

Welcome to Northside Hospital!

We are delighted to have you as a part of the Northside Team. The fact that you were selected, demonstrates our belief that you will work to help us continuously achieve our goals and commitments for our patients and the communities we serve.

Northside has an unsurpassed reputation in Metro Atlanta and continues to be Atlanta's Most Preferred Hospital in Overall Healthcare Services according to national consumer research. This standing in the community is a direct result of the dedication, hard work and determination of our employees.

We are committed to providing high-quality care and unparalleled customer service in all areas of our daily activities. As part of the Team, our goal is to provide you with the necessary tools and support you need to help us maintain our excellent reputation and achieve our goals as an organization. Our continued success will be determined by each and every employee's willingness to perform at their best at all times.

Your job, every job, is essential to our overall long-term success. We look forward to your contributions and hope you will remain a part of our Team for a long time to come.

Sincerely,

Bob Quattrocchi
President and CEO
Northside Hospital, Inc.

Foreword

This employee handbook outlines the hospital's basic policies, procedures, rules, and benefits. We trust that you will find it to be a valuable resource during your employment. For more detailed explanations of the hospital's policies and procedures, please refer to the Administrative Policy & Procedure Manual or the Human Resources Policy & Procedure Manual. This handbook supersedes all prior handbooks. The policies and procedures described herein are intended only as a convenient source of information, and remain subject to change at any time.

Also, nothing contained herein shall be construed to guarantee the benefits described or to require the employer to follow the procedures provided.

Handbook re-issued: September, 2007

Our Organization's History

NORTHSIDE HOSPITAL

For nearly 40 years, Northside Hospital has provided Atlanta with high-quality, compassionate healthcare. Opening its doors in 1970 with 250 inpatient beds, 80 physicians and 400 employees, the hospital was the first hospital to be built north of downtown Atlanta. Today, Northside Hospital has 537 beds, 1,900 physicians, 4,500 employees and treats more than 400,000 patients annually. Northside provides a wide-range of care and participates in all major health plans, covering employer groups throughout the state of Georgia.

Renowned for our expertise in women's services, Northside ranks first in the nation in the number of babies delivered annually (more than 18,500). Northside Hospital's specialists also perform more surgeries than any other hospital in Georgia; diagnose and treat more cases of breast and gynecological cancer than any other Georgia hospital; and treat more cases of prostate cancer than any other U. S. hospital. Northside has the largest single medical staff in the southeast, representing specialties from pediatrics to gerontology. The Northside Hospital service area serves a total population of more than 4 million. Almost 70 percent of Northside Hospital's inpatients reside outside of our home county (Fulton) come to receive the specialty care available at Northside Hospital. Northside Hospital is dedicated to being a center of excellence by providing health care and wellness programs of the highest quality to the communities it serves. Northside Hospital is accredited by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO). Since 1997, Northside Hospital has been voted "Atlanta's Most Preferred Hospital for Overall Healthcare Services" by Metro Atlanta Consumers in the National Research Corporation's (NRC) Healthcare Market Guide survey.

Northside Hospital's health care delivery system also includes two other not-for-profit community hospitals, (Northside Hospital-Cherokee located in Canton and Northside Hospital-Forsyth located in Cumming).

The following locations also offer Northside Hospital outpatient services:

- Northside/Alpharetta Medical Campus
- Northside Doctors' Centre Buildings
- Northside/Dunwoody Cancer Center
- Northside Hospital Outpatient Center at Meridian Mark
- Northside/Interchange Professional Building
- Northside/Johns Creek Imaging
- Northside/Medical Tower
- Northside Mental Health and Recovery Center
- Northside/Roswell Cancer Center
- Northside/Riverstone Imaging
- Northside/Townelake Medical Office Building
- Center Pointe Building

History

NORTHSIDE HOSPITAL-CHEROKEE

In March of 1962, R. T. Jones Memorial Hospital opened its doors in Canton, Ga. with 62 semiprivate rooms and 17 physicians on its medical staff. In October of 1997, the hospital partnered with Northside Hospital, Inc. and was renamed Northside Hospital-Cherokee.

Since then, the Hospital has greatly enhanced the health care services and facilities available to the residents of Northwest Georgia. Currently, the 84-bed facility has more than 260 physicians on its medical staff and more than 500 employees, allowing it to offer a wider variety of specialties and services. The Hospital treats nearly 100,000 patients annually.

NORTHSIDE HOSPITAL FORSYTH

Healthcare in Forsyth County has a long and distinguished history. Dr. James Mashburn established the first hospital in 1946, which ultimately was named Forsyth County Hospital. Though ownership changed several times throughout the years, the location stayed the same until 1999, when a 41 bed, replacement facility was built in Cumming. Northside Hospital acquired this facility in October of 2002, renaming it Northside Hospital-Forsyth.

Since the acquisition by Northside Hospital, the facility has grown rapidly to accommodate the exploding population growth in Forsyth County. Currently, the Hospital is licensed for 99 beds and serves the Forsyth and surrounding areas. The Hospital has more than 300 physicians, 800 employees and treats more than 150,000 patients annually.

In August of 2008, the Hospital will open its new 103,000 square foot Women's Center offering maternity and newborn services for the first time.

Our Mission

We are committed to the health and wellness of our community. As such, we dedicate ourselves to being a center of excellence in providing high quality healthcare.

