, and the assistance, benefits or payments directly or indirectly result in unnecessary costs to the Medicaid program.)

In addition to any other penalties, each person violating this law shall be liable for a civil penalty equal to the greater of three times the amount of any such excess benefit or $1,000 for each excessive claim. Interest on the penalty shall be paid at the rate of 12 percent per year.

Workforce members are encouraged to share their questions, concerns, suggestions, or complaints with someone who can address them properly. In most cases, your supervisor is in the best position to address an area of concern. However, if you are not comfortable speaking with your supervisor or you are not satisfied with your supervisor’s response, you are encouraged to speak with someone in the Human Resources Department or anyone in management whom you are comfortable in approaching. Supervisors and managers are required to report suspected violations of the Standards of Conduct to the Office of Compliance and Risk Management, which has specific and exclusive responsibility to investigate all reported violations.

**Confidentiality/Anonymity**

Georgia Regents Medical Center shall maintain the confidentiality or anonymity of the person making the report to the fullest extent that is reasonable, practical and within the legitimate needs of law and of any resulting evaluation or investigation. Legal or business requirements may not allow for complete anonymity. In some cases, it may not be possible to proceed with or properly conduct an investigation unless the complainant identifies himself or herself. In addition, persons making reports should be cautioned that their identity might be known for reasons outside of the control of Georgia Regents
The identity of other person(s) subject to or participating in any inquiry or investigation relating to a report shall be maintained in confidence subject to the same limitations.

Resources, Answers and Information

- Georgia Regents Medical Center Policies and Procedures
- Georgia Regents Medical Center Standards of Conduct
- Supervisors and managers
- Georgia Regents Medical Center Office of Compliance and Risk Management 706-721-0900
- Federal/state laws and regulations

If you have knowledge, suspicion or concern about possible regulatory compliance issues, contact the Compliance and Risk Management Office:

- In person
- Email: compliance@gru.edu or privacy@gru.edu
- Telephone: 706-721-0900
- Letter: Room FY-108
- Or the external hotline: 800-576-6623

Employee Benefits

Paid Time Off (PTO)

To provide Georgia Regents Medical Center employees with flexibility when planning time off, Georgia Regents Medical Center combines your holidays, sick leave, personal days and vacation days into one pool of paid time off. You can choose to use your PTO days for any reason. PTO also includes nine designated holidays: New Year’s Day, Martin Luther King, Jr. Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Friday after Thanksgiving, Christmas Eve and Christmas Day. Employees who work in departments that close completely on designated holidays are required to take accrued PTO time. Employees in departments that must remain open have the option to take another day as near as possible to the holiday or leave the day in their PTO bank. The following shows the PTO accrual rates based on years of service:

<table>
<thead>
<tr>
<th>Years of Service</th>
<th>Accrual Rate per Month</th>
<th>Total PTO</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 - 2</td>
<td>2.00 days (16 hours)</td>
<td>24 days</td>
</tr>
<tr>
<td>2 - 5</td>
<td>2.50 days (20 hours)</td>
<td>30 days</td>
</tr>
<tr>
<td>5 - 10</td>
<td>2.75 days (22 hours)</td>
<td>33 days</td>
</tr>
<tr>
<td>More than 10</td>
<td>3.00 days (24 hours)</td>
<td>36 days</td>
</tr>
</tbody>
</table>

The maximum number of hours any employee can “bank” is 360.

- PTO is not accrued on Extended Medical Leave Bank, overtime or unpaid time
- Georgia Regents Medical Center leased employees continue to receive Georgia Regents University benefits, including leave time (HR Policy #4.60.06)

Extended Medical Leave Bank (EMLB)

The sick leave hours accrued by those employees who transitioned to Georgia Regents Medical Center on 7/1/00 from the Medical College of Georgia are maintained by Georgia Regents Medical Center.
Center in an Extended Medical Leave bank. These hours are available for extended absences due to illness, maternity, disability or bereavement. The bank does not accrue new hours and dissolves when the balance is zero. (HR Policy #4.60.01)

**Family and Medical Leave Act (FLMA)**

A federal act that requires covered employers to provide employees with up to 12 weeks of unpaid job protected leave for certain family and medical reasons (or up to 26 weeks to care for an injured service member). FMLA may be paid or unpaid or a combination of paid and unpaid time, which is dependent on how much Paid Time Off (PTO) and/or Short-term Disability (STD) the employee has accumulated.

