

Message from the President

Dear Einstein Colleague:

Welcome to Albert Einstein Healthcare Network! I am delighted that you are joining our Network team. Einstein is a very special healthcare organization that has a long, proud tradition of providing care and service to the residents of the communities we serve.

Whether you provide direct patient care, deliver support services, or dedicate your efforts to our academic programs, you make important contributions to the health and well-being of our patients and their families every day. As an Einstein employee you are helping to carry on a tradition of service and academic excellence in an organization dedicated to live by its Mission, Vision and Code of Conduct.

We are proud of our legacy and for your personal contribution to our success. We are excited about our future. Thank you for bringing your talents to our Network. I offer you my best wishes for a rewarding professional experience on the Einstein team.

Sincerely,

A handwritten signature in black ink that reads "Barry R. Freedman". The signature is written in a cursive, flowing style.

Barry R. Freedman
President and CEO

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Albert Einstein Healthcare Network's Strategic Working Principles and Practices

Einstein leaders, including our Board members, are responsible for developing a strategic plan that considers the healthcare environment, competitive market, our resources, our ambitions and, most important, the needs of the communities and markets we serve. Out of our planning process comes our Strategic Working Principles that guide us in pursuit of our Vision and Mission.

Our Strategic Working Principles and Practices provide us guidance for day-to-day actions and establish the way we do things.

BOLD—Live Out Loud

- Unleash the power of contribution
- Shine light on our accomplishments
- Take actions that distinguish our uniqueness for all to see

DISCIPLINED—Stay Present

- Focus on mission-critical tasks
- Create structures that facilitate good work
- Be alert to opportunities and threats

ACCOUNTABLE—Own It

- Take ownership of everything we do
- Take responsible risks
- Improve the condition

COLLABORATIVE—Think and Act Together

- Fuse skills, strengths, and competencies to enhance outcomes
- Engage in dialogue to make way for the more powerful idea
- Cultivate the contributions of others

INTENTIONAL—Make It Happen

- Adapt and innovate as needed to get the job done
- Produce clarity in expressing thoughts, plans, and actions
- Eliminate distractions that waste resources

Our Vision

Einstein Brilliance and Compassion In All We Touch

By 'Brilliance' we mean...

our aspiration to shine in all that we do; to have exceptional intellectual clarity and grace; to uniquely comprehend, understand and benefit from experience.

By 'Compassion' we mean...

to treat with dignity and respect; to have a deep and human understanding of the feelings of others and a motivation to act to alleviate or reduce suffering.

By 'In All We Touch' we mean...

at every level of our being; the internal working relationships of the organization and the individuals, populations or communities with whom we live and interact.

Our Vision shows what we want to be, not what we are. We all must think about what we can do to help our team reach higher levels of performance.

Our Mission

With humanity, humility and honor, to heal by providing exceptionally intelligent and responsive healthcare and education for as many as we can reach.

By 'with humanity' we mean...

with humanness and benevolence

By 'humility' we mean...

with a modest view of our own importance

By 'honor' we mean...

with due esteem and reverence

By 'heal' we mean...

to restore physical and emotional integrity, bring into balance or provide comfort, whether for body, mind, spirit or community

By 'exceptionally intelligent' we mean...

by relentlessly reaching for the most comprehensive and incisive knowledge

By 'responsive' we mean...

by anticipating needs and responding in a timely manner

By 'as many as we can reach' we mean...

those in the geographic and demographic communities that we serve

Our Mission sets a direction for the organization as a whole. We must think about how our performance may better play a role in reaching our mission.

Code of Conduct

Einstein's Code of Conduct is our set of standards and ideals for professional behavior. It is designed to create a culture based on reliability and trust. We must all work together in the spirit of teamwork to improve our Network-wide performance and the Einstein Patient Experience. Our individual alignment with the Code of Conduct is an important element in our work to improve our performance and meet our Vision and Mission.

Respect – Value Others

- Appreciate the differences of each individual
- Safeguard privacy and confidentiality
- Seek the expertise and experience of others

Empathy – Be With Them

- Anticipate the needs of those we serve
- Actively seek to understand people's feelings and intentions
- Show those we serve that they are not alone

Responsibility – Watch, Listen, Act

- Protect from harm
- Use resources wisely
- Explore opportunities embedded in conflict

Affinity – Nurture Each Other

- Mentor the growth, education, and development of others
- Band together as community
- Find the humor that connects

Integrity – Do Right

- Keep our word
- Listen to all sides of the story
- Conduct ourselves with honesty and fairness

The Einstein Patient Experience

Providing a positive patient experience is important for many reasons:

- It's the right thing to do. We are here for and because of our patients.
- Our reputation is the key to our continued success. Our reputation in the communities we serve is built on the “word of mouth” advertising our patients, employees and physicians share with others about their experiences at Einstein.
 - For patients to make Einstein as their provider of choice, their experience needs to exceed their expectations.
 - To attract great employees, it is essential that we are known in the community as an excellent Network and great employer.
- Patient satisfaction and job satisfaction are linked. If our patients are satisfied it is likely that employees are as well.
 - Satisfied patients are less stressed, more likely to cooperate with care plans and more likely to have good outcomes.

What makes a patient experience excellent?

When patients are asked what high quality health care means to them, they say that people listened to and respected their opinions and that staff involved them in their care. Patients expect to be treated with respect and courtesy, but more importantly, they need to know we care. Taking a few moments to truly listen to patients can make all the difference in the world.

We have many activities going on throughout our Network aimed at improving patient care. Ask your manager for more information about what may be happening in your area.

Our Network team pays daily attention to achieving positive patient outcomes and impressive levels of patient satisfaction. Led by quality improvement teams, all departments and services identify and pursue quality improvement goals. Also, every Network entity sees to it that patients receive a patient satisfaction survey that encourages the patient to provide feedback about the care and service received from us. Staff receives reports of patient survey results. We celebrate the compliments given to our staff and work hard to address any problems that stand in the way of making our Network a great place for patients.

IMPORTANT NOTICE — PLEASE READ:

Employment Relationship

This Employee Handbook summarizes Human Resources policies for all entities/divisions of Albert Einstein Healthcare Network (hereafter referred to in this handbook as “the Network” or “Einstein”).

These policies may not apply to bargaining unit employees.

This handbook is a guide to assist employees during employment and replaces other handbooks previously distributed. The Network has the right to modify or change the contents or application of this handbook and any of the policies referenced in this handbook at any time without notice.

Neither the handbook nor any of the policies referred to in the handbook shall be construed as a contract or as conferring any contractual rights.

Employees are employees “at will” at all times and may resign or be discharged at any time for any reason, with or without notice and with or without cause. Nothing in this handbook or any other policy or communication, whether oral or written, changes an employee’s “at will” status.

Employee Benefits

This handbook includes only a brief summary of the benefits that Einstein offers its employees. For a full explanation of particular benefits, all employees are encouraged to review Einstein’s Employee Benefits Guide, consult with their Human Resources Service Specialist and, where applicable, the specific plan documents. If the benefit summaries contained in this handbook or in Einstein’s Employee Benefit Guide conflict with any statement contained in the formal plan documents, the plan documents supersede anything contained in this handbook. Einstein reserves the right to interpret, apply, alter, amend, modify or discontinue any or all of the benefits provided to employees at its sole and absolute discretion without prior notice.

ALBERT EINSTEIN HEALTHCARE NETWORK: A BRIEF INTRODUCTION

Albert Einstein Healthcare Network is a private, not-for-profit healthcare system that includes many entities and programs or divisions important to the healthcare needs of people in our surrounding communities.

Einstein was originally founded at the end of the Civil War in 1866, as Philadelphia's Jewish Hospital – with a mission to care for the disenfranchised beyond the Jewish community, including former and freed slaves. As such our values and fundamental strengths were developed from our Jewish roots. “Being community” is at the core of Jewish responsibility, and it is defined by the fundamental beliefs of empathy, stewardship, justice and obligation. Being community goes beyond being ‘part’ of a community, and embraces the practice of individuals coming together for a common purpose and aligning around similar ideals and interests.

For more than 140 years, Einstein physicians and staff have been leaders in the art and science of healing. Since the founding of the Jewish Hospital, we have remained at the forefront of medical science. Our physicians pioneered and perfected many of today's widely practiced medical techniques. We continue to develop new strategies to meet the challenges facing healthcare today and tomorrow.

- **Albert Einstein Medical Center:** A tertiary-care, teaching hospital, offering a full range of advanced healthcare services for kidney, pancreas and liver disease and transplantation, cardiovascular disease, women's health, cancer care, orthopedics and geriatric care. The medical center also includes a Level I Regional Resource Trauma Center, a Level III Neonatal Intensive Care Unit, and community practice centers.
- **Willowcrest:** A restorative care facility located on Einstein's main campus, providing physician-directed, skilled nursing care and rehabilitation to help patients return to independence following hospitalization.
- **Einstein at Elkins Park:** A 60-bed general acute care hospital located on a 30-acre suburban campus in Montgomery County. The hospital offers a full range of services, including a 24-hour Emergency Department staffed by board-certified emergency medicine physicians, highly skilled emergency nurses and key specialists on-call. The Elkins Park location also provides a broad spectrum of inpatient and outpatient surgical services, diagnostic imaging services and general nuclear medicine and cardiology services.

- **MossRehab:** Located at Elkins Park and on Einstein's main campus, MossRehab has been repeatedly recognized by U.S. News & World Report as one of the nation's best medical rehabilitation providers. Special programs include the Drucker Brain Injury Center, Stroke Center (one of the first in the nation to receive accreditation by CARF as a stroke specialty program), Amputee Center, and the MossRehab Driving School. MossRehab is also a federally designated Model System of Care for traumatic brain injury.
- **Germantown Community Health Services:** Part of Albert Einstein Healthcare Network since 1997, Germantown Community Health Services is a medical campus committed to offering high-quality primary care, specialty care, behavioral health, and long-term care. Germantown Community Health Services offers an Emergency Room that is open around the clock and can provide patient care for up to 24 hours. After the 24-hour period, if patients require further medical attention, they are admitted to Albert Einstein Medical Center.
- **Belmont Behavioral Health:** Belmont Behavioral Health is the largest, most comprehensive behavioral health system in the Philadelphia region, providing a wide range of services for children, adolescents, and adults of all ages. Services span the full continuum of care, including crisis intervention and inpatient and outpatient care. Specialized services are offered for eating disorders, substance abuse, anxiety, depression and other mood disorders, as well as for people with both a mental illness and a substance abuse problem. Belmont Behavioral Health offers services at Albert Einstein Medical Center, Belmont Center for Comprehensive Treatment, Germantown Community Health Services, Philadelphia Center for Human Development and Einstein Center One.

Other Locations and Services

- **Einstein Center One:** Located in Northeast Philadelphia, Einstein Center One houses primary care and specialty care physician offices and an ambulatory surgery center. This outpatient medical facility offers services including oncology, diagnostic radiology, nuclear radiology, cardiology, gastroenterology, urology, obstetrics/gynecology, ophthalmology, orthopaedics, psychiatry and dentistry.
- **Einstein Geriatrics:** This primary care practice is staffed by a team of geriatric specialists who coordinate specialized care in the areas of diabetes, heart disease, rheumatology and other areas of importance to older adults.
- **Einstein Practice Plan Inc. (EPPI):** Einstein's multispecialty physician group practice. All employed physicians throughout the clinical departments at Einstein Medical Center, Einstein at Elkins Park, MossRehab and Belmont are represented through EPPI.
- **Einstein Neighborhood Healthcare:** Also known as Einstein Community Health Associates (ECHA), this network of community-based primary care providers includes doctors specializing in family and internal medicine, pediatrics and obstetrics/gynecology. Practice sites are located in North, Northwest and Northeast Philadelphia; Eastern Montgomery County; and Lower Bucks County.
- **Practice Sites:** Einstein offers many single and multispecialty practice sites, providing outpatient medical, behavioral health and physical rehabilitation services throughout our region.

The more than 7,000 caring people on the Einstein team continue to make our network one of the Philadelphia area's most vital healthcare resources.

