



**ADVANTAGE**  
medical professionals

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healthcare staffing solutions

ADVANTAGE MEDICAL PROFESSIONALS, LLC

## **POLICIES AND PROCEDURES**

# POLICIES AND PROCEDURES

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**\*\*\*EMPLOYEE IS DEFINED AS EITHER CLINICAL/FIELD EMPLOYEE AND/OR OFFICE/ADMINISTRATIVE EMPLOYEE.**

# **Advantage Medical Professionals, LLC**

## **Mission Statement**

Connecting quality healthcare professionals  
to achieve exceptional patient care.

# LEADERSHIP



# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: Leadership Roles and Structure**

**Policy Origin Date: 07/18/08**

**Policy No.: LD 1**

**Effective: 01/28/09**

**Reviewed: 04/05/11, 04/03/13, 02/20/19, 12/03/20, 12/03/21, 11/03/22**

**Revised: 04/10/15, 01/04/17**

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### **Purpose**

Advantage Medical Professionals, LLC clearly defines the roles of administrative personnel and their responsibilities associated with their positions. Each leader has the necessary background, education, experience and training to perform their essential job functions. The structure of the administrative team can be found on the company's organizational chart.

### **Policy Statement**

Defined roles for administrative and management teams limit confusion on the part of the staff and clients in terms of decision making and accountability.

Clearly defining the chain of command reduces confusion when reporting items to the agency—whether it is a problem, issue or just informational items.

### **Procedure/Guidelines**

Each administrative and managerial person will have a job description on file.

The Chain of Command will be identified by the organizational chart.

The information contained within the job description or on the organizational chart is updated as changes occur and the employees are informed of any changes affecting them.

# Advantage Medical Professionals, LLC Organizational Chart

JOE SPITALE Chief Executive Officer/President																
Anna M. Chief Financial Officer/Vice President		Tori C. HR Director	Paul C. Chief Operating Officer	Angela T. Director of Nursing	Jesus H. VP Ops/Sys/Tech	Melissa H. NOLA/BR/COV Area Staffing Manager				Gina C. VP of Client Relations	Erika T. Marketing Manager	Ashlie E. Credentialing Manager	Barbara L. Director of Travel		Rick J. Director of Travel	Lynn T. Vice President
Jenn M. Office Manager	Tricia C. Bookkeeper	Robin L. Benefits Specialist		Allison N. DON Support/ Quality Improvement Coordinator	Anthony M. Technology Director	Lisa W. Recr/Nurse Credentials Local	Stacey M. Staffing-Lead	Nikki T. BR Staffing-Lead	Jodi W. Cov Staffing-Lead	Heather T. Account Manager	Theresa S. Marketing Associate	Sholanda T. Credentialing Specialist-COV	Joscelyn F. Recruiter-COV	Barb L. Recruiter-COV		Marie M. Laf Staffing-Lead
Elaine A. Accounting				Rachel F. ADON	Bethany G. IT Support-COV	Tina P. BR Recr/Nurse Credentials Local	Donna R. Staffing-Senior Wknd/Evening	Katrina W. BR Staffing	Ashley M. Cov Staffing/ Recr Local	Colleen P. Account Manager	Monique B. SM Recruiting Coord.	Dana P. Credentialing Specialist-COV	Roxanne Z. Recruiter-COV	Nancy M. Recruiter-Remote		Shannon R. Laf Admin Assist
Christian B. Accounting						Sarah F. Credentialing Specialist/Staffing	Stephanie H. Staffing	Gabby G. BR Staffing		Sommer S. Client Services Coord.	Gamela B. Marketing Coordinator	Jessica J. Credentialing & Admin-COV	Christy B. Recruiter-COV	Jay L. Recruiter		Sandra C. Recr/Nurse Credentials Laf Local
Kerri M. Accounting						Debra D. Admin Assist - PT	Carol P. Staffing-Remote			Michelle J. Account Manager	Adele P. Marketing Specialist	Jeannie S. Credentialing Specialist-COV	Pam C. Recruiter-COV	Chris B. Recruiter		Camille R. Laf Staffing
Nathalie A. Accounting							Chantel B. Staffing-Remote			Venus D. Admin		Kieante T. Credentialing Support	Clare R. Recruiter-COV	Nataly B. Recruiter-Remote		
Annette D. Accounting										Stephanie F. Client Services Consultant		Bonnie N. Credentialing Specialist-COV	Amy M. Recruiter-COV	Katrina D. Recruiter-Remote		
Musette Y. Accounting										Mary Catherine S. Admin		Kimberly L. Credentialing Specialist-COV	Erica M. Recruiter-Remote	Aerin S. Recruiter-Remote		
Tracy T. Accounting												Argetha M. Credentialing Specialist-COV	Cailla N. Recruiter-COV	Crystal S. Recruiter-Remote		
													Erin S. ES Team Lead-COV	Melissa Hab. Contracts		
													Garrett P. Engagement Spec-Remote			
													Trisha R. Engagement Spec-COV			
OFFICERS								MANAGERS								

**Advantage Medical Professionals  
Policy and Procedure Manual**

**Policy: CODE OF BUSINESS ETHICS**

**Policy Origin Date: 07/18/08**

**Policy No.: LD 2**

**Effective: 01/28/09**

**Reviewed: 04/05/11, 04/10/15, 01/04/17, 02/20/19, 12/03/20, 12/01/21,  
11/03/22**

**Revised:**

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**CODE OF ETHICS**

**We pledge to our clients to treat colleagues and consumers  
with complete honesty, integrity, and fairness.**

**We believe in the value and worth of every individual touched by this  
company.**

**We believe our business ethic must be above reproach and will conduct  
all business in an honest and forthright manner.**

**We pledge to our employees they will be treated with fairness, honesty,  
and a straightforward approach to dealing with issues of employment.**

**We believe as a healthcare company that clients, staff, and consumers  
are to be treated with a caring heart and compassionate mind at all  
times.**



# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: STANDARDS OF CONDUCT**

**Policy Origin Date: 07/18/08**

**Policy No.: LD 2.1**

**Effective: 01/28/09**

**Reviewed: 04/05/11, 04/03/13, 04/10/15, 01/04/17, 02/20/19, 12/03/20, 12/03/21, 11/03/22**

**Revised:**

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### **Purpose**

To assure that each agency officer, director, manager, and employee is aware of the rules and regulations regarding employee behavior.

### **Policy Statement**

To assure that each employee adheres to the rules and regulations regarding employee conduct necessary for efficient business operations and for the benefit and safety of all employees. Conduct that interferes with operations, discredits the agency, or is offensive to customers or coworkers will not be tolerated.

### **Policy/Guideline**

Employees are expected to comply with all policies of Advantage Medical Professionals, LLC and the policies of any client facility when on any assignment for Advantage Medical Professionals, LLC

Employees are expected to accept assignments without controversy or challenging organizational management and report any unfair assignments to the appropriate personnel at Advantage Medical Professionals, LLC and complete assignment in a professional manner.

Patient assessments are completed thoroughly and accurately within unit-specific guidelines. Assesses patient, family, significant others for educational needs about disease process and treatment. Identifies appropriate methods of assessment related to age group. Understands normal ranges of physiological standards for age group of patients providing care.

Prioritize care and complete assignments within the allotted time frame.

Treatments and medications need to be administered within the allotted time frame as outlined by the client facility.

Complete all mandatory, regulation, hospital, and organizational educational requirements.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: STANDARDS OF CONDUCT**

**Policy Origin Date: 07/18/08**

**Policy No.: LD 2.1**

**Effective: 01/28/09**

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12/03/21, 11/03/22**

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Projects a professional image always; consistently wear I.D. badge and dress according to hospital specific guidelines; employs professional communication skills when dealing with customers, whether in person, on the telephone, or in written or electronic communication.

The policy will define responsibilities of conduct expected of the employee and disciplinary action dependent upon the seriousness and/or frequency of the violation.

Accepts assignments and reports on time. Does not cancel shifts in less than outlined time frame.

Demonstrates effective and professional communication skills; greets customers in a warm, friendly manner; introduces self appropriately; takes time to give directions when need arises; can identify the procedure for obtaining assistance for customers with language barriers or the hearing/sight impaired.

Demonstrates ability to work effectively as part of a team; treats co-workers with respect; completes all training essential to the position and stays current on job-related knowledge; aids team members without being asked.

Exhibits behaviors that indicate an appreciation for maintaining patients' dignity and privacy; communicates with customers in a timely manner; if there is a delay demonstrates proper elevator etiquette; and adheres to organizational parking policies.

# **Advantage Medical Professionals Policy and Procedure Manual**

**Policy: CONFLICT OF INTEREST**

**Policy Origin Date: 01/28/09**

**Policy No.: LD 3.0**

**Effective: 01/28/09**

**Reviewed: 04/05/11, 04/03/13, 04/10/15, 02/20/19, 12/03/20, 12/02/21,  
11/03/22**

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## **Purpose**

To identify conflicts of interest and the process for disclosing any conflict of interest and the responsibility of any staff member in the event a situation presents that would cause a conflict of interest.

## **Policy Statement**

Advantage Medical Professionals, LLC prohibits any staff member or employee to engage in any activity that would result in a conflict of interest. This includes and is not limited to engaging in any business practices in which the employee would have a financial gain outside of their employment at Advantage Medical Professionals, LLC

## **Procedure/Guideline**

All Advantage Medical Professionals, LLC employees will have an absolute obligation to conduct business in a manner to avoid any actual, potential, or appearance of a conflict of interest. For the purpose of Advantage Medical Professionals LLC conflict of interest policy, their perception or appearance of a conflict of interest will be considered the same as the actual conflict of interest. It is important that Advantage Medical Professionals, LLC's customers recognize that Advantage Medical Professionals, LLC actions are always in their best interest and are not driven by the personal gain of any Advantage Medical Professionals, LLC employee.