**FMLA Process:**

- An application for leave must be completed for all leave taken under the FML policy. An employee seeking FMLA is required to provide notice to their manager and the FMLA Manager in Employee Health and Wellness at least 30 days, or as soon as practicable, in advance of the need. In cases of emergency, verbal notice should be given as soon as possible (either by the employee or by their representative if the employee is incapacitated), and the application form should be completed as soon as practicable.
- In addition to an application for leave, the employee will be required to complete a medical certification form where leave is for a family member's or their own serious health condition.
- The employee must contact Benefits at (706) 721-7909 to make arrangements to continue their benefit coverage.
- If an employee needs additional leave, the manager in consultation with Human Resources may grant a Leave of Absence (LOA).
- In order to return to work after a leave of absence, the employee must first report to Employee Health and Wellness, to be cleared to be released to return to work. **The employee must have their physician’s completed Fitness for Duty Form with them when coming to Employee Health and Wellness.**

**Court Appearances, Jury Duty, and Voting**

Regular pay will be provided for employees required or subpoenaed by Georgia Regents Medical Center to testify as a witness in a court case involving Georgia Regents Medical Center as the plaintiff or defendant.

An employee must use his/her Paid Time Off (PTO), or take Leave Without Pay (LWOP), when subpoenaed as a witness involved in personal litigation or serving as a witness for non-Georgia Regents Medical Center related matters. Leased employees should refer to Georgia Regents University’s Off-Campus Leave and Training Time Policy regarding annual leave for non-Georgia Regents Medical Center related court appearances.

Georgia Regents Medical Center supports its employees who fulfill their civic duty as jurors. In order to minimize disruption to the clinical operation, the employee shall notify his/her manager immediately upon receipt of a Juror Qualification form and/or a notice to report for jury duty. The notice will be copied and filed in the employee's file.

If the employee is released by the court during regular working hours, he/she is expected to report for work. The employee is also expected to call and verify whether or not he/she must report for jury duty the next day and advise his/her manager as soon as possible, but in no event later than prior to the start of his/her shift. The manager should not require an employee to work his/her
normal shift if he/she has been serving on jury duty for an entire day. Employees who regularly work on night shift will be excused on the night preceding jury duty.

After completion of jury duty, the employee is required to submit evidence of having served on the jury for the time claimed to his/her manager. The time for jury duty should be recorded in the time and attendance system by the timekeeper as such. An employee who serves on jury duty will be compensated at an employee’s regular rate of pay for the hours he/she is regularly scheduled to work. Employees will be permitted to keep fees received for jury duty.

Georgia COURT APPEARANCES

Regular pay will be provided for employees required or subpoenaed by Georgia Regents Medical Center to testify as a witness in a court case involving Georgia Regents Medical Center as the plaintiff or defendant.

An employee must use his/her Paid Time Off (PTO), or take Leave Without Pay (LWOP), when subpoenaed as a witness involved in personal litigation or serving as a witness for non-Georgia Regents Medical Center related matters. Leased employees should refer to Georgia Regents University’s Off-Campus Leave and Training Time Policy regarding annual leave for non-Georgia Regents Medical Center related court appearances.

JURY DUTY

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After completion of jury duty, the employee is required to submit evidence of having served on the jury for the time claimed to his/her manager. The time for jury duty should be recorded in the time and attendance system by the timekeeper as such.

JURY DUTY COMPENSATION

An employee who serves on jury duty will be compensated at an employee’s regular rate of pay for the hours he/she is regularly scheduled to work. Employees will be permitted to keep fees received for jury duty.