In addition to providing comprehensive healthcare through Einstein's diverse facilities, programs and locations, Einstein also has significant and wide-ranging teaching and research programs. Einstein has the largest non-university hospital teaching program in the metropolitan area. Also, Einstein researchers and clinicians do a wide range of research with the goal of improving patient care and community health status.

SECTION 1: NON-DISCRIMINATION AND CORPORATE COMPLIANCE

- **Equal Employment Opportunity and Affirmative Action**
- **Harassment**
- **Sexual Harassment**
- **Procedure for Reporting Complaints of Harassment**
- **Employment of Relatives and Consensual Relationships**
- **Patient–Employee Relationships**
- **Staff Impairment**
- **Corporate Compliance Program**
- **False Claims and Preventing Fraud and Abuse**
- **Sanctioned Providers**

Equal Employment Opportunity and Affirmative Action

Einstein is an Equal Employment Opportunity employer and supports an environment of non-discrimination. We are committed to equal employment opportunity and affirmative action. It is Einstein's policy to provide equal opportunities in any term, condition or privilege of employment to all employees and potential employees on the basis of their abilities and merits, without regard to race, color, religion, gender (including pregnancy), sexual orientation, national origin, ancestry, marital status, age, disability or any other classification protected by applicable discrimination laws. Einstein's policies and practices comply with all applicable federal, state and local laws and regulations.

Harassment

It is the policy of Einstein and all of its affiliates to create a professional environment that reflects and supports the respect and dignity of all persons.

Federal, state and local laws prohibit all forms of harassment, including sexual harassment. Einstein has **ZERO** tolerance for all forms of harassment. All employees, physicians, students, volunteers and other non-employees who conduct business with Einstein are expected to exhibit behaviors consistent with our Code of Conduct and in support of our culture of respect and dignity.

Einstein strives to maintain an environment that is free from any and all forms of harassment. Einstein believes strongly that no individual should be subjected to harassment or a hostile work environment, and wants you to feel comfortable reporting your concerns to management. To that end, we have established procedures that encourage you to report inappropriate behavior.

Sexual Harassment

Sexual harassment is unwelcome sexual advances, requests for sexual favors, and other verbal communications or physical contact of a sexual nature when:

1. Submitting to such conduct is made a condition of your employment; and/or
2. Submitting to or rejecting such conduct or advances results in a negative employment decision; and/or such conduct unreasonably interferes with your work performance or creates a hostile work environment.

Procedure for Reporting Complaints of Harassment

First, we want to assure you that you will not be discharged or retaliated against in any manner because you complained about harassment or were accused of harassment (if determined to be unfounded).

If you believe that the actions or words of a supervisor, employee, student, volunteer, physician or non-employee constitute sexual harassment or any type of harassment, you **MUST** report the conduct as soon as possible.

You can report the conduct/behavior to your manager or supervisor, or to the Director of Human Resources or your Human Resources Service Specialist.

Please be assured that this procedure has been established to allow employees the freedom to express your feelings and/or concerns. No employee should fear that s/he would be penalized for making use of the procedure. Einstein is dedicated to eliminating all forms of harassment and is committed to a prompt, impartial investigation and resolution of any complaint.

All complaints found by Einstein to be valid will result in appropriate remedial action including, but not limited to, education, formal discipline, pay adjustments, time off without pay, diminished supervisory responsibilities, reassignment, demotion or discharge.

Employment of Relatives and Consensual Relationships

Employment of Relatives

In order to eliminate the appearance of favoritism and to prevent any potential problems or conflicts of interest with the selection, transfer, placement, promotion and other employment decisions, Einstein has developed guidelines for the employment of relatives.

A qualified individual who is an immediate family member of a Network employee may be employed, transferred or promoted provided one shall not work in a direct or indirect reporting relationship with the other. Such individuals are eligible for employment, so long as they do not receive preferential consideration for employment, promotion or transfer. In addition, the relationship should be disclosed at the time the individual applies for employment and/or at the time of hire. Related employees may be employed in the same department so long as such relatives are working on different shifts or in separate work areas.

If related employees are in conflict with the foregoing conditions, Einstein will provide a six (6) month period in which one (1) of the employees will be required to transfer or Einstein may need to terminate his/her employment. We will consider employee preference regarding resolution of this situation; however, Human Resources in concert with appropriate managers will make the final decision, based on a number of factors, including length of service, work performance, and the critical nature of the job.

Consensual Relationships

Einstein recognizes that the development of good working relationships between employees is important to the overall effectiveness of the Network. Employees should be mindful, however, that while fraternization and consensual relationships between coworkers are not prohibited, they may interfere in the objective determination of whether or not an employee is being sexually harassed or subjected to a hostile work environment if such situations should arise. Employees should try to keep their personal and professional lives separate.

Einstein recognizes that displays of affection, sexual activity, or favoritism in the workplace creates an uncomfortable, and potentially discriminatory, working environment, and therefore such activities are prohibited.

Patient–Employee Relationships

In order to provide a safe and healing environment for patients, it is the expectation that all employees act professionally and in accordance with Einstein’s Code of Conduct in all interactions with patients. Einstein’s Patient–Employee Relationship’s and Employee/ Patient Contact Policies provide guidelines for employees regarding personal relationships with patients who are currently receiving care at Einstein. You are expected to review these policies and speak with your manager with any questions.

Staff Impairment

Einstein is committed to supporting and encouraging our staff to seek help, particularly when dealing with serious problems that potentially impair their ability to do their jobs and put their patients, coworkers and others at risk.

An individual is considered to be impaired when certain conditions (e.g., drug and alcohol abuse and addiction, physical disabilities, or behavioral issues) interfere with his or her ability to function professionally or personally. Symptoms may include:

- Physical: chronic or severe fatigue, high accident rate and/or multiple physical complaints
- Social: isolation from others, sudden and extreme changes in behavior, significantly embarrassing or inappropriate behaviors
- Performance: inadequate professional performance, significant changes in established work routines, unexplained absences or lateness
- Behavioral: mood swings, depression, lapses in attention, forgetfulness

If you believe that an individual is impaired, Einstein strongly encourages you to make a confidential referral to the resources described below. Reporting an impairment issue is an essential step in helping someone get support and treatment and in preventing harm to patients and other employees.

If the person you are concerned about is a practitioner who may be impaired, please contact any one of the following:

- The Department Chairperson
- The Director of Medical Staff Services at (215) 456-1020
- The President of the Medical Staff

- The Chairperson of the Practitioner Advocacy Committee
- Einstein's Chief Executive Officer or Chief Operating Officer
- The Physician's Health Program at (800) 747-2255

If the person you are concerned about is not a practitioner, but another Einstein employee, please contact any of the following:

- Human Resources at (215) 456-8055
- Department Director or Manager
- The confidential Albert Einstein Healthcare Network Comply Line at (866) 458-4864.

For additional information employees can also obtain a brochure on Staff Impairment from any Human Resources office.

Corporate Compliance Program

Einstein's commitment to excellence and integrity means doing the best job we can in the right way. To accomplish this goal, Einstein has adopted a corporate compliance program and abides by Albert Einstein Healthcare Network's Vision, Mission and Code of Conduct.

Our Corporate Compliance Program expects employees to uphold all applicable laws and regulations and to report any activity that is believed to be in violation of the program. This Code of Conduct is described more fully in Einstein's Corporate Compliance materials, which are available by contacting your Human Resources Service Specialist or by calling the Chief Compliance Officer at (215) 456-7084.

If you have questions regarding our Code of Conduct or encounter a situation that you believe violates the Code, you should immediately consult your supervisor, or you may call toll-free, Comply Line at (866) 458-4864. Comply Line is confidential (you don't even have to give your name when you call) and available to you 24 hours a day, 7 days a week.

False Claims and Preventing Fraud and Abuse

The purpose of this information is to provide employees, contractors and agents with detailed information on the Federal False Claims Act, The Program Fraud Civil Remedies Act of 1986 and to provide information about preventing fraud, waste and abuse in compliance with the Deficit Reduction Act of 2005.

The Federal False Claims Act (FCA)

The Federal False Claims Act (FCA, 31 U.S.C. §§ 3729 to 3733) provides that any person who knowingly:

- 1) submits a false or fraudulent claim to the federal government for payment; or
- 2) uses false records or statements to obtain payment from the federal government for a false or fraudulent claim

may be found guilty of submitting a false or fraudulent claim.

The False Claims Act was enacted in response to fraud and abuse involving government payors such as Medicare and Medicaid programs. The law permits private citizens with evidence of fraud to bring original information to the government. Penalties include treble damages, or three times the amount for each “false claim” submitted to the government, plus additional civil penalties between \$5,500 and \$11,000 per claim.

The False Claims Act permits an individual who is discharged, demoted, suspended, threatened, harassed or in any other manner discriminated against in the terms and conditions of the employment by his or her employer to sue in federal court to obtain relief.

For a provider to be guilty of submitting a “false claim” there must be 1) an intention to defraud the government or 2) deliberate ignorance or reckless disregard as to the falsity or truth of the claim, record or statement. A mistake on a claim is not fraud. Mistakes and errors must be corrected but they are not false claims.

In addition to the civil penalties provided under FCA, any person who makes false claims or statements for the purpose of obtaining payment from the federal government may also be subject to additional penalties under Pennsylvania state law.

Pennsylvania law (62 P.S. § 1407 Provider prohibited acts, criminal penalties and civil remedies) imposes penalties upon health care providers who submit false claims related to the Medical Assistance Program.

Program Fraud Civil Remedies Act

The Program Fraud Civil Remedies Act of 1986 (“PFCRA”) provides for administrative remedies against persons who make, or cause to be made, a false claim or written statement to certain federal agencies, including the Department of Health and Human Services (“HHS”). PFCRA was enacted as a means to address lower dollar fraudulent acts, and generally applies to claims of \$150,000 or less. The HHS Office of the Inspector General investigates violations and any enforcement action as a result must be approved by the Attorney General.

Preventing Fraud, Waste and Abuse

A foundation of Einstein's Compliance Program is the prevention and detection of fraud, waste and abuse. Einstein regularly trains and educates employees to recognize potential problem areas and to use the internal mechanisms available to report any suspected problems. Our documentation and coding policies support accurate billing for services provided to our patients. Einstein's Code of Conduct and our policies and procedures require employees, medical staff members, adjunct professionals and vendors to understand and abide by the laws, regulations, policies and procedures that apply to them in the performance of their job duties. (For more detailed information, please refer to the False Claims and Preventing Fraud and Abuse Policy on *eNet*.)

Additionally, Albert Einstein Healthcare Network's Corporate Compliance Office conducts scheduled and unscheduled audits of our programs and services with particular emphasis on risk areas identified by the federal government and experts in the field.

Mistakes or errors on bills that result in overpayments are returned promptly and corrective action plans are required when problems are identified. Corrective action plans must be approved by our Chief Compliance Officer.

What to do if Fraud, Waste or Abuse is Suspected

Employees have a duty to report suspected fraud, waste or abuse. Contractors and agents should also report suspected fraud, waste or abuse. Some examples of activities that should be reported include:

- Billing for services or medical tests that were never performed
- Performing inappropriate or medically unnecessary medical procedures to increase reimbursement from the insurer
- Upcoding or inflating a bill to the insurer by using diagnosis codes that increase the reimbursement for that particular condition
- Duplicate billing for the same goods or services
- Inflating the actual work performed or billing for the highest level of service when in actuality a lower level of service was delivered
- Failing to obtain the proper physician certifications before patients are treated with certain therapies
- Billing for unlicensed or unapproved drugs or services

Employees have a variety of options to resolve concerns related to fraud, waste or abuse. Any concern should be shared with your immediate supervisor. If that is not an option, employees should contact Einstein's Chief Compliance Office. Alternatively, an anonymous report can be made by calling Comply Line at 1-866-458-4864. Comply Line is available 24 hours a day, 7 days a week. Employees are strongly encouraged to use any or all internal reporting mechanisms to resolve their issue.

