Employee Handbook

Welcome to ###YOUR COMPANY NAME###! We are delighted to have you join our team. This Employee Handbook has been designed to provide you with important information about our policies, procedures, and expectations. Please take the time to read and familiarize yourself with the contents of this handbook.

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1. Acknowledgment of Receipt

This Employee Handbook is not a contract of employment and does not guarantee any specific terms or conditions of employment. The policies outlined herein may be modified, amended, or terminated at the discretion of ###YOUR COMPANY NAME###.

By signing the acknowledgment of receipt, you indicate that you have read, understand, and agree to abide by the policies and guidelines described in this Employee Handbook.

Please direct any questions or concerns to the office manager.

Acknowledgment of Receipt:

I acknowledge that I have received a copy of the Employee Handbook of ###YOUR COMPANY NAME###. I understand that it is my responsibility to read and familiarize myself with the policies and procedures outlined in this handbook.

Employee Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. *Introduction*

**1.1. Mission and Values**

Mission: At ###YOUR COMPANY NAME###, our mission is to provide exceptional medical care, support, and personalized treatment to our patients. We strive to improve the health and well-being of individuals and families within our community by delivering high-quality healthcare services with compassion and professionalism.

Values: Our core values guide our actions and decisions, ensuring that we maintain a patient-centered approach and create a positive and supportive work environment for our team members. The values that we uphold are:

Compassion: We demonstrate empathy and understanding towards our patients and treat them with kindness, dignity, and respect.

Excellence: We are committed to delivering the highest standard of medical care, continuously seeking opportunities for improvement and innovation.

Integrity: We adhere to the highest ethical standards and maintain honesty, transparency, and trustworthiness in all our interactions.

Teamwork: We collaborate and communicate effectively to foster a harmonious and supportive work environment, promoting synergy among our team members.

Patient-Centered Care: We prioritize the needs and preferences of our patients, ensuring their involvement in decision-making and providing individualized care plans.

Community Engagement: We actively engage with our community through health education, outreach programs, and partnerships to promote overall well-being.

**1.2. About Us**

###YOUR COMPANY NAME### is a Nurse Practitioner owned and operated medical practice dedicated to providing comprehensive healthcare services to individuals of all ages. Founded in 2018, we are a growing practice and strive to provide a variety of advanced medical services.

Our team of highly skilled healthcare professionals, including nurse practitioners, medical assistants, and administrative staff, share a common commitment to delivering exceptional patient care. We prioritize patient comfort, safety, and satisfaction, ensuring a warm and welcoming environment for all who visit our practice.

Services offered at ###YOUR COMPANY NAME### include but are not limited to:

* General Medical Consultations
* Preventive Care and Wellness Checks
* Chronic Disease Management
* Vaccinations and Immunizations
* Minor Procedures and In-office Treatments
* Diagnostic Services
* Women's Health Services
* Pediatric Care
* Geriatric Care

Our focus on continuous learning and professional development ensures that our team stays updated with the latest medical advancements and evidence-based practices, allowing us to deliver the best possible outcomes for our patients.

At ###YOUR COMPANY NAME###, we are dedicated to building long-lasting relationships with our patients, promoting a positive and supportive healthcare experience for everyone who entrusts us with their care.

**1.3. Disclaimer**

The information provided in this Employee Handbook is intended to serve as a general guide to the policies and procedures of ###YOUR COMPANY NAME###. It is not a legally binding document and does not constitute an employment contract or guarantee specific terms of employment.

###YOUR COMPANY NAME### reserves the right to modify, amend, or terminate any policy or procedure at its sole discretion. Any changes will be communicated to employees as promptly as possible.

While every effort has been made to ensure the accuracy and currency of the information contained in this handbook, ###YOUR COMPANY NAME### disclaims any liability for errors or omissions. Employees are encouraged to seek clarification from Human Resources or their direct supervisor regarding any policy or procedure.

1. *Employment Policies*

**2.1. Equal Employment Opportunity**

###YOUR COMPANY NAME### is an equal opportunity employer, and we are committed to providing equal employment opportunities to all individuals without regard to race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information, veteran status, or any other protected status as defined by applicable laws.