We pledge compassionate support, personal guidance and uncompromising standards to our patients in their individual journeys toward health of body and mind.

To ensure innovative and unsurpassed care for our patients, we are dedicated to maintaining our position as regional leaders in select medical specialties.

And to enhance the wellness of our community, we commit ourselves to providing a diverse array of educational and outreach programs.

This is our Mission....

Our Values

We believe the principal element in Northside Hospital's position as a leading healthcare center is an instinctive devotion to a unique set of values - never formally articulated, but always understood by those who work with us and receive our care. This statement of values defines and communicates those guiding motivating philosophies that have led us to distinction:

EXCELLENCE - A primary value in all matters of healthcare, our excellence is born of individual commitment to the highest personal potential. For if we reach our individual potentials, we can achieve excellence as an institution.

COMPASSION - We believe that each person is unique - patient, family or caregiver - in health, in sickness, in life, in death. Each is to receive our respect, our care, our appreciation, and our concern .. our empathy.

COMMUNITY - We value its well-being and are committed to its progress. In addition to our services, we provide an important corporate contribution, expressed through involvement with the people, organizations and jurisdictions that vitalize, energize and support our region.

SERVICE - We recognize a personalized expression of caring which transcends physical aspects of health. We realize that this depth of service to others can be the source of our own growth and well-being, while maintaining a financially successful organization.

TEAMWORK - Our success stems from teamwork. We recognize the equal value and individual contribution of each member of our team. We believe in mutual regard for each other and for our patients. We encourage teamwork by working together respectfully, communicating openly and supporting the expression of differing opinions and perspectives.

PROGRESS AND INNOVATION - We understand the need for these attributes in patient care and organizational management. While preserving the tradition and wisdom of those who have gone before us, we seek new information and state-of-the-art technology. We welcome new insights, new techniques, new ideas...and will remain leaders in the healthcare of our community.

These are our Values...

Our Commitment to Service Excellence

Customer loyalty and satisfaction are important. Customer satisfaction applies to both the external customer and the people inside the organization. Satisfaction is directly dependent on the hospital's internal customer relationships. Improving relationships among internal customers, including relationships between departments, will increase (Patient) satisfaction and long-term customer loyalty - both of which will keep the organization on a strong competitive path. In the service excellence plan introduced in 1998, Northside realized the importance of service as a strategic priority and the importance of the employee as a customer. A major focus of the plan, which was confirmed by a staff satisfaction survey, is the importance of treating employees with mutual respect.

Northside is the hospital of choice for managed care companies and corporations of all sizes for their employee medical plans. We have achieved full accreditation status from the Joint Commission on Accreditation of Healthcare Organizations. Just as we have achieved clinical excellence, we also must achieve service excellence. Therefore, it is our expectation of all members of our staff that each employee will work towards demonstrating the necessary attributes of providing service excellence in performance and interpersonal skills. To that end, we have established the following service excellence behavioral expectations:

1. Provides information and education.
2. Anticipates and responds promptly to needs and requests of others.
3. Demonstrates respect and courtesy for others.
4. Demonstrates professionalism.
5. Practices problem solving.
6. Demonstrates emotional support to others.
7. Creates and maintains a calm and pleasant environment.

Employees are expected to demonstrate service excellence behaviors any time they are on hospital grounds, in hospital uniform, or when conducting business on behalf of the hospital.

Our Patient Pledge

More so now than ever before, consumers have greater control over where they seek medical care for themselves and their families. Therefore, as healthcare providers, our reputation in the community for providing high-quality, compassionate care becomes even more important.

Fortunately, Northside enjoys such a reputation. However, we must never become complacent and forget that the patient's total experience (from start to finish) shapes their overall impression of our organization.

Therefore, we must remain dedicated to making sure that we do everything we can to provide our patients with the very best environment to improve their overall health and wellbeing as quickly as possible.

In 2007, Northside introduced its "Patient Pledge" to the organization and to our patients. Permanent plaques were installed in our inpatient rooms and in key patient entry points at all three hospitals, visibly highlighting our commitment to our patients.

Our goal for ourselves is that we Always provide *Service Excellence* in all that we do at Northside. Therefore, embracing and demonstrating our commitment to our Patient Pledge is key to our organization's ongoing success and reputation. Following is our Patient Pledge.

We will:

- *Always* treat you with courtesy and respect.
- *Always* promptly respond to your needs.
- *Always* listen carefully to your questions and concerns.
- *Always* explain your care and treatment in a way that you can understand.
- *Always* ask if you are experiencing pain and do our best to keep you as comfortable as possible.

General Information

CODE OF ETHICS

Every patient at Northside is entitled to the most efficient and courteous service we can provide. Sometimes a patient, visitor or firm doing business with the hospital may want to give you a gift, tip or other gratuity in return for your help. Northside's policy is that consumable gifts or items valued at \$25.00 or less may be accepted. Cash and cash equivalents may not be accepted. Please check with your immediate supervisor if you have questions regarding this policy.

CONFIDENTIALITY

Northside Hospital's primary responsibility is to its patients. Because the care and treatment of our patients is highly personal, all information concerning a patient's medical or personal problems must be kept strictly confidential. Such information must not be discussed with anyone other than the patient's attending physicians and those authorized personnel directly responsible for the patient's care, treatment or other related services.