Non-Retaliation (Whistleblower Protections) Policy

Retaliation against any person who reports, in good faith, an actual or perceived violation of law, regulation, or the Einstein Compliance Program and related policies and procedures is strictly prohibited. Any employee who engages in such prohibited activity will be subject to disciplinary action, including termination. Reports of suspected retaliation will be investigated in accordance with Einstein Corporate Compliance Program Policy.

In addition to the FCA retaliation provisions, Pennsylvania also has a whistleblower law (43 P.S. § § 1421-1428), which protects those who in good faith report suspected fraud, waste or abuse.

For information on the False Claims Act and other compliance related topics refer to the Corporate Compliance Program located on Einstein's website at www.einstein.edu

Sanctioned Providers

As a matter of policy and in compliance with applicable law, Einstein does not employ individuals who it determines are excluded from participation in Medicare, Medicaid or other federal healthcare programs.

Employees are required to notify Einstein if they become excluded from participation in a federal healthcare program. In addition, Einstein will conduct checks at the time of employment and periodically thereafter to confirm that none of its employees are currently excluded from participation in Medicare, Medicaid or other federal health programs. Einstein will immediately discharge any employee who is found to be currently excluded from participation in such federal healthcare programs.

SECTION 2: GETTING STARTED

- **Employment**
- **Pre-employment Requirements**
- **Human Resources Department**
- **Introductory Period**
- **Employment Status**
- **Employee Identification**
- **Recording Time Worked**
- **Appearance and Uniforms**
- **Employee Compliance Requirements**

This section provides important information about the hiring process and the first few days of your employment. It describes the resources available to you, as well as your responsibilities. Your supervisor and your Human Resources Service Specialist are available to answer questions about the topics discussed below.

Employment

The Human Resources Department has primary responsibility for recruitment and screening for employment at Einstein. We select employees on the basis of skill, knowledge, values and experience. Einstein does not discriminate on the basis of race, color, religion, gender (including pregnancy), sexual orientation, national origin, ancestry, marital status, age, disability or any other classification protected by applicable discrimination laws.

Pre-employment Requirements

Medical Examination

To safeguard patients and protect employees, all new employees are required to have a physical before they begin working. The pre-employment physical is provided by Einstein's employee health center, LiveWell Employee Health Services. For more information on LiveWell Employee Health Services, please see Section 5.

A physical is required when you are newly hired. Employees, who have been rehired within six (6) months of their separation from Einstein, will not require a pre-employment physical upon reinstatement. Employees who have been rehired more than six (6) months after their separation will require a pre-employment physical upon re-hire through LiveWell Employee Health Services.

Einstein is committed to the safety of our patients and staff, and we have ZERO tolerance for the possession or use of illegal drugs, and/or the use of prescription medication without an appropriate prescription. Therefore, your pre-employment medical examination includes a drug screen. In addition, you will receive a two-part PPD (tuberculosis) test. If you are assigned to certain work areas, you may also be required to have additional screenings at Einstein's expense. Your manager will communicate the testing requirements of your department and position.

Criminal Background Checks

All new employees are required to obtain a Pennsylvania State Police criminal history background clearance. You may also be required to complete additional regulatory, licensing, state checks or verifications as required by law, licensing bodies, state agencies and/or insurance companies.

New Hire Orientation

Every new employee is required to attend New Employee Orientation. This orientation will give you an opportunity to learn about Einstein and the resources available to you as an employee, to have your questions answered, and to complete required paperwork.

Human Resources Department

The Human Resources Department provides support and assistance to employees. You are assigned a Human Resources Service Specialist who is available to answer your employment related questions. Throughout this handbook, we encourage you to contact your supervisor and/or Human Resources Service Specialist if you have questions or need additional information on a particular topic.

You can access the name of your Human Resources Service Specialist through PRISM, Employee Self Service. For more information on PRISM, please see Section 6. Human Resources offices are located at four (4) Network locations, and can be reached at the following phone numbers:

- Medical Center Campus.....(215) 456-8055
- Elkins Park Campus.....(215) 663-6020
- Germantown Campus(215) 951-8922
- Belmont Campus(215) 581-3788

Introductory Period

All employees hired, transferred or promoted serve an Introductory Period, excluding time lost due to absence. The Introductory Period gives us a chance to get to know each other. The length of your Introductory Period depends on your position.

Employment Status

Regular Full-time Employees: You are classified as a regular full-time employee when you are scheduled to work at least 64 hours bi-weekly on a regular basis and have completed your Introductory Period.

Regular Part-time Employees: You are classified as a regular part-time employee when you are scheduled to work fewer than 64 hours bi-weekly on a regular basis and have completed your Introductory Period.

Temporary Employees: Temporary employees are hired for a limited duration that is set at the time of hire. You will be advised of your temporary status before the start of your employment.

Per Diem/Pool Employees: Per diem/pool employees are hired to work on an “as needed” basis. Based on the flexible nature of these positions, we are unable to guarantee a set number of scheduled hours.

Employee Identification

At the time of your employment, the Protective Services Department will issue you an identification badge. Your ID badge helps to introduce you to your coworkers, visitors and, of course, patients.

Whenever you are on Einstein’s premises, you are expected to wear your ID badge above your waist where others can easily see it. If you change your name or department or if your badge is damaged, you may obtain a free replacement from Protective Services. If you lose your badge, there is a replacement charge.

Recording Time Worked

Most employees will use their ID badge to record all hours worked. Under Einstein's Automated Time and Attendance System, employees swipe their ID badge to record time worked. Your supervisor will tell you more about Einstein's Automated Time and Attendance System.

Employees who fail to swipe through Einstein's Time and Attendance System are required to submit appropriate documentation of their attendance. If this documentation is not provided, Paid Time Off (PTO) will be applied to pay the employee. You can speak with your manager and/or review the Timekeeping and Pay Policy for more information.

Appearance and Uniform

Einstein's Appearance Policy provides Network guidelines of appropriate work attire for employees. Dress codes are determined based on the department in which you work and on the nature of the work being performed. Each department may have a policy that outlines appropriate dress code requirements for that area. In the case where the departmental dress code policy differs from the Network dress code policy, employees must follow the departmental dress code policy. During your department orientation, your supervisor will provide you with details about appropriate working apparel including possible uniform requirements.

Employee Compliance Requirements

Job Requirements

If you are required by law, regulatory agency standards, or Einstein's job requirements to be licensed, registered or certified to perform your job, it is expected that you will take the necessary steps to secure the license and keep it current.

To demonstrate alignment with Einstein's Code of Conduct, employees are expected to meet the requirements of their jobs (maintaining required licenses and certifications, completing an annual PPD/tuberculosis test, complying with annual influenza vaccine requirements and completing required annual training.) You can review whether you are in compliance with specific job requirements by accessing PRISM, Employee Self Service. For more information on PRISM, please see Section 6.

If required, your original license or certification will be kept on file. Your supervisor or Human Resources Service Specialist will notify you of this requirement. You should notify your supervisor immediately if your license expires, suspends or becomes limited or invalidated.

Annual PPD (Tuberculosis Testing)

You will be required to receive a PPD (tuberculosis test) or if appropriate complete a TB (tuberculosis) questionnaire every year of employment. Occupational Health Services will communicate testing times and locations throughout the year. Your supervisor may also arrange to have the testing done in your department. Please contact your supervisor or Human Resources Service Specialist with any questions about your annual PPD requirement.

Annual Required Training

You are required to complete Annual Required Training at New Hire Orientation, within thirty (30) days of your hire date and every year of employment. You can access Annual Required Training on HR-Info, through *eNet*, Einstein's intranet site. Paper tests are also available. Please contact your supervisor or Human Resources Service Specialist with questions about your annual training requirement.

You are responsible to maintain compliance with all job requirements. Failure to meet this expectation may be addressed through Einstein's Performance Accountability Program, may result in delay or denial of a pay-for-performance increase and/or may result in termination of employment.

SECTION 3: HOURS, PAY, PROMOTION

- **Working Hours**
- **Variable Staffing**
- **Compensation Program**
- **Pay Day**
- **Electronic Pay Stubs**
- **Deductions from Your Paycheck**
- **Other Deductions from Your Paycheck**
- **Overtime Pay**
- **Shift Differential**
- **Attachments and Garnishments**
- **Pay Upon Separation**
- **Performance Evaluation**
- **Promotions and Transfers**
- **Preserving Jobs through Einstein's Job Match Program**

We strive to pay employees as competitively as possible within the framework of our Compensation Program. The following section discusses matters that apply to your working hours, pay and opportunities for career advancement.

Working Hours

Einstein patients require brilliant and compassionate care 24 hours a day, every day. This means we must arrange work schedules to provide care around the clock. Your supervisor arranges your work schedule and will explain it to you in detail. If a change in your schedule becomes necessary, your supervisor will discuss it with you, considering your personal circumstances as much as possible.

Variable Staffing

Einstein schedules employees based on patient care and/or workload requirements. At times, it may be necessary to vary staffing requirements due to patient volume, acuity of care and other factors. If, during your shift, you are asked to leave early or if you are contacted not less than two (2) hours prior to your shift and told not to report, your supervisor will review your options regarding the use of paid time off, unpaid time, or working an alternative shift.

If you report to work at the start of your shift (without having been notified not to report) you will be compensated for four (4) hours of pay at your regular base rate. Supervisors will ask for volunteers whenever possible and will use a rotational list to select employees for mandatory time off.

Compensation Program

Your job and every job in the Network are defined by a job description that outlines your essential job duties. Your supervisor will review your job description with you and answer any questions you may have. You should receive your job description during your departmental orientation. Contact your supervisor if you have not received a job description or if you have any questions regarding your job duties.

It is Einstein's policy to provide for equitable and market driven pay ranges without regard to age, race, gender, color, religion, national origin, sexual orientation, ancestry, disability, or other personal characteristics prohibited by statute. Each job is assigned to a salary range containing a minimum, midpoint and maximum salary. Most big organizations have a "compensation philosophy" that guides pay levels. As part of our philosophy, Einstein reviews our jobs on a regular cycle to make sure that we are paying employees at competitive levels.

While it is possible that for some jobs Einstein pays a little more or a little less than other organizations of our kind, we are committed to staying on top of trends and responding honestly to employees when someone has a question about their pay rate.

When we look at our pay practices we also look at all of our benefits to make sure that we are offering employees a total package that rewards them fairly.

Pay Day

You will be paid every other week on Thursday for the two (2) week period ending 5:59 a.m. the previous Sunday.

Electronic Pay Stubs

Employees are able to view their pay stubs electronically. To view paycheck information, you simply log into PRISM, Employee Self Service. More information about PRISM is included in Section 6.

For those employees who don't have access to computers in their work areas, computer kiosks have been placed at a number of locations throughout the Network. (Kiosk is a structure housing a walk-up information station or computer.) Employees can view their pay stubs at one of these kiosks. For a list of kiosk locations, please see Section 6. Every Human Resources location has a dedicated computer and printer available for employees.

Deductions from Your Paycheck

Each pay appropriate taxes will be deducted from your paycheck as required by law. These deductions include federal withholding tax, federal Social Security tax (FICA), Pennsylvania state income tax, Philadelphia city wage tax, Pennsylvania unemployment compensation tax, and other deductions required by law.

Other Deductions from Your Paycheck

You may request additional deductions from your paycheck (e.g., parking, benefit contributions, and United Way contributions). We will make no deductions from your check without your written permission.

Overtime Pay

Your department director or supervisor must authorize and schedule your overtime in advance of it being worked. Approved overtime will be paid at one and one-half (1½) times your regular base hourly rate for all hours worked in excess of forty (40) in a work week. Employees may not work overtime without receiving prior approval. Unauthorized overtime will be addressed through Einstein's Performance Accountability Program. Sick time and Paid Time Off are not included when computing overtime pay.

Shift Differential

If you work in an eligible position, you will receive a shift differential when you work an evening or night shift. Your department director or supervisor will explain the applicable shift differential(s) to you.

Attachments and Garnishments

Einstein does not accept attachments or garnishments on your pay except as required by law and evidenced by a valid and enforceable court order.