A conflict of interest can occur in a variety of instances, several of which are discussed here generally. The first instance is if an Advantage Medical Professionals, LLC employee were able to influence a decision made in connection with Advantage Medical Professionals, LLC. Business that could result in a personal gain for the employee or a relative of the employee. A "relative" for the purpose of a conflict of interest is any person who is related by blood or marriage or whose relationship with the employee is similar to that of a person who is related by marriage. No negative presumption will be created by the mere existence of a relationship between an Advantage Medical Professionals, LLC employee and an outside firm or business endeavor. However, if an employee has any business, financial or other relationship with any organization whereby the existence of that relationship wither creates a conflict of interest or could be perceived to create a conflict of interest, the employee must disclose this relationship to his or her manager, who must in turn report the relationship to the CEO.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: CONFLICT OF INTEREST**

**Policy Origin Date: 01/28/09**

**Policy No.: LD 3.0**

**Effective: 01/28/09**

**Reviewed: 04/05/11, 04/03/13, 04/10/15, 02/20/19, 12/03/20, 12/02/21, 11/03/22**

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A conflict of interest also would arise if the business activities of an Advantage Medical Professionals, LLC employee with outside firms resulted in any financial or other gains for the Advantage Medical Professionals, LLC employee or any relative of the employee. Personal gain, or the potential for gain, could arise in cases where an employee or relative has significant ownership in a business with which Advantage Medical Professionals, LLC or any of its customers does business, or when an employee or relative receives any compensation, gift or special consideration as a result of any transactions or business activity involving the outside business.

Another conflict of interest would arise if the business activity of Advantage Medical Professionals, LLC employees with outside businesses resulted in unusual or unreasonable gain, financial or otherwise, for the outside business or its representatives. Unusual or unreasonable gains can take the form of product bonuses, special fringe benefits, unusual price discounts or other inducements designed to benefit any party to the business activities.

A conflict of interest also would be created if an Advantage Medical Professionals, LLC employee engaged in any outside business activity that created an actual or potential conflict of interest between the individual's employment with Advantage Medical Professionals, LLC and his or her outside activities. For this purpose, a conflict of interest will be considered to be any activity that is consistent with or opposed to Advantage Medical Professionals, LLC business or best interests or that otherwise gives the appearance of impropriety.

In addition to the guidelines set out above, employees of Advantage Medical Professionals, LLC should not be involved in any of the following specific types of relationships or situations:

1. Being a director or officer of or having any other substantial involvement with any competitor of Advantage Medical Professionals, LLC or with any vendor or similar entity with which Advantage Medical Professionals, LLC contracts (or with which it is likely to contract) on behalf of its customers.
2. Conducting business with a personal friend or relative on behalf of Advantage Medical Professionals, LLC or any of its customers.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: CONFLICT OF INTEREST**

**Policy Origin Date: 01/28/09**

**Policy No.: LD 3.0**

**Effective: 01/28/09**

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11/03/22**

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3. Speculating or dealing in material, equipment, supplies, products or other property or services in which Advantage Medical Professionals, LLC deals on behalf of its customers.
4. Accepting or giving any gift over the amount of \$100.00. In the event this occurs it must be brought to the attention of the CEO who will determine if the gift may be given or received.
5. Employees are not allowed to accept cash or cash equivalents from a patient, resident, or a member of their family.
6. Placing a clinician who is not fully credentialed.

Also, all employees involved in any vendor contract activity are required to divest all individual equity interest in Advantage Medical Professionals, LLC current vendors in the specific vendor categories in which they work.

All employees not involved in any vendor activity who own an individual equity interest in a current Advantage Medical Professionals, LLC vendor are required to rescue themselves from any discussion relating to that vendor.

Individual equity interest shall mean securities, options, warrants, debt instruments (including loans), or rights to acquire any of the foregoing, provided, however, that the term shall not include: (a) interests in mutual funds or (b) interests held in a blind trust in which all investment decisions are independently managed by a third party and the existence and trust terms are fully disclosed to the CEO to ensure that neutrality exists.

In the event there is a potential conflict of interest, or perception or appearance of a conflict of interest, an Advantage Medical Professionals, LLC employee must immediately report it to his or her manager. Managers will be responsible for reporting the conflict of interest to the compliance officer for taking action immediately to eliminate an actual or potential conflict of interest or the perception or appearance of a conflict of interest. Because of the difficult and often complex questions that can arise in conflict of interest situations, the CEO will assist managers in evaluating potential conflicts of interest.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: LAWS AND REGULATIONS**

**Policy Origin Date: 07/18/08**

**Policy No.: LD 4.0**

**Effective: 07/18/08**

**Reviewed: 01/28/09; 04/11/11, 04/03/13, 04/10/15, 01/04/17, 02/20/19,  
12/03/20, 12/03/21, 11/28/22**

**Revised:**

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### **Purpose**

Advantage Medical Professionals, LLC complies with all local state and federal laws and regulations.

### **Policy Statement**

Advantage Medical Professionals, LLC complies with all local, state, and federal laws in the conduction of its day-to-day operations.

### **Procedure/Guidelines**

It is the responsibility of the management team at Advantage Medical Professionals, LLC to make certain the day-to-day operations of Advantage Medical Professionals, LLC are compliant with all applicable local, state, and federal laws and regulations.

Advantage Medical Professionals, LLC has contracts with client facilities who receive Medicare and Medicaid funding. In the event any Advantage Medical Professionals, LLC employee suspects Medicare or Medicaid Fraud, Advantage Medical Professionals, LLC encourages the employee to report the suspicion to the Director of Human Resources or the Chief Executive Officer without any fear of retaliation. In the event the employee would like to report the incident to the Medicare/Medicaid fraud hotline, the employee may call the Office of the Inspector General directly at 1-800-447-8477.

Any employee who becomes employed at Advantage Medical Professionals, LLC, a background check is performed that includes the following components: Office of the Inspector General (OIG), General Services Administration (GSA), Drug Enforcement Agency (DEA), and any action taken by licensing boards in all 50 states. In the event any applicant has had action taken against them by any of the above governmental agencies or by a licensing board, the employee is deemed ineligible for hire at Advantage Medical Professionals, LLC. Any employee of Advantage Medical Professionals, LLC who has any action taken against them by a governmental agency will be ineligible for continued employment. In the event an employee has actions taken against them by a state board of nursing, the employee is ineligible for employment if their license is probated/suspended/or under revocation.

In the event an employee has any concern regarding Advantage Medical Professionals, LLC adherence to any local, state or federal law, the employee needs to report their concerns to the Director of Human Resources or the Chief Executive Officer.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: INSURANCE**

**Policy Origin Date: 07/18/08**

**Policy No.: LD 4.1**

**Effective: 07/18/08**

**Reviewed: 04/05/11, 04/03/13, 04/10/15, 01/02/17, 02/20/19, 12/03/20,  
12/03/21, 11/03/22**

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### **Purpose**

Advantage Medical Professionals, LLC has an active and appropriate insurance coverage for Professional and General Liability Insurance as well as Workman's Compensation.

### **Policy Statement**

Client facilities are provided with the certificate of liability insurance upon request. The company issues with Texas Mutual and Louisiana Workers Compensation for any work-related injuries.

### **Procedure/Guideline**

All insurance coverage will be current and available for review at all times.

There will be no lapse in service.

The policies will be reviewed and renewed annually.

In the event of a general liability claim the company will notify the insurer and assist with providing any information.

In the event of a medical malpractice claim, the company will notify the insurer and the employee involved to assist with the company/employee defense. No employees are subcontracted or function as independent practitioners.

Worker's compensation claims are handled by the human resources department. Employees are responsible to report the incident immediately and complete the necessary paperwork within 24 hours.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: CONTRACTS REQUIRED ELEMENTS LISTED**

**Policy Origin Date: 07/18/08**

**Policy No.: LD 5.0**

**Effective: 07/18/08**

**Reviewed: 04/03/13, 04/10/15, 02/20/19, 12/03/20, 12/03/21, 11/03/22**

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### **Purpose**

The services contracted by Advantage Medical Professionals, LLC are provided to customers to assure that both the agency and the facility are uniformly and fairly represented in their contractual agreements.

The contract requirements also serve to insure the employee's contracts are uniform and that the employees are treated fairly. It enables the facility to feel comfortable that employment law, EEOC, OSHA, Joint Commission, payroll tax responsibilities, and defined length of contracts are addressed.

### **Policy Statement**

Clearly define contracts to avoid miscommunication or misrepresentation of terms or responsibilities of the parties involved in the contract.

### **Procedure/Guideline**

Contract terms will include assigned responsibility for credentials verification, peer review, conflict resolution and terms for length of service for contracts.

In addition to the contracted agreement the firm provides the customer with a written description of the following:

- Advantage Medical Professionals, LLC does not utilize subcontractors.
- Advantage Medical Professionals, LLC is responsible for documentation of clinical competence for all employees.
- Staff may only be reassigned to areas of practice within their clinical competence.
- All staff members are employees and are not independent contractors.
- Unexpected incidents, errors, and sentinel events are to be reported directly to the Director of Nursing.
- Occupational safety hazards or events involving Advantage Medical Professionals, LLC personnel are communicated to the Director of Nursing.
- Advantage Medical Professionals, LLC encourages the client facility to orient staff to the relevant unit, setting, or program specific policies, and procedures.
- Each agency involved in the contract will retain a copy of the contract that is accessible to those involved in the implementation of the contract.



# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: CONTRACTS REQUIRED ELEMENTS LISTED**

**Policy Origin Date: 07/18/08**

**Policy No.: LD 5.0**

**Effective: 07/18/08**

**Reviewed: 04/03/13, 04/10/15, 02/20/19, 12/03/20, 12/03/21, 11/03/22**

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- All services provided by Advantage Medical Professionals, LLC will be provided by directly or by individuals employed by Advantage Medical Professionals, LLC. Subcontractors are not utilized.
- Advantage Medical Professionals, LLC is compliant with any/all EEOC guidelines/laws, and compliant with all federal and state identifiers as required by law.
- Contracts have clearly defined responsibilities regarding employer and employee relationships, liability insurances, workman's compensation or equivalent, payroll taxes, billing and rate terms in regard to payment practices.
- Contracts are consistent and enforceable in the state of issue as well as the state of activity where the client facility is located.
- Overtime hours are paid as well as holiday pay according to the NLRB guidelines and contractual agreement.
- Appropriate dates and signatures to implement the contract.
- Terms of the of the employer/employee relationship are outlined.
- The rate of pay and definition of payroll periods is identified.
- Any terms or conditions under which the contract will be revised or revoked.
- Any guarantee of hours and any benefits that will be included in the assignment.
- The customer shall agree to participate in the evaluation of clinical employees; Advantage will forward clinical evaluations every six months for facilities to complete on clinical personnel who have worked at their facility. The facility will complete the evaluation in writing and return to Advantage Medical Professionals, LLC within thirty days. In the event the facility currently has an evaluation process in place, Advantage Medical Professionals, LLC will accept the facility evaluation in lieu of the form utilized by the staffing company.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: 24 HOUR ACCOUNTABILITY**

**Policy Origin Date: 07/18/08**

**Policy No.: LD 6.0**

**Effective: 07/18/08**

**Reviewed: 04/05/11, 04/03/13, 04/10/15, 02/20/19, 12/03/20, 12/03/21**

**Revised: 01/28/09, 01/04/17, 02/20/19, 12/02/22**

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### **Purpose**

To assure staff and clients the agency is available 24 hours a day for any problems or concerns that may arise.

### **Policy Statement**

Our agency will be available to staff and clients 24 hours a day, to address any concerns or issues that staff or clients may have.

Clients/Staff may call their local office numbers or 504-456-0073. AMP has personnel available 24 hour to assist with any issues or concerns.

Our Director and / or Assistant Director of Nursing is on call 24 hours a day.

Staff or clients may reach us at the following 504-456-0073.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: RESOLUTION OF COMPLAINTS FROM CUSTOMERS, STAFF AND THE PUBLIC**

**Policy Origin Date: 07/18/08**

**Policy No.: LD 7.0**

**Effective: 07/18/08**

**Reviewed: 04/03/13, 04/10/15, 02/20/19, 12/03/20, 11/30/21, 11/03/22**

**Revised: 04/01/09, 03/02/10, 01/04/17, 01/23/19**

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#### **Purpose**

Advantage Medical Professionals, LLC has a process to address complaints from customers and staff and the public. It is the intention to resolve all complaints at the lowest possible level.

#### **Policy Statement**

Advantage Medical Professionals, LLC attempts to resolve any complaints from customers, staff and the public in a timely manner. The following procedure should be followed in the event of any complaint.

#### **Procedure/Guidelines**

In the event a client facility or an employee has a complaint. The complaint is reviewed by the Director of Nursing. Parties involved are provided the opportunity to explain what occurred in the given situation. Once the investigation is complete, the Director of Nursing will render the decision at which time the employee can either accept the decision as deemed by the Director of Nursing or file a grievance.

Incidents/Conditions in which a complaint may occur are not limited to but can be related to the following situations:

- 1. Unprofessional conduct.**
- 2. Failure to provide adequate patient care.**
- 3. Failure to conform to the minimum standards of acceptable professional nursing practice; and**
- 4. Present impairment or likelihood of impairment by chemical dependency.**

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: RESOLUTION OF COMPLAINTS FROM CUSTOMERS, STAFF AND THE PUBLIC**

**Policy Origin Date: 07/18/08**

**Policy No.: LD 7.0**

**Effective: 07/18/08**

**Reviewed: 04/03/13, 04/10/15, 02/20/19, 12/03/20, 11/30/21, 11/03/22**

**Revised: 04/01/09, 03/02/10, 01/04/17, 01/23/19**

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If an employee's continuing to practice professional nursing would not pose a risk of harm to a patient or other person, conduct is considered a minor incident. Minor incidents should not be reported if they contain all of the following elements:

1. Potential risk of physical, emotional or financial harm to the patient due to the incident is very low;
2. The incident is a one-time event with no pattern of poor practice;
3. The employee exhibits a conscientious approach to and accountability for his/her practice; and
4. The employee appears to have the knowledge and skills to practice safely.

Other conditions, which may be considered in determining that mandatory reports are not required, are;

1. The significance of the event in the particular practice setting;
2. The situation in which the event occurred; and
3. The presence of contributing or mitigating circumstances in the nursing care delivery system.

Advantage Medical Professionals, LLC adheres to the reporting conduct as outlined below:

#### **1. Duty to Report:**

The Louisiana State Boards of Nursing or licensing agency provides both Advantage Medical Professionals, LLC and its employees an affirmative duty to report to the appropriate board/licensing agency any employee suspected to have engaged in a reportable conduct.

Minor incidents should be reported in writing to the Director of Nursing.

A nurse who there is reasonable cause to suspect is impaired or potentially impaired by alcohol or chemical dependency should be reported to the Administrator or the Director of Nursing. Upon investigation, the Director of Nursing /ADM may report the incident to the appropriate licensing agency.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: RESOLUTION OF COMPLAINTS FROM CUSTOMERS, STAFF AND THE PUBLIC**

**Policy Origin Date: 07/18/08**

**Policy No.: LD 7.0**

**Effective: 07/18/08**

**Reviewed: 04/03/13, 04/10/15, 02/20/19, 12/03/20, 11/30/21, 11/03/22**

**Revised: 04/01/09, 03/02/10, 01/04/17, 01/23/19**

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#### **2. Procedure for Making a Report:**

The person reporting an activity identified above shall report via a written and signed document marked "Confidential" to the Director of Nursing. The "Complaint Form" should be used when making a report. Other electronic mail with the following information will be accepted as needed.

The report should include the following information:

1. The name of the employee being reported;
2. A description of the alleged incident or behavior being reported;
3. The first and last names of any witnesses;
4. The patient's medical record number only (no patient names should be used);
5. A notation of whether any incident reports involving the incident have been generated.
6. In the event the facility or public has concerns regarding the quality and safety of patient care provided by Advantage Medical Professionals, LLC, they may notify the Joint Commission to report their concern. The Joint Commission can be contacted by calling 630-268-7400 or by filing a written complaint and forwarding it to:  
The Joint Commission  
1515 West 22<sup>nd</sup> Street, Suite 1300W  
Oak Brook, IL 60523
7. Any staffing firm employee who has concerns about the quality of patient care provided by the staffing firm's employees can report these concerns to The Joint Commission without retaliatory action from the staffing firm.

# Client/Facility Report Form

**Date:** \_\_\_\_\_

**STAFFING COORDINATOR:** \_\_\_\_\_

**HOSPITAL/CONTACT  
PERSON:** \_\_\_\_\_

**NURSE NAME:** \_\_\_\_\_

**DATE OF SHIFT WORKED:** \_\_\_\_\_

**OTHER PERSONELL INVOLVED:** \_\_\_\_\_

**FACILITY COMMENTS:**

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**CLINICIAN COMMENTS:**

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**Clinician Rebuttal:**

**Reviewed Complaint with Facility:**

**Discussed Outcome with Clinician:**

**Was clinician made DNR:**

**Will Proceed with Grievance/Peer Review Process:**

**Yes** ☐ **No** ☐

**Yes** ☐ **No** ☐

**Yes** ☐ **No** ☐

**Yes** ☐ **No** ☐

**Yes** ☐ **No** ☐



# DNR Form

Reported Date: \_\_\_\_\_ Staffer Taking Call: \_\_\_\_\_

Date of Shift Worked: \_\_\_\_\_

Clinician Name: \_\_\_\_\_

Client: \_\_\_\_\_

Client Contact Person: \_\_\_\_\_

## CLIENT COMMENTS

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## CLINICIAN COMMENTS

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Clinician Rebuttal:	Yes	No
Reviewed DNR with Client:	Yes	No
DNR Status Removed:	Yes	No
Discussed Outcome with Clinician:	Yes	No
Will Proceed with Grievance/Peer Review Process:	Yes	No

In-Service assigned: \_\_\_\_\_ Date: \_\_\_\_\_ Total Number of DNRs on file: \_\_\_\_\_

AMP Director of Nursing Signature: \_\_\_\_\_

**ADVANTAGE MEDICAL PROFESSIONALS, LLC  
ADVERSE/SENTINEL EVENT REPORTING FORM**

**Adverse Events Reporting (According To Facility)**

Reporting Date:\_\_\_\_\_ Facility:\_\_\_\_\_

Person Reporting Event:\_\_\_\_\_

NAME	TITLE
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To Whom It is being reported to:\_\_\_\_\_

NAME	TITLE
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Employee Name:\_\_\_\_\_ Title:\_\_\_\_\_

Date of Incident:\_\_\_\_\_ Time of Incident:\_\_\_\_\_

Nature of Incident (Narrative Summary and please attach any supporting documentation):

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Actions to be taken:\_\_\_\_\_

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# Advantage Medical Professionals, LLC

## Reporting Adverse Events to Government and State Authority

(Form can be replaced with the Government agency Electronic submission process / documents)

Reporting Date:\_\_\_\_\_ Reporting to:\_\_\_\_\_

Person Reporting Event:\_\_\_\_\_

NAME	TITLE
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Employee Name:\_\_\_\_\_Title:\_\_\_\_\_

Date of Incident:\_\_\_\_\_ Time of Incident:\_\_\_\_\_

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Nature of Incident (Narrative Summary and please attach any supporting documentation):

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Actions to be taken:\_\_\_\_\_

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# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: STAFF GRIEVANCES**

**Policy Origin Date: 07/18/08**

**Policy No.: LD 7.1**

**Effective: 07/18/08**

**Reviewed: 04/05/11, 04/03/13, 04/10/15, 02/20/19, 12/03/20, 12/01/21,  
11/03/22**

**Revised: 02/05/09, 01/04/17**

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### **Purpose**

The establishment of a grievance and appeals procedure is based upon:

- a. The maintenance of good employee-management relations;
- b. Expeditious handling of grievances at the supervisory level closest to the problem;  
and
- c. Establishing a problem-solving work environment which assures that all employees can participate in the resolution of those matters which affect them personally.