VOTING

Georgia Regents Medical Center supports its employees who fulfill their civic duty by voting. Employees should make reasonable efforts to vote during hours that do not disrupt the work day.

Under Georgia law, an employee who is a registered voter must be offered up to two consecutive hours to vote on the day of an election, unless an employee’s hours of work begin at least two consecutive hours after the polls open or end at least two hours before the polls close. However, Georgia Regents Medical Center is authorized to specify the hours which an employee may use.
On Election Day, polls are open from 7:00am until 7:00pm. Off-duty time prior to or after work (shift) is to be considered when determining the two consecutive hours of scheduled/approved time off (i.e., an employee regularly scheduled to work between 8:30am and 5:00pm will have more than two time-off hours, and will not be eligible for scheduled/approved time off).

An employee must use his/her Paid Time Off (PTO), or take Leave Without Pay (LWOP), for the time taken off to vote.

Military Duty

Leave with pay will be granted to employees who are members of the Georgia National Guard or a reserve component of the Armed Forces of the United States for periods specified by official orders. This type of leave does not cover drill periods and/or reserve training periods on weekends or other scheduled days off. The amount of military leave with pay is limited to fourteen (14) workdays in any one calendar year and may not exceed fourteen (14) workdays in any one continuous period of such absence.

Bereavement Leave

Benefits-eligible employees may use PTO or EMLB after the death of a member of their immediate family. Three days is the maximum amount of paid leave authorized for this purpose. Immediate family includes spouse, same-sex domestic partner, parent, parent-in-law, brother, sister, child, stepchild, son-in-law, daughter-in-law, grandparent, grandchild, foster parent or legal guardian.

Leave Without Pay (LWOP)

If you have a personal or educational need that requires an extended time away from work and you do not have PTO available to cover the absence, you can request an unpaid leave of absence from your supervisor. Approval for a leave of absence is at the discretion of management and may be granted if staffing permits.

Employee Assistance Program (EAP)

Georgia Regents Medical Center’s Employee Assistance program provides help resolving a range of personal, work and family problems. Confidential short-term counseling, employment enhancement services, referral, training, critical incident stress management and training and education are available. The program is available to all Georgia Regents Medical Center’s employees and their immediate family members. An appointment to meet with the Employee Assistant Program Counselor may be arranged by calling 706-721-0757.

Food Service

The Terrace Dining Room is open from 7 a.m. to 3 p.m. Monday through Friday on the second floor of the adult hospital. McDonald’s, on first floor of the Children’s Hospital of Georgia, is open daily from 6:30 a.m. to 10 p.m.
Employee Care Program

The Employee Care Program offers assistance to eligible employees who are experiencing financial difficulties due to temporary unforeseen or emergent personal crisis. Forms related to the Employee Care Program are as follows: (HR Policies #4.60.09)

- Emergency PTO Pay Out Application
- PTO Donation Request Form
- PTO Donation Application
- Health Insurance Premium Relief Application

Summary of Benefits

Your Benefits, Your Way.

Your benefits are an important part of your total compensation at Georgia Regents Medical Center. You have a range of benefits, including health care, life insurance, disability and financial planning options. We offer competitive benefits plans that fit the needs of you and your family. Our commitment is to provide superior benefits unrivaled by our competitors as we become the employer of choice.

GRMC does its part by continually reviewing our benefits program to ensure that you have a wide range of choices that meet your diverse needs. We also ensure that the benefits program is affordable for both you and the medical center. You have a key role to play as well. You make choices such as living a healthy lifestyle and using the health care resources available to you. These choices affect your health, but they also affect your health care costs. Because GRMC’s benefits are self-funded, they affect your co-workers’ health care costs too.

If you are enrolling in the GRMC’s -sponsored medical plan, you may think that an “insurance company” is paying for your health care expenses. But who really pays for your medical care? GRMC and you.