Pay Upon Separation

Employees who voluntarily leave Einstein must notify their supervisor of their intention to resign with appropriate notice. Please see the Resignation Policy for more details on specific notice period based on your position. You can access Human Resources policies through [eNet](#), Einstein's intranet site.

Resigning employees will be paid, whenever possible, all money due to them for hours worked no later than the next regularly scheduled payday after their last day of employment.

You are responsible for returning Einstein property, including uniforms, ID badge, library books, equipment and keys. We will deduct any outstanding debts from your final paycheck for tuition assistance and for any other funds due Einstein.

Performance Evaluation

You and your supervisor will discuss your performance throughout the year. Your supervisor will also use your annual performance evaluation to establish performance expectations, and set work goals and personal development goals for the next review period. It is important that you understand what is expected of you. We encourage you to discuss your performance and goals with your supervisor.

You may also write your comments on the performance evaluation form. Your supervisor will ask you to sign your performance evaluation form to show that the ratings have been discussed with you. Your signature does not mean that you agree with the ratings received but does show your commitment to work on any areas noted as needing improvement or any goals discussed.

Your performance evaluation becomes a part of your Human Resources file. Your supervisor will review your performance formally at the end of your Introductory Period and then annually. However, we encourage you to request feedback about your performance at any time. Employees are also required to demonstrate competency in performing specific job duties. Your supervisor will give you additional information on this process.

Promotions and Transfers

Einstein is committed to filling job openings from within the Network whenever possible. Job opportunities throughout the Network are posted on Einstein's electronic recruitment site, *e-careers*.

New employees and recently transferred or promoted employees are eligible to be considered for promotions or transfers after completing six (6) months of service in their position.

To apply for positions, employees may access *e-careers* from home by visiting Einstein's website, www.einstein.edu. Employees who may not have Internet access at home may visit any public library or apply at one (1) of the following Einstein locations:

- **Sheerr Building (11th and Tabor Roads)**
- **AEMC/Off the Tower Lobby in the hallway to the Emergency Department**
- **AEMC Lifter Lobby**
- **AEMC Levy Lobby Satellite Office**
- **Germantown Lobby**
- **Belmont/Lobby**
- **Elkins Park/Lobby**
- **Any Human Resources Office**

Job vacancies, will be posted for at least five (5) working days exclusive of Saturdays, Sundays, and legal holidays, before an offer of employment is made to fill the posted position. An application should be submitted online via *e-careers* during this time period. Positions that are department director level and above and those positions that are filled via intradepartmental transfer or promotion may not be posted.

To be considered an applicant for a posted position, employees must meet the required education and experience, knowledge, skills and abilities, and express interest in employment. Consideration will be given to each employee's background and experience as reflected in his/her human resource file, his/her past performance history and any additional information regarding his/her qualifications and experience as supplied to the Human Resources Department with his/her indication of interest.

Preserving Jobs Through Einstein's Job Match Program

The Einstein Board and leadership are committed to preserving jobs in the face of organizational changes that displace employees from their current jobs. Through Einstein's Job Match Program, eligible employees who are laid off will receive first consideration (before all internal or external applicants) for all available vacant positions within the Albert Einstein Healthcare Network.

Under the program, employees will be considered for job matching/re-employment on the basis of skill sets and competencies, documented satisfactory performance appraisals, experience and qualifications, potential for contribution, and length of service.

Employees generally are eligible for this program if they have completed their Introductory Period and are regularly scheduled to work a minimum of forty (40) hours bi-weekly. Temporary, per diem and certain other employees are not eligible for this program. Eligible employees receive first consideration (before all internal or external applicants) for job matching/re-employment at any Einstein entity for a period of up to six (6) months from the effective date of their layoff. Contact Human Resources for additional information about this program.

SECTION 4: TIME OFF

- **Paid Time Off (PTO)**
- **Legal Holidays**
- **Sick Time**
- **If You Need to be Absent/Late/Early Departure**
- **Absenteeism and Punctuality**
- **Standards of Attendance**
- **Staffing Emergency**
- **Healthcare Appointments**
- **Death in the Family (Bereavement)**
- **Jury Duty**
- **Leaves of Absence**
- **Other Leaves of Absence**
- **Americans with Disabilities Act (ADA)**

Einstein recognizes that time off is important to your health and well being. In this section, we explain our time off and attendance policies.

Paid Time Off (PTO)

Regular full-time employees scheduled to work 64 – 80 hours bi-weekly earn Paid Time Off (PTO) based on length of service. Regular part-time employees scheduled to work 40 – 63 hours bi-weekly earn PTO in proportion to the allowance for full-time employees.

PTO accumulates on a bi-weekly basis throughout the year. The amount of PTO accumulated annually is based on your position and your bi-weekly scheduled hours. PTO accumulations are available for use beginning with the first full pay period following completion of ninety (90) days of employment with one (1) exception. When a legal holiday observed by the Network falls within the employee's first ninety (90) days of employment, the employee may use accumulated PTO or may apply future accumulated PTO for payment of the legal holiday.

Your supervisor will review departmental scheduling procedures. Be sure to request your time off in advance and within departmental procedures so that your supervisor can make every effort to approve your request. Einstein reserves the right to determine time off schedules so that business operations and patient care are not interrupted. Special time off schedules may apply if you are employed in certain positions.

Einstein's Paid Time Off Policy outlines the amount of PTO accumulated and maximum bank amounts based on an employee's years of service. You can view how much PTO you accumulate each pay period and your PTO bank maximum amounts in PRISM, Employee Self Service. Once you hit your PTO bank maximum, you will not accumulate PTO time in your bank. It is your responsibility to monitor when you are approaching your PTO bank maximum. For more information on PRISM, please see Section 6.

Please see Einstein's Paid Time Off Policy for more details. Contact your supervisor or Human Resources Service Specialist with any questions.

Legal Holidays

Einstein observes the following six (6) legal holidays:

- **New Year's Day**
- **Memorial Day**
- **Independence Day**
- **Labor Day**
- **Thanksgiving Day**
- **Christmas Day**

Regular full and part-time employees scheduled to work between 40 – 80 hours bi-weekly who do not work on the legal holiday may be paid for the legal holiday using Paid Time Off as outlined by Einstein's Paid Time Off Policy. You are responsible for managing your PTO bank and making sure that you have PTO time to cover the legal holidays.

To be paid for a legal holiday for which you are scheduled off, you must work the hours you normally work on the last scheduled workday before and on the first scheduled workday after the day Einstein observes the statutory holiday. Your supervisor may waive this rule if you are excused from working these hours because of scheduled time off, scheduled sick leave, or other authorized paid or unpaid absence.

Unscheduled absences of your regular shift prior to, after or on the legal holiday will be counted as an incident under Einstein's Standards of Attendance. Two (2) or more unscheduled episodes of absence before, after and/or on a legal holiday in any twelve (12) month period will be determined excessive as outlined by Einstein's Standards of Attendance.

If you are an eligible non-exempt employee scheduled to work on the legal holiday, you will receive premium pay at time and one-half of your shift's regular straight time pay. Premium pay is paid for hours worked on the actual holiday, not the holiday that Einstein observes.

For more information, please see Einstein's Premium Pay for Legal Holidays Policy. Contact your supervisor or Human Resources Service Specialist with any questions.

Sick Time

Our Sick Time Policy is designed to protect you against loss of pay during periods of illness or injury. Paid sick time is a benefit to be used only when you are unable to report to work due to personal illness or injury. Sick time is only available for time off related to a personal illness or injury. It cannot be used for the illness of family members.

You start to accumulate sick time from the date of your employment. Sick time accumulations are available for use beginning with the first full pay period following completion of ninety (90) days of employment.

Regular full-time employees scheduled to work eighty (80) hours bi-weekly accumulate twelve (12) sick days per year earned on a bi-weekly basis. Regular full and part-time employees scheduled to work between 40 - 79 hours bi-weekly accumulate pro-rated sick time based on their scheduled work hours. You may accumulate sick leave days up to a maximum amount as outlined by Einstein's Sick Time Policy. Employees can view their Sick Time accumulation and maximum amounts in PRISM, Employee Self Service. For more information on PRISM, please see Section 6.

Employees who are absent three (3) or more consecutive days must submit a doctor's note upon returning to work. Before returning to duty, any employee who has been out due to illness of a contagious nature must be cleared by a physician. Documentation of such will be required. In addition, employees may be required to obtain clearance from LiveWell Employee Health Services. Employees who do not provide requested documentation may be delayed from returning to work. Failure to provide requested documentation may be addressed through Einstein's Performance Accountability Program (for more information, please see Section 7).

Please see Einstein's Sick Time Policy for more details. Contact your supervisor or Human Resources Service Specialist with any questions.

If You Need to Be Absent/Late/Early Departure

If you need to be absent, late or need to leave early you are expected to notify your supervisor in accordance with the department's notification of absence procedures. In absence of a specific departmental policy or practice, day shift employees must notify the appropriate manager or supervisor at least one (1) hour prior to the beginning of the assigned shift. Evening and night shift employees must notify their supervisor at least three (3) hours before the start of their shifts. It is your responsibility to learn and follow the notification rules for your department.

After the first day of absence, you are expected to notify your manager every day unless he or she specifically tells you that this is not required. You may also be asked a series of questions related to the reasons for your absence. The purpose of these questions is to gather information so that we can track trends and identify possible outbreaks of illnesses of a contagious nature. If your manager waives the daily call-in requirement, he or she may put the agreement in writing. If you are physically unable to notify your manager, it is expected that you will arrange for a friend or relative to do so for you within the same time limits. These requirements are essential for providing appropriate patient care and staffing coverage. Therefore, instances when employees do not follow call out policy or procedures will be addressed through Einstein's Performance Accountability Program (for more information, please see Section 7).

Absenteeism and Punctuality

Einstein's responsibility for quality patient care and continued operation requires that each job be filled by an employee who is fully capable of performing his/her assigned duties and responsibilities. Einstein employees are expected to exhibit behavior consistent with our Code of Conduct, which includes demonstrating a commitment to employment by coming to work when scheduled, being on time and working their full shift.

Frequent unscheduled absences, late arrivals or early departures interfere with our ability to provide quality patient care and services. We wish to balance your need to care for yourself when you are ill with the need to continue to carry out our mission. Therefore, Einstein will compensate you for episodes of illness, but will address failure to meet appropriate attendance standards through our Performance Accountability Program. *(for more information, please see Section 7)*

Standards of Attendance

Einstein's Attendance and Punctuality Policy takes into account unscheduled absences, lateness and early departures. Any unscheduled time off will be counted as an "episode" under Einstein's Standards of Attendance, regardless of whether you are paid for the day. Your manager will address your attendance if your absences, lateness or early departures meet or exceed the following criteria:

1. Four (4) or more unscheduled episodes of absence in any six (6) month period.
2. Three (3) or more unscheduled episodes of absence in a six (6) month period occurring before or after scheduled days off, or on weekends.
3. Two (2) further unscheduled episodes of absence within the three (3) months immediately following the issuance of a performance accountability document related to attendance.
4. Lateness or early departure four (4) or more times in one month, or seven (7) or more times during any six (6) month period.
5. Two (2) or more unscheduled episodes of absence before, after and/or on a legal holiday in any twelve (12) month period

An "episode of absence" is any absence of one (1) or more consecutive days. Scheduled sick or paid time off, bereavement time and/or jury duty are not considered to be episodes of absence under the above standards. If an absence, lateness or early departure is not scheduled in advance, it will be considered "unscheduled" and will count toward the number of episodes defined above. An employee's early departure may be considered an absence after consideration is given to the amount of time the employee worked prior to the early departure. For more information, please speak to your supervisor or review Einstein's Attendance Policy.

Staffing Emergency

From time to time, it may become necessary to call a "staffing emergency" because of inclement weather, disaster, etc. Einstein will call staffing emergencies when employees are unable to get to work on time or at all and it becomes necessary to hold the previous shift's staff to ensure continued patient care. When this occurs, your supervisor may require you to stay until we can ensure adequate patient care coverage. Your supervisor will inform you of your staffing emergency responsibilities and will explain how you will be paid.

