

CLINIC POLICIES:

No Show/Cancellation Reduction Policy

Effective 1/9/15

1. All Patients Must Review And Be Given Copy Of Company Policies At Initial Visit Upon Intake.
2. All Patients Must Give 48 Hr Notice Prior To Cancelling Or Rescheduling Appointments.
 - a. First Offense- Receptionist Will Forgive The Patient And Remind Them Of The Policy And Consequences Of Next Violation. Please View Forgiveness Policy.
 - b. Second And Additional Offenses- \$20 Fee Will Be Assessed And Must Be Paid At Following Visit Before Treatment Is Rendered After Each Offense.
3. NO SHOWS ARE BAD- Treating Therapist Will Call NS Pt To That Day To F/u On Their Status Using These Words! " *Hello Mr. Jones, You Didnt Show For Your Apt Today, I Am Concerned, Is Everything Okay?*"
 - a. First Offense-Any Patient Who No Shows For An Appointment Will Be Forgiven Upon The First Offense By The Receptionist.The Receptionist Must Remind Them Of The Policy And Offer Same Day Scheduling.
 - b. Second Offense- \$20 Fee Will Be Assessed And Switched To Mandatory Same Day Scheduling.
 - c. Third Offense- Patient Will Be Discharged For Non Compliance.
4. Same Day Scheduling- Any Patient Who Violates The NO SHOWS ARE BAD Policy With A Second Offense Will Only Be Allowed To Schedule Their Appointments The Morning Of The Day They Want To Come In By Calling The Clinic.
5. Work Comp No Shows: Front Office Must Notify Work Comp Of All No Shows.
6. Elective Services Schedule Is Exempt From Policy

Friends Or Family Policy

Policy: Ask Your Pt After The EVAL If They Know Of Someone Suffering From PIW. Use The \$49 Voucher (give To A F/f And They Can Get A \$49 Tx -OR- If They Bring The F/f With Them On Their Next Tx Then It Is FREE). ALSO Let Them Know About Our Referral Bonus Ie; The Pt Will Receive Their Choice Of A BioQPulse, Cold Laser, 30 Min Massage For Referring A F/f & The F/f Coming At Least 3x. Tell Your Pts To Bring In A Friend Or Family Member On Their Next Treatment.

NO WAIT POLICY

We Ask Our Pts Not To Be Late, They Should Expect The Same From Us. Thus If The Therapist Is Running Late & The Aide Is Unable To Start The Pt On Their Movement, Then We Can Offer The Pt A Taste Of One Of Our Elective Services Ie; Taste Of Massage, Laser, BioQ, Etc. (ANY Elective Service Needs To First Be Cleared By The Treating Therapist First To Clear Any Contraindications).

3 Things Pts Hate: Too Much Paperwork, Provider Being Late To Treat Them, AND Financial Ambiguity (us Not Letting Them Know Anticipated Cost Of Thier Care).

Contact Patient Following N/S Policy

Treating Therapist Contacts The Patient Following His/her N/S & Asked Them These Words, " Mrs Jones, you Did Not Show For Your Apt Today, I Am Concerned About You, Is Everthing Okay?"

It Is Not The Job Of The Therapist To Schedule That Pt, Just To Check On Thier Status. We Have Had Pts Pass Away, End Up In The Hosptial Etc...

Friday Cleaning Policy /Aides

All Staff: Cleaning Tasks To Complete On The Last Day Of The Week, Typically Fridays, Prior To Leaving For The Weekend.

> Sweep All Clinic Floors

>Sweep Off Or Shake Clean Front Entrance Mat

>Wipe Surfaces With Disinfectant Or Appropriate Cleaner

>Cleaning Supplies Located Under Sink In Back Tx Room.

Windows Of Clinic Door W/ Window Cleaner

Door Handles Of Clinic Doors W/ Disinfectant

Outside Front Wooden Bench W/ Damp Wash Cloth

Mats, Leather Chairs, Tables Parallel Bars, Therapy Balls W/ Disinfectant

Check Drinking Water Supply Levels

Replace Water If Need Or Reorder Supplies (Call Company @ 245-3355 For Fill)

Clean Out And Dry Water Catchment Tray Of H2O Cooler

Consolidate And Remove Rubbish: Find Someone To Agree To Take It, Or Ask Harley Davidson

Straighten Up Work Areas And Push In Desk Chairs (Therapists)

Scheduling Policy

No Double Booking Evals (EVER!!)

When Double Booking Its Okay To Double Book 2-3 Times A Day As

Needed(Communicate With Therapist)

Schedule On Medical Urgency Ie: Open Doc Above

Always Put Pt On Hold When Scheduling Over The Phone. Let The Pt Know The Value Of The Apt Slot. Bring Pt "Good News"

Use The Wait-list

Fill Up Full Time (Therapist) FIRST -Squeeze All In The Morning Or All In The Afternoon *FILL IN THE GAPS*

When Scheduling The Time Slots Have Two For Each Time(First One Is For EVALS, Second Is For Regular Appointments) -unless It's A Double Booking

When It's An Eval Make Sure Its GREEN- After The First Visit Make Sure It's Changed To The Color Its Needed. (Go Under Patient Look Under Insurance Name And Scroll

Down Choose EVAL If Eval, Choose 2Points Or 4points For Medicare Or VA Unless Therapist Tell Otherwise)

Use Activation Script For All New Prospective Client And To Schedule Referred Pts. After Scheduling A New Appointment *MAKE SURE TO MAKE A FOLDER FOR THE PATIENT AND FILE IT* /let The Front Desk Person Know You Scheduled Either On Indie Hub Or In Person/Sticky Note -That Way When Looking At The Schedule We Will Know Who This Person Is! In New Folders: Should Have The Referral (if Doctor Sent), Patients Role Form(TCC), And A Payment Verification Worksheet.

Policy For A Clean And Sustainable Workplace

ALL treatment surfaces must Be Sanitized Between Patients With Spray Bottle Of “Simple Green” Or “Simple Orange” And Wiped Clean With A Wash Cloth. Licensed Staff And Therapy-Aids Are Responsible For Ensuring The Sanitation Of Appropriate Surfaces. Sanitizing Surfaces Is To Prevent The Spread Of Disease And Illness In This Facility. Clorox Wipes Are To Be Used On Surfaces At The End Of The Week Clean Up Only, Typically Fridays. Sheets And Pillow Cases Must Be Changed Between Patients (Turned Inside Out) And Are For Patients On Treatment Tables Only. Sheets And Pillow Cases Should Not Be Used For Any Other Use. This Is To Ensure A Sustainable And Efficient Workplace. Hand Towels And Washcloths Are For Modality Treatments And Cleaning Surfaces. Sheets are only for Massage Therapy Sessions (elective service sessions).

Food Rubbish Must Be Removed At End Of Day And Not Kept In Rubbish Bins Overnight. Employee Lunch Food Items Must Be Taken Home And Disposed Off Site With Employee (Do Not Place In Bathroom Rubbish Cans). This Is To Ensure No Pests Or Rodents Come Into The Facility.

Employee Mini-fridge Is For Employee Lunches During The Week. Employees Using Fridge Should Label Their Items With Their Name And Date. If Items Are Not Labeled Appropriately They Will Be Disposed Of.

Thermostat Policy

Thermostat Located Next To Exit To Bathrooms Is To Remain On 74'. It Does Not Have To Be Turned On Right Away But As The Morning Warms Up. There Is A Fan Located In The Gym For Ease Of Comfort As Well For Summer Months. The Thermostat Located In The Gym Is Not To Be Turned On.

Loyalty Policy!

STEPS TO LOYALTY!!

1. Acknowledge Their Existence. Stop What You Are Doing And Greet Properly.
2. Never Disrespect Their Time.
3. No Financial Ambiguity.
4. No Bad News.
5. Use Words That Uplift And Serve Them.
6. "WOW" Them Regularly.
7. Learn What Is Important To Them....then Demonstrate It's Important To You.
8. Do Something Together Regularly. "Community Builder" Activities. Write To Them (letters, Notes, Texts, Emails, Cards, And More). Appreciation Days.
9. Teach Them Something New Regularly.
10. Don't Let Occasions Go By.
11. FORGIVENESS

Open /Close Clinic Policy

Open:

- 1) (turn On AC If Already Warm- Can Wait If Clinic Is Still Cool In The Morning)
- 2) Unlock Doors (remember There Is A Key Hidden Under The Fake Plant In The Hallway If Locking Yourself In Hallway. If There Are Any Pts Waiting Outside (arrived Early) Invite Them In To Wait Inside!
- 3) Switch Sign To OPEN
- 4) Turn On Music & Refill /turn On Water Aroma Therapy
- 5) Turn On Lights & Lobby Screen
- 6) Check VMS & Emails- If Any Cancellations, Immediately Send Out Email Of Open Apt Slot.