The group health plan is not fully insured, but instead it is self-funded. This means that, instead of paying premiums to an insurance carrier who assumes the financial risk of paying for claims, GRMC has set up a plan to pay the health claims of its employees, and GRMC assumes the financial risk. GRMC puts aside funds to cover employee health care costs and pays those claims from the organization’s assets and employee contributions. This means that the cost of employees’ medical claims directly affects the affordability of your health coverage.

Be sure to participate in the wellness and disease management programs to learn healthy behaviors and improve your overall health. Also, seek early treatment for health problems so they don’t lead to serious conditions. Not only will you feel better, but you’ll also help keep the cost of health care affordable for yourself and your co-workers.

Plans have four levels of coverage to choose from: Employee, Employee + Child (ren), Employee + Spouse and Family.

Benefits*:

Medical

- Health Savings and Spending Accounts
- Dental
- Vision (two options)
Life Insurance ($25K up to 4X pay)
Dependent Basic Life Insurance
Accidental Death and Dismemberment Insurance (AD&D)
Short Term Disability
Long Term Disability

*Refer to the Benefits web page and Enrollment Guide for specific plan details.

**HealthWise Wellness Program**
Participate in the Wellness Program to reduce your health risk factors, feel better and improve your overall health. Program components include a health risk assessment, wellness or disease management coaching, and a tobacco cessation program. Contact Employee Health & Wellness, Human Resources, at 706-721-3418, for more information.

HealthWise Incentives
Employees in the Choice plan will be given employer-contributed seed dollars as well as additional opportunities to earn employer HSA contributions into their HSA based on completion of wellness activities, throughout the year. Both the Biometric Screening and Health Risk Assessments are required in order to obtain the additional employer contributions.

**Voluntary Benefits**
- Pet insurance
- Group auto insurance
- Group home insurance
- Legal assistance
- Critical illness insurance
- Retirement Savings Plan
- Accident insurance
- Long Term Care Insurance
- Cancer insurance
- 529 College Savings
- Medical (gap) insurance

The employee benefits information is just a brief description of benefits. Limitations and exclusions apply. In the event of any discrepancy between this information and the policy, the terms of the policy will apply. Complete coverage information is in the certificate of coverage provided to each insured individual.

Contact Human Resources, Benefits, at (706) 721-7909 for additional information.

**Additional Benefits**

**Gift Shops**
The Children’s Hospital of Georgia Ferns and Fossils Gift Shop and The Little Store on the 2nd floor of the adult hospital offer logo merchandise, stuffed animals, balloons, toys, games, cards, gift items, flowers, jewelry, baby items, magazines and personal care products. The gift shops are happy to deliver flowers or gifts within the hospitals and clinics. Credit cards and checks are accepted.
Health Center Credit Union

The Health Center Credit Union operates under a charter granted by the state of Georgia Department of Banking and Finance. Any employee of Georgia Regents University or Georgia Regents Medical Center, or family member of an employee, is eligible for membership. No fee is required to join the Credit Union, but a minimum balance of $25 must be maintained for a member to stay in good standing. Some of the benefits of membership include: payroll deductions, traveler’s checks, money orders, notary service, cashier’s checks, Visa and MasterCard availability, competitive dividend rates and low-interest rate loans.

Georgia Regents University Day Care Center

The Child Care Center is operated by the Georgia Regents University for faculty, staff and students. The center has planned programs for each child’s level of development and a variety of learning and play activities are scheduled for children, based upon age level. Nutritionally balanced lunches are served daily, in addition to morning and afternoon snacks. The Center is fully licensed by the State of Georgia. During special times such as summer vacation and holidays, space may be available for children up to 12 years of age. Georgia Regents Medical Center employees can access the Georgia Regents University Day Care Center when openings are available.

Parking

Georgia Regents Medical Center employees are assigned parking (at no charge) in specific lots or decks. Georgia Regents Medical Center also pays the cost of parking for leased and hired employees in areas leased from the Georgia Regents University.