You are expected to read the Staffing Emergency Policy and/or speak with your supervisor to ensure that you understand your role in a staffing emergency including your Staffing Level requirement. Staffing Level requirement means the type of position that is required to report during the staffing emergency.

The Command Center Emergency Voice Mail Phone Number will provide information to employees about requirements to report to work. The Command Center Emergency Staffing Voice Mail Phone Number is (215) 456-4545. When an employee calls, s/he will be prompted to select his/her work location to receive specific instructions for different campuses/locations.

Healthcare Appointments

Sick time (if available in your sick time bank) may be used to cover scheduled absence for the purpose of physician or dental appointments. Your supervisor will make every effort to approve time for scheduled doctor's appointments, but unless your appointment is an emergency, your manager may ask you to schedule your appointment at a time that will not interfere with departmental operations or contribute to staffing emergencies. All time off from work must be pre-scheduled and pre-approved by your supervisor.

Death in the Family (Bereavement)

A regular employee scheduled for forty (40) or more hours bi-weekly is eligible for Death in the Family (Bereavement) paid leave upon completion of ninety (90) days of employment. Other employees may be granted time off without pay.

In an effort to assist you during this difficult time, Einstein provides time off with pay for a period of up to three (3) days if a death occurs in your immediate family. Immediate family includes a spouse (or common law/domestic partner), parent, brother, sister or child. If you lose a grandparent, grandchild or parent/brother/sister/daughter/son-in-law, Einstein will provide one (1) day of absence with pay. Einstein may ask for proof of such loss. For approved bereavement time beyond what Einstein provides, you may use Paid Time Off.

If your absence is necessary due to a death in the family, please notify your supervisor as soon as possible

Jury Duty

Einstein will pay employees for jury duty in conformity with, and to the extent required by, state and federal law. Full-time, part-time and per diem employees who are scheduled at the time they are notified of jury duty are eligible for this benefit beginning with their date of hire. You will be required to provide certification of your service of jury duty.

Whenever the court excuses you from jury duty on days that you would ordinarily be scheduled to work, please call your supervisor promptly and be prepared to report to work if requested. If you are scheduled to work day or evening shift on a day you are serving jury duty, you are excused from work and are entitled to receive pay as described above. Night shift employees should discuss with their supervisor whether they would need either the night before or the night after off to attend jury duty. Please advise your supervisor as soon as you are scheduled for jury duty.

Leaves of Absence

A leave of absence enables you to be absent from work for an extended period of time. Einstein offers three types of leave: Family and Medical Leave Act (FMLA), Personal Leave, and Military Leave.

1. Family and Medical Leave Act (FMLA)

Please note: This is a summary based upon federal regulations. This discussion is not a complete restatement of the law and the requirements under the law.

The FMLA entitles eligible employees to up to twelve (12) weeks of leave in a twelve (12) month period. The twelve (12) month period is a rolling twelve (12) month period, measured backwards from the date your requested leave would begin.

Eligibility:

You are eligible for FMLA leave if you have worked for the Network for at least twelve (12) months, and have worked at least 1,250 hours during the twelve (12) months immediately preceding your leave date.

FMLA leave may be taken for the following “qualifying reasons”:

- The birth and care of a newborn child of the employee;
- The placement of a child for adoption or foster care with the employee;
- To care for the employee’s spouse, child, or parent with a serious health condition;
- The employee’s own serious health condition;
- Because of any qualifying exigency arising out of the fact that the spouse, or a son, daughter, or parent of the employee is on active duty (or has been notified of an impending call or order to active duty) in the Armed Forces in support of a contingency operation; or
- To care for a seriously ill or injured covered service member who is the employee’s spouse, child or parent, or for whom the employee is the next of kin.

You will be required to provide documentation regarding the existence of a “serious health condition,” as that term is defined by federal regulations.

FMLA leave taken for the serious health condition of yourself, parent, spouse, common law/domestic partner or child may be taken on a consecutive or intermittent basis, as your need dictates.

Requesting FMLA Leave:

You must request FMLA leave either through PRISM, Employee Self-Service or in writing on the appropriate form, which you can get from your supervisor or the Human Resources Department. This form includes the proposed start and end dates for the leave and the reason for the leave.

If you are requesting FMLA leave that is foreseeable, you must provide at least thirty (30) days advance notice. If you are requesting leave that is not foreseeable, Einstein requests that you give the earliest possible notice. However, in no case should you provide notice later than the next business day after you learn of the need for leave, unless this is not possible due to extraordinary circumstances (such as a medical emergency). While on leave, you are required to report periodically to your manager regarding your status.

Returning From FMLA Leave:

In most cases, an employee who uses FMLA leave and returns within the approved leave period is entitled to return to the same or substantially equivalent job with equivalent status, pay, benefits and other employment terms.

You are expected to notify your manager of your intention to return to work in writing or to request an extension in writing at least two (2) weeks before your FMLA leave expires.

This summary on the Family and Medical Leave Act is intended to summarize the basic provisions of the law. It is not intended to address all situations that may arise under the FMLA. Please review Einstein's Family and Medical Leave Policy and/or address specific questions to your supervisor or Human Resources Service Specialist.

2. Personal Leave of Absence

In addition to leave under the FMLA, you may request a leave of absence for personal reasons. A Personal Leave of Absence may be granted for a prearranged time in excess of ten (10) days. If you are not eligible for leave under the FMLA, or you wish to request leave that does not qualify under the FMLA, you may request a personal leave. Personal leaves of absence will be granted at the discretion of your manager and are based on your department's operating requirements, as well as Einstein's ability to cover your position during the requested leave period. Your documented job performance and disciplinary history may also be considered. The amount of personal leave approved in any rolling twelve (12) month period will take into consideration all personal and FMLA leave previously taken during the rolling twelve (12) month period.

You must request personal leaves of absence through PRISM, Employee Self Service or in writing on the appropriate form at least thirty (30) days before the first day of your requested leave. Your supervisor or Human Resources Service Specialist is available to answer any questions or assist you with your request.

You are expected to notify your manager of your intention to return to work in writing or to request an extension in writing at least two (2) weeks before your personal leave of absence expires. Extensions of a personal leave of absence are granted at the discretion of your manager and are based on your department's operating requirements and on Einstein's ability to cover your assignment during the requested leave.

If you fail to notify your manager about your intention to return to work, Einstein will assume that you have abandoned your position, and your employment will be terminated. Upon the conclusion of a personal leave of absence, Einstein will attempt to return you to the same or a comparable position. However, Einstein cannot in all cases guarantee reinstatement to the same position following a personal leave of absence.

3. Military Leave of Absence

Please note: This is a summary based upon federal regulations. This discussion is not a complete restatement of the law and the requirements under the law.

Einstein recognizes that it may be necessary for an employee to be absent from work for an extended period of time for military service.

All regular full-time, regular part-time and per diem employees are granted military leave in accordance with applicable federal and state laws. Employees will be granted unpaid leaves of absence for required military training and/or duty in the Guard or Reserve.

Other Leaves of Absence

Philadelphia Domestic and Sexual Violence Leave

In addition to our Leave of Absence policies which apply to all eligible Einstein employees, you may also be entitled to an unpaid leave if you or a member of your family or household, are victims of domestic violence, sexual assault or stalking.

For further information, please contact your manager or Human Resources Service Specialist.

New Jersey Family Leave Act

It is the policy of Einstein to grant up to twelve (12) weeks of unpaid, job-protected leave for certain family-related reasons, in accordance with the New Jersey Family Leave Act (NJFLA). If you are employed by Einstein in the state of New Jersey and have questions about this leave, please contact your manager or Human Resources Service Specialist.

Americans with Disabilities Act (ADA)

Please note: This is a summary based upon federal regulations. This discussion is not a complete restatement of the law and the requirements under the law.

The Americans with Disabilities Act (ADA) requires employers to reasonably accommodate qualified individuals with disabilities. It is Einstein's policy to comply with all Federal and state laws concerning the employment of persons with disabilities.

Einstein does not discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training, or other terms, conditions, and privileges of employment.

If you are disabled and seek protection under the Americans with Disabilities Act, you must disclose this fact so that Einstein can comply with the legal requirements concerning access, reasonable accommodation, and non-discrimination.

For more information on the American with Disabilities Act, please review Einstein's Accommodation Policy or talk with your supervisor and/or Human Resources Service Specialist.

SECTION 5: HEALTH INSURANCE AND OTHER BENEFITS

- **Employee Health Services**
- **Workers' Compensation**
- **LiveWell Health and Wellness Program**
- **Healthcare Insurance**
- **Enrollment in Healthcare Insurance**
- **Continuation of Group Health, Dental and Vision Insurance**
- **Long-Term Disability Income Insurance**
- **Life Insurance**
- **Short-Term Disability**
- **Malpractice and Liability Insurance**
- **Retirement Plan**
- **Flexible Spending Accounts**
- **Tax Sheltered Annuity Plan/403b Plan**
- **Tuition Assistance**
- **Credit Union**

We want you to fully understand the benefits for which you are eligible as an Einstein employee. This section outlines benefits available to you. For more detailed information, you can access Einstein's Employee Benefit Guide or contact your Human Resources Service Specialist. Einstein's Employee Benefit Guide can be found on [eNet](#), Einstein's Intranet site or PRISM, Employee Self Service.

Employee Health Services

Your health and safety are important to us. For employee health-related matters (including pre-employment physicals), please use Einstein's employee health center, LiveWell Employee Health Services, located on Einstein's Germantown Campus.

Illness:

Employees who have an infection or disease may be at risk for spreading it to patients or coworkers. If you have a contagious illness, such as chicken pox, conjunctivitis, influenza etc., inform your supervisor. Depending on the type of illness, your supervisor may not permit you to work until you have been medically cleared.

Employees who are absent three (3) or more days must submit a doctor's note upon returning to work. Before returning to duty, any employee who has been out due to illness of a contagious nature must be cleared by a physician. Documentation of such will be required. In addition, employees may be required to obtain clearance from LiveWell Employee Health Services. Employees who do not provide requested documentation may be delayed from returning to work. Please contact your supervisor or Human Resources Service Specialist with any questions..

Work-Related Injury:

If you are injured at work (such as by a needle stick or a slip or fall), you must immediately report the injury to your supervisor and to the Injury Report Hotline (215) 456-8142. You and your supervisor must also thoroughly complete an Employee Incident Report. The original report must be forwarded to Occupational Health Administrative Services, located at the Medical Center Campus, Levy Lobby. The Employee Incident Report records the details of your injury and enables you to file a workers' compensation claim, if necessary.

If you need medical treatment for a work-related illness or injury, call LiveWell Employee Health Services at (215) 951-8810 to make arrangements. If you are unable to call, have your supervisor contact LiveWell Employee Health Services to make arrangements. Employees must see their supervisor prior to utilizing LiveWell Employee Health Services for a work-related injury. You must bring a copy of your Employee Incident Report with you to your appointment.

If you require immediate medical treatment during non-business hours, or if you have a medical emergency, you should go to the nearest emergency department. A copy of your Employee Incident Report must be brought with you. In order for Einstein to pay the provider(s) that provide care to you for a work-related injury, employees must follow up with LiveWell Employee Health Services on the next business day.

For the first ninety (90) days, you must obtain medical treatment from a physician on Einstein's Designated Provider Panel. The Designated Provider Panel listing is available from Occupational Health Administrative Services and LiveWell Employee Health Services.

After ninety (90) days, if you decide to continue your treatment with a non-panel provider, you must contact LiveWell Employee Health Services within five (5) days of your first appointment with the non-panel provider. All employees must notify their department supervisor/department designee within one (1) hour after every doctor's visit of their status and their ability to return to work.

If you have a serious injury on the job, Einstein may ask you to submit to a drug and/or alcohol blood, urine and/or breath test, which shall be conducted by LiveWell Employee Health Services.

You must be cleared by LiveWell Employee Health Services before returning to work from a work-related illness or injury. For more detailed information, please review the Employee Incident Reporting Policy, contact your Human Resources Service Specialist and/or Occupational Health Administrative Services at (215) 456-8142.