Never discuss any information about a patient in elevators, corridors, cafeteria, or anywhere you may be overheard. [Confidentiality](#) is a basic element of hospital ethics and it is expected that every employee will comply with these important rules of conduct. Any employee who violates these principles may be separated immediately from the organization.

CORPORATE COMPLIANCE

All employees, as a condition of their employment are required to adhere to Northside's [Corporate Compliance Program](#) ("Program"). Attendance at Corporate Compliance Program training will be documented on the employee's performance evaluation. Failure to adhere to the Program, violations of any applicable laws, rules and regulations, failure to report misconduct and acts intended to interfere with reporting are considered to be violations of Hospital policy and may be grounds for disciplinary action, including separation of employment when warranted. Hospital

EQUAL EMPLOYMENT OPPORTUNITIES

Northside Hospital is an [Equal Employment Opportunity](#) employer. In order to provide equal employment opportunity and advancement opportunities to all individuals, employment decisions at Northside Hospital will be based on merit, qualifications, and abilities. Northside does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, veteran's status or any other category protected by law. Our policy relates to all phases of employment, including recruitment, placement, promotion, training, demotion, transfer, layoff, recall, separation, rates of pay, employee benefits and participation in all Northside Hospital sponsored employee activities.

Employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor or the Human Resources Department. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including separation from employment.

General Information

FRAUD, WASTE AND ABUSE

Northside Hospital is committed to preventing fraud, waste, and abuse in government healthcare programs and as part of the Program has developed comprehensive policies and procedures to educate employees about identifying and preventing such conduct. All employees are required to comply with all laws, including laws that prohibit fraud, waste and abuse in government health care programs such as Medicare and Medicaid. [The Fraud, Waste, and Abuse Prevention Policy](#) provides a detailed discussion of the relevant state and federal laws that make it illegal to submit false or fraudulent claims to government health care programs such as Medicare and Medicaid. The federal False Claims Act forbids the submission of false or fraudulent claims to the federal government for payment from a federal program, including Medicare or Medicaid. This law also prohibits an employer from punishing an employee for lawfully bringing a suit under the False Claims Act or helping the government enforce the law. Georgia has a similar law, the State Medicaid program. The Georgia law also provides protections for employees who lawfully bring suit under the state Medicaid False Claims Act or assist in a lawsuit to enforce the law. All employees should carefully review the Program policies, including Fraud, Waste and Abuse Prevention Policy. Northside Hospital encourages you to report information or questions you may have about questionable conduct to your supervisors, the Chief Compliance Officer, or the Northside Compliance Hotline (404) 845-5907. We want to know about any questions or concerns you may have about fraud, waste or abuse and encourage you to share your questions or concerns with us. We appreciate your concern and will follow up on the information that you disclose in good faith.

NON-HARASSMENT, DISCRIMINATION AND RETALIATION POLICY

Northside Hospital expressly prohibits discrimination, harassment and retaliation based on race, color, sex, religion, creed, national origin, disability, age, veteran's status or any other category protected by law. Improper interference with the ability of the other employees to perform their expected job duties is also prohibited. Nor will Northside Hospital tolerate any actual or attempted reprisals or retaliation against an employee who raises a sincere and valid concern that this policy has been violated. Northside Hospital takes all allegations of discrimination, harassment and retaliation very seriously and is firmly committed to ensuring a workplace free of those discriminatory activities. Anyone engaging in discrimination, harassment, or retaliation is subject to disciplinary action up to and including discharge.

Employment & Working Conditions

HOURS OF WORK

Like most hospitals, Northside must be staffed on a 24-hour basis. For pay purposes, our work week begins each Sunday morning at 12:01 a.m. and runs through the following Saturday at midnight. To be considered a "Full-Time" employee at Northside, you must be budgeted to work 32 hours per week or 64 hours per pay period. Your scheduled hours per pay period will be indicated on your employment papers. However, you may be required to work a different schedule depending on patient census or other operational changes. Your supervisor must properly approve any deviation from the standard workday or work week.

LOCKERS AND VALUABLES

Lockers are provided in those areas of the hospital where employees must change clothes when they arrive at work. The hospital is not responsible for articles left in lockers, so employees are urged to use locks and to avoid bringing in large sums of cash or valuables. Northside reserves the right to inspect the contents of lockers upon demand at any time.

MEDICAL EVALUATIONS

Medical evaluations of all employees are essential to the safety and protection of patients, visitors and other employees. Therefore, employment at Northside is dependent upon successful completion of a post offer pre-employment medical evaluation. This evaluation consists primarily of laboratory tests, a pre-employment drug screening, a tuberculosis skin test, and required immunizations such as MMR vaccine. Employees are required to take the tuberculosis skin test annually. These laboratory tests and vaccinations are performed free of charge to employees. The post-offer medical evaluation also includes a questionnaire to provide the hospital with a summary of your past medical history. The results of your evaluation are confidential, and will become a part of your employee health record. This evaluation must be completed prior to beginning employment at Northside.

You also may be required to have additional evaluations during the year for specific safety precautions. Compliance with these requests is a condition of your employment at Northside. Failure to submit to a medical evaluation requested by the hospital is considered a serious matter which could result in separation of employment.