Our commitment to diversity and inclusion extends to all aspects of employment, including recruitment, hiring, promotions, transfers, training, compensation, benefits, and other employment-related decisions. We strive to create a workplace that respects the unique contributions of each employee and fosters an inclusive environment where everyone can thrive.

**2.2. Anti-Harassment and Non-Discrimination**

At ###YOUR COMPANY NAME###, we are dedicated to maintaining a work environment that is free from all forms of harassment, discrimination, and retaliation. We prohibit any behavior that creates a hostile or offensive work environment based on an individual's protected characteristics.

Harassment can include, but is not limited to, unwelcome verbal, written, or physical conduct related to an individual's race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information, veteran status, or any other protected status. Any employee who experiences or witnesses harassment is encouraged to report it promptly to their supervisor, Human Resources, or through the designated reporting channels.

We are committed to promptly and thoroughly investigating all complaints of harassment, and appropriate disciplinary actions will be taken against any employee found to have engaged in harassment.

**2.3. Immigration Compliance**

###YOUR COMPANY NAME### complies with all applicable immigration laws and regulations. All employees must provide valid and updated work authorization documents as required by law. It is the responsibility of each employee to notify the office manager of any changes in their immigration status that may impact their employment eligibility.

**2.4. Confidentiality**

As a healthcare provider, ###YOUR COMPANY NAME### handles sensitive and confidential patient information. Employees must adhere to strict confidentiality standards and are prohibited from disclosing or using any patient information for unauthorized purposes. This obligation extends beyond the duration of employment, and employees are required to sign confidentiality agreements as a condition of their employment.

**2.5. Drug-Free Workplace**

###YOUR COMPANY NAME### is committed to maintaining a drug-free workplace. The unlawful use, possession, distribution, or sale of drugs or controlled substances on company premises or during work hours is strictly prohibited. Employees may be subject to drug testing as permitted by law.

**2.6. Employee Classification**

###YOUR COMPANY NAME### classifies its employees based on applicable federal and state laws. Employees may be classified as either full-time, part-time, temporary, or independent contractors based on the nature of their employment relationship. Each classification carries specific rights, benefits, and responsibilities, as outlined by the law and our internal policies.

It is important for employees to understand their classification and the associated terms and conditions of employment. If employees have any questions regarding their employment status, they should consult with Human Resources for clarification.

These employment policies are subject to change at any time, at the discretion of ###YOUR COMPANY NAME###. Any updates or revisions to the policies will be communicated to employees through appropriate channels. Employees are encouraged to review and familiarize themselves with these policies and reach out to the office manager for further information or clarification as needed.

1. *Work Hours and Scheduling*

**3.1. Office Hours**

###YOUR COMPANY NAME### operates during the following office hours:

* Monday to Friday: 8:00 AM to 6:00 PM

Please note that our office is closed on weekends and designated holidays. All employees are expected to adhere to these office hours and report to work promptly at the designated start time.

**3.2. Breaks and Meal Periods**

To ensure employee well-being and compliance with labor laws, ###YOUR COMPANY NAME### provides the following breaks and meal periods:

* Lunch Period: 12:00 PM to 1:00 PM

During the lunch period, employees are encouraged to take a break and enjoy their meal in a designated area. Employees are expected to resume their duties promptly at the conclusion of the lunch period.

**3.3. Attendance and Punctuality**

Regular attendance and punctuality are crucial for the efficient functioning of ###YOUR COMPANY NAME###. Employees are expected to maintain consistent and reliable attendance during their scheduled work hours. If an employee is unable to report to work or anticipates being late, they must notify their direct supervisor or the designated reporting contact as soon as possible.

Unplanned absences should be communicated promptly, and employees should adhere to the established call-in procedures for notifying the office.

**3.4. Scheduling and Overtime**

Scheduling of work hours is determined by department needs and the specific responsibilities of each employee. Managers and supervisors will communicate work schedules to employees in advance, whenever possible.

In certain situations, overtime may be required to meet operational demands. Overtime must be authorized by the respective department head or supervisor in advance. Employees should maintain accurate records of any overtime worked and report it as required.

It is essential for employees to communicate their scheduling preferences or any potential scheduling conflicts to their supervisors in a timely manner. We value open communication and will make reasonable efforts to accommodate reasonable requests, subject to operational requirements.

