

UNITED MEDICAL STAFFING NETWORK

Policies, Procedures and Orientation Handbook

A MEDSEARCH Division

www.unitedmsn.com

UNITED MEDICAL STAFFING NETWORK

Who Are We?

UNITED MEDICAL STAFFING NETWORK (UMSN) is dedicated exclusively to healthcare, offering permanent placement, temporary staffing and contract staffing of all clinical, clerical, technical and administrative personnel.

UMSN can help you find medical opportunities within hospitals, clinics, pharmacies, private physician and dental practices, healthcare systems, long-term care facilities and insurance companies.

UMSN is dedicated to providing a rewarding and safe work environment for each employee – An environment that promotes and strengthens each individual's talents and abilities.

To ensure job satisfaction and awareness of your responsibilities as a **UMSN** employee, this handbook outlines some of our basic policies, practices and procedures.

Please read this handbook carefully and contact your Recruiter if you have any questions.

We are glad that you have registered with **UMSN** and we are confident that your skills will make you a valuable member of our team.

We are looking forward to working with you!

I HAVE READ, UNDERSTAND AND AGREE TO FOLLOW THE POLICIES CONTAINED
HEREIN AND ACKNOWLEDGE RECEIPT OF THESE POLICIES.

Name: _____

Date: _____

Signature: _____

UMSN Rep: _____

Date: _____

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HEALTH REQUIREMENTS

All nursing employees that have accepted a position with *UMSN* are required to submit the following prior to starting your assignment. Other employees may be required to submit some or all of this information:

- ❑ A current physical with a physician's statement of medical capabilities to perform necessary job duties.
- ❑ A current Nursing License.
- ❑ A current Mantoux skin test with negative results.
- ❑ If the Mantoux skin test is positive, a chest x-ray is required.
- ❑ Documentation of Hepatitis B and/or MMR vaccinations.
- ❑ Proof of Current CPR Certification.

Note: The physical and Mantoux tests must be updated annually.

ORIENTATION

Orientation is the process by which employees are introduced to a facility's philosophies, goals, policies and procedures, standards of patient care and job duties. This process may involve written assessments and hands-on demonstrations of the skills required prior to the start of your shift.

Once orientation is completed, a checklist will be signed and dated by the employee.

Your recruiter will inform you if an orientation is required.

IDENTIFICATION BADGES

Each employee, as requested by Client, will be given a name badge, which must be worn at all times while performing duties for *UMSN*. If your name badge is lost, notify your Recruiter to have it replaced.

AVAILABILITY FOR EMPLOYMENT OPPORTUNITIES

Once you have registered with *UMSN*, you are considered for job opportunities specific to your skills and field of interest. A *UMSN* Recruiter will contact you with all necessary information concerning each opportunity including the pay rate, location, hours of business, dress code, etc.

It is your responsibility to notify the *UMSN* office, in writing, and complete a new W-4 indicating any changes regarding your name, phone number, or address. If you have a name change you must complete a new W-4 and I-9 and show evidence of your new social security card. These forms give *UMSN* the legal authorization to change the information on your check or W2 for the end of the year. All *UMSN* employees must contact/inquire with *UMSN* for available work upon the conclusion of each work assignment as a condition of employment. If suitable work assignments are available with *UMSN*

upon conclusion of a work assignment and no contact has been made with the *UMSN* office regarding availability, it will be deemed that you have voluntarily quit and you will be disqualified from receiving unemployment benefits through *UMSN* (ORC 4141.29(a)(5)). If the *UMSN* office has made several unsuccessful attempts to reach you concerning employment, it will be deemed that you have voluntarily quit and you will be disqualified from receiving unemployment benefits through *UMSN*.

ACCEPTING AN ASSIGNMENT

Once you accept an assignment through *UMSN*, you are expected to report to that assignment as required. Do not accept an assignment you cannot complete.

Employees will inform *UMSN* of any offer of employment, temporary or permanent with a *UMSN* Client, directly or indirectly (please discuss with your recruiter for further clarification). This applies throughout any temporary employment with *UMSN* and for a period of six months following the last date of employment with *UMSN* Client, its subsidiaries or affiliates.

Reporting to work regularly and punctually is considered an essential function of every job assignment. In the event of an emergency, which may occur before or after our normal business hours (i.e. late, call off or injury), you must use our automated voicemail system prior to your scheduled start time. All nurses and nursing assistants must call at least two (2) hours prior to your scheduled start time. Please give detailed information including a number where you can be reached. A *UMSN* Recruiter will return your call promptly. Failure to notify *UMSN* of any absence will be documented as a No Call/No Show. Excessive absences or tardiness could result in unpaid suspension or termination.

All *UMSN* employees are responsible for calling your *UMSN* Recruiter for any and all schedule conflicts/discrepancies while still at the facility. Under no circumstance should Employee leave prior to phoning your recruiter, otherwise this could result in a “no pay” situation. (i.e. Not on the facility schedule; unable to locate facility personnel; informed upon arrival that you have been cancelled; facility asks you to work 4 hours instead of the 8 & you decline; asked to float to an area in the facility that you are not proficient in or feel uncomfortable about accepting; or any issue you feel should be addressed by a *UMSN* Recruiter to avoid resulting in a “no pay” situation.)