Pastoral Counseling

Georgia Regents Medical Center is served by an interdenominational pastoral care. Two chapels are available for patients, families and staff. The adult hospital chapel is located on the 2nd floor. The Children’s Hospital of Georgia chapel is located on the 1st floor. Sunday morning chapel services are held at 10:00 a.m. and 10:45 a.m. respectively. Both chapels are open seven days a week, 24 hours a day. You can reach a chaplain by calling 721-2929 for the main office; 721-5110 for the Children’s Hospital of Georgia chaplain’s office; or 721-3893 for the chaplain on call.

Tobacco Free Campus

Georgia Regents University, Georgia Regents Medical Center and Georgia Regents Medical Associates, also known as Georgia Regents Health System (GR Health) have committed to a tobacco free institution for the purpose of promoting a healthy environment for all persons, including patients and their families, faculty, students, staff, visitors and others who visit the campus.

The use of tobacco products is prohibited on any property owned, leased, or controlled by members of GR Health. Employees, faculty, students, patients, visitors, vendors, contractors and all others are prohibited from using any tobacco product while on said property. Use of tobacco products in vehicles parked on GR Health property is also prohibited.

GR Health property includes but is not limited to all buildings, surrounding land, parking lots, parking decks, green space, and adjacent sidewalk areas. GR Health employees, faculty, students and staff, are prohibited from using tobacco products while anywhere on GR Health property. In addition, GR Health employees, faculty, students and staff are expected to be positive role models and good ambassadors of the Tobacco Free initiative to all who visit the campus.
Academic Reimbursement Guidelines

The Georgia Regents Medical Center Academic Reimbursement Program is administered within the following guidelines:

1. Employees who are interested in applying for academic reimbursement must obtain an application form from Compensation and Performance Management, Human Resources. The applicant must fully complete the form that includes obtaining signatures of his or her supervisor and department head, and return to Human Resources 30 days prior to the start of the first course. Application forms can be found on the Compensation and Performance Management section of the intranet. For additional information, call extension 706-721-5766.

2. Approval of applications for academic reimbursement is subject to the availability of funds that are allocated by quarter and semester. Accordingly, approval is not automatic. Those eligible for the HOPE Grant must apply to that program before being considered for Georgia Regents Medical Center's reimbursement program.

3. To be considered for tuition reimbursement, an employee must have completed six months of continuous, regular employment with Georgia Regents Medical Center. The applicant must have a work commitment of 50 percent or more.

4. The actual amount of reimbursement per quarter and semester hour shall not exceed the maximum of $3,000 per fiscal year (July 2-June 30). The reimbursement program recognizes four grading periods on the quarter system and three grading periods on the semester system, and also recognizes the variety of class periods available through various degree-granting institutions.

5. Approved applicants will receive no more than the maximum for the cost of tuition only.

6. Each tuition reimbursement recipient must agree to a one-year work commitment at Georgia Regents Medical Center. If the recipient terminates voluntarily before fulfilling the work commitment agreement, the actual amount of assistance received during the year prior to the termination date must be repaid to the fund.

7. The course selected must be taken at an accredited institution and be a prerequisite for a degree program, or must be career or job related.

8. Correspondence courses are not considered for reimbursement unless a course is needed to fulfill job requirements and that curriculum cannot be obtained through a TRP-approved learning institution in the Central Savannah River Area (CSRA).

9. Approved applicants must earn a final grade of “C” or better in the course to receive reimbursement.

10. The applicant must submit the following information to Human Resources in order to receive the reimbursement: a copy of a detailed receipt showing the cost of tuition, how the tuition was paid and that you have a $0.00 balance for the quarter or semester, a copy of the grade report. The applicant will forfeit the reimbursement if the grade report and receipt are not produced within 30 days of the close of each grading period of the institution. Reminders will not be mailed.

11. All financial aid that you are receiving will be taken into consideration when approving your application. Reimbursement for approved applicants will be reduced by the amount of financial aid received from other sources for the current grading period.