Workers' Compensation

If you lose time from work because of your work-related illness or injury, you may be eligible for workers' compensation, pending the acceptance or denial of your claim. Time lost due to a work-related injury will be designated as leave under the Family and Medical Leave Act, if applicable. For more detailed information, please review Einstein's Workers' Compensation Policy. If you have specific questions about your claim, contact Occupational Health Administrative Services at (215) 456-8142.

LiveWell Health and Wellness Program

LiveWell, Healing the World Starts with Ourselves, is Einstein's healthy lifestyle program. The goal of this program is to empower employees and their family members to achieve optimal health and well being through continuous support, education, motivation and awareness. This program offers ways to increase knowledge of a healthy lifestyle and interactive activities to encourage lifestyle changes.

As part of **LiveWell**, Einstein has implemented the Healthy Steps Program. Healthy Steps is a program administered by Health Care Strategies, an independent health management services company, aimed at educating you about your health. For more detailed information on Healthy Steps please review the Employee Benefits Guide and/or contact your Human Resources Service Specialist.

LiveWell resources work together to focus on healthy lifestyle choices and to help you connect with the appropriate programs, tools and support. These include on-site resources and programs at Einstein, free health screenings, nutrition education and several targeted programs.

Healthcare Insurance

If you are a full-time employee regularly scheduled to work at least 64 hours bi-weekly, you are eligible to select medical, dental and vision insurance coverage from a variety of plans. You will be required to pay a portion of the cost of this insurance. You may choose to make your contribution(s) on a pre-tax basis through our Flexible Benefits Program.

Part-time employees regularly scheduled to work 40 to 63 hours bi-weekly are eligible to select medical, dental and vision insurance coverage. The Aetna DMO dental insurance is the only dental insurance available for part-time employees. You will be required to pay a portion of the cost of this insurance.

Costs are based on the insurance plan you choose, your base salary, the number of dependents you choose to cover, and whether you are full-time or part-time employee. For more detailed information please review the Employee Benefits Guide and/or contact your Human Resources Service Specialist.

Enrollment in Healthcare Insurance

Please check your offer letter which details your eligibility date for healthcare insurance coverage. You have thirty (30) days after your date of eligibility to apply for coverage. However, we encourage you to apply as soon as possible after your hire date to avoid any gaps in coverage.

Enrollment for healthcare coverage is done electronically through PRISM, Employee Self-Service. For more information on PRISM, please see Section 6. If you do not enroll through PRISM for healthcare insurance, you will not have healthcare coverage. Please contact your Human Resources Service Specialist for more information.

Continuation of Group Medical, Dental and Vision Insurance

If you have been covered under one of Einstein's health plans and you lose coverage because of termination of employment or reduction in hours, you may continue your group medical, dental and vision insurance coverage at your expense for up to eighteen (18) months, or up to twenty-nine (29) months if you are no longer eligible for benefits and you or a dependent is disabled within sixty (60) days of your loss of eligibility. If your spouse or children would lose their coverage because of your death or divorce, or due to the age of your child, they will be able to continue group coverage at their expense for up to thirty-six (36) months. For more information or to make arrangements to continue coverage, please contact your Human Resources Service Specialist.

Long-Term Disability Income Insurance

If you are a full-time employee scheduled to work at least sixty-four (64) hours bi-weekly, you are automatically enrolled in Einstein's group long-term disability income plan on the first of the month following three (3) months of employment. Einstein pays for this coverage at no cost to you.

You are eligible for this benefit if you become disabled due to a non-work related illness or injury that exceeds ninety (90) consecutive days. Disability benefits paid to you are subject to withholding tax.

Life Insurance

Full-time employees scheduled to work at least 64 hours bi-weekly are automatically enrolled in Einstein's group term life insurance and accidental death and dismemberment plan. Coverage begins on the first day of the month following three (3) months of employment. Contact your Human Resources Service Specialist for specific coverage amounts.

Short-Term Disability

You have the option to purchase short-term disability coverage to help bridge the gap between the start of your disability and when long-term disability coverage begins. After you have been disabled for fourteen (14) days, the short-term disability plan will pay you up to 60% of your monthly benefit for disability (maximum \$5,000). This plan is offered through Unum Provident. To learn more, contact your Human Resources Service Specialist or Unum Provident at (800) 379-1517.

Malpractice and Liability Insurance

Einstein provides non-physician employees (including nurses and other professional staff) with insurance coverage against malpractice claims that arise from the proper performance of job duties at Network facilities. Physician employees are provided with professional liability insurance for clinical services provided properly as part of their employment with Einstein. Information about coverage for physicians is available from the Law Department or from your Department Chairperson.

Retirement Plan

Einstein will include you in its defined benefit plan on July 1 of the year following the completion of six (6) months of employment and 1,000 hours of service. After enrollment, you will receive pension credits for each plan year during which you work 1,000 hours or more. You must accumulate five (5) years of credit in order to be vested in the plan. Vesting means you have the right to future benefits even if you are not employed at Einstein; as well as a death benefit for your beneficiary.

While Einstein does not foresee discontinuing the retirement program, Einstein has the legal right to modify or terminate the plan at any time during your employment or even after you retire.

A copy of the retirement plan booklet describing our plan in detail is available in the Human Resources Department.

Flexible Spending Accounts

Einstein gives you the opportunity to save on your taxes by offering flexible spending accounts.

You can set aside a portion of your pay on a before-tax basis to pay two (2) types of expenses – medical expenses not covered by your insurance and/or dependent care expenses for your child(ren) or a dependent adult while you and your spouse both work. You may sign up for this benefit when you are first eligible for benefit coverage and/or during annual enrollment prior to each plan year.

Einstein will deduct the amount you designate from your paycheck throughout the year and place it in your account(s). However, it is important that you estimate your expenses carefully because you will lose any money you fail to claim by the end of the year. Claims incurred during the year may be submitted for reimbursement up to ninety (90) days after the end of the plan year. Additional information is available from your Human Resources Service Specialist.

Tax Sheltered Annuity Plan / 403b Plan

Federal tax laws permit Einstein to offer its employees a tax sheltered annuity (TSA) plan and encourages you to take full advantage of this program so that, when combined with pension and Social Security, you may have a comfortable retirement income.

By participating in this program, you can postpone payment of federal income taxes on the portion of your earnings deposited into your TSA until your retirement years, when your taxable income may be lower.

You can select from different investment funds or programs offered by Fidelity Investments. In addition, Einstein may provide an employer contribution (“match”) for each dollar you invest, up to a maximum annual dollar amount. Federal tax laws restrict your ability to withdraw the funds before age fifty-nine and a half (59 ½). You may, however, qualify to take a loan for a hardship should the need arise. You are taxed on funds when you withdraw the money on or after age fifty-nine and a half (59 ½) or at retirement.

Contact your Human Resources Service Specialist for additional information.

Tuition Assistance

Einstein is committed to lifelong learning. Einstein is committed to providing an educational assistance program to help you with the costs of continued education. You must receive a C or better in an undergraduate course or a B or better in a graduate course to be reimbursed.

Einstein will provide you with 50% of the required tuition, up to the maximum annual benefit, prior to starting the coursework. You must submit applications, the required course description and charges to your supervisor for approval before you begin your course. Einstein may require you to repay tuition costs paid to you if you fail to maintain your employment for a certain period of time after Einstein has paid your tuition.

Einstein also offers a number of training and college programs on-site (including computer training, leadership training, and other programs designed to provide ongoing career development). For applications and additional information, please contact Organization and Staff Development at (215) 456-7063.

Credit Union

You are eligible to become a member of the Freedom Credit Union. Membership in the credit union carries with it numerous benefits such as interest on your no minimum balance checking account, loans at reduced rates, an ATM card, and other services.

There is no waiting period for membership in the credit union. You can become a member by completing an application and mailing it to Freedom Credit Union. For information and an application, call the Freedom Credit Union at (215) 612-5900.

SECTION 6: EMPLOYEE SERVICES

- **Cafeteria**
- **Parking**
- **Carebridge**
- **Employee Recognition**
- **Interpreter Services**
- **PRISM**
- **PRISM Employee Self Service**
- **Direct Deposit**

Einstein offers a number of services to add quality to your work life and help you balance your work and family responsibilities. This section will discuss a few of those services.

Cafeteria

Einstein operates cafeterias on the Medical Center, Belmont, and Elkins Park campuses.

Parking

Parking is available at each of our campuses. Contact your Human Resources Service Specialist for additional information.

Carebridge

Employee Assistance Program (EAP)

All Einstein employees and their dependents can take advantage of Einstein's Employee Assistance Program, Carebridge. The Employee Assistance Program gives you the opportunity to benefit from confidential and professional assistance near your workplace or home through a Network of counselors and offices located throughout the tri-state area.

The EAP can help you with a wide variety of concerns, such as job pressures, family and marital worries, parenting issues, financial or legal problems, alcohol or drug dependency, and emotional difficulties.

The EAP offers you up to three (3) counseling sessions at no cost to you. If you need ongoing help beyond the three (3) free sessions, there will be a cost involved; however, the fees for continued counseling may be covered by your health insurance.

Your contact with the EAP is completely confidential, and it is available to everyone who lives in your household.

For more information or to make an appointment, call this toll free, confidential number (800) 437-0911.

Referral Service

Einstein employees can also take advantage of the resource and referral assistance provided by Carebridge. This assistance is cost-free and confidential. Carebridge provides assistance in many areas, including finding childcare, personal financial management, parenting and school information, eldercare concerns, college planning and continuing education, time/stress management and adoption guidance.

To take advantage of this free resource and referral service, call the toll-free number (800) 437-0911. You will be linked to a Carebridge counselor who is skilled in your area of need. Your counselor will immediately mail to you printed materials, research your needs, and contact you to discuss services available to you. Your counselor will work with you until your need has been addressed.

Employee Recognition

Einstein appreciates its employees and celebrates the unique contributions made by individuals and teams through a variety of programs and events. Employee recognition events are advertised through Einstein Matters, Einstein's weekly email notification and posted on *eNet*, Einstein's Intranet site. If you have questions about any recognition events, please ask your supervisor.

Interpreter Services

Since Einstein serves people of diverse backgrounds and also includes a wonderful diversity among our employees, we are able to offer interpreter services to patients and family members who do not speak English.

Our Language Bank of staff and volunteers provides interpreters for languages including Spanish, Russian, Cambodian, Filipino, Hebrew, Italian, Portuguese, Japanese, Swahili, Korean, Laotian, Vietnamese, French, Hindu, Indian, Polish, Yiddish, Chinese, German and many more. And, when we don't have in-house people able to help with needed services, Language and Cultural Services will arrange for these interpreters.

If you speak a language other than English and would like to volunteer as an interpreter, call the Director of Volunteer Services at (215) 456-6055. Also, if in your work you come across a customer/patient with whom you cannot communicate well, call Language and Cultural Services for help.

PRISM

PRISM, which stands for People-Resources-Information Systems-Management, is a business system implemented for Human Resources, Payroll, Finance and Supply Chain processes. As part of the PRISM solution, Einstein uses a software application called Lawson. Lawson software is the technical part of PRISM with many features that help make daily work life easier.

PRISM Employee Self-Service

PRISM Employee Self-Service offers you access to your benefits and human resources information. In addition to accessing your pay stubs and personal information electronically, you can enroll in benefit plans, change personal information, add dependent information, change or add beneficiary information, update emergency contacts, change W-4 information, view pay rate(s), view Paid Time Off and sick time balances and view pay history.

We know that not all employees have access to a computer in their work area. That is why we have placed kiosks (structures that hold computers) at a number of locations around the Network. Computers and printers are also available to employees at each Human Resources office. The kiosk locations are as follows:

Medical Center:

- Levy Lobby
- Employee Pharmacy
- Lifter Lobby
- Sley Lobby
- Sheerr Lobby
- Sheerr Human Resources Office
- Tower Building ER Corridor
- Willowcrest 1st Floor Vending Room

Germantown:

- Vending Room
- Human Resources Office

Elkins Park:

- Lobby
- Human Resources Office

Belmont:

- Lobby
- Human Resources Office

Front and Olney:

- Security Desk

Center One:

- Vending Room

For questions about or more information on PRISM, please contact your supervisor or Human Resources Service Specialist.

Direct Deposit

You can enroll in direct deposit online through PRISM, Employee Self-Service. For your convenience, you may arrange to have Einstein deposit your paycheck directly into your checking, credit union and/or savings accounts.

SECTION 7: EMPLOYEE RELATIONS

- **Performance Accountability Program**
- **Employee Grievances**
- **Substance Abuse**
- **Abandonment of Position**
- **Resignation**
- **Your Suggestions**
- **Einstein's Position About Union Representation of Employees**

All employees are expected to demonstrate behavior consistent with Einstein's Code of Conduct. This section outlines performance expectations and procedures to help resolve job conflicts.

Performance Accountability Program

Einstein's Performance Accountability Program is designed to foster personal responsibility and decision-making, commitment to the job, as well as adult-adult interactions and positive relationships among staff and supervisors. It allows employees the chance to correct performance issues, while requiring them to commit to acceptable performance consistent with Einstein's policies, procedures and rules.

If an employee has not met expectations through routine performance feedback and/or structured Improvement Conversations, the manager, in most cases, will take corrective steps through the formal disciplinary component of Einstein's Performance Accountability Program.

The three steps in this process include:

- **First Step Action:** First-level of formal discipline to address a performance issue, in which employee agrees to correct performance issues and which is active for one (1) year
- **Second Step Action:** Second-level of formal discipline, in which the employee agrees to correct performance and which is active for two (2) years

- **Decision Making Day:** One (1) paid day off from employee's scheduled shift in which the employee must make a decision to commit to fully acceptable performance in every area of the job and advise the manager of his or her decision, immediately following the day of leave, or to depart from Einstein. An employee is typically only allowed one (1) Decision-Making Leave over the course of his or her employment.

The following list details Einstein's Code of Conduct and provides examples of the actions and/or behaviors that are expected from every Einstein employee. A failure to demonstrate behaviors consistent with Einstein's Code of Conduct will be addressed through Einstein's Performance Accountability Program.

Einstein acknowledges that it is impossible to detail all behaviors and actions expected from its employees and reserves the right to assess each situation fairly and take appropriate action as necessary.

Respect – Value Others

- Shows respect for patients and co-workers opinions (e.g., listens carefully and does not interrupt others while they are speaking)
- Respects the diversity (race, color, religion, sex, sexual orientation, national origin, age or disability) of our employees, patients, visitors or others associated with the network
- Displays sensitivity to cultural and language differences (e.g., accesses interpreters and culture brokers when needed)
- Shows respect for the space and time of others (e.g., is consistently on time for work and meetings; knocks on patients' and co-workers' doors before entering, and maintains clean and uncluttered work area)
- Follows HIPAA guidelines and confidentiality standards (e.g., maintains confidential information and prevent unauthorized disclosure of information)
- Demonstrates professional behavior at all times
- Upholds generally accepted standards of appearance, dress, uniform, personal hygiene or work image
- Respects property belonging to the Network, other employees, patients, visitors or others
- Ensures all actions or inactions create a safe environment for all employees, patients, visitors

Responsibility – Watch, Listen, Act

- Demonstrates a commitment to employment by coming to work when scheduled, being punctual and working their full shift (e.g., provides appropriate notice when leaving work area, returns from breaks or meal times promptly and at the appropriate time)
- Follows all time and attendance policies (e.g., Follows departmental call-out procedures, calls appropriately each day they are out unscheduled unless on an approved leave, return to work from time-off when scheduled)
- Obtains approval by department designee before working overtime
- Available when on call or when required by operational need
- Comes to work rested to ensure being fully alert at all times while working
- Meets performance requirements for his or her position and carry-out orders, instructions or assignments as directed
- Careful in the performance of job; following all policies and procedures, and appropriately challenging when necessary
- Attends required meetings and training sessions
- Does not waste resources and actively looks for opportunities to save time and money
- Goes beyond his or her responsibilities and considers how his or her job performance affects co-workers
- Works with other team members and departments to solve problems
- Follows safety standards and takes ownership for safety and quality of care issues on unit
- Provides current address, telephone number or other pertinent contact information
- Reports any injury or incident in which they are involved or witness
- Cooperative and collaborative within the workplace

Integrity – Do Right

- Consistently follows up on issues and requests in a timely manner
- Is honest and forthright with co-workers and patients
- Actively seeks feedback on his or her job performance from internal and external customers
- Listens to all sides of the story when conflict arises
- Accepts responsibility for his or her part of a problem
- Can be depended upon to “do the right thing” without supervision
- Truthful and forthcoming in all communication including an investigation
- Only swipes in and out for themselves and ensure that they represent time worked truthfully
- Only engages in job-related activities while on duty
- Truthful and forthcoming in reporting critical information to a manager or co-worker that might or does cause neglect or harm to a patient, employee or the network
- Only accesses areas of the Network in which they have authorization
- Documents the clinical record in a timely and accurate manner
- Accurately represents information to an accreditation/certification by an external agency or entity
- Provides service or care without any expectation or acceptance of gifts, payments of any kind
- Distributes only authorized information or printed material

Empathy – Be With Them

- Creates healing environment (e.g., keeping voice down in care and public areas)
- Introduces self to patients by name and position
- Maintains appropriate eye contact when speaking with patients and co-workers
- Uses active listening skills with patients and co-workers
- Explains care to patients in a way they can understand
- Shows compassion for patients and co-workers by taking time to listen and being sensitive to the emotional needs of others

Affinity – Nurture Each Other

- Greets co-workers and patients by name and with a smile
- Wears name badge above the waist with photo facing forward
- Shows respect to co-workers and patients (e.g., uses please, thank you, and other common courtesies)
- Recognizes good work of co-workers (e.g., provides verbal and/or written positive feedback)
- Provides extra help to co-workers when needed, without complaint
- Does not engage in gossip or talk about others who are not present

While Einstein's Performance Accountability Program is meant to be progressive, providing when appropriate, steps of accountability action, certain actions and/or behaviors may be subject to immediate termination. This includes but is not limited to the following:

- Refusal and/or gross failure to carry out orders, instructions or an assignment; insubordination
- Theft, unauthorized possession of property belonging to the network other employees visitors or others
- Refusal to submit to a medical examination
- Fraud, falsification of records, unauthorized removal or destruction of records
- Willful damage to, abuse of or misuse of property belonging to the Network, other employees, patients and visitors
- Possession of firearm, explosives, dangerous weapon or similarly dangerous substance on network premises
- Actual or threatened violence of harm
- Conduct of an illegal activity on network premises and/or during scheduled work hours
- Illegal possession of and/or unauthorized consumption of, use of or being under the influence of an intoxicant, controlled substance or illegal drug*
- Reporting to work with alcohol odor on breath*

** May also result in mandatory referral to Employee Assistance Program*

Employee Grievances

In any organization, employees have issues or concerns that require resolution. Einstein makes available a four (4) step grievance process to all employees who have successfully completed their first ninety (90) days of employment. Through this process, you can bring your concerns to the attention of management and, if necessary, a senior administrator. Such issues or concerns might include, but are not limited to, disagreement with disciplinary actions, perceived sexual harassment or a dispute over your performance evaluation. Although your issue or concern may not be resolved as you would like, it will be carefully and justly reviewed to provide a reasonable and fair answer.

This procedure for resolving employee complaints is an internal opportunity for employees to discuss their concerns with management involved in the grievance process. Your supervisor or department director must give you every reasonable opportunity to present your grievance. Any administrative officer, department director, supervisor or employee who places you at a disadvantage or retaliates against you because you have used the grievance procedure is subject to disciplinary action.

Step 1:

If your issue or concern has not been settled by a discussion with your manager or if, because of the nature of the situation, you prefer not to talk to your manager, you should first appeal to your department director by completing a Grievance Action Form available in the Human Resources Department. You must make this appeal within ten (10) working days of the occurrence of the problem. Your department director must answer within ten (10) working days indicating his or her decision. You will be asked to sign this form to signify that you received a copy.

Step 2:

If your issue or concern has not been settled at Step 1, you may write to Employee Relations, Sheerr Building to request a hearing. This appeal must be made within ten (10) days of receipt of the Grievance Action Form or response to your Step 1 grievance from your department director. Human Resources will schedule a meeting at which you will be asked to voice your grievance. An Employee Relations representative will hear your grievance. If required, s/he will arrange to investigate the situation further before reaching a decision. In most cases, Human Resources will give you an answer within ten (10) working days of this meeting. In those instances where a detailed investigation is required, an answer to your grievance may be delayed. Should this be necessary, Human Resources will notify you to explain the reason for the delay.

NOTE: An employee who has been discharged will bypass Step 1 and may appeal directly to Employee Relations, in writing, within ten (10) working days of discharge.

Step 3:

If you are still dissatisfied, you may appeal the decision by contacting Human Resources (215) 456-6920 to request a meeting with the appropriate administrative officer for your department. The administrative officer will review your grievance with you and your manager in detail and give you an answer within ten (10) working days of this meeting.

You must make this appeal within ten (10) working days after you receive the answer from Human Resources.

Step 4:

If you are not satisfied with the decision at Step 3, you may appeal the decision by contacting Human Resources (215) 456-6920 to have your appeal reviewed by the appropriate Vice President or Executive Officer. You must make this appeal within ten (10) working days of the receipt of the administrative officer's answer. The Vice President or Chief Operating Officer will review all of the information brought up at previous meetings and may request additional information. In most cases, the Vice President or Chief Operating Officer will notify you within ten (10) working days from the time of your meeting. A decision may be delayed in the event of detailed investigation or any other reason. This decision will be final.

The Human Resources staff is available to help you settle your issues and concerns and to give you advice in using the Grievance Procedure. If you have any questions, feel free to call your Human Resources Service Specialist.

Einstein's Performance Accountability Program and grievance process are not applicable or available to the employee during their first ninety (90) days of employment. If you have concerns, please contact your Human Resources Service Specialist.

Substance Abuse

Einstein has ZERO tolerance for substance abuse in the workplace. This substance abuse policy is in place to ensure the safety and health of our patients and employees, and to assure that employees and patients are not exposed to the hazards that arise when drugs or alcohol are present on the premises. Einstein will not tolerate the unlawful manufacture, distribution, dispensing, possession or consumption of alcohol, controlled substances or any illegal drug on Network premises. Einstein also will not tolerate alcohol odor on an employee's breath. Einstein will investigate when it is reported or perceived that an employee has alcohol on his/her breath and may require a blood alcohol test.

Any employee whose job performance is impaired by the use of any prescribed or over-the-counter drug may be subject to discipline. If an employee is required to take any medication that may have the tendency to impair his/her job performance, the employee must notify his/her supervisor.

“Reasonable Suspicion” Testing for Substance Abuse

You may be required to submit to a drug or alcohol test if your manager has “reasonable suspicion” that you are under the influence of drugs or alcohol. Your manager has reasonable suspicion for testing if he/she observes you performing in an erratic or unsafe manner, or if you exhibit a noticeable alteration in your behavior or performance including: lateness, absenteeism, alcohol odor on breath, glassy eyes, slurred speech, staggering, reduced efficiency in completing work tasks, continual problems with co-workers and/or supervisors, difficulty concentrating, and accidents. A refusal to submit to a drug or alcohol test may result in immediate discharge.

Employees Who Test Positive

Should you test positively for drugs or alcohol, you may be terminated, referred to Einstein's Employee Assistance Program and/or placed on a leave of absence. The decision will be based on the nature and severity of the offense. Failure to comply will result in termination of your employment. An employee's participation in a counseling or treatment program does not prevent your supervisor from taking disciplinary action against you for a violation of this policy. If you are a licensed professional, Einstein may be required to report impairment to appropriate licensing agencies.

If you believe that any Einstein employee is showing signs of impairment, please make a confidential referral to:

- Human Resources (215) 456-8055
- Department Director or Manager
- The confidential Albert Einstein Healthcare Network Comply Line (866) 458-4864

If the person you are concerned about is a physician who may be impaired, please refer to the Staff Impairment paragraph in Section 1 for more information.