All *UMSN* employees will notify and receive prior approval from *UMSN* Recruiter if handling or asked to handle funds (stocks, bonds, checks, cash), driving any vehicle of the assigned Client or driving a patient in Employee’s own vehicle.

A 48-hour notice is required if you wish to terminate any temporary assignment for any reason. *UMSN* wants to assure we are sending employees to the best facilities/offices and needs to be notified of reasons for ending an assignment early.

DRESS CODE & PERSONAL CONDUCT

All employees are expected to be well groomed and present themselves in a professional manner at all times. Your Recruiter will inform you of the proper dress code required for each assignment. Good personal hygiene, pressed attire, clean shoes, conservative accessories, proper nail care (some facilities do not allow acrylic nails) and positive attitude are a must.

PAY ADMINISTRATION

Time sheets will be distributed prior to your start date for each assignment. If you are working at more than one facility, separate time sheets are required for each facility.

It is the responsibility of the *UMSN* Employee to complete time sheets neatly and thoroughly on a weekly basis according to the instructions detailed on the back. An authorized Client signature must appear on the time sheet in order to be paid. Pay period starts on Sunday and ends on Saturday. All time sheets must be completed and returned to our office no later than Monday at 5:00 p.m. following the week of employment. This deadline is important, we want you to get paid.

You may mail or fax your time sheet to *UMSN*. You must follow up with a phone call to ensure that our office has received your time sheet and it is legible. This method assists you in getting your paycheck on time. Incomplete or late time sheets will result in your paycheck being delayed.

Paychecks are mailed on a weekly basis every Friday. Ask your Recruiter for the schedule of the office nearest you if you want to pick up your paycheck. If someone other than you will be picking up your check, you must notify our office each week and the individual must have I.D. for verification. A stop payment and reissue of a check will result in a fee to you. Please contact your payroll administrator.

TRAVEL TIME

You will be reimbursed for travel time if you are cancelled from your assignment without proper advance notification. In order to receive travel time, you must have the Client Supervisor sign and date your time sheet and notify your recruiter.

It is your responsibility to give *UMSN* a working number where you can be reached or where we can leave a message at all times. An answering machine, voicemail, cell phone or pager number is sufficient. It is your responsibility to check your messages prior to leaving for your assignment.

If your assignment has been cancelled or rescheduled and a *UMSN* Recruiter has left a message or is unable to reach you, you will not receive travel time.

OVERTIME

You may not work over 40 hours in one week without prior approval of both your *UMSN* recruiter and the client. You will be paid at one and one half (1 ½) times the normal pay rate if you work over 40 hours in a single pay week. Your *UMSN* Recruiter and Client Supervisor must approve all overtime in writing in advance.

HOLIDAY PAY

You may be eligible to receive one and one half times (1 ½) the normal pay rate on certain holidays and shifts you work according to our Client contracts. Your Recruiter will notify you ahead of time when holiday pay will be applied; when in question, ask your Recruiter prior to accepting the assignment.

EMPLOYEE BENEFITS

UMSN offers the following benefits:

- One-Year BJ's, Sam's or Costco Club Membership – After completion of 500 hours
- \$25 Uniform Allowance – After completion of 750 hours (one time)
- One-year AAA Membership – After completion of 1,000 hours
- Holiday Pay – After completion of 1,200 hours / You must work the day before and the day after to be eligible.
- Vacation Pay – One week vacation pay when worked 1500 hours within your anniversary year.
- Referral Fee – Call for details.
- 401K – Call for details.
- Health Insurance – Call for details.
- New benefits are on going – Check with your recruiter.

Note: Any leave of absence that exceeds 3 months will result in loss of accumulated hours for benefit purposes.

EMPLOYMENT POLICIES

Nothing herein contains any promise of any kind by the company and nothing is intended, nor should be construed, to create a contract between *UMSN* and its employees. With the exception of the company's policy of at-will employment, all policies, practices, procedures, benefits, working conditions and wages are subject to immediate change at the sole discretion of *UMSN*.

UMSN retains the right to terminate the employment of any person with or without cause at any time for any reason pursuant to State employment law.

CONTRACT ASSIGNMENTS

Any agreement with a *UMSN* employee, which contains terms and conditions other than those outlined in this handbook or on the *UMSN* timecard, must be signed by an authorized *UMSN* representative.

EQUAL OPPORTUNITY EMPLOYER

UMSN is an Equal Opportunity Employer and complies with the provisions of Title VII of the Civil Rights Act of 1964 which prohibits employment discrimination on the basis of race, color, creed, religion, sex, age, marital status, sexual orientation, national origin or any other basis prohibited by law.

STRIKE SITUATIONS

UMSN does NOT employ any temporary in a potentially dangerous situation. Please make your recruiter aware of any potential strike situation. The *UMSN* recruiter will contact the facility to state our policy of “NO” - our people do not cross picket lines.

SEXUAL HARRASSMENT

UMSN enforces a strict policy concerning Sexual Harassment, which is defined as unwelcome advances, requests for sexual favors or physical conduct or exposure to verbal communication, which is sexual in nature.

Violation of this policy could result in termination of employment, as *UMSN* will view the incident from the perspective of a reasonable person of the same sex as the person harassed to determine if the action is offensive. *UMSN* will maintain the confidentiality of such complaints; however, the investigation of such complaints will generally require disclosure to various persons on a need-to-know basis.

CONFIDENTIALITY

STATEMENT REGARDING HIPAA COMPLIANCE

As a *UMSN* employee, you may have access to information concerning *UMSN*, its Clients or patient information (i.e. employee pay rates, clients, patient records and miscellaneous medical documents). This information is confidential and will not be shared with persons outside of *UMSN*.

SUBSTANCE ABUSE

***UMSN* requires its employees to report and be at work in the mental and physical condition that is conducive to the maintenance of safe working conditions and expected levels of job performance, productivity and efficiency. Accordingly, the use, possession, manufacture, distribution, dispensation, purchase and/or sale of alcohol or illegal drugs (which include controlled substances), or the abuse of legal drugs or being under the influence of either illegal drugs or alcohol is prohibited on any *UMSN* location or on *UMSN* client locations and will result in termination.**

***UMSN* and/or client facilities reserve the right to conduct drug/alcohol screens on any employee at random, after reasonable suspicion, or after an accident upon proper notification to all employees and in accordance with applicable federal, state and local regulation. *UMSN* encourages employees that have alcohol or drug-related problems to seek professional assistance.**

ARRESTS AND CONVICTIONS

***UMSN* complies with all State laws requiring Criminal Background Checks on all employees providing direct care to the elderly (age 60+) and/or children. The intent of this law is to further ensure the safety of the people we serve against contact with employees who have been convicted of a criminal offense.**

***UMSN* policy is to background check all of our employees. In the event the results reveal that the employee has been convicted of a criminal offense, that has been defined by State law for working in the medical field, the employee will be terminated immediately.**

CONCEALED WEAPONS

***UMSN* prohibits the possession or use of firearms, weapons, explosives and other dangerous weapons on any *UMSN* location or on *UMSN* client location. Violation of this policy will result in immediate termination.**

REPORTING INJURIES

If I sustain an injury on the job, I will inform the client and UMSN immediately after the accident. UMSN will coordinate with the client and myself the proper procedures for treatment and reporting of the accident. I understand and will comply with the safety rules and regulations.

I understand that not reporting a work site injury immediately to UMSN will be grounds for termination.

UMSN has designated various health care providers for work related injuries or illnesses. I understand that if I use other clinics, doctors, or hospitals I may be financially responsible for that care. Written authorization should be obtained for non-emergency work related medical care.

If at any time Employee should make claims against *UMSN* for personal injuries, it is agreed, upon written request, the Employee will submit to an exam as often as may be requested by a physician or physicians selected by *UMSN*.

I understand that UMSN takes great measures to provide a safe work environment as well as Worker's Compensation Insurance for its employees and deals promptly with legitimate claims or injuries. I also understand that UMSN has extensive experience investigating, controverting, and prosecuting malingering or fraudulent claims. UMSN will fight these types of claims.

As it applies to Ohio residents, please follow the steps below to ensure your medical and other expenses will be paid in accordance with the provisions of the Workers' Compensation Act.

- 1. Report your injury or incident immediately to *UMSN* (1-800-359-6363 x 34).**
- 2. Seek medical treatment if necessary. Ohio residents should advise the Health Care Provider that Care Works is the MCO for *UMSN*. (Policy #1125508-0)**
- 3. Document all actions taken on your behalf.**
- 4. Inform Client Supervisor and complete a facility incident report, and contact your *UMSN* Recruiter.**
- 5. Provide *UMSN* with a copy of the examination and incident report.**

UNDERSTANDING AND ACKNOWLEDGEMENT

I agree: to submit myself for client evaluation in order to give feedback regarding my temporary assignment to my *UMSN* recruiter, which will assist them in looking out for my best interests. Two negative evaluations of performance, attendance and/or attitude could result in termination.

I agree: to give feedback regarding my temporary assignment to my *UMSN* representative. This valuable information will assist *UMSN* in placing temporaries in the best of opportunities.

I agree I will not: falsify records or time sheets as this will be just cause for termination; misappropriate property or funds from *UMSN*, their clients, or coworkers; deliberately destroy property belonging to *UMSN*, their clients, or coworkers.

I understand: insubordination or failure to carry out the directive of a supervisor could result in termination; any action that is likely to cause another employee, client or vendor of *UMSN* embarrassment, loss of dignity, feelings of intimidation or loss of opportunity could result in termination. This includes but is not limited to any form of discrimination or harassment that centers on sex, race, age, religion, sexual orientation, political orientation, disability or national origin. I also understand that conduct which causes *UMSN* to lose confidence in my ability or trustworthiness may include acts not specifically stated above and could also be just cause for termination.