12. Course work should be scheduled at times other than normal working hours, or the employee must make the appropriate arrangements with his or her supervisor to take PTO or redefine the work schedule to accommodate time lost. (See HR Policy #4.60.07)

Volunteer Services Program

This program provides a volunteer base to support the mission and goals of Georgia Regents Medical Center. Some of the volunteer opportunities include assisting on patient care units, assisting in medical records, working with patients with behavioral health challenges, lab couriers, baby cuddling, interpreter services, greeter services, working with Child Life Specialists, working in the Family Resource Library, assisting School Services, assisting families in Shock Trauma and Intensive Care Units, sales personnel in the gift shops, and assisting in a variety of programs or services such as: emergency
room, family medicine, oncology, pediatric clinics, neuroscience, marketing and many more. Volunteers also help with special events, fund raising, and gift donations. We also have a Summer Teen Volunteer Program and collaborate with higher education institutions for academic internships (unpaid). Volunteer opportunities are available seven days a week, morning, afternoon and evening hours. Call the Volunteer Services Program at 706-721-1188 for more information or to request an application.

Wellness Center

The Georgia Regents University Wellness Center provides faculty, staff, students and families with exercise classes, fitness instruction, nutrition classes and other wellness programs led by the professional staff of the Georgia Regents Sports Medicine Center. Georgia Regents Medical Center employees can access the Wellness Center at reduced employee rates.

Workers’ Compensation

Georgia Regents Medical Center provides worker compensation insurance protection for all employees hired by Georgia Regents Medical Center. A vendor manages the status and condition of the injured individual with the goal of returning employees to work as quickly and safely as possible. When an accident/injury occurs at work, the employee is expected to report the event to his/her supervisor or other available management personnel in the employee’s department. The informed management person completes the appropriate accident/injury form and sends or escorts the employee to Employee Health & Wellness, Human Resources or Emergency Services. All critical injuries should be sent to Emergency Services. (See HR Policy 4.60.08)

Employee Health & Wellness, Human Resources

Employee Health & Wellness, Human Resources provides surveillance services to all employees of Georgia Regents Medical Center, Georgia Regents University, and other contracted employees with the goal of preventing occupational injury and disease through recognition and management of risk, and to monitor compliance with all health, safety and environmental regulations affecting the Georgia Regents Medical Center. Employee Health & Wellness, Human Resources provides employees with a variety of services based on the employee’s workplace tasks and potential exposures. In addition, the clinic provides some limited preventative health services. Employee Health & Wellness, Human Resources provides employees a variety of services. Some of the current services include:

- Pre-employment physicals (including health screening questionnaire, latex allergy screening, physical examination, tuberculosis screening, N95 respiratory fit testing, blood antibody titer screening, vaccinations when applicable and urine drug screening)
- Annual health screenings (this is a requirement for employment and is to be completed in your hire month every year). This includes an occupational health questionnaire, tuberculosis screening, and N95 respiratory fit testing
- Exposure program: Needle stick / sharps and blood borne pathogens, tuberculosis, infectious diseases and environmental agents
- Treatment of minor injuries and the management of Workers’ Compensation claims
- Referral to other specialties when deemed necessary
- Immunization program
- Flu vaccination program
- Asbestos program
- Educational offerings
- Substance abuse screening program with Certified Medical Review Officer
- Return-to-work after injury, exposure and/or illness
- Consultations
- Lab animal handlers program.
- University and contract employee health services
- Hearing screenings
- Medical respirator fitness examination and industrial respirator clearance
- Screening blood pressure checks

The clinic is open Monday thru Friday 7:30 a.m. to 5:00 p.m. Appointments are required for all pre-employment physicals, physician visits, annual health screenings and respiratory fitness examinations. Walk-ins are welcome for most other services Thursdays from 7:30 am to 10:30 am. **Employees requiring treatment after hours, on weekends and holidays will be seen in the Emergency Department.**

**Location:** Employee Health & Wellness, Human Resources is located on Pope Avenue in the FG Building - FG 1174, 1515 Pope Avenue, Augusta, GA 30912.

**Contact information:** Main Desk: 706-721-3418 Fax: 706-721-0882 Email: EmployeeHealth@gru.edu