Please keep in mind that our office hours and scheduling policies may be subject to change as business needs dictate. Employees will be informed of any updates or revisions to these policies through appropriate channels.

If you have any questions or concerns regarding work hours, scheduling, or any other related matters, please feel free to reach out to your direct supervisor or the Human Resources department. We value your commitment to ###YOUR COMPANY NAME### and are here to support you in maintaining a positive work-life balance.

1. *Compensation and Benefits*

**4.1. Compensation Structure**

At ###YOUR COMPANY NAME###, we are committed to providing competitive and fair compensation for all employees. Our compensation structure is designed to reward employees for their contributions and dedication to our mission. The specific details of your compensation package, including base salary or hourly rate, will be outlined in your employment offer letter.

**4.2. Payroll and Direct Deposit**

Our payroll system operates on a bi-monthly basis, with payments issued twice a month. Payroll dates are typically on the 16th and the first day of each month, or the closest working day if these dates fall on a weekend or holiday. The pay period are as followed: 28th - 14th and the 15th - 27th.

We offer the convenience of direct deposit for all employees. With direct deposit, your salary will be electronically transferred directly into your designated bank account on each scheduled payday. This ensures timely and secure payment of your wages.

**4.3. Performance Evaluations**

We believe in the continuous growth and development of our employees. Performance evaluations are conducted on a regular basis to provide feedback, recognize achievements, and identify areas for improvement. These evaluations serve as an opportunity for open communication between employees and their supervisors, fostering a supportive and productive work environment.

During performance evaluations, employees can discuss their career goals, receive feedback on their performance, and collaborate with supervisors to create actionable plans for professional development.

*4.4. Employee Benefits*

**4.4.1. Malpractice Insurance**

At ###YOUR COMPANY NAME###, we prioritize the well-being and professional protection of our employees. As part of our commitment to providing a supportive work environment, we provide malpractice insurance coverage as a valuable benefit to eligible employees.

**4.4.2. Paid Time Off (PTO)**

We recognize the significance of work-life balance and the importance of taking time to recharge. Our Paid Time Off (PTO) policy allows eligible employees to use accrued PTO for personal time off, vacations, or other reasons. The specific accrual rates, eligibility criteria, and guidelines for requesting and scheduling PTO will be outlined in the employee contract.

**4.4.3. Holidays**

###YOUR COMPANY NAME### observes certain designated holidays. As an employee, you may be eligible for paid time off on these designated holidays. The list of observed holidays and the eligibility criteria will be provided in the employee handbook and communicated to you separately.

Please note that the details of our compensation and benefits package may be subject to change over time as business needs or legal requirements evolve. We will ensure that you are promptly informed of any updates or revisions to these policies.

If you have any questions or require additional information regarding compensation, benefits, or any other employment-related matters, please feel free to contact the Human Resources department. We are committed to supporting your well-being and success as a valued member of the ###YOUR COMPANY NAME### team.

1. *Workplace Conduct and Professionalism*

**5.1. Code of Conduct**

At ###YOUR COMPANY NAME###, we are dedicated to fostering a positive and respectful work environment for all employees. Our Code of Conduct outlines the standards of behavior and professionalism that we expect from each team member. By adhering to these guidelines, we can create a workplace that promotes collaboration, mutual respect, and excellent patient care.

Key principles of our Code of Conduct include:

a. Respect: Treat all colleagues, patients, and visitors with dignity, courtesy, and respect, regardless of their background or role within the organization.

b. Integrity: Act honestly and ethically in all professional interactions, maintaining the highest standards of integrity and confidentiality.

c. Collaboration: Foster a collaborative and supportive atmosphere, working as a team to achieve our common goals.

d. Compliance: Adhere to all applicable laws, regulations, and internal policies to ensure the highest level of compliance.

e. Accountability: Take responsibility for our actions and decisions, acknowledging any mistakes and working proactively to address them.

**5.2. Dress Code**

As healthcare professionals, maintaining a professional appearance is essential to create a positive impression on patients and colleagues. We have implemented a dress code to ensure that all employees present themselves in a manner consistent with the high standards of our medical practice.

