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UCLA Health and David Geffen School of Medicine Work Rules

PROFESSIONAL CONDUCT AND CI-CARE

As a member of UCLA Health it is our responsibility to treat visitors, internal customers and co-workers with courtesy, dignity, respect and professionalism. These responsibilities include but are not limited to the following:

- Demonstrate professional behavior when visitors, internal customers and co-workers are present.
- Treat everyone fairly, respectfully and with a service-oriented attitude.
- Always demonstrate initiative, high integrity and a positive attitude.
- Keep comments about co-workers or any part of UCLA Health System professional, positive and appropriate, especially when within the presence of or nearby any visitors, patients or staff members,
- Respect privacy and dignity.
- Respect individual and cultural differences.
- Employees must follow C-ICARE and World Class Practices standards at all times (Connect, Introduce, Communicate, Ask, Respond and Exit).

PRIVACY AND SECURITY

Appropriate Use of Computers and Other Electronic Equipment

- Log off or lock your computer desktop screen when leaving a computer.
- Use only encrypted laptops, mobile devices and flash drives secured with UCLA Health mandated security applications if applicable (i.e. Airwatch). This applies to both university issued and personally owned devices.
- Create a “strong” password and do not share passwords with anyone else.
- Login is only to be done with the employee’s personal log-in ID and password; using a computer under another employee’s login is strictly prohibited.
- Internet and Email is to be used for legitimate work purposes only.
- All configurations and settings are to be left as set by departmental information technology services.
- Employees are responsible for all transactions that take place under their user IDs and passwords.

Confidentiality

- Employees must comply with all Privacy and Health Insurance Portability and Accountability Act (HIPAA) guidelines and UCLA policies concerning protected health information to ensure patient confidentiality.
- Ensure private information on computer screens is not visible to passersby.
- Ensure all medical records are returned to applicable areas in nursing station, medical records department or designated file rooms.
- Access only information that you need to do your job, and access or disclose only the minimum information necessary.
- Discuss patients only within the context of your work flow and only with those who need the information to do *their* jobs. Be discreet.
- Keep paper documents with patient health information *reasonably* concealed while in the work space (place paper documents face-down or locked away when unattended).

ATTENDANCE

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An efficient and productive work environment requires attendance control involving commitment of all staff to maintain good attendance practices.

Absenteeism

- Excessive absenteeism is defined as 3 or more episodes of absence within a 90 day period. An episode is defined as an unscheduled absence of one or more scheduled work shifts as well as a partial shift. Each absence related to illness is considered one episode as long as the days are consecutive.
- An unscheduled absence is an occurrence of absence that has not been preapproved.
- Arrival 2 hours after the beginning of a scheduled shift constitutes an unscheduled absence.

Exceptions:

- Bereavement
- Legally protected medical leave such as FML or CFRA
- Jury Duty and Military Duty

Punctuality or Tardiness

- An employee shall be considered late or tardy any time he/she arrives after the start of the assigned shift, after lunch or a break.
- Being on time means being completely prepared to begin work and in the work area or station at the precise time of the start of the shift and following lunch or break.
- The employee is required to contact his/her manager before the start of the shift if he/she is unable to report for work, on time, as scheduled.
- 3 or more occurrences of tardiness within 90 days do not meet acceptable standards and will be reviewed for possible counseling or disciplinary action.

Unscheduled Absences

- When unable to report to work, it is the employee's responsibility to contact the manager/supervisor or the designated Call-In phone line and advise his/her inability to report for work.
- The employee is strongly encouraged to call in at least 2 hours prior to the scheduled shift in order for the department to find a suitable replacement or coverage.
- The employee is required to contact his/her manager before the start of the shift each day he/she is unable to report for work to report an unscheduled absence.
- An employee may be required to submit a physician's note of illness if the employee's attendance record demonstrates an excessive usage of sick leave and/or a pattern of absenteeism indicating abuse of sick leave. A physician's note for an illness verifies that absence qualifies for sick pay; however, it may not excuse an unscheduled absence or establish that an occurrence of sick leave is not excessive.
- Emergencies may be considered as exceptions.

Sick Leave Documentation

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- When notified, an employee may be required to provide a statement from the health care provider in order to have sick leave approved.

Examples include, but are not limited to:

- Calling out sick the day before or after a holiday
- Using sick leave the day before or after the employee's scheduled vacation/holiday
- Using sick leave during scheduled vacation time
- Using sick leave after turning in resignation
- Using sick leave after turning in an intent to retire
- Absence occurring on a day that was requested off but denied
- Absence immediately after being counseled or disciplined
- Calling off for more than 2 consecutive workdays.
- If a leave is eligible under Family Medical Leave, documentation may be provided by an appropriate health care provider
- Requesting a medical leave of absence
- The employee's attendance record demonstrates excessive absenteeism or management believes such verification is justified.

Break Periods

- Coordinate regular meal/break periods with your immediate supervisor or manager.
- Meal and rest periods shall normally be granted, however, if at 10 minutes prior to the assigned lunch or break it becomes obvious that, due to work conditions the employee cannot take a break at the assigned time, the employee should notify the supervisor or manager on duty and based on operational needs it would be up to the discretion of the manager.
- Break time cannot be added to lunch time (unless pre-authorized by manager for operational purposes only), subtracted from the work day or saved to be used another day. In general, employees should leave the work area while on break in order to avoid the appearance of being available to work.

Vacation Request Process

- Generally, vacation requests may be submitted up to three months prior to requested dates but no less than 2 weeks in advance, i.e. requesting vacation leave less than 2 weeks prior to the requested leave may not be approved. Special circumstances, which may require submission of a vacation request more than three months in advance or less than two weeks in advance, will be reviewed on a case-by-case basis.

(Note-It is the employee's responsibility to be aware of the amounts in his/her accruals. Vacation accruals must be adequate for the requested time off.)

- Supervisors and managers will respond to vacation requests in a timely manner.
- Vacation requests will be granted on a first come first serve basis, and seniority cannot "bump" already approved vacation requests within the unit. Seniority is defined as the employee's hire date within the unit unless otherwise defined by a union contract.
- If vacation requests are submitted on the same day for the same time slot, seniority will determine who is granted vacation.

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- If an employee's vacation request is unavailable, s/he can provide a second choice which is then considered. If both dates are unavailable, an employee may make another choice.
- Vacation time surrounding holidays will be granted on a rotating basis.
- Vacation requests may not be approved if an employee does not have sufficient vacation accrual to cover leave.
- Employees will not be allowed to use sick leave in lieu of vacation leave.

TIMEKEEPING/WEBCLOCK

- Employees are responsible for ensuring that they log into and out of HBS Web Clock daily and ensuring that a record of hours is accurately reflected on their timesheet including any and all time worked.
- Employees must report all time worked inside and outside of their schedules including any overtime.
- Employees must observe the following with respect to recording their time:
 - Employees must log in at the beginning and at the end of the assigned workday and may be required to log in before and after each meal period as applicable. Any deviation must be approved by the clinic/unit director or designee.
 - In the event an employee forgets to log in or out, they must notify their supervisor/ manager immediately and make a notation in the HBS System. An employee may be considered tardy for failing to log in by beginning of his/her work shift.
 - Employees should be ready to work as soon as they log in at beginning of shift and return of meal period
 - Employees are expected to log in for themselves only. Employees are not allowed to log in/out for co-workers under any circumstance.
 - Overtime must be pre-approved by the supervisor/manager/clinic/unit director and reported in HBS at the time of the shift and the reason must be included in the HBS "Notes". If the employee is unable to obtain preapproval and there is an immediate medical necessity to assist a patient, the employee must notify their supervisor via email before they log out for that day.

TIME REPORTS

- Failure to meet due dates or submitting incomplete/incorrect time reports may result in a delay in receiving your paycheck.
- It is the employee's responsibility to pick-up his/her paycheck in a timely manner.

CHANGE OF PERSONAL DATA

It is the responsibility of the employee to report any changes in their personal data (i.e., name, address, W-4 information, etc.) immediately to the University. Changes should be entered online by the employee via the <http://ucnet.universityofcalifornia.edu> website. This will assure correct and prompt delivery of University mail, such as the W-2 form, retirement and benefits information.

- It is the responsibility of the employee to report any changes in their family status which would affect a change to their benefits coverage within 30 days of the event.
For example:

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- Addition or deletion of a spouse due to marriage, death or divorce
- Addition or deletion of a same-sex domestic partner or an adult dependent relative
- Addition or deletion of a child or other dependent due to birth, adoption, death or ineligibility of a child who turns 26
- Loss of coverage due to death, divorce, or termination of an individual who previously covered you on their insurance.

SAFETY

- Compliance with safety policies of **UCLA Health** and the assigned clinical area is required.
- No food in direct patient care and treatment areas. Only closed drink containers are allowed in patient care areas.
- If an employee is injured while performing his/her job, he/she must report it immediately to his/her supervisor and go to Occupational Health or a Treatment Center as advised.
- If the injury is a medical emergency the employee should be sent to the Emergency Department for medical care.

TELEPHONE / PERSONAL COMMUNICATION DEVICES

- Use of University telephones should be primarily restricted to University business except in emergencies.
- Personal communication devices:
 - Must be turned to vibrate or silent during work hours
 - May only be used during lunch and break times except in emergencies
 - Must not be visible at work stations or in public view

MUSIC AND OTHER BROADCASTED SOUND AND VIDEO

- Personal communication devices are not allowed in hallways and patient care areas.
- Use of headphones is not permitted.
- Music and other broadcasted internet sound are not permitted.

DRESS/ BRAND UNIFORM CODE

- General Appearance (*APPLIES TO ALL STAFF*, however, exceptions for religious practice may be made):
 - Employees must wear their UCLA ID badge at all times on the upper third of their body
 - Assigned brand uniforms (based on scope of duties) are expected to be worn at all times and be properly laundered and pressed
 - Staff members who are provided uniform tops must wear skirts or pants that are business length and black in color
 - Shoes must be professional, clean, have closed toes and not present a safety hazard
 - Hair must be clean and neat. For clinical staff, hair longer than shoulder length must be held back off the face
 - Beards, goatees and mustaches are acceptable if trimmed and well kept

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- Fingernails must be clean, groomed and moderate in color and length. Artificial nails, tips and/or fillers are not permitted by those providing direct care to the patient, including where food is prepared
- Body tattoos and body piercing should be discreet, professional and not pose a safety hazard.
- Jewelry must look professional and not interfere with safety or performing assigned functions.
- Employees are expected to maintain good personal hygiene such that body odor, smoke or other odors are not detectable
- Fragrances or use of scented products should be used conservatively and in a manner that is considerate of our patients, co-workers, customers and visitors and may be prohibited where they may have an adverse effect on patients or other staff members.
- Attire should be professional, business-appropriate and should not include the following:
 - Shorts, skorts, sweatshirts, leggings, denim or yoga attire
 - Hats, caps, or other material on the head or neck except as medically necessary for specific clinical staff. Exceptions to this rule may be permitted on a case-by-case basis for religious purposes
 - T-shirts, tight or logo shirts, tank tops worn as an outer garment
 - Additionally, attire must not expose backs, midriff, shoulders, undergarments or cleavage
- No alterations to uniforms without approval from management. All uniforms are property of the university.
- New staff not yet in uniform and staff not assigned a brand uniform must conform to professional standards.
- Employees are expected to inform their supervisor or manager when uniforms are in need of replacement.

VISITORS

- To ensure safety, protect patient privacy and prevent the interruption of workflow, visitors (including children) are not allowed in work areas.

If further clarification of these Work Rules is needed, please consult your supervisor. Failure to comply with these Work Rules may result in counseling or disciplinary action.

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I have read and understand the UCLA Health System Ambulatory Work Rules. I have received a copy and understand that a signed copy will be place in my personnel file.

Employee name (print)

Employee Signature

Date