

# Anthony Medical & Chiropractic

<b>SUBJECT:</b> ABSENTEEISM	<b>Effective:</b> Immediately
<b>POLICY NUMBER:</b> AMC-1.2001	<b>Review Date:</b> 3-1-2021
<b>PREPARED BY:</b> Human Resources	<b>Revision Date:</b>

**CLASSIFICATION:** All Employees of Anthony Medical & Chiropractic

**POLICY:**

This policy has been created to state the company position regarding employee Absenteeism.

**OBJECTIVE:**

The purpose of this policy is to establish the guidelines in which all employees of Anthony Medical & Chiropractic are expected to follow to reduce absenteeism within the company.

**ASSIGNMENT:**

For clinical, clerical, and administrative employees of Anthony Medical & Chiropractic to maintain an optimal level of performance and efficiency in the workplace.

**STATEMENT:**

Anthony Medical and Chiropractic Center believes patient care should be provided in an efficient manner to create an accommodating experience for our patients. To meet this expectation, it is important for employees to make every effort to be at work, when scheduled, to participate in our pursuit to provide quality, effective, and efficient services to our patients. However, we understand that unforeseen, last-minute circumstances may prevent employees from being at work.

**SCOPE OF POLICY:**

1. It is the employee's responsibility to have the correct contact information for their supervisors and/or managers in the event the employee is unable to work their shift.
2. An employee must use the appropriate call-out process (*see below*) to inform the company they will not be able to work their shift.
3. Notifying HR is not an authorized or approved method for calling out.
4. If the employee is ill or cannot fulfill their shift commitment, it is expected the employee will notify the proper supervisor/manager at their earliest possible convenience. The night prior to the shift is suggested to assist with any last-minute staffing alignments
5. An excused absence is defined as presenting a doctor's note related to an acute illness being treated or an official document verifying the absence was a necessity for the employee.
6. An unexcused absence is considered to be an absence that was not requested at least 48 hours in advance and approved by the appropriate supervisor and/or manager.

7. An unexcused absence can be changed to an excused absence if a doctor's note or other proper document is provided upon return to work, no later than 48-hours post return to work.
8. Any employee who has accumulated 5 attendance points will, at a minimum, be required to meet with their supervisor to establish a plan of action to improve their absenteeism.
9. Excessive unexcused absences can lead to disciplinary action up to and including termination.
10. Excessive is defined as (3) or more unexcused absences during a 4-week period.

## **NOTIFICATION PROCESS:**

### **Employee Call Out**

#### **Office Staff:**

Call or text the Office Manager and/or the Assistant Office Manager as soon as possible, but no later than 1.5 hours prior to start of your scheduled shift.

#### **Massage Therapist:**

Call or text the Massage Lead, Office Manager and/or the Assistant Office Manager as soon as possible, but no later than 2 hours prior to your first appointment.

#### **Provider or Provider Support:**

Call or text the Director of Clinical Services, Office Manager and/or the Assistant Office Manager as soon as possible, but no later than 2 hours prior to your first appointment.

#### **Billing and Marketing Team members:**

Call or text your immediate supervisor/lead as soon as possible, but no later than 1 hour prior to the start of your shift. If you are aware that your supervisor is out, then text the Administrative Director.

#### **Human Resources Specialist:**

Call or text the Human Resource Manager as soon as possible, but no later than 10 minutes prior to the start of your shift. If you are aware that the Human Resource Manager is out, then text the Director of Administration.

### **High Call Out Rates**

Employees with high levels of call outs may be asked by a supervisor or manager for a doctor's note upon return to work.

Any questions should be directed to your department leadership.