



UNACCEPTABLE CONDUCT

Groups of people who work together for any purpose require guidelines. The purpose for these guidelines is to improve staff relationships and to enhance production. They are to be enforced in a constructive manner.

It is important to clearly define and make these guidelines available in writing to all staff, so it is possible for staff to become familiar with what is expected. Disciplinary action then becomes predictable and not based on “opinions” or bias.

Violation of acceptable conduct may result in one or more of the following forms of disciplinary action: verbal warning, written policy review, interview and discharge. In arriving at a decision for proper action, and only after a thorough investigation, the following facts will be considered: the seriousness of the violation, the past record of the employee, and the circumstance surrounding the matter.

Although it is impossible to identify every violation possible in a code of conduct, the following is a partial list of violations that may result in warnings and/or discharge:

1. Interrupting or distracting staff from their work with things that could be put in writing and/or things that do not further production.
2. Conducting personal business during working hours.
3. Failure to establish good rapport with office staff, doctor, managers and patients.
4. Gossiping.
5. Failure to report a situation that should be reported.
6. Intentionally creating problems for other staff, office manager or doctors.
7. Acting in discourteous or insubordinate manner.
8. Divulging confidential information.
9. Negligence or deliberate inattention to patient care on your job.
10. Frequent absence or tardiness.
11. Unprofessional conduct such as loud arguing, threatening people, or abusive language.
12. Negligence of safety and health rules.
13. Knowingly violating written policy.
14. Failure to perform duties adequately, properly and willingly.
15. Lying.
16. Use of alcohol or illegal drugs during the workday.

17. Theft.
18. Displaying a negative attitude that affects the patients and/or staff.

ACCEPTABLE CONDUCT

While it is important to understand what is unacceptable conduct, it is equally important to understand what is “acceptable conduct” so one can concentrate on the *positive* not the negative. We encourage everyone to practice the following code as much as possible, so we can all enjoy a positive working environment.

1. Ensure patients have your full interest, receive top quality care, and feel valued.
2. Exceed patients’ expectations for treatment, communications and office experience.
3. Be courteous and considerate toward patients and fellow staff.
4. Conduct yourself in an honest, reliable and trustworthy manner.
5. Be punctual.
6. Take initiative.
7. Work hard and get the job done.
8. Set and achieve production goals.
9. Fulfill job duties completely, professionally and willingly.
10. Explores new approaches, technology and administrative offerings related to his/her job and the practice on a regular basis.
11. Follows our office policies and understands the purpose for policy.
12. Takes responsibility for the whole practice by taking action regarding non-optimum situations (if only by reporting it).
13. Focuses on business, yet enjoys the job and working with the staff and patients.
14. Maintains a clean, professional appearance and communicates in a positive, cordial manner.
15. Sets a good example for other staff.
16. Seeks help in the form of a policy review as needed.
17. Displays a positive attitude and exemplifies the true meaning of a “team member.”