Employees are expected to adhere to the following dress code guidelines:

* Clean and neat attire suitable for a medical setting.
* Scrubs or business casual attire and lab coat are required for clinical staff.
* Business casual attire for non-clinical staff, avoiding clothing with offensive or inappropriate images or language.
* Closed-toe and non-slip shoes are mandatory for safety reasons.
* Avoid wearing excessive jewelry or accessories that may pose a risk in the clinical setting.

**5.3. Use of Company Property and Resources**

Company property and resources, including equipment, supplies, and facilities, are to be used solely for business purposes. Misuse or unauthorized use of company property is strictly prohibited and may result in disciplinary action.

Employees are responsible for safeguarding company property and using it responsibly to ensure its longevity and availability for the entire team.

**5.4. Social Media and Internet Usage**

While we support our employees' freedom of expression, it is essential to remember that our actions reflect on our organization and the healthcare profession. Therefore, we expect all employees to exercise good judgment and discretion when using social media platforms and the internet.

Guidelines for social media and internet usage:

* Refrain from posting any information or images that may violate patient privacy or confidentiality.
* Avoid making derogatory or offensive comments about colleagues, patients, or the medical practice.
* Be aware that online activity may be subject to professional scrutiny, even if posted on personal accounts.
* Do not use company time or resources for excessive personal internet browsing or social media use.

By adhering to these workplace conduct and professionalism guidelines, we can create a harmonious and respectful environment that reflects our commitment to providing exceptional healthcare services.

If you have any questions or need further clarification regarding any of these policies, please feel free to reach out to the office manager.

1. *Health and Safety*

**6.1. Workplace Safety**

At ###YOUR COMPANY NAME###, the safety and well-being of our employees, patients, and visitors are of utmost importance. We are committed to providing a safe work environment for everyone. To ensure workplace safety, we expect all employees to:

a. Follow safety guidelines: Adhere to all safety protocols, procedures, and guidelines provided during training and through regular updates. Report any safety concerns or hazards promptly to the appropriate supervisor or manager.

b. Use equipment safely: Operate all equipment, machinery, and tools according to the manufacturer's instructions and with proper training. Report any malfunctioning equipment immediately.

c. Maintain a clean and organized workspace: Keep work areas tidy and free from clutter to prevent accidents and promote a safe environment.

d. Report incidents and injuries: In the event of an accident, injury, or near-miss, report the incident to a supervisor or manager immediately, regardless of its severity.

e. Use personal protective equipment (PPE): Wear the appropriate PPE, such as gloves, masks, or gowns, as required for specific tasks to prevent exposure to hazardous materials or infections.

**6.2. Emergency Procedures**

In the event of an emergency, it is crucial that all employees know how to respond quickly and effectively. We have established emergency procedures to ensure the safety and well-being of everyone in our medical practice. Employees are expected to:

a. Familiarize themselves with emergency exit routes and evacuation procedures.

b. Follow instructions from designated emergency personnel, such as emergency response teams.

c. Remain calm and assist patients and visitors in evacuating the premises, if necessary.

d. Report any emergency or potential emergency situation to the appropriate personnel immediately.

**6.3. Infection Control**

Infection control is essential in a medical setting to prevent the spread of infectious diseases and maintain a safe environment for patients and employees. All staff members must adhere to infection control policies and protocols, including:

a. Proper hand hygiene: Follow handwashing guidelines and use hand sanitizers as necessary to prevent the spread of infections.

b. Personal protective equipment (PPE): Wear appropriate PPE, such as gloves, masks, and gowns, when providing patient care or handling potentially infectious materials.

c. Safe handling and disposal of medical waste: Dispose of medical waste in designated containers and follow established procedures for the disposal of hazardous materials.

d. Cleaning and disinfection: Maintain a clean and hygienic environment by regularly cleaning and disinfecting patient care areas and common spaces.

e. Compliance with immunization requirements: Stay up-to-date with all required vaccinations to protect yourself, colleagues, and patients from preventable diseases.

By adhering to these health and safety guidelines, we can create a secure and protected environment for everyone at ###YOUR COMPANY NAME###. If you have any questions or need further information regarding health and safety protocols, please contact the office manager.