Employment & Working Conditions

PARKING AND DOOR ACCESS CARDS

Depending on the campus where you work, you may be issued an access card that will allow you into certain parking areas and access controlled spaces. Since employees only are authorized to use these areas, do not lend your access card to anyone. If your card is damaged, lost, or stolen, report this to security immediately. You will be required to pay a replacement fee for damaged, lost or stolen access cards.

PARKING PRIVILEGES

The hospital provides ample free parking for all employees. For your protection, parking areas are well lighted and patrolled by security personnel. Basic employee parking policies are as follows:

- 1 Unless otherwise authorized, all employees must use the employees' parking areas.
- 2 If you lose or forget your access card for parking (if applicable), you may park in the visitors' parking lot and pay for that day's parking.
- 3 Employees are expected to comply with all posted traffic regulations and parking policies.
- 4 Employees may obtain a security escort by dialing the security contact numbers listed in the "About Hospital Security" section of this manual.

REASONABLE ACCOMMODATIONS

Northside Hospital has made and intends to continue to make reasonable accommodations, which do not impose undue hardships on its business, to enable applicants to apply for employment, and to enable employees to perform the essential functions of their jobs, to apply for transfers or promotions, and to enjoy the benefits of employment or participate in any Hospital activity. Any employee having a physical or mental impairment that substantially limits one or more of his or her major life activities should notify his or her supervisor or the Employee Health Nurse, if the employee needs an accommodation to perform his or her job.

Employment & Working Conditions

REASSIGNMENT

Northside Hospital reserves the right to reassign employees as needed from one job, department or shift to another. Such reassignment may occur as a result of circumstances, including but not limited to, workload variations, reorganizations and operational changes.

WORK BREAKS

Non-exempt employees who work 5 hours or more will, under normal circumstances, receive an unpaid meal break as scheduled by their supervisor. In the event that work demands do not permit an employee to take a scheduled meal break, the employee will be paid for the scheduled break period.

In addition, employees will, under normal circumstances, receive a paid ten (10) minute work break for every four hours worked. These work breaks are not cumulative and the omission of a work break cannot be used as a basis for taking additional time for lunch or leaving work early.

YOUR FIRST 90 DAYS

The first 90 calendar days of your employment at Northside Hospital or upon transfer or promotion to a new position is considered a probationary period. The probationary period will be used to provide you with orientation and training. This period will give you the opportunity to evaluate Northside Hospital and will give Northside the opportunity to review your progress. A written performance evaluation may be completed at the end of your 90-day period. The completion of the first 90 days does not guarantee a specified length of or confer any rights for continued employment. All employment, both during and after your first 90 days is "at-will". The 90 day probation period may be extended upon approval by the Employee Relations Manager.

As a new employee, you will be assigned a mentor. Your mentor will welcome you and help you adjust to your new working environment. Your mentor will guide you in your professional, personal and interpersonal growth and communicate important information concerning Northside Hospital's culture and service vision.

Breaks should generally be taken in designated staff break areas. In accordance with our Service Excellence efforts, employees are not permitted to take work breaks in the family lounges, waiting rooms or the main hospital lobby areas. While on breaks, employees are expected to behave professionally and courteously, particularly in any interactions with patients or visitors.

If an employee desires to leave the hospital campus during a shift, whether for a meal break or other personal reasons, the employee must notify the supervisor in advance and clock out of the timekeeping system.

Your Job Responsibilities

ABOUT YOUR JOB

Every job in the hospital is important and no one job is more or less essential than any other. We are able to maintain our high standard of quality and service because we function as a team. As a team member some of our shared goals are:

- To move away from a traditional task-oriented focus to a value-oriented focus;
- To provide simple comfort measures for patients and families;
- To bring families more directly into the care process, dealing with patients' personal needs;
- To teach patients to take more responsibility for their care - and empower them by giving them knowledge of their illnesses and care needs;
- To pay attention to interactions with others -both patients and other caregivers - to truly hear what their needs are and find ways to meet those needs;
- To give human beings a purpose for living, offer joy or inspire hope.

ATTENDANCE AND TARDINESS

Since no job or individual can function independently in the hospital, being at your job on time is your first step in meeting your job responsibilities. Regular, reliable attendance is essential to every position. Your absence not only affects patient care, but also the working conditions of fellow employees. Therefore, Northside places a high premium on attendance and punctuality. If for some reason you cannot be at work (including scheduled overtime), it is your responsibility to personally notify your supervisor (or someone designated by your supervisor).

Attendance and punctuality are key considerations in the hospital's performance evaluation program and may affect merit raises and future consideration for promotion or transfer. Discuss specific attendance and call-in policies with your supervisor.

IDENTIFICATION BADGE

The hospital provides you with an identification badge, which enables you to be readily identified by patients, physicians and other employees. This badge also functions as your time and attendance card allowing you to punch in and out at your designated time clock. You must wear your ID badge in plain view at all times while on duty. If you should lose or damage your ID badge, see your supervisor for instructions about replacement.

Your Job Responsibilities

PERSONAL APPEARANCE AND HYGIENE

Hospital patients, their families, and visitors are extremely sensitive to the appearance of hospital employees. They judge the hospital by the employees they see every day. For this reason, all employees are expected to maintain high standards of neatness and personal hygiene regardless of where they work.

Some departments require that uniforms be worn. Your supervisor will inform you of your department's requirements. Any employee, who in their supervisor's sole discretion, appears for work in a manner that does not conform to Northside Hospital's standards, may be required to return home to obtain appropriate attire, and the period of absence will be unpaid. Continued violation of this policy may result in disciplinary action, up to and including separation from employment.

STAFF REQUEST NOT TO PARTICIPATE IN PATIENT CARE

It is understood that situations may arise in which the prescribed course of treatment for a patient may be in conflict with the personal values or religious beliefs of a staff member.

It is the policy of Northside Hospital to respect, and, to the maximum extent possible, honor cultural, moral, and religious beliefs of employees and medical staff members regarding the provision or withholding of care on moral or religious grounds. Employees shall communicate those objections in accordance with the appropriate policy.

VOTING PRIVILEGE

Employees are permitted time off to vote in any municipal, county, state or federal political party primary or election for which such employee is qualified and registered to vote on the day on which such primary or election is held. The time taken off to vote must not exceed two hours, is paid leave up to a maximum of two hours and is permitted only if your supervisor is informed two working days in advance that you plan to take time off to vote. The time off must be at the beginning or end of your working shift, unless you and your supervisor agree differently. Northside Hospital may specify the hours during which you may be absent from work to vote. If you have two consecutive non-working hours on an election day in which to vote, the time off to vote is not allowed.

Your Pay

The Northside Hospital compensation program provides competitive wage rates based on market data for the positions in Northside Hospital and in relation to jobs in the community. The compensation program is also designed to include periodic merit adjustments as determined by Northside Hospital management.

Northside believes that individual compensation matters are confidential between employees and their supervisors. If you have any questions concerning your job or your pay rate, contact your supervisor.

MERIT RAISES

Northside Hospital's goal is to evaluate your job performance annually. Your annual performance evaluation rating will determine the amount of your merit increase, if any, as set by management. The merit increase range will generally be evaluated based on market conditions and overall hospital financial performance.

OVERTIME

Overtime at Northside Hospital is usually worked on a voluntary basis; however, there are occasions when individuals may be required to work overtime. Your supervisor must authorize all overtime before the overtime is worked. Employees who work unauthorized overtime are subject to discipline, up to and including termination from employment.

Non-exempt employees are eligible for overtime pay. For most non-exempt positions, overtime is defined as all actual hours worked in excess of 40 hours each work week.

Overtime will be paid at time and one half of the average hourly earnings including appropriate differentials and premiums. Paid benefit time such as PTO, STD, Jury Duty and Bereavement Leave will not be used in calculating overtime.

Your Pay

PAYCHECKS OR DIRECT DEPOSIT PAY STUB

Payday is scheduled every other Friday. The check/stub you receive covers all wages earned during the previous two-week pay period. Northside requires all employees to sign up for direct deposit or a VISA pay card. However, employees will receive a live payroll check during the pre-notification and set up process for the direct deposit or VISA pay card. All live paychecks will be mailed to employee's home address. Our payroll print source (ADP Atlanta) will print and mail the Northside paycheck/stubs to employee home address on file in Human Resources, after their direct deposit or paycard is activated. You also have the ability to access your earning statements 24 hours a day, 7 days a week. Contact the Payroll Department for information regarding this service.

You may authorize payroll deductions for insurance coverage, credit union savings and loan payments, and other approved accounts. All deductions from your wages will be documented on your pay check stub. If you have questions or problems concerning the number of paid hours worked or PTO hours, please notify your supervisor. Payroll can only pay what has been authorized by your department supervisor through the time and attendance system and subsequent adjustment forms.

Failure to fulfill credit obligations could result in wage attachments and garnishments. If the hospital is properly served with a legal garnishment of an employee's wages, we have no alternative under Georgia law but to withhold a certain proportion of earnings from the employee's paycheck for submission to the civil courts to cover the obligation.

It is our expectation that every employee meet the repayment obligations owed to the Northside Credit Union, Northside Gift Shop and Northside Hospital.

SHIFT PREMIUM

All hourly non-exempt employees assigned to work the evening, night or weekend shifts are entitled to receive a Shift Differential over and above their regular rate of pay. In order to qualify for this shift differential, an employee must work a shift of at least four hours.

JURY DUTY AND WITNESS PAY

Northside Hospital provides Jury Duty and Witness pay benefits to employees who are summoned to serve on a jury or are subpoenaed to serve as a witness in a case to which they are not a party. The hospital pays you the difference between your base wage and any jury duty pay or witness compensation received.

In order to qualify for benefits under this policy, you will be required to endorse your jury duty or witness pay over to the hospital. If you receive a subpoena, check with your supervisor immediately to assure proper attendance coding and administration of this benefit.

Your Benefits At Northside

NORTHSIDE HOSPITAL BENEFIT PACKAGE

Northside Hospital provides a competitive and comprehensive benefit package that offers insurance coverage and voluntary programs for employees and eligible dependents. Benefit plans offered vary according to your employment status and hours worked at the hospital. Employees become eligible for most coverage the first day of the month following 30 days of active and continuous employment.