### **Policy Statement**

An employee may, without prejudice or fear of retaliation, express his/her grievance through the channels outlined herein with the assurance of timely and thorough consideration. The employee is assured freedom from interference, coercion, discrimination, and reprisal in filing grievances.

#### **Definition**

Grievances shall consist of matters of disagreement arising out of the employer/employee relationship wherein the employee believes that there has been an unfair infraction, breach, or misinterpretation of applicable federal or state laws, or the rules, regulations, or policies of Advantage Medical Professionals, LLC among other things, this definition includes disciplinary action, health or safety hazards, or alleged discrimination.

### **Procedure/Guidelines**

1. All meetings and investigations related to grievance reviews shall be conducted during the classified employee's regular working hours insofar as possible.
2. The regularly established administrative channels shall be the route of all matters of grievance.
3. The employee shall at first present either verbally or in writing any matter of grievance to his/her immediate supervisor. This should be done within thirty (30) calendar days of the alleged violation.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: STAFF GRIEVANCES**

**Policy Origin Date: 07/18/08**

**Policy No.: LD 7.1**

**Effective: 07/18/08**

**Reviewed: 04/05/11, 04/03/13, 04/10/15, 02/20/19, 12/03/20, 12/01/21,  
11/03/22**

**Revised: 02/05/09, 01/04/17**

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4. Only one subject matter shall be covered in any one grievance. If a written grievance is submitted, it shall contain a clear and concise statement of the grievance, indicating reference to the applicable policy or law that is alleged to have been violated, the date the incident took place, the issue involved, and the relief sought.
5. The first level of review shall be with the Director of Nursing and the final level for administrative decision shall be the Chief Executive Officer of the company. If for some reason the employee prefers not to discuss a problem or grievance directly with the Director of Nursing, the problem or grievance may be presented in writing to the Chief Executive Officer.
6. Once a grievance and the requested remedy have been submitted in writing, they may not be changed or amended in any way. Changes by the employee shall constitute a dropping of the grievance. Initiation of a new amended action must be submitted within the original time period.
7. Upon receipt of the grievance as submitted by the employee, the Director of Nursing shall consider all of the facts of the case and report his/her decision in the matter in writing to the employee within fifteen (15) working days after receipt of the grievance. This can be done via electronic communication.
8. If the matter is not satisfactorily resolved at this level in the eyes of the grievant, the grievant may submit the grievance to the next higher supervisory person who is the Chief Executive Officer. This should be done within three (3) working days from the delivery of the grievance decision of the Director of Nursing. The Chief Executive Officer shall review all of the facts of the case and the decision rendered by the lower supervisor and render his/her decision to the grievant in writing within five (5) working days after receipt of the grievance.
9. If a grievance has not been presented by the employee to the Chief Executive Officer within three (3) working days following receipt of the decision of the immediate supervisor, the grievance will be considered withdrawn.
10. The decision of the Chief Executive Officer is final.

All matters pertaining to a grievance shall be treated as confidential material and will be filed separately from the official personnel file of the grievant.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: EXPOSURE INJURIES**

**Policy Origin Date: 07/18/08**

**Policy No.: LD 8.0**

**Effective: 07/18/08**

**Reviewed: 04/05/11, 04/03/13, 04/10/15, 01/04/17, 02/20/19, 12/03/20, 12/03/21, 07/27/22**

**Revised: 01/28/09**

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### **Purpose**

Outline the process for clinical employees to follow in the event they encounter an exposure injury while employed at Advantage Medical Professionals, LLC.

### **Policy Statement**

Employees who suffer a parental (e.g. needle stick or cut) or mucous membrane (e.g. splash to the eye or mouth) exposure to blood or other body fluids or who have subcutaneous exposure involving large amounts of blood or prolonged contact with blood—especially when the exposed skin is chapped, abraded, or afflicted with dermatitis – shall report the incident immediately to the hospital authorities (i.e. supervisor, infection control) and complete the Employee Incident and Accident Report Form. Information about the source patient involved shall be ascertained by the client facility and recorded. The form shall accompany the employee to the Emergency Department or physician's office at the time of initial evaluation. Whenever possible, the employee is to report to a physician designated by Advantage Medical Professionals, LLC and be evaluated within 24 hours of the injury. If injury is severe and needs immediate treatment, employee should go into a local hospital emergency room.

Any employee who possesses records or has knowledge of an employee's or patient's HIV antibody test or serological status may not discuss or disclose information to anyone other than the employee, patient or his legally authorized representative without the affected employee's or patient's prior written authorization. The authorization must be in writing, signed by the employee or patient and must state the persons or entities to whom the test result may be released or disclosed. An authorization form is attached.

### **Procedure/Guidelines**

- I. Clean Needle Stick/Sharps Injury
  - A. Report injury to current supervisor
  - B. Complete Employee Incident and Accident Report
  - C. Employee shall arrange to be seen in an Emergency Department or physician's office within 24 hours

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: EXPOSURE INJURIES**

**Policy Origin Date: 07/18/08**

**Policy No.: LD 8.0**

**Effective: 07/18/08**

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12/03/21, 07/27/22**

**Revised: 01/28/09**

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### **II. Dirty Needle Stick/Sharps Injury/Exposure Involving Body Substances**

#### **A. Post-Exposure Evaluation and Follow-up**

1. Following a report of an exposure incident, the facility host shall make available to the employee a confidential medical evaluation and follow-up of the incident.
2. The facility host shall document the route of exposure. HBV and HIV status of the source patient(s), if known, and the circumstances under which the exposure occurred.
3. The facility host shall notify the source patient(s) of the incident and attempt to obtain consent to collect and test the source's blood to determine the presence of HIV and/or HBV infection.
4. The facility host shall collect a blood sample from the exposed worker as soon as possible after the exposure Incident for determination of HIV and/or HBV status.
5. The facility host shall offer repeat HIV testing to exposed employees six weeks post-exposure and on a periodic basis thereafter (12 weeks and 6 months after the exposure).
6. Follow-up of the exposed worker shall include counseling, medical evaluation of any acute febrile illness which occurs within twelve weeks post-exposure, and use of safe and effective post-exposure measures according to recommendations for standard medical practice.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: EXPOSURE INJURIES**

**Policy Origin Date: 07/18/08**

**Policy No.: LD 8.0**

**Effective: 07/18/08**

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12/03/21, 07/27/22**

**Revised: 01/28/09**

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### **B. Source Patient Consents to Testing**

1. The source patient's physician or hospital staff shall inform the patient of the Incident and obtain written informed consent for HBV and HIV serology's at Advantage Medical Professionals, LLC expense.
2. If the source patient has AIDS or is sero-positive for HIV at the initial evaluation and if the employee is sero-negative, physician will retest at 6 weeks, 3 and 6 months following exposure. The employee will be counseled to report back to physician for any febrile illness which occurs within 12 weeks of exposure (such an illness, particularly characterized by fever, rash, or lymphadenopathy, which may be indicative of recent HIV injection). Especially during the first 6 to 12 weeks after exposure, the employee should be advised to follow U.S. Public Health Service recommendations for transmission of HIV. These recommendations include:
  - a. Refrain from donating blood, organs or semen.
  - b. Avoid exchange of saliva and or deep kissing.
  - c. Use condoms during sexual intercourse.
3. If the source patient is sero-negative for HIV, but is in a high-risk group for HIV infection, the physician shall test the employee at the initial evaluation. If sero-negative, the employee shall be retested at 3 months.
4. If the source patient is sero-negative for HIV and is in a low-risk group for HIV infection, the CDC recommends no further evaluation of the exposed employee. However, any employee who desires testing may be tested initially and retested in 3 months.
5. Any employee who agrees to be tested for HIV following an injury or exposure (or at any other time) and who is found to be sero-positive shall be informed of the test results and will be seen and counseled by a physician regarding the need of further confirmatory testing and treatment.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: EXPOSURE INJURIES**

**Policy Origin Date: 07/18/08**

**Policy No.: LD 8.0**

**Effective: 07/18/08**

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12/03/21, 07/27/22**

**Revised: 01/28/09**

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6. Advantage Medical Professionals, LLC shall follow recommendations for Hepatitis B prophylaxis as outlined in Table 1.

C. Source Patient Refuses Testing

1. If the source patient refuses serologic testing for either HBV or HIV, the workman's compensation coordinator shall record the risk category of the source patient, list tests performed and which tests were refused by the patient on the employee injury report.
2. The physician shall follow CDC recommendations for Hepatitis B post-exposure prophylaxis. If source patient has high risk factors for Hepatitis B but has refused Hepatitis B serology testing, physician will follow the recommendations for Hepatitis B surface antigen positive patient.
3. If the source patient has refused HIV testing, the physician shall test the employee for HIV at the initial evaluation. If sero-negative, re-test at 6 weeks, 3 months and 6 months following exposure. The employee shall be counseled to report back to physician for any acute febrile illness which occurs within 12 weeks of exposure. (Such an illness, particularly one characterized by fever, rash, or lymphadenopathy, may be indicative of recent HIV infection. Especially during the first 6 to 12 weeks after exposure, the employee should be advised to follow U.S. Public Health Service recommendations including:
  - a. Refrain from donating blood, organs and/or semen.
  - b. Avoid exchange of saliva and/or deep kissing.
  - c. Use of condom during sexual intercourse.

## **Advantage Medical Professionals Policy and Procedure Manual**

### **Policy: OCCUPATIONAL ILLNESS & INJURY REPORTING POLICY**

**Policy Origin Date: 11/30/22**

**Policy No.: LD 8.1**

**Effective: 11/30/22**

**Reviewed:**

**Revised:**

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It is important that all workplace injuries and illnesses are reported to management as soon as reasonably possible after they occur. Prompt reporting allows for prompt identification and correction of hazards and prompt medical attention for injuries. In some instances, an employee may not immediately realize that s/he has been injured or made ill. In such circumstances, the employee must report the injury or illness as soon as reasonably possible after becoming aware of the injury or illness.

