

## ASK THE EXPERT!!



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## QUESTION #1

- ▶ Handling a pregnant employee with multiple absences. Should the employee be offered medical leave?

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## QUESTION #2

- ▶ We are a small practice (two providers on Monday and Tuesday, one provider on Wednesday through Thursday plus an RN, three medical assistants, a scribe, another RN who does mostly administrative tasks, and myself). Sounds like a big staff for the number of providers we have, but we are a PCMH and our providers go WAY above the norm. The RN is full time (at least 37 hours) while everyone else besides myself vary between 28 - 40 hours. Our front desk receptionist and one or two of the medical assistants are "unreliable" most days; every week has one or two days when one or more staff members are not here. The remaining staff must "fill in", leaving us wary and frustrated. There seems to be a general acceptance from these staff members that they are part time even though each one was hired as a full-time employee. I have little previous HR experience, so I am frequently calling the CT Business and Industry Association with questions. I am searching for other resources so that I can be certain that the policies and procedures we have are legal and ethical, and that any changes that we want to initiate would be also.

Can you share any tips?

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## QUESTIONS #4

- ▶ Our physician has become good friends with her Medical Assistant. They go out and other clinical staff employees notice that they are treated differently.

What should I do as the manager?

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## QUESTION #5

- ▶ Our policies and procedure manual hasn't been updated since 2016. The government won't really penalize us will they? We all get along and as the practice manager I do not want to cause ripples by having strict policies.

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## QUESTION #6

- ▶ How often should we update our employee handbook?

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Questions???

**Thank you for your time today, please be sure to complete your surveys!!!**

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