Abandonment of Position

If you are absent for three (3) consecutive scheduled working days without notifying your supervisor, we will assume that you have abandoned your position, and we will process your termination as a resignation. You will receive pay for all hours worked.

Resignation

Although we hope employment with Einstein will be a mutually rewarding experience, we understand that varying circumstances do cause employees to voluntarily resign employment. Should this time come you are asked to provide written notice. The amount of notice you are required to provide is dependent upon your position. Please see Einstein's Resignation Policy for more details.

Your notice period must be actual days worked. The use of accumulated time off during this period is not permitted without the approval of your manager.

An employee who resigns in good standing will be given preference for re-employment. An employee who separates not in good standing will receive final pay for hours worked and will not be eligible for rehire.

You may be charged for any uniforms, identification badge, parking card, keys or other Network property that you don't return upon termination.

Your Suggestions

No one knows your job as well as you. Your ideas may help to improve the care and service to our patients, and reduce operating costs for the Network and help us make the Network a more healing environment for patients. Please share your ideas and suggestions with your supervisor or department director. She/he will consider them thoroughly.

Einstein's Position About Union Representation of Employees

- We recognize the right of employees to freely choose, without repercussions, whether or not to be represented by a union.
- We believe that individuals should advocate for themselves and that a direct relationship between employees and managers is better for both management and employees.
- We believe that our employees are entitled to true, accurate information about unions in order to make an informed choice, and we consider it a management responsibility to provide that information.
- We are largely “union free,” not “anti-union.” We hope to remain primarily non-union by being an employer that is responsive to and supportive of our employee team.

SECTION 8: FIRE PREVENTION & SAFETY

- **Fire Prevention**
- **Smoking**
- **Safety**
- **Occupational Safeguards**
- **Special Areas**
- **Protective Services**
- **Incident Reporting**

Fire prevention and safety are very important in our organization. Please take the time to read this section thoroughly. While we take great pride in protecting our patients and our employees, we need your active participation and help.

Fire Prevention

Fire is the greatest possible danger in an institution that houses so many helpless, sick people. You have a personal responsibility for fire prevention. You can help to eliminate fire hazards by keeping your work area free from unnecessary flammable or combustible material. Be particularly careful when handling any flammables and observe the No Smoking rules in all areas. Be sure to know where fire extinguishers are located, and learn to use this equipment. Also, be sure to learn the actions you are required to take in the event of a fire.

If you see smoke or flames, remember R. A. C. E.

- **RESCUE** anyone in danger
- **ALARM** by activating the nearest pull station, alerting others in the area and calling the emergency extension that is listed on your department telephone label
- **CONFINE** the fire by closing doors
- **EVACUATE** the immediate area and/or extinguish the flames if possible

To operate a fire extinguisher, remember P. A. S. S.

- **PULL** the pin
- **AIM** at the base of the flame
- **SQUEEZE** the handle
- **SWEEP** at the base of the flame

Always report to your supervisor and/or Safety Director any unsafe conditions. A Safety Hotline is available for you to report unsafe conditions (215) 456-6EOC.

Smoking

Einstein provides a “Smoke-Free” environment for its patients, visitors and staff. Smoking is permitted outside of Einstein buildings in designated areas only.

Safety Rules

Safety is very important throughout the Network. Our safety record is impressive. We need your help in keeping it that way. Our rules are in place to protect you and your coworkers, as well as for the protection of our patients and visitors.

Your supervisor will tell you about the safety precautions and protective clothing related to your job. You will be responsible for using required protective clothing or equipment while working. If you lose the equipment issued to you, you may be responsible for the cost of its replacement. You will be required to complete annual required training, as discussed in the Employee Compliance Requirements heading in Section 2 of this handbook. Please contact your supervisor for additional details.

Occupational Safeguards

Work in certain positions requires special precautions and safety measures on your part. You will be told about these requirements at the time of your employment.

Special Areas

Access to certain areas of the Network is limited to authorized personnel only.

When you enter an area designated as a “special precaution area”, you must adhere to rules established for your protection and for the protection of our patients.

Protective Services

The Network maintains a protective services force 24 hours a day, 7 days a week on all hospital campuses. If you need a security officer, call the Protective Services Department and request security help at a specific location. Security officers have the authority and responsibility to ensure that you wear your ID badge and to inspect all packages, briefcases, hand luggage or personal belongings of employees entering or leaving the premises.

You must wear your ID badge above your waist at all times while at work so that our security force is able to identify and distinguish between employees and visitors. This helps to maintain a safe and secure environment.

Offsite locations have procedures in place to ensure employee safety. Your supervisor will inform you of the procedures for your area.

Incident Reporting

If you are part of or witness an event that is not consistent with the “routine” operation of the facility or the “routine” care of a patient, you are required to immediately report the incident to your supervisor. Examples of these events could involve, but are not limited to: patient or visitor injury, personal injury, potential injury, property damage or theft/loss.

Employee injuries are documented on the Employee Incident Report. For more details, please see Employee Incident Reporting and Investigation Policy and/or the Work-Related Injury heading in Section 5 of this handbook. Patient events are reported electronically through an icon on your computer. Please contact your supervisor for more information on how to report patient events.

SECTION 9: OTHER IMPORTANT INFORMATION

- **Personal Information Changes**
- **Care of Equipment**
- **The Tools of Your Job**
- **Use of Telephones / Electronic Devices**
- **Use of E-mail and Internet**
- **Non-solicitation**
- **Gifts, Conflict of Interest and Duality of Interest**
- **Lost and Found**
- **Ongoing Internal Communications**
- **Public Communications**
- **Confidentiality**
- **If You Have Questions**

“What do I do if a patient offers me a gift?” “How do I change my address?” These and many other topics are covered in this section.

Personal Information Changes

If you change your address, telephone number, dependents or marital status, you must update these changes promptly in PRISM, Employee Self-Service. It is important that your Human Resources file contain accurate, up-to-date information so that your pay records are correct, your benefit coverage is appropriate, your tax forms are sent to your proper address, and Einstein is able to contact you should the need arise.

Care of Equipment

Equipment and supplies are expensive and sometimes hard to obtain. All of us are responsible for controlling costs; therefore, you must care for the equipment you use in your work and conserve supplies. If your equipment does not operate properly, report it to your supervisor immediately.

The Tools of Your Job

In order to do your job, your supervisor will issue equipment and supplies to you (including computer hardware and software) for your use at work. These items are the property of Albert Einstein Healthcare Network. Any use of equipment or supplies for personal reasons is strictly prohibited and will result in discipline, up to and including discharge.

Use of Telephones/Electronic Devices

Einstein receives thousands of phone calls daily. The welfare of our patients requires that phone lines be kept free for work related matters. For this reason and also to contain costs, personal telephone calls are not permitted. In addition, the use of cell phones for non-business related reasons, whether you are talking or text messaging, is not permitted while you are working or in areas where patient and/or patient families may be present. Personal phone calls to you while you are on duty should be made only in an emergency.

Employees using electronic devices for work related reasons must be in compliance with Cell Phone / Walkie-Talkie / Use of Devices Emitting Electromagnetic Interference Policy. Electronic devices include cell phones, headsets/jawbones (ear pieces used to talk on cell phones), Ipods/MP3s, Blackberrys/PDAs, smart phones, etc. Please contact your supervisor with any questions about the use of telephone and electronic devices while at work.

Use of E-mail and the Internet

Generally, the use of e-mail and the Internet by employees is limited to work related matters. You are expected to review the Electronic Communications: Email Acceptable Use Policy.

Einstein monitors Internet and e-mail usage. You are expected to read and comply with all electronic communications and information security policies. Any inappropriate use of Einstein electronic communications systems- including but not limited to facsimile (fax) transmission, computer Networks, voice mail, electronic mail, email and Internet will be addressed through Einstein's performance management program. You are expected to communicate in a professional manner and comply with Einstein communication guidelines. Please contact your supervisor with any questions regarding electronic communications.

Non-solicitation

In order to spare your coworkers from unwanted and unwelcome written materials and requests to buy, sell or donate items and/or cash, Einstein prohibits the posting of notices or other written or electronic messages on Einstein premises without the express written consent of the Director of Human Resources. Employees are expected to not solicit or in any other way disturb or disrupt employees during working time, or distribute written material of any type in working areas or on working time.

The only exception to this policy is for Einstein-approved fund drives, such as United Way. Violations of this policy may result in disciplinary action, up to and including discharge.

Gifts, Conflicts of Interest and Duality of Interest

Employees are expected to perform their job duties without soliciting or accepting any gifts of more than nominal value. You may not accept tips, cash or donations from patients, visitors, doctors or companies with which Einstein conducts business. All patients are entitled to excellent care and services and should not feel obligated to offer gifts. Similarly, vendors and salespeople should receive consideration based solely on the merits of their products. All persons who represent Einstein must be free from any conflicting interest, or even the appearance of conflict, in dealing with third parties. Dealing with others shall be conducted solely in the best interest of the organization without favor or preference to anyone.

Your sole income for hours worked at Einstein shall come from payroll, unless a specific agreement recorded in your Human Resources file exists that permits you to accept funds from other sources. Persons serving as trustees, overseers, officers, key employees, medical staff members or committee members of the Network shall not have or appear to have any significant financial or other interest, whether existing or anticipated, in a contract or business transaction with the Network. Please refer to Einstein's Duality of Interest Policy for additional guidelines. If you have any questions about conflicts of interest, please talk with your supervisor.

Lost and Found

If you lose an article, please report your loss immediately to the Protective Services Department or your supervisor. Articles found on Einstein property should be turned over to the Protective Services Department. After proper identification has been made, you can claim lost articles from Protective Services.

Ongoing Internal Communications

At Einstein, we're committed to communicating through a variety of methods.

- **Employee Updates:** Employee updates or Town Meetings usually held twice a year, help you stay informed about our organization's mission, goals, how we're doing, healthcare reform, and the challenges we face as an organization.
- **Einstein Matters:** Email communication that efficiently keeps you informed. Each Monday morning an Einstein Matters email is sent to the entire Network containing the latest news and information (vendor sales, menus, lost & found, special events, recognition, public service announcements, training, education courses, grand rounds, etc.). Einstein Matters directs you to *eNet* where more detailed information is provided.
- **eNet:** Einstein's Intranet site where you can access information about the latest announcements, policy and procedures, Human Resources forms, employee benefits, quality care, clinical toolkit, and more.
- **Newsletters and other organizational communications, including *In the Works*:** Tell you about important news, new programs, departmental highlights, Network benefits changes, and people in the news.
- **Barry's Mailbox:** Posting on *eNet* that allows you to email Barry Freedman, President and CEO. You can identify yourself or post a comment/question anonymously. You can also tell him about an amazing example of brilliance or compassion among your fellow employees.
- **Bulletin boards:** Located throughout the Network to provide up-to-date information on a variety of subjects. These boards are available for Einstein use only. Human Resources must approve any bulletin board postings.

Public Communications

All communications with public communications media, such as newspapers, television and radio stations, are the responsibility of Corporate Marketing and Communications. Employees are not authorized to act as spokespersons for the Network unless specifically authorized. Please contact Corporate Marketing and Communications (215) 456-6730 if you have any questions.

Confidentiality

Staff is required to keep confidential all private information about patients and coworkers, including medical, personal and financial matters. Employees must respect the privacy of all information obtained in the course of employment. Privacy laws require that we monitor access to patient information and address those users who may have accessed a patient's information for reasons other than for direct treatment, billing or other healthcare related operations. We will be reviewing access to information systems that host patient information on a regular basis.

In addition to patient information, you may also have access to other information concerning employees, business plans, salaries and the like. Employees are required to treat this information as confidential.

Confidentiality is so important to our patients and to everyone on the Einstein team that employees who discuss confidential information with unauthorized persons or in public areas will be addressed through discipline, up to and including discharge. If you are not sure what information is confidential and with whom you may share it, consult your supervisor or Human Resources.

If You Have Questions

Einstein encourages you to talk with your supervisor or Human Resources Service Specialist about any questions you may have regarding the policies described here.