Therefore, the following policy applies to work-related injury and illness reporting:

- An employee who is at work when s/he becomes aware of an injury or illness must report it as soon as reasonably possible, but in no event later than leaving the workplace or 8 hours after becoming aware of the injury or illness, whichever is earlier. The report must be made to the employee's recruiter or staffing coordinator.
- An employee who is not at work when s/he becomes aware of an injury or illness must report it as soon as reasonably possible, but in no event later than 8 hours after becoming aware of the injury or illness. The employee must report the injury or illness by calling his/her recruiter or staffing coordinator and explaining that s/he is reporting a work-related injury or illness.
- No employee who complies with this policy will be disciplined for not promptly reporting an injury or illness.

Internal administrative employees must not interfere with, or attempt to discourage, reporting under this policy.



# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: DRUG FREE WORKPLACE**

**Policy Origin Date: 07/18/08 Policy**

**No.: LD 9.0**

**Effective: 07/18/08**

**Reviewed: 04/05/11, 04/03/13, 04/10/15, 02/20/19, 12/3/20, 03/23/21,  
12/03/21, 11/03/22**

**Revised: 01/28/09, 01/04/17**

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### **Purpose**

To assure that agency employees are not under the influence of drugs, prescription or illegal, thereby preventing the placement of impaired employees in client facilities.

To validate the use of a certified laboratory doing minimally a ten panel drug screen on all professional and licensed candidates. This will be done pre-employment.

To prevent the employment of impaired candidates and to continually promote a drug free workplace within the agency and throughout host facilities.

### **Policy Statement**

Advantage Medical Professionals, LLC and all client facilities are Drug Free Workplaces.

All applicants for hire must have at least a ten (10) panel drug screen done after a conditional offer of employment has been made and prior to working shifts. The drug screen must be negative, except as otherwise may be required by law.

### **Procedure/Guideline**

A consent form or chain of custody form for drug screens (pre-employment) will be signed at the collection site. Consent for drug screen (for cause) will be signed and dated by the employee giving permission to perform a drug screen.

The drug screen will be done by a certified lab. The applicant will be verified by the lab with a picture ID.

The results of the screen must be in the employee's file. The date, name and title of the person reviewing from the certified lab will be included.

A system of tracking will be done to monitor.

For cause screening may be done at any time if requested by host facility or agency.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: TIME SLIPS AND PAYROLL**

**Policy Origin Date: 07/18/08**

**Policy No.: LD 10.0**

**Effective: 07/18/08**

**Revised: 05/13/15, 01/04/17, 10/31/19, 10/20/21, 03/28/22**

**Reviewed: 04/05/11, 04/03/13, 05/13/15, 02/20/19**

## **Page 1 of 2**

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### **Purpose**

Advantage Medical Professionals, LLC has a process to pay all employees at regularly scheduled intervals.

### **Policy Statement**

Outline the correct procedure to be paid for hours worked as well as identify payroll periods.

### **Procedure/Guidelines**

Advantage Medical Professionals, LLC pay period ends on Saturday. Any completed time slip will be paid daily for per diem employees and weekly for any employee receiving a housing stipend or insurance.

NOTE: Incomplete time slips are not paid until verified with client facility. Proven, intended falsification of time slip is grounds for dismissal with final decision at the discretion of CFO, CEO, HR Director, and/or Region Manager.

Since Advantage Medical Professionals, LLC does not hire any independent contractors or subcontract any employees, Advantage Medical Professionals, LLC will withhold taxes on all employees based on the information provided by the employee on the Form W-4 Employee's Withholding Allowance Certificate and applicable state tax forms.

- Payroll hours are posted in each office and subject to change.
- Daily payroll will be processed daily, payroll hours are 7:30 am -4:30 pm, Monday – Friday and is subject to change.
- Weekly payroll will be processed on Wednesday of each week.
- Pay schedules are as follows:
  - Per diem employees are paid daily, unless on the Company's insurance.
  - All employees who are on the Company's insurance are paid weekly.
  - All employees who are on Travel contracts are paid weekly.
  - Employees on Local contracts may be paid daily or weekly, depending on the facility's requirements, the region they work in, and Company needs. The pay schedule will be communicated to employees upon their acceptance of a Local contract.
- Advantage Medical Professionals, LLC will automatically deduct 30 minutes for lunch unless approved by signature and "worked lunch" checked off by the facility. The lunch rule is facility specific, we do not take out a lunch for private duties and some facilities require Clinicians to take a lunch.

# **Advantage Medical Professionals Policy and Procedure Manual**

**Policy: TIME SLIPS AND PAYROLL**

**Policy Origin Date: 07/18/08**

**Policy No.: LD 10.0**

**Effective: 07/18/08**

**Revised: 05/13/15, 01/04/17, 10/31/19, 10/20/21, 03/28/22**

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- Direct deposits will post within 72 hours of time slip submission. If the Clinician submits their time slip by 9 am, it will be processed in 24-48 business hours.
- Advantage Medical Professionals, LLC will satisfy the amount owed to pre-taxed Insurance premiums first (for those that qualify), social security, Medicare, Federal Withholding, and State Withholding – in that order. It should be noted that employees who submit completed time slips may be required to satisfy the amount owed to federal and state taxes at the time they file their annual taxes.
- Advantage Medical follows all individual state requirements as required.
- Any questions regarding this policy should be directed to the Payroll or HR Department.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: MARKETING PLAN**

**Policy Origin Date: 07/29/09**

**Policy No.: LD 11.0**

**Effective date: 07/19/09**

**Reviewed: 04/05/11, 04/03/13, 4/10/15, 01/16/17, 01/23/19, 12/3/2020,  
12/03/21, 11/03/22**

**Revised: 02/20/19**

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### **Purpose**

To represent Advantage Medical Professionals, LLC in a professional and ethical manner and to accurately present to clients the supplemental staffing services available through a contractual agreement. It is the goal of Advantage Medical Professionals, LLC to be the supplemental staffing company of choice in the markets served.

### **Policy Statement**

Advantage Medical Professionals, LLC will meet face to face with all clients and prospects to ascertain their specific needs and requirements and to develop a program addressing those needs and requirements. When face to face meetings are not possible, communication via alternative methods will occur, i.e.: phone, fax, and e-mail. Emphasis shall be on quality of calls and contacts rather than quantity of calls and contacts.

### **Procedure/Guidelines**

Marketing personnel attire must at all times be business professional as well as conservative in nature.

Service existing clients to insure satisfaction and market share growth. Provide information and feedback to our service group on how we can enhance services to clients.

Utilize all possible information and resources to develop business relationships and secure business opportunities.

Coordinate advertisement in various publications.

Develop and coordinate marketing events such as new office openings, new service offerings etc.

Make presentations and proposals to clients and prospects promoting Advantage Medical Professionals, LLC.

Represent Advantage Medical Professionals at various trade shows, job fairs, and business events.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: MARKETING PLAN**

**Policy Origin Date: 07/29/09**

**Policy No.: LD 11.0**

**Effective date: 07/19/09**

**Reviewed: 04/05/11, 04/03/13, 4/10/15, 01/16/17, 01/23/19, 12/3/2020,  
12/03/21, 11/03/22**

**Revised: 02/20/19, 10/31/2019**

## **Page 2 of 3**

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Frequency of contacts with clients and prospects will depend upon a number of factors including need, requirements, issues, developments, logistics, availability, etc.

Develop brochures and point of sale material that clearly and accurately depict our capabilities.

### **Marketing Plan**

- In-person visits to clients (as necessary) to determine needs, usage and level of satisfaction with our service. Visits will be scheduled by agency or at the request of the client.
- Penetrate each account to multiple decision maker levels. At least two levels within each account.
- Prospect for new business opportunities using all available information, including leads, publications, internet and other available resources.
- Work with local managers and gather information to increase Advantage Medical Professionals, LLC market share within each market with the objective being for Advantage Medical Professionals, LLC to be the preferred provider in each account.
- Conduct ongoing market research to insure we maintain competitive in the market with respect to rates and services offered with the objective of positioning Advantage Medical Professionals as the provider of choice.
- Respond to Request for Proposals (RFP)/Requests for Information (RFI) from clients and prospects within allotted time.
- Present proposals to clients and prospects proactively and as requested.
- Develop new product lines and service offerings as needed.
- Search for new office opening opportunities in small/medium size cities as the opportunity presents itself.

# **Advantage Medical Professionals Policy and Procedure Manual**

**Policy: MARKETING PLAN**

**Policy Origin Date: 07/29/09**

**Policy No.: LD 11.0**

**Effective date: 07/19/09**

**Reviewed: 04/05/11, 04/03/13, 4/10/15, 01/16/17, 02/20/19, 12/3/2020,  
12/03/21, 11/03/22**

**Revised: 02/20/19**

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- Represent Advantage Medical Professionals, LLC at trade shows, job fairs and public events.
- Develop brochures and other point of sale material that accurately depict our service offerings and capabilities.
- Meet with clinical staff at various locations to determine assignment satisfaction, challenges, and other possible opportunities.
- Managing all online marketing and social media platforms: LinkedIn, Facebook, Twitter
- Creating and posting new content, ads, job leads, etc. to all platforms.
- Researching competitors, new ideas for content, healthcare, nurses, etc.
- Updating job posts and utilizing social media and other means to find candidates for internal staff positions and external clinician positions.
- Making sure all marketing materials/inventory is updated.
- Adding creative content to jobs to be placed on website.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: IMMEDIATE THREAT TO HEALTH OR SAFETY**

**Policy Origin Date: 04/06/12**

**Policy No.: LD 12.0**

**Effective: 04/16/12**

**Reviewed: 04/03/13, 4/10/15, 01/04/17, 02/20/19, 12/3/2020, 12/03/21, 11/03/22**

**Revised:**

**Page 1 of 1**

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### **Purpose**

The purpose of this policy is to outline the process each Advantage Nursing Employee should follow in the event they recognize a situation that could lead to a potential threat to health or safety.