Close Up:

- 1) Turn Off AC
- 2) Turn Off TV, Aromatherapy (unplug From Machine), Music, Computer Monitors
- 3) Turn Off Lights
 - 4) Lock Doors On Your Way Out.
 - 5) Switch Signs To CLOSE

EMPLOYEE POLICIES:

Employee Records

All Staff Should Complete The "Update Form" Each Quarter.
Licensed Staff Must Keep Their License Current Or Your Eligibility To Work Will Be Revoked. Penalties And/or Consequences May Also Be Assess.
Employee Records Are In Stored In Secure Locked Location. Access To This Location Is Only Provided Through The Owner.

Payroll Related

Employees

Pay Periods Are 1-15 And 16-end Of Month. Pay Days Are The 7th And 22nd of The Month. There Are Occasionally Delays In Pay For Direct Deposits If It Falls On A Holiday. Timesheets Are Due By The End Of The Day On The 15th & Last Day Of The Month. Time Sheets Are Collected By Adminstrator From Tsheets.com.
Paystubs-log Into Your Gusto.com Account To View Your Paystubs From Any Computer At Any Time Using Your Unique PW & UN.
Employees Use Timesheets From; Tsheets.com URL: Ktherapy.tsheets.com - Clock In At Beginning Time, Clock Out For Lunch And breaks, Clock Back In Following, Clock Out At End Of The Day. **Only The Employee Is Allowed To Clock In/out For Themselves-** This Is Grounds For Dismissal If Other Staff Clock In/out For Employee. And Modification To Tsheets Must Be Completed By Administrator- Please Notify Admin.

Contractors

Invoices Must Hold Pts Name- Dates Of Service- Time- Amount Per Service And Total Due Monthly By The 1st Of Each Month

Consequences/Disciplinary Action

Warning
Write-up
Suspension
Dock In Pay
Termination

Not In Sequence. Any Action May Be Taken At Any Time.

Time-Off

2-weeks Prior Notice Required. Less Notice Results In Loss Of Points And/or Write-up.

Time Off Request Form

- 1) Complete Time Off Request Form (located Under Forms On Indehub)
- 2) Obtain Coverage For Your Time Away.
- 3) Present Request To Cheri For Recommendation On Approval Or Denial.
- 4) Cheri Brings Request To CEO With Recommendation.
- 5) If Approved Employee Documents Dates On The Front Desk Calendar.

Time Off Request Form: Not Less Than 2 Week- Treating Others (before Or After Work Hours) And Taking Time Off For Being A Pt (time Off Request - 2 Weeks Tx On The Request). Give These To Stacy- After You Have Found Some One To Cover For You (not To Overburden Other Staff).

Contractors

Monthly Invoices Due On The Last Day Of Each Month With Pay Day On The 7th Of Each Month.

Personal Belongs Policy

Staff Lockers. Staff Will Provide Their Own Lock.

Personal Belongings Are To Be Locked In Lockers During Clinic Hours.

Personal Belongs Consist Of Anything Belonging To Staff Such As Personal Electronics, Purses/bags, Lunches, Etc.

Vacation

2-weeks Prior Notice Required. Less Notice Results In Loss Of Points And/or Write-up.

Paid Time Off View Policy: Accrual Begins Immediately. 51 Hours = 1 Hour Of PTO Earned. Annual= 175 Hours 5 FT Days

Sick

No Sick Policy In Place. Medical Note Required Otherwise See Disciplinary Action. No Sick Pay Is Offered.

Complaining

Grounds For Termination. See "General Job Description".

Officership

All Officer Tasks Are Privileges.

Financial Officer-Human Resource Officer-Pt Scheduling & Statistics Officer
Billing Officer

Referral Source Officer-Team Coordinator Officer

Pt Care & Loyalty Officer- Facility & Improvements Officer

1) Loyalty Stats: Take The #8 And Divide It By The # Of The Months Total Vists

2) New Referrals That Were F/F = The Monthly Loyalty % *We Want To See This # As Double Digits

Breaks

All Staff Are Allowed To A 10 Minute Clock Off break Every Four Hours. Any Shift Less Than 3.5 Hours Is Not Allowed A Break. Notification To All Supervisors And Co-workers Are Required Prior To Taking A Break.

Compensable VS Non-Compensable Time

A "break" Is Defined As Personal Time. During A Break, Staff Member May Snack, Rest, Make Personal Call(s), Check Email, Etc.

Overtime

No Overtime Is Allowed For Any Staff. All Work Is To Be Completed Within The Operation Hours. No Patients Are To Be Scheduled Outside Of Operation Hours.

Officership Tasks Are To Be Completed Within Operation Hours. It's The Option Of The Employee To Perform Officer Tasks Outside Of Operation Hours.

Social Activities Are NOT To Take Place During Operation Hours. Should A Social Activity Be Planned, It's The Staff Members Option To Perform Tasks In Or Out Of The Operation Hours.

Dress Code

All staff should remember that patients and guest may judge the entire practice and the attention they receive by the personal appearance of employees. Please note these guidelines are not all-inclusive. staff are expected to use good judgment and moderation in dress and grooming when in the clinic. Clinical Directors may dictate certain additional guidelines pertaining to dress code at their facility. Staff have the responsibility to present a professional appearance as well as maintain a professional attitude in serving our patients.

Patient Care Area:

Licensed staff Staff should wear appropriate uniforms. Uniforms should consist of slacks, below the knee shorts, yoga pants, scrubs, dresses/skirts below the knee. Shirts must cover tatoos without too much bodily exposure and KIT logo shirts. Associates will return Uniform shirts to KIT upon termination of employment.

Non-licensed: Uniforms should consist of slacks, below the knee shorts, yoga pants, skirts, dresses. Shirts must cover tatoos without too much bodily exposure and KIT logo shirts.

Staff will pay \$10 per shirt for the first four (2) shirts. Additional shirts may be purchased by associate at 100% of cost.

- **KIT will provide 4 shirts per licensed associate and 2 shirts per non-licensed clinical staff at a cost to associate of \$10 per shirt every two years.**

Non Patient Care Areas:

Associates must dress in professional and business attire. **Jewelry** – Any jewelry worn should be minimal. No body piercing other than earrings is permitted at any time. **Hair**—Hair must be neat in appearance at all times and must not detract from a professional appearance.

Shoes – All footwear should be clean and in good repair.

Not Appropriate –The following are not to be worn at Kauai Therapy & Wellness: • T-shirts

- Low cut blouses • Halter tops • Shorts • Sweatshirts/sweatpants
- Denim attire
- Yoga Pants without a top covering hip and buttock area
- Shirts/blouses revealing midriff
- Sleeveless shirts/Tank Tops that do not cover midriff or reveal tattoos
- Dresses/skirts above the knee.

- Shirts Must not have logos (unless KIT logos) ie; tshirts

Associates who do not adhere to the above code will be sent home to change. Should this arise a second time the associate will be asked to remain home for the remainder of their shift without pay and may lead to further disciplinary action, up to and including termination of employment.

Policies & Procedures

[Download Form indehub](#)

[View Manual At Facility](#)

[Employee Rules Of Conduct](#)

[Incidence Report](#)

[Words We Use](#)

[Loyal Guidelines](#)

[Creative Service Care](#)

[Confrontation Procedures](#)

[Labor Dept Healthcare Coverage Decline](#)

Holidays

Following 90 Day Probationary Period: [View on Inehub](#)

[Holidays Off Paid For FT Employees](#)

Medical Insurance

We Provide Insurance To Eligible Employees Through Kaiser.

State of Hawaii Law: <http://www.loc.gov/law/help/statehealthplans/hawaii.php>

Name Tags

All personnel Must wear A Conspicuously Placed Name Tag Identifying The Individual's Name And Professional Designation. If A Name Tag Is Lost Or Damaged,one Replacement Free Of Charge Is Issued. Any Other Lost Or Damaged name tags Will Be \$10 Fee To Replace.

PTO

Paid Time Off Starts Accruing immediately For FT Employees

Policy Effective : 3/6/15

PTO-Paid Time Off

Full-time Employees (+34 hrs) Will Receive Paid Time Off.

The PTO Schedule For Full-time Employees Is:

Length Of Service Rate Accrual Starts Immediate 51 Hours= 1 Hour Of PTO Earned

Annual= 175 Hours

5 FT Days

PTO/Sick Time Off Begins Accruing From The First Day Of Work. Pay For These Hours Will Be Paid at The Employees Current Rate.

All PTO Approvals And Scheduling Will Be Left To The Discretion Of The Employees Immediate supervisor Or The Administrator. It Is Also Requested That Employees Attempt To Schedule PTO when The Office Workload Is Light.

Overdraws Of PTO Will Not Be Allowed.

Upon Separation Of The Company From The Corporation, The Employee Will Be Paid For A percentage Of The Earned PTO Benefits (1-4 Years= 50%, 5-9 Years= 65%, 10+ Years 80%); provided, However The The Termination Must Not Occur For Disciplinary Reasons. No One Shall Be carried On The Payroll After Termination Of Employment. Upon The Death Of The Employee, The Deceased Employee's Spouse Or Estate Shall Be Paid The earned PTO Benefits.

Personal Electronics Policy

No Personal Cell Phone Time During Working Hours. Personal Cell Phones Are To Be Put Away During Working Hours. If Your F/f Has An Emergency, have The Call The Clinic Landline.

No Personal Computer Time During Working Hours. Personal Computers Are To Be Left At Home During Worknig Hours. Clinic Computers Are For Work Related To Clinic Work. No Personal Use Of Clinic Computers.

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Upon Intake.

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b. Second And Additional Offenses- \$20 Fee Will Be Assessed And Must Be Paid At Following Visit Before Treatment Is Rendered After Each Offense.

3. NO SHOWS ARE BAD

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4. Same Day Scheduling- Any Patient Who Violates The NO SHOWS ARE BAD Policy With A Second Offense Will Only Be Allowed To Schedule Their Appointments The Morning Of The Day They Want To Come In By Calling The Clinic.

5. Work Comp No Shows: Front Office Must Notify Work Comp Of All No Shows.

6. Elective Services Schedule Is Exempt From Policy

Greeting Policy

All People (even The Mailman) in The Clinic Shall Be Greeted & Welcomed By All staff. Front Desk Staff Will Stop What They Are Doing To Look The Person In The Eye And Greet Them With A Positive Tone & Smile.

Friends Or Family

Policy: Ask Your Pt After The EVAL If They Know Of Someone Suffering From PIW. Use The \$49 Voucher (give To A F/f And They Can Get A \$49 Tx -OR- If They Bring The F/f With Them On Their Next Tx Then It Is FREE). ALSO Let Them Know About Our Referral Bonus Ie; The Pt Will Receive Their Choice Of A BioQPulse, Cold Laser, 30 Min Massage For Referring A F/f & The F/f Coming At Least 3x.Tell Your Pts To Bring In A Friend Or Family Member On Their Next Treatment.

No Wait Policy

We Ask Our Pts Not To Be Late, They Should Expect The Same From Us. Thus If The Therapist Is Running Late & The Aide Is Unable To Start The Pt On Their Movement, Then We Can Offer The Pt A Taste Of One Of Our Elective Services Ie; Taste Of Massage, Laser, BioQ, Etc. (ANY Elective Service Needs To First Be Cleared By The Treating Therapist First To Clear Any Contraindications).

3 Things Pts Hate: Too Much Paperwork, Provider Being Late To Treat Them, AND Financial Ambiguity (us Not Letting Them Know Anticipated Cost Of Thier Care).

Policy For Employees Receiving Services And Discounts

Employees Receive A 10% Discount On Elective Services, Including Packages. This Does Not Include “Add -on” Services, As Those Are Already Significantly Discounted. When Employees Receive Any Service They Must Have Prior Time-off Approval And Must Be Clocked-out During Their Appointment Time. Employees May Not Administer Treatment To Other Employees During Business Hours.

Same Day Employee Schedule Deviation

If There Is Any Deviation (addition Or Deletion) From An Employees Schedule. For Deletion From Schedule, employee Must Obtain Coverage, Then Go To Front Desk For Recommendation For Time Deviation & Front Desk Goes To Dan Or Mindy For Final Approval.

Sample Scenario (deletion From Schedule); A Staff Member Would Like To Leave Early To Attend A Family Event. Staff Member Assures Coverage for Her Position & Asks Front Desk Regarding Recommendation For Deviation From Schedule. Scenario Two (addition To Schedule): Staff Member Would Like To Clock In Early - Or- Work Though Lunch Hour.

**Front Desk Then Either Recommends Or Denies Time Off And Reports To Dan*

Return Call/Email Requests Policy

Activation requests must be returned < 2 hours.

Complaints must be responded to in < 2 hours.

Food In Clinic Setting

Breakfast is to be eaten prior to clocking in. Lunch is to be eaten during lunch hour.

Food gifts from pts etc..can be consumed as a group with pts.

Un-eaten lunch food etc. must be disposed of off site (take your items w/you, do not put in the clinic trashcans or in the bathroom trashcans)- we do not want bugs/rodents/or food smell in our clinic. This is also per our lease holders contract.

Staff Treatments

If Staff Is Requiring Therapy Services, Staff Must Schedule As A Patient Through The Clinic & Obtain Time Off For Their Scheduled Treatments. Staff Must Also Clock Out For Their Therapy Services. There Is No Treating Of Staff On Clinic Site Unless Legally As Stated Above. Training Sessions For Licesed Staff Must Be Approved By Owner Prior To Training (ie Working On Eachother For Training Purposes).

I _____ have received a copy of this organization's polices & understand I can always access anytime online at indehub.com. I also I understand I will be quizzed on these polices to demonstrate my understanding.

Signed: _____ Date: _____