LEAVES OF ABSENCE

Northside recognizes that there are valid reasons why an employee may request leave of absence. For your information, a summary of the hospital's general policies on leaves of absence is provided as follows:

1. **Military Leave** - Employees who enter the military service will be given leaves of absence in accordance with prevailing federal laws and regulations. Reservists and National Guardsmen also will be granted short-term leaves for required attendance at training camps or special active duty assignments.
2. **Family or Medical Leave** - An eligible employee may request a Family and Medical Leave for up to twelve (12) weeks in a twelve (12) month period, due to the serious health condition of the employee or the employee's spouse, child or parent, or for the birth, adoption or foster care of a child. Eligibility for leave for the birth, placement or adoption of a child expires twelve (12) months after the birth, placement or adoption. An eligible employee is an employee who has been employed for a minimum of one year and worked 1,250 hours within the previous 12 months. The twelve (12) month period is measured by looking at the twelve (12) month period immediately prior to the dates on which leave is requested. Spouses who are employed by Northside Hospital are required to take a combined total of twelve (12) weeks of leave in a twelve (12) month period for birth, adoption or foster care. Employees must give at least 30 days notice of any foreseeable family or medical leave. If leave is not foreseeable, notice must be given as soon as possible. If an employee fails to give proper notice for foreseeable leave, Northside Hospital may delay the taking of leave.
3. **Personal Leave** - Leaves of absence for valid personal reasons may be granted to employees for periods of not less than two (2) weeks or fourteen (14) calendar days. Such leaves may be granted at the discretion of the department manager, based on the nature of the request and the operational requirements of the department. The department manager and/or division director must approve extensions of such leaves. Upon approval, personal leave can be used following twelve (12) weeks of Family Medical Leave if the employee is unable to return to duty.
4. **Bereavement Leave** - [Northside Hospital Bereavement Leave](#) benefit provides paid time away from work in the event of a death in your immediate family. Full and part-time employees may receive up to three (3) workdays off to attend the funeral and handle other personal affairs directly related to the death. Immediate family includes parent, grandparent, spouse, child, brother, sister, mother-in-law, father-in-law, legal guardian or ward.

A leave of absence may be paid, unpaid or a combination of both. Once the leave of absence period has been determined, the employee must use PTO or STD accruals to cover the period in accordance with the PTO and STD policies. The employee continues to accrue seniority while on an approved leave of absence.

An employee is expected to return from a leave of absence on or before the date it expires. Failure to do so may result in separation of employment.

Employee Services

CHILD DEVELOPMENT CENTER

The Northside Hospital Child Development Center is an on-site facility for children of hospital employees. The Center's hours are 6:30 a.m. to 7:30 p.m. Monday through Friday. Care is available for children from six (6) weeks to twelve (12) years of age. Program activities include a developmentally appropriate early childhood program, the Georgia Pre-Kindergarten program for children four (4) years of age, and a school-age summer camp. The National Association for the Education of Young Children accredits the program. For more information, you may call extension 8660.

CREDIT UNION

The Northside Hospital Federal Credit Union is a type of "non-profit" Savings and Loan organization specifically established to serve Northside Hospital employees, physicians and volunteers. The objectives of the Credit Union are to promote thrift among its members by encouraging regular savings and to make available low interest loans. Credit Union services include automatic payroll deduction for savings accounts, club accounts, personal loans, auto loans, Travelers checks and free Notary Public services. Dividends are paid quarterly on all savings accounts. All accounts are federally insured by the National Credit Union Administration.

Full time and part time employees are eligible to join the credit union immediately upon your date of hire. For further information on this valuable employee service, contact the Credit Union office at extension 8740. Office hours are 7:30 a.m. to 3:45 p.m. Monday through Friday.

EMPLOYEE HEALTH SERVICES

The goal of Employee Health Services is to promote and ensure the health of all employees, and to provide a safe working environment for our staff members and auxiliaries as well as for our patients.

In addition to performing the post job offer employment physical examination, Employee Health Services also screens employees on an annual basis for tuberculosis. Employee Health offers at no cost to employees, vaccinations for Hepatitis B, Varicella, Measles, Mumps, Rubella and Influenza, if indicated.

If you sustain an injury while on duty, you should follow proper reporting procedures with your immediate supervisor. Thereafter, the Employee Health Department will coordinate your medical treatment with you. If your injury requires treatment beyond first aid, you will be referred to Northside Hospital's Emergency Department for evaluation. If further intervention is necessary, or your injury requires that you see a specialist, you must then select a physician from the approved worker's compensation panel of physicians which is posted in the Employee Health Department, the Emergency Department, and all Northside Hospital facilities. You may not seek treatment with your personal physician for an injury that occurs while you are at work.

Employee Services

HEALTH RESOURCE CENTER

The Health Resource Center provides the highest quality medical information and resources to Northside's medical staff, employees, patients and their families.

Resources include internet access, the InfoTrac Health Reference Center database (consumer health resources), MEDLINE, books, journals, videotapes and audio cassettes.

The Center hours of operation are Monday through Friday 7:00am - 4:00pm. For additional information you may contact extension 6431.

SHARES HELP/UNITED WAY PARTNERSHIP

Recently, Northside Hospital was awarded the "A Company That Cares" and "Pacesetter" honors from United Way. Year-round, the Foundation and the campaign team implement an extensive fund-raising and community education effort involving employees and physicians. Eighty percent of funds raised benefit United Way to help build stronger, safer and healthier communities. Twenty percent of funds raised benefit our own Northside Hospital Shares Help Fund to provide aid to employees in dire financial need resulting from an emergency. Northside Hospital has a long and successful history with United Way and its community partners. Annually, campaign ambassadors are trained on best practices and have the opportunity to tour/interact with one or more of the United Way community partners.

TRAINING AND DEVELOPMENT

Northside Hospital values continuous learning for all staff and provides a full continuum of education and training programs through the Training and Development Department. From your first day in orientation, throughout your career at Northside Hospital, many opportunities are available on a large variety of topics to help you develop skills and grow professionally. Classes support Northside Hospital's strategic goals and vary in length, format, content and times offered and are designed to support adult learning styles. While most classes are voluntary, some classes are required depending on the topic and your position. A catalog of classes is available for all staff. For more information, please contact the Training and Development Department at extension 8741.

Performance Management

Employees at Northside Hospital are evaluated on a regular basis. Together with your supervisor, you will identify the performance evaluation criteria tailored specifically to your job and covering all aspects of your performance. You and your supervisor will discuss your job performance and create a development plan for any areas of opportunity.

In addition, you are responsible for providing your supervisor/manager evidence of your continued competency based on the competency program for your job and department. Failure to provide the required documentation may result in removal from active duty or termination from employment.

DISCIPLINE

While Northside Hospital employees are employed "at will", the Hospital's own best interest lies in ensuring fair treatment of all employees and in making certain that discipline is prompt, fair, and consistent.

The major purpose of any discipline process is to correct inappropriate behavior or poor performance, prevent recurrence, and salvage the employee involved for further satisfactory service, if that seems desirable or possible.

Northside Hospital generally utilizes a progressive discipline system that consists of five disciplinary tools: a verbal warning, written warning, suspension, demotion and discharge. In most cases one or more less severe steps will be taken prior to separation. The Hospital may, at its discretion, discipline or discharge an employee without following progressive discipline if warranted.

GRIEVANCE/COMPLAINT PROCEDURE

Northside Hospital recognizes that it is important for employees to have a formal procedure for resolving employee complaints that cannot be settled through informal communication channels with an employee's supervisor or other appropriate personnel. Employees may utilize the grievance procedure regarding disciplinary suspensions, demotion or dismissal. Any concerns regarding conditions of employment, the application of personnel policies, hospital policy, overtime, working conditions, written warnings and suspensions pending investigation should be handled informally with the supervisor. If the concerns pertaining to a written warning remain, an employee may write a response and have it attached to the written warning.

The Grievance/Complaint procedure is one way for employees to resolve complaints or disagreements regarding his or her employment. Any employee who has completed his/her 90-day probationary period and wishes to use the grievance procedure must follow the guidelines set out in the Hospital's Grievance/Complaint Policy.

To file a grievance/complaint or if you have any questions about the procedure, contact the Human Resources Department at extension 6895.

Hospital Safety

CODE BLUE / MEDICAL EMERGENCIES

Code Blue is the hospital code word indicating a person is undergoing a respiratory or cardiac arrest. When "code blue" is paged at one of the inpatient campuses, a team of highly trained specialist is dispatched to the location. During a "code blue" these specialists should be given every priority in carrying out their responsibilities since a person's life may hang in the balance. If you are not assisting with the code blue situation do not approach the area.

Off-Campus Locations: If you work at one of the non-inpatient off-campus locations please check with your supervisor on the specific process to obtain medical assistance.

EMERGENCY NUMBERS

Northside Hospital Sandy Springs / Atlanta Campus	Dial Ext. # 8911
Northside Hospital Forsyth Campus	Dial Ext. # 54321
Northside Hospital Cherokee Campus	Dial Ext. # 250

HELPING US PROTECT THE ENVIRONMENT OF CARE

Each of us has a duty and responsibility to safeguard the Hospital's Environment of Care. We have many safety and security systems in place for your protection. The most important component of the system is YOU. We ask that you take the time to learn and apply the many safety and security processes that we have in place.

Your observations and feedback are very important to us. Please contact the Director of Safety and Security at 404-851-8784 with any concerns or observation.

OFF-CAMPUS LOCATIONS

Please check with your supervisor for emergency reporting procedures. In most off-campus locations requests for emergency assistance are obtained by dialing 911. This will usually take you to an emergency operator who can dispatch Fire, Police or Emergency Medical Services to your location. In some locations it may be necessary to dial 9 then 911. Ask your supervisor.

REPORTING EMERGENCIES

Each campus has an emergency number that can be used for reporting a variety of Emergency Incidents. It could be items such as a person having a heart attack, a chemical spill, a fire or for an immediate emergency request for security assistance. When reporting an emergency, be sure to give the operator all pertinent information including your name, the nature of the emergency and the location.

Hospital Security

For the safety and protection of our employees, patients, physicians and visitors, Northside Hospital maintains a 24-hour security force at each of its inpatient campuses. In addition to making regular inspection and patrols, security officers are available to handle disturbances, investigate criminal conduct on hospital property, provide escort in the parking areas and respond to minor requests for vehicle assistance such as unlocking vehicles, helping you change a tire or trying to jump start your vehicle if your battery is not working.

ALCOHOL, DRUGS AND CONTROLLED SUBSTANCES

The use of alcohol, drugs and other controlled substances by employees at work or before reporting for work can seriously endanger the safety of the Hospital's patients. Northside Hospital is a [Drug Free Workplace](#).

The Hospital prohibits the manufacture, distribution, dispensation, presence or use of alcohol, drugs or other controlled substances on its property or worksites unless authorized by the Hospital. In addition, employees are prohibited from reporting to work under the influence of alcohol and or other drugs that impair judgment or the ability to perform assigned duties. If you have a question concerning any prescribed medication you may be taking please discuss the issues with Employee Health.

CELEBRITIES AND HIGH PROFILE PATIENTS

From time to time the Hospital will have high profile patients such as sport figures, politicians and entertainers. Employees are not allowed to visit these patients for any personal reasons. Cell phone usage for purposes of electronic recordings or to obtain photographs of high profile patients or any patient is strictly prohibited. Northside requests that you not only honor and respect their confidentiality but their right to privacy. If your job requires you to be in these patient's rooms, it is inappropriate to ask for their autograph or discuss their work. Failure to abide by these rules may result in disciplinary action.

DOMESTIC ABUSE

If you are experiencing a personal domestic situation that is or may affect hospital operations you should report the situation to your manager / supervisor. You may also report your concerns to the Manager of Employee Relations, Director of Human Resources or Director of Safety & Security. In the event that an immediate on-site response is required contact the Security Department at your location.

Hospital Security

EMPLOYEES MINOR CHILDREN

It is against organizational policy to allow minor children to accompany you to work and leave them in an unsupervised area while you work. This creates a major liability for the hospital and is not acceptable. If your child participates in a school sponsored "take-your child to work" day, you must obtain your supervisors permission to participate. Participants should only be in general areas of the hospital and are not to have any patient contact.

EMPLOYEES VISITING & LOITERING

In order to minimize interruptions of work schedules all hospital employees are required to abide by certain rules concerning visiting patients, entertaining visitors and loitering during off-hours. Employees are not permitted to visit patients while on duty except during regular visiting hours and then, only during scheduled breaks and lunch periods. Employees may not receive personal visitors during working hours without supervisory permission. To avoid disruptions in workflow, employees are asked to not loiter in work areas during off hours.

PACKAGE INSPECTIONS

For your protection and also for the protection of the hospital, packages being carried into and out of the hospital are subject to inspection by Hospital Security. Failure to cooperate with a security package inspection request may result in disciplinary action.

PARKING AREA SECURITY

Depending on your campus you will see blue light emergency telephone stations in the various parking areas. Pressing the call button will automatically connect you to the Security Department. You will also find panic alarms in the stairwells of the parking decks. Security escorts are available by contacting Security.

Hospital Security

RESTRICTED AREAS

Due to the sensitive nature of our business, certain areas of the hospital must be restricted to authorized personnel only. Some of those areas include the critical care units, labor & delivery, pharmacy and the family centered care (infant) units. Unless you have specific daily duties to perform in these areas, check with your supervisor before entering these area.

SECURITY CONTACT NUMBERS

Sandy Springs / Atlanta Campus: Security Control Center: Ext. 8797 (Calling from outside the hospital 404-851-8797) Forsyth Campus: Security Desk Ext. 3444 (Calling from outside the hospital 770-844-3444)
Security Cell Phone 678-776-7869 Cherokee Campus: Security Contact Number 770-720-5199 In-House Cell Phone # 645 or 199

USE OF CELL PHONES

Northside Hospital has established a policy regarding the use of personal and company cell phones while employees are on duty and conducting hospital business. The use of cell phones for personal business is strictly limited to lunch and breaks or emergencies. Cell phones should not be used while rendering patient care or in patient rooms. Employees are strictly prohibited from using cell phones, audio, video recording or other electronic devices to photograph or record any hospital employee, patient, visitor, or any aspect of the hospital's facility or facility operations.

WORKPLACE VIOLENCE - Weapons Prohibition

Northside Hospital is committed to providing it's employees a safe, healthy and secure work environment. Northside Hospital also expects it's employees to maintain the highest standards of service and behavioral excellence. The presence of weapons and the occurrence of Violence in the workplace are inconsistent with these expectations. Therefore, Northside Hospital prohibits the possession of weapons, threats, or violent behavior towards any patient, visitor, physician or employee. Violations of this expectation may result in separation from the organization without prior warning.

Emergency Preparedness

Northside Hospital has developed emergency preparedness and response plans for a variety of potential incidents. Specific information concerning these plans can be found in the Lucidoc System. Lucidoc is the electronic document management system the hospital uses to maintain its policies and procedures. Your supervisor can assist you in learning how to use the Lucidoc System to find the policies and procedures you are interested in. The emergency policies and procedures can be found in the Environment of Care and / or Emergency Preparedness sections of Lucidoc.

ELEVATOR ETIQUETTE

The Hospital has only a limited number of elevators to handle traffic. For the safety and convenience of employees and patients please abide by the following "elevator etiquette" guidelines. Employees should yield to staff transporting patients in wheelchairs and beds. Employees should allow patients to ride the elevator with their caregivers alone. Respect their privacy and take the next elevator.

The "Code Blue" team has priority on all elevators during "Code Blue" activations. To minimize elevator traffic employees should use the stairwells when going up only one floor or down two or less floors.

Elevators should not be used during fire alarms. The emergency response teams and the fire department will determine when it is safe to use the elevators during actual incidents.

Employees should not discuss hospital business or any confidential information on the elevator.