### **Policy Statement**

Advantage Medical Professionals, LLC is concerned with the well-being of all patients, visitors, customers' health and safety. In the event a situation could result in an immediate health or safety risk, the following procedure must be followed.

### **Procedure/Guidelines**

1. Upon recognition of any situation that could lead to a potential threat to health or safety in your role as an Advantage Medical Professionals, LLC employee, the employee should first assess if the potential threat to health or safety can be eliminated.
2. In the event the potential threat to health or safety can be eliminated, the employee must take the necessary action to eliminate the potential threat to health or safety.
3. In the event the potential threat to health or safety cannot be eliminated, the employee must report the situation to the immediate supervisor. If an employee is at the Advantage Medical Professionals, LLC office, the situation must be reported to Advantage Medical Professionals, LLC administration.
4. Upon completion of reporting the situation to the immediate supervisor, the necessary paperwork must be completed. Occurrence report and/or incident reports are never copied or reproduced in any manner.
5. Upon completion of the written report, the incident must be reported to Advantage Medical Professionals, LLC personnel so the appropriate follow up can occur.
6. In the event the employee is unsure if a situation poses a potential threat to health or safety, Advantage Medical Professionals, LLC personnel are available to discuss the findings in detail and assist the employee with reporting of any incident.

# **Advantage Medical Professionals Policy and Procedure Manual**

**Policy: SMOKE FREE POLICY**

**Policy Origin Date: 12/29/16**

**Policy No.: LD 13.0**

**Effective: 12/29/16**

**Reviewed: 02/20/19, 12/03/21, 11/03/22**

**Revised: 12/3/20**

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## **Purpose**

The purpose of this policy is to outline the process relative to Advantage Medical Professionals Smoke Free Work Environment.

## **Policy Statement**

Advantage Medical Professionals, LLC is concerned with the well-being of all patients, visitors, customers' and employees health and safety. The company does not support the use of any type of tobacco or vapor product in any of the offices or client facilities.

## **Procedure/Guidelines**

Advantage Medical Professionals, LLC does not allow the use of any tobacco or vapor products in the work environment.

Advantage Medical Professional employees are required to comply with any policies as outlined by the client facility.

Employees who fail to comply with any policies related to the smoke free work environment in offices operated by Advantage Medical Professionals, LLC or in any of the client facilities in which Advantage Medical Professional employees are assigned are subject to disciplinary action up to and including termination.



# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: Certification**

**Policy Origin Date: 01/4/17**

**Policy No.: LD 14.0**

**Effective: 01/04/17**

**Reviewed: 02/20/19, 12/03/21, 11/03/22**

**Revised: 02/20/19, 12/3/20**

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### **Purpose**

Advantage Medical Professionals, LLC provides quality supplemental staffing to all of its customers. This process is validated by meeting all of the certification participation requirements as outlined by the Joint Commission.

### **Policy Statement**

Advantage Medical Professionals, LLC will continue to meet and exceed all certification participation requirements by the Joint Commission as it relates to Healthcare Staffing Services.

### **Procedure/Guidelines**

Advantage Medical Professionals permits the performance of a review by Joint Commission at the discretion of the Joint Commission.

Advantage Medical Professionals will participate in periodic updates of staffing firm-specific data and information.

Advantage Medical Professionals will remain compliant with the Certification Participation Requirements (CPRs) as outlined by the Joint Commission

In the event the agency receives a Requirement for Improvement (RFI), the agency will collaborate with the Joint Commission and submit evidence meeting the certification participation requirements and resolve any RFI.

Collect data on all standardized measures as defined by The Joint Commission and submit quarterly reports outlining monthly data points for all performance improvement activities.

Any staffing firm employee who has concerns about the quality and safety of patient care provided by the staffing firm's employees can report these concerns to The Joint Commission without retaliatory action from the staffing firm.

# Advantage Medical Professionals Policy and Procedure Manual

**Policy: Workplace Violence**  
**Policy Origin Date: 11/23/20**  
**Policy No.: LD 15.0**  
**Effective: 11/23/20**  
**Reviewed: 12/03/21, 07/27/22**  
**Revised:**

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**Purpose:** Advantage Medical Professionals provides a safe workplace for all employees. To ensure a safe workplace and to reduce the risk of violence, all employees should review and understand all provisions of this workplace violence policy.

**Policy Statement:** Advantage Medical Professionals does not tolerate any type of workplace violence committed by or against employees. Employees are prohibited from making threats or engaging in violent activities. This list of behaviors provides examples of conduct that is prohibited:

- Causing physical injury to another person.

- Making threatening remarks.

- Displaying aggressive or hostile behavior that creates a reasonable fear of injury to another person or subjects another individual to emotional distress.

- Intentionally damaging employer property or property of another employee.

- Possessing a weapon while on company property or while on company business.

- Committing acts motivated by, or related to, sexual harassment or domestic violence.

### Procedure/Guidelines:

#### **Reporting Procedures**

Any potentially dangerous situations must be immediately reported to a supervisor or the human resource (HR) department. Reports can be made anonymously, and all reported incidents will be investigated. Reports or incidents warranting confidentiality will be handled appropriately, and information will be disclosed to others only on a need-to-know basis. All employees involved in a situation will be counseled, and the results of investigations will be discussed with them. Advantage Medical Professionals will actively intervene at any indication of a possibly hostile or violent situation.

#### **Risk Reduction Measures**

##### *Hiring*

The HR department takes reasonable measures to conduct background investigations to review candidates' backgrounds and to reduce the risk of hiring individuals with a history of violent behavior.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: Workplace Violence**

**Policy Origin Date: 11/23/20**

**Policy No.: LD 15.0**

**Effective: 11/23/20**

**Reviewed: 12/03/21, 07/27/22**

**Revised:**

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### *Individual Situations*

Although Advantage Medical Professionals does not expect employees to be skilled at identifying potentially dangerous persons, employees are expected to exercise good judgment and to inform the HR department if any employee exhibits behavior that could be a sign of a potentially dangerous situation. Such behavior includes:

- Discussing weapons or bringing them to the workplace.
- Displaying overt signs of extreme stress, resentment, hostility, or anger.
- Making threatening remarks.
- Showing sudden or significant deterioration of performance.
- Displaying irrational or inappropriate behavior.

### **Employees at Risk**

The HR department will identify and maintain a list of employees who have been determined to be at risk for becoming victims of violence because of the nature of their job or because they are subject to harassment, violence or threats from a nonemployee. HR will design a plan with at-risk employees to prepare for any possible emergency situations.

### **Dangerous/Emergency Situations**

Employees who confront or encounter an armed or dangerous person should not attempt to challenge or disarm the individual. Employees should remain calm, make constant eye contact and talk to the individual. If a supervisor can be safely notified of the need for assistance without endangering the safety of the employee or others, such notice should be given. Otherwise, employees should cooperate and follow the instructions given.

### **Enforcement**

Threats, threatening conduct, or any other acts of aggression or violence in the workplace will not be tolerated. Any employee determined to have committed such acts will be subject to disciplinary action, up to and including termination. Nonemployees engaged in violent acts on the employer's premises will be reported to the proper authorities and fully prosecuted.

# **HUMAN RESOURCES MANAGEMENT**



# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: LICENSE, EMPLOYMENT AND WORK HISTORY VERIFICATION**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 1**

**Effective: 02/28/09**

**Reviewed: 04/05/11, 06/05/13, 04/10/15, 02/20/19, 11/23/20, 12/03/21,  
11/03/22**

**Revised: 12/22/16, 02/20/19**

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### **Purpose**

To confirm that a person's qualifications are consistent with his or her assignment(s) at the time of hire or reactivation, the employee holds the proper license for his/her occupation and state of employment, and that the license is active and unencumbered, not falsified, under suspension or under investigation.

### **Policy Statement**

All licenses held by the employee or prospective employee will have primary source verification to confirm licensure, certification, education, work history, social security, sex offender registry, HHS OIG Medicare/Medicaid Fraud, and GSA list of excluded persons for Medicare and Medicaid participation.

### **Procedure/Guidelines:**

People Facts is an agency contracted by Advantage Medical Professionals, LLC to verify the following information:

1. Professional background checks (past seven years) inclusive of a national criminal check
2. Education verification
3. Seven (7) year Clinical work history
4. Educational preparation
5. GSA list of excluded persons for Medicare and Medicaid participation
6. HHS OIG Medicare/Medicaid Fraud
7. Sex offender register
8. Social Security verification
9. Employment verification

All licenses, secondary and current, are verified through the appropriate State Board of Nurse Examiners. If the original license is over seven (7) years old and is no longer active, the original state must be documented but verification is not necessary.

Verification documentation includes state of licensure, expiration date of license, any identified sanctions or limitations, or the type and copy of verification if automated.

All candidates have professional work history verification for a minimum of seven (7) years.

If professional licensing applies to previous employment, the licensing verifications must correspond to the employee's work history.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: HEALTH SCREENING AND IMMUNIZATION**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 1.1**

**Effective: 07/18/08**

**Reviewed: 04/05/11, 06/05/13, 04/10/15, 12/22/16, 02/20/19, 11/23/20,  
12/03/21**

**Revised: 01/28/09, 07/19/22, 01/13/23**

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### **Purpose**

To assure all agency employees working in a patient care arena have the appropriate vaccinations and health assessment, either a physical or self-assessment to protect themselves and the public from the spread of disease.

### **Policy Statement**

All candidates for hire will have a documented health history; a physical prior to hire is preferred. All employees will maintain current TB and Immunizations as required by agency/client/host facility. If you decline the Hepatitis B, a declination statement must be signed, dated and witnessed. Declination will also apply to MMR, Varicella, and TDAP. Though declinations are acceptable for employment with Advantage Medical Professionals, LLC, certain clients/host facilities may require additional/supporting documentation.