1. *Employee Performance and Conduct*

**7.1. Performance Expectations**

At ###YOUR COMPANY NAME###, we are committed to fostering a productive and professional work environment. Our success as a team depends on the dedication and performance of each employee. To ensure clarity and mutual understanding, we have established the following performance expectations:

a. Job Responsibilities: All employees are expected to perform their assigned duties competently and efficiently, adhering to established policies, procedures, and guidelines.

b. Professionalism: We value professionalism in our workplace. Employees are expected to maintain a positive attitude, treat colleagues, patients, and visitors with respect and courtesy, and communicate effectively and professionally.

c. Quality of Work: We strive for excellence in patient care and customer service. Employees should consistently deliver high-quality work and seek opportunities for professional growth and development.

d. Attendance and Punctuality: Regular and punctual attendance is vital for the smooth operation of our medical practice. Employees are expected to arrive on time for scheduled shifts and meetings.

e. Teamwork and Collaboration: We emphasize teamwork and collaboration to achieve our goals. Employees should actively participate in team-based initiatives, support colleagues, and contribute to a positive work atmosphere.

f. Adherence to Policies: All employees must comply with company policies, procedures, and protocols, including those related to safety, patient confidentiality, and professional standards.

**7.2. Corrective Action and Disciplinary Policy**

While we encourage open communication and a supportive work environment, there may be instances when employees fail to meet performance expectations or violate company policies. In such cases, corrective action and disciplinary measures may be necessary. The purpose of corrective action is to address issues promptly, support employee development, and maintain a cohesive team. The steps involved in corrective action and disciplinary measures may include:

a. Verbal Warning: When performance or conduct issues arise, the employee's immediate supervisor or manager may issue a verbal warning to discuss the concerns and identify areas for improvement.

b. Written Warning: If the issue persists, a formal written warning will be issued, documenting the problem, expected improvements, and consequences of further non-compliance.

c. Performance Improvement Plan (PIP): In cases of ongoing performance issues, a Performance Improvement Plan may be implemented. The PIP will outline specific performance goals and timelines for improvement, along with support and resources to help the employee succeed.

d. Probationary Period: For serious violations or repeated performance issues, the employee may be placed on probation. During this period, the employee's progress will be closely monitored, and further non-compliance may result in termination of employment.

e. Termination: In cases where corrective actions fail to resolve the issues or for severe violations of policies, termination of employment may be necessary.

We understand that each situation is unique, and our goal is always to address concerns fairly and effectively. The medical practice will follow applicable employment laws and regulations throughout the corrective action process.

If you have any questions or need clarification regarding performance expectations or the corrective action process, please reach out to the officer manager or your immediate supervisor.

1. *Training and Development*

**8.1. Orientation and Onboarding**

Our comprehensive orientation and onboarding program is designed to ensure a smooth transition into your new role and provide you with the necessary tools and knowledge to excel in your position. During the onboarding process, you will:

a. Complete essential paperwork, including tax forms and employment agreements.

b. Receive an overview of our medical practice's history, mission, and values.

c. Meet with your direct supervisor and team members to familiarize yourself with your role and responsibilities.

d. Undergo training on our electronic health records (EHR) system and other relevant software.

e. Learn about workplace policies, safety procedures, and confidentiality guidelines.

f. Receive information about employee benefits, compensation, and payroll procedures.

g. Have the opportunity to ask questions and seek guidance as you acclimate to your new environment.

Our goal is to ensure that you feel supported and confident as you begin your journey with us. We encourage open communication and want to address any concerns or queries you may have during the onboarding process.

8.2. Continuing Education Opportunities

At ###YOUR COMPANY NAME###, we believe in fostering a culture of learning and professional development. We recognize the importance of staying current with advancements in the medical field and enhancing your skills. As an employee, you will have access to a range of continuing education opportunities, including:

a. In-house Training: We regularly organize in-house training sessions and workshops led by experts in various medical specialties. These sessions aim to enrich your knowledge and provide insights into the latest medical trends and treatments.

b. External Conferences and Seminars: Employees may have the opportunity to attend external conferences, seminars, and webinars related to their field of expertise. These events offer networking opportunities and exposure to cutting-edge research and developments.

c. Career Development Discussions: We believe in nurturing your professional growth. Periodic discussions with your supervisor will help identify career goals and create a plan for skill development and advancement.

As an organization committed to excellence, we value your dedication to continuous improvement and are excited to support your journey of ongoing learning and growth. If you have specific training or development needs or ideas, please share them with your supervisor or the office manager. We look forward to helping you thrive in your career at ###YOUR COMPANY NAME###.

1. *Employee Grievances and Complaints*

At ###YOUR COMPANY NAME###, we are committed to maintaining a positive and respectful work environment for all employees. We understand that conflicts and concerns may arise from time to time, and we encourage open communication to address and resolve such issues promptly and fairly.

**9.1. Open Door Policy**

We operate under an Open Door Policy, which means that employees are encouraged to express their grievances, complaints, or concerns directly to their immediate supervisor or the office manager. This policy ensures that your feedback is heard and taken seriously, and that appropriate action is taken to address the matter.

If you have an issue or concern related to your work, a colleague, a workplace policy, or any other matter that affects you in the workplace, please feel free to discuss it with your supervisor at any time. We value transparency and want to ensure that you feel comfortable approaching your supervisor with any problem you may encounter.

If, for any reason, you find it difficult to discuss your concern with your immediate supervisor, you are welcome to take the matter to the next level of management or directly to the Human Resources department. Our team is here to listen, support, and assist you in resolving the matter in a fair and unbiased manner.

**9.2. Reporting Concerns**

In situations where you feel uncomfortable discussing your concern in person or prefer to maintain confidentiality, we offer alternative reporting channels:

a. Email or Written Communication: You can report your concern via email or in writing, addressed to your immediate supervisor or the office manager. We take all reports seriously and will investigate and respond to your concern in a timely manner.

Regardless of the reporting method you choose, you can be assured that your concern will be treated with utmost confidentiality and that there will be no retaliation for reporting in good faith.

At ###YOUR COMPANY NAME###, we are dedicated to fostering a culture of trust, respect, and fairness. Your input is essential in maintaining a positive work environment, and we are here to work together to resolve any issues that may arise. Your commitment to sharing your concerns helps us grow and improve as an organization.

1. *Termination of Employment*

At ###YOUR COMPANY NAME###, we strive to build long-lasting and positive relationships with our employees. However, we recognize that sometimes employment relationships may need to be terminated for various reasons. This section outlines our policies regarding resignation, layoff and recall, and termination for cause.

**10.1. Resignation**

If you decide to resign from your position, we ask that you provide four weeks advance notice in writing to your supervisor or the office manager. This notice period allows us to effectively plan for your departure and ensures a smooth transition for both you and the medical practice. You will be eligible to receive any earned but unused Paid Time Off (PTO) up to your last day of work.

**10.2. Layoff and Recall**

In the event of a layoff due to business necessity, your employment may be temporarily suspended. If the need arises, we will make every effort to recall you to work when suitable positions become available again. During the layoff period, you may be eligible for certain benefits in accordance with applicable laws and regulations.

**10.3. Termination for Cause**

Termination for cause may occur when an employee fails to adhere to the medical practice's policies, exhibits inappropriate conduct, engages in illegal activities, or demonstrates poor job performance despite prior corrective actions. In such cases, the medical practice reserves the right to terminate the employment relationship without notice. Examples of conduct that may lead to termination for cause include but are not limited to:

a. Violation of company policies or procedures b. Theft, dishonesty, or fraud c. Harassment, discrimination, or other inappropriate behavior d. Violation of patient confidentiality or HIPAA regulations e. Repeated or severe misconduct f. Willful disregard for job duties and responsibilities

Before any termination for cause, we will conduct a thorough investigation and give the employee an opportunity to provide their perspective. If it is determined that termination for cause is warranted, the decision will be communicated in writing, and the employee will be provided with their final paycheck and any eligible benefits as required by law.

Please note that this Employee Handbook is not a contract of employment, and employment at ###YOUR COMPANY NAME### is at-will. This means that both you and the medical practice have the right to terminate the employment relationship at any time, with or without cause and with or without notice.

If you have any questions or concerns about our termination policies, please feel free to reach out to the office manager. We are committed to treating all employees fairly and respectfully throughout their employment journey with ###YOUR COMPANY NAME###.