All candidates for hire and current employees give permission to and hold harmless Advantage Medical Professionals, LLC for providing verbal and/or written report of health records, background check, drug screen information, identification, and/or skills assessments to any client/host facility the candidate is submitted and/or assigned to.

### **Procedure/Guideline**

All candidates for hire will have documented proof of the following: TB screens or chest x-ray with negative results. TB screens must be performed annually. A chest x-ray must be done within two years of initial employment and a TB Questionnaire must be completed annually.

Documentation of Hepatitis B immunity or a declination form signed and dated by the applicant.

Documentation of Varicella and MMR -- either by titer or documented and verifiable history. Immunization record must be provided if required by client/host facility; or a declination form signed and dated by the applicant.

Documentation of TDAP immunization or a declination form signed and dated by the applicant.

Signed and dated consent for Hepatitis B Vaccine if candidate requires or wishes to have Hepatitis series, prior to administering.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: EVIDENCE OF IDENTITY AND CREDENTIALS WHEN REPORTING FOR AN ASSIGNMENT**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 1.2**

**Effective: 07/18/08**

**Reviewed: 04/05/11, 06/05/13, 04/10/15, 12/22/16, 02/20/19, 11/23/20,  
12/02/21**

**Revised: 05/01/09, 07/19/22**

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### **Purpose**

To prevent any misrepresentation of medical professionals or professional credentials to a client/host facility and provide the client/host facility with current credentials and certifications.

### **Policy Statement**

Employees must maintain their company ID and produce evidence of licensure and certifications upon presenting to any client/host facility. A tracking system is used to maintain current status of all licenses and certifications and is provided to each client/host facility prior to employee presenting for any assignment.

### **Procedure/Guideline**

The employee must bring with them, to all assignments, a current identification (government issued identification or employee ID issued by Advantage Medical Professionals, LLC), licensure, and certifications.

The employee is aware of their responsibility to maintain current licensure and certifications. Each employee will have all current licenses and certifications on file. The staffing coordinators track this information in the staffing system and have access to all due dates as well as a verification of any licensure or certification in the employee file. These include, but are not limited to: CPR, BCLS, ACLS, PALS, NALS, TNCC and any other certifications required or maintained by the employee. Only original copies of certifications are accepted. The certification is maintained in the employee file.

All licensures and certifications will be audited monthly for impending expirations.

The employee will be notified thirty (30) days in advance of all impending expirations and their responsibility to maintain current status of certifications.

Any employee who has allowed their license or certifications to lapse **will not work**. The employee will provide a copy of current credentials to the agency when certifications are renewed. A copy of the renewed credentials will be placed in the employee file.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: PROCEDURES ON MAINTENANCE AND DOCUMENTATION OF CERTIFICATIONS**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 1.3**

**Effective: 07/18/08**

**Reviewed: 04/05/11, 06/05/13, 04/10/15, 02/20/19, 11/23/20, 12/03/21**

**Revised: 01/28/09, 12/22/16, 07/19/22, 01/13/23**

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#### **Purpose**

To maintain employee files and qualifications are up to date and inclusive of all essential information for client facilities. This procedure will allow for the facility to verify file maintenance and certifications of all employees.

#### **Policy Statement**

Advantage Medical Professionals, LLC maintains all employee files to include each of the following elements:

1. Name
2. Job Title
3. Birth date
4. Application (hire date)
5. Driver's License Number and Issuing State
6. Social Security Number
7. License Number
8. Drug Screen Report Date
9. Background Check
10. Certifications
  - a. CPR
  - b. ACLS (if applicable)
  - c. PALS (if applicable)
  - d. NRP (if applicable)
  - e. TNCC (if applicable)
11. Skills Checklist(s)
12. Job Description
13. Annual Orientation Education
14. Hepatitis B or Declination
15. MMR or Declinations
16. Varicella or Declination
17. TDAP or Declination
18. Core Competencies



# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: PROCEDURES ON MAINTENANCE AND DOCUMENTATION OF CERTIFICATIONS**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 1.3**

**Effective: 07/18/08**

**Reviewed: 04/05/11, 06/05/13, 04/10/15, 02/20/19, 11/23/20, 12/03/21**

**Revised: 01/28/09, 12/22/16, 10/31/19, 07/19/22**

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- 19. Fit Test/Respirator Evaluation
- 20. TB Test or Chest X-Ray
- 21. TB Questionnaire (if applicable)
- 22. I-9
- 23. W-4
- 24. State Tax (if applicable)
- 25. Testing Information

### **Procedure/Guideline**

1. Employee files will be randomly selected each month for compliance and thoroughness.
2. A temp profile report is obtained through CTM to determine employees who have worked within the last 30 days.
3. Twenty files are randomly selected.
4. If the file is incomplete, or any critical item is delinquent, the employee is notified and unable to obtain an assignment until full compliance is met.
5. Employee profile statuses are changed to Inactive after two years of scheduling inactivity.
6. Employee files will be purged every seven years (for paper files). Electronic files will be archived as time permits.
7. Employee files will be reviewed to ensure all agency documents are complete and all certifications are current.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: TRACKING RENEWAL OF LICENSURE AND CERTIFICATIONS**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 1.3.1**

**Effective: 07/18/08**

**Reviewed: 04/05/11, 06/05/13, 04/10/15, 02/20/19, 11/23/20, 12/03/21,  
11/03/22**

**Revised: 01/28/09, 12/22/16**

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### **Purpose**

To assure a system of tracking renewal dates for all licensures, certifications, performance reviews and mandatory requirements of the agency/host facility. To ensure that each employee file contains evidence of current credentials needed for regulatory, client and agency liability.

### **Policy Statement**

Advantage Medical Professionals, LLC has a method for tracking employee credentials, licenses and all mandatory requirements and performance review to maintain current status. This tracking will assure that employees sent to host facilities are compliant with standards of agency and host facility.

The tracking system allows the agency to forecast impending deficits in credentials, allowing time to notify employees weeks/months prior to expiration of credentials.

The tracking system attempts to alleviate a lapse in hiring and annual mandatory in-service and testing requirements of Joint Commission/OSHA and other mandatory hiring requirements that may be agency/facility generated.

### **Procedure/Guidelines**

Advantage Medical Professionals, LLC audits twenty employee files per month for compliance and thoroughness.

The employee will be informed at least 30 days prior to the expiration date of credentials, etc.

It is the employee's responsibility to keep all mandatory credentials current. Failure to do so will make the employee ineligible to work until credentials are current.

Primary source verification is obtained from the various licensing boards and uploaded into the CTM system.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: FILE PURGING**

**Policy Origin Date: 07/18/08**

**Policy No.: HR.1.3.2**

**Effective: 07/18/08**

**Reviewed: 04/05/11, 06/05/13, 04/10/15, 12/22/16, 02/20/19, 12/03/21,  
11/30/22**

**Revised: 01/28/09, 11/24/20**

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**Addendum:** This policy is in effect for any physical employee file on hand. Electronic/Digital records are perpetually available.

### **Purpose**

To cleanse the employee file of any expired credentials such as licensure & certification.

### **Policy Statement**

Systematically purging files assures that any representative of the agency, client facility or accrediting organization can determine the accuracy of all information contained in the files and can easily validate that all current and pertinent documents are current and enforceable. In addition, purging of employee files decreases the space requirements for storage of employee files.

### **Procedure/Guideline**

All employee files may be purged at least every seven (7) years. Licenses and credentials will continue to be checked annually in the event the employee is scheduled to work any assigned shifts.

All licenses, certification, references, application, background check, and emergency contact person will remain in file, permanently.

Make a notation in the file register of date and person doing purging.

Any files that are uploaded electronically will be destroyed.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: CLIENT UPDATE PROCEDURE**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 1.4**

**Effective: 07/18/08**

**Reviewed: 04/05/11, 06/05/13, 04/10/15, 12/22/16, 02/20/19, 12/03/20,  
12/03/21, 11/03/22**

**Revised: 01/28/09**

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### **Purpose**

To keep clients informed of status of agency personnel working at their facility.

### **Policy Statement**

The agency will keep client updated on the status of licenses, certifications, mandatory in services and mandatory requirements of each employee staffed in host facility

### **Procedure/Guidelines**

It is the responsibility of each employee to maintain current credentials as required by the host facility/agency. These include current license and certifications, all mandatory annual testing, BCLS, ACLS, PALS and other certifications as required, a current TB screening with negative results, and other testing/paperwork as listed in Annual Orientation Education for Healthcare Professionals.

The host facility will be informed by the agency/employee of the verified results.

Failure to maintain current status of above will make the employee ineligible to work.

Notification will include a computer-generated profile indicating employee information and current licensure/certifications.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: NOTIFICATION OF IMPENDING EXPIRATIONS/ACTION TAKEN FOR EXPIRED CREDENTIALS**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 1.5**

**Effective: 07/18/08**

**Reviewed: 04/05/11, 06/05/13, 04/10/15, 02/20/19, 12/03/20, 12/03/21,  
11/03/22**

**Revised: 01/28/09, 12/22/16**

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### **Purpose**

To assure that all employees have current and verifiable credentials and make employees aware of the consequences of carrying expired credentials.

### **Policy Statement**

All credentials and licenses required to work in a client facility must remain current at all times.

All employees will be informed in a timely manner of impending expiration of credentials. No employee will be permitted to work if the necessary credentials have lapsed.

### **Procedure/Guidelines**

It is the responsibility of the employee to maintain current credentials.

All employees will be informed 30 days prior to expiration of credentials.

If employee has not provided updated credentials to the agency, they will be reminded in one (1) month of impending expiration of credentials.

Employees will be required to successfully complete appropriate testing to assure competency in testing to maintain credentials.

The new credentials will be placed in the electronic employee file.

The employee will keep proper identification on person while on duty at the host facility.

Failure to keep credentials current will make the employee ineligible to work.

The host facility will be given a copy of the renewed credentials and will also be informed of inability to work if credentials lapse.

An electronic system of tracking credentials will be utilized.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: BACKGROUND CHECK POLICY**

**Policy Origin Date: 05/06/09**

**Policy No.: HR 1.6**

**Effective: 05/06/09**

**Reviewed: 04/05/11, 06/05/13, 12/22/16, 02/20/19, 10/31/19, 12/03/21, 11/03/22**

**Revised: 05/06/09, 04/10/15, 10/31/19, 11/24/20**

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### **Purpose**

To obtain verification of the candidate's criminal history or background as stated on their application and to assure the candidate has no federal, state, or local convictions. To assure the candidate has no criminal history or documented and verifiable history of behavior which may negatively affect their ability to work in a healthcare setting.

### **Policy Statement**

Thorough background checks must be done to protect a vulnerable public and consumer population as well as the provider's liability. This verification provides information on criminal background, according to law, regulation, the firm's policy and customer requirements.

### **Procedure/Guideline**

Consent for the background check will be signed and dated by candidate. Background checks will be ordered by Advantage Medical Professional staff that have been trained on the 3<sup>rd</sup> party pre - screening provider software to maintain the confidentiality and security of information about clinical staff and customers.

Background checks will be done on all candidates prior to hiring. A minimum of seven (7) years criminal background checks will be done. This includes minimally: Social Security Number Verification, National Criminal Check (effective 11/17/14), Sex Offender, Education Verification, Employment History Verification, HHS/OIG list of excluded individuals, a candidate cannot be excluded, debarred, suspended or appear on the General Service Administration List of Parties Excluded from Federal Programs. Updated background checks will be done as needed based on client demand/requirement.

The background check results will be reviewed by the appropriate representative and a decision will be made on whether the candidate is appropriate for hire. Felony conviction makes a candidate ineligible for hire. Employees hired prior to October 2019 where an exception may have been made will be grandfathered in.

If a decision is made to hire knowing a criminal history exists, appropriate documentation must be found defining the nature of the criminal act, the rationale for hiring and the verification of full disclosure to all contracting facilities in the employee's file if warranted. In addition, the history must have been reported to the licensing agency and the employee's license must not have any restrictions.

The results of the background checks will be placed in the employee's electronic file.

## **Advantage Medical Professionals Policy and Procedure Manual**

### **Policy: BACKGROUND CHECK POLICY**

**Policy Origin Date: 05/06/09**

**Policy No.: HR 1.6**

**Effective: 05/06/09**

**Reviewed: 04/05/11, 06/05/13, 12/22/16, 02/20/19, 10/31/19, 12/03/21,  
11/03/22**

**Revised: 05/06/09, 04/10/15, 10/31/19, 11/24/20**

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If criminal history is discovered after employment, clinician will be placed on hold and a full investigation into the criminal record will be made. Upon completion of investigation, a determination will be made on the future employment status of clinician.

Any employee, who has been hired at Advantage Medical Professionals, LLC, after 2/28/09, will have the new background check completed. Employees hired prior to 2/28/09 will have updated background checks run based on client requirement and/or update based on rehire.

All background checks are reviewed with employees if the background check returns identifying a misdemeanor or a felony charge. The employee will be required to provide documentation to Advantage Medical Professionals, LLC that the issue has been resolved.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: DRUG SCREENING POLICY**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 1.7**

**Effective: 07/18/08**

**Reviewed: 04/05/11, 06/05/13, 04/10/15, 12/22/16, 02/20/19, 11/23/20**

**Revised: 01/28/09, 10/12/21, 01/18/22, 06/08/22, 11/30/22**

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(FOR TESTING TO BE CONDUCTED IN ALABAMA, ARIZONA, ARKANSAS, CALIFORNIA [excluding the city of San Francisco], COLORADO [excluding the city of Boulder], FLORIDA, GEORGIA, HAWAII, INDIANA, KANSAS, KENTUCKY, LOUISIANA, MISSISSIPPI, MISSOURI, MONTANA, NEBRASKA, NEW MEXICO, NORTH CAROLINA, NORTH DAKOTA, OHIO, OKLAHOMA, OREGON, PENNSYLVANIA, SOUTH CAROLINA, TENNESSEE, TEXAS, UTAH, VIRGINIA, AND WEST VIRGINIA).

### **Purpose**

This policy prevents the assignment of impaired personnel into your client facilities; subsequently this reduces the risk to both client and agency.

### **Policy Statement**

Advantage Medical Professionals, LLC is a Drug Free Workplace.

A negative drug screen is a requirement for employment with Advantage Medical Professionals, LLC.

All drug screening will be done by a certified lab.

### **Procedure/Guideline**

A signed and dated consent form will be obtained at the collection site. Testing will be done by a certified lab.

The lab will validate the employee via photo identification.

The results will be sent to agency and will be included as permanent part of the record. In Montana, all information, interviews, reports, statements, memoranda, and test results are confidential communications that may not be disclosed to anyone except the tested individual, the Company's designated representative, or in connection with any legal or administrative claim arising out of the Company's implementation of a testing program pursuant to Montana's drug testing law. Information obtained through testing that is unrelated to the use of a controlled substance or alcohol must be held in strict confidentiality by the medical review officer and may not be released to the Company.

The agency will review the results and determine if applicant is a candidate for hire. The results will be placed in employee file.



# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: DRUG SCREENING POLICY**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 1.7**

**Effective: 07/18/08**

**Reviewed: 04/05/11, 06/05/13, 04/10/15, 12/22/16, 02/20/19, 11/23/20**

**Revised: 01/28/09, 10/12/21, 01/18/22, 06/08/22, 11/30/22**

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Any prescription drugs must be declared to the medical review officer (MRO). It is mandatory that proof of prescription be verified through documentation by a physician who attests that he prescribed the drug, the employee is taking the medication as prescribed and it will not impair his/her judgment or ability to perform the job to which he/she has been assigned in a safe and ethical manner.

A positive result makes the applicant ineligible for hire, except as may otherwise be required by law.

All positive specimens must be retained by the laboratory for a minimum of one (1) year. There must also be a documented chain of custody in place.

The drug screen will be a ten (10) panel. This list is not all inclusive. These drugs are amphetamines, barbiturates (long acting and short acting), benzodiazepines, cannabinoids (except where prohibited by law), cocaine, methadone, methaqualone, opiates, phencyclidine and propoxyphene. In Kansas and Montana, the drug test will be a five-panel tests consisting of amphetamines, marijuana, cocaine, opiates, and PCP. Marijuana will not be tested in Philadelphia, PA, for pre-employment drug tests.

If a specimen is challenged, the lab will be available and willing to support their findings with secondary screenings of the same specimen and any other specimens requested by the host facilities. In Montana, split-specimen testing will be offered to applicants and employees who test positive.

A drug screen can be requested at any time for cause by the hospital or Advantage Medical Professionals, LLC. Appropriate documentation must include the circumstances, person reporting, the date and place of alleged issue.

If "for cause" drug screen is requested and done and the results are positive, the employee will not work. Agency will make employee aware of assistance programs available.

The agency or host facility will report positive "for cause" results to appropriate agencies and document, including date reported and the name of the person reporting.

The employee in question will be informed of his /her status with the agency/host facility.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: DRUG & ALCOHOL TESTING AND SUBSTANCE ABUSE POLICY**

**Policy Origin Date: 12/22/16**

**Policy No.: HR 1.7.1**

**Effective: 12/22/16**

**Reviewed: 02/20/19, 11/23/20, 03/23/21**

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(FOR TESTING TO BE CONDUCTED IN ALABAMA, ARIZONA, ARKANSAS, CALIFORNIA [excluding the city of San Francisco], COLORADO [excluding the city of Boulder], FLORIDA, GEORGIA, HAWAII, INDIANA, KANSAS, KENTUCKY, LOUISIANA, MISSISSIPPI, MISSOURI, MONTANA, NEW MEXICO, NORTH CAROLINA, NORTH DAKOTA, OHIO, OKLAHOMA, OREGON, SOUTH CAROLINA, TENNESSEE, TEXAS, UTAH, PENNSYLVANIA, VIRGINIA, AND WEST VIRGINIA).

#### **STATEMENT OF PURPOSE**

Advantage Medical Professionals ("Company"), is firmly committed to ensuring a safe, healthy, productive and efficient work environment for our employees, as well as our customers and to the public in general. The Company has a vital interest in preventing accidents and injuries resulting from the misuse of alcohol or drugs. The unlawful or improper presence or use of drugs or alcohol in the workplace presents a danger to everyone. For these reasons, the Company has established the following drug screening and substance abuse policy for employees. Compliance with the policy is required as a condition of continued employment with the Company.

#### **POLICY STATEMENT**

This policy applies to applicants for all clinical positions, including any applicant for any such position who was formerly employed by the Company, as well as all clinical employees, including employees in managerial or supervisory positions.

The Company maintains a policy of non-discrimination and will endeavor to make reasonable accommodations to assist recovering addicts or alcoholics and those having a medical history reflecting treatment for substance abuse conditions. We encourage employees to seek assistance before their drug and alcohol use renders them unable to perform their essential job functions or jeopardizes the health and safety of themselves or others.

Questions regarding the meaning or application of this policy should be directed to the Company's Human Resources Department.

This policy is not a contract of employment. If an applicant fails to comply with this policy, the applicant will be ineligible for employment. All Company employees are employed at-will, except as state or local law may limit such status, and employment can be terminated either by the employee or the Company at any time with or without cause and with or without notice.

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### **PROCEDURE FOR PRE-EMPLOYMENT DRUG TESTING OF APPLICANTS**

All applicants to whom the Company has given a conditional offer of employment are required to submit to a pre-employment drug test and must receive a negative result as a condition of employment, except as may otherwise be required by law

### **PROHIBITED CONDUCT CONCERNING ALCOHOL AND DRUGS**

#### **The following conduct by employees is prohibited:**

1. Reporting for work or remaining on duty after the employee has consumed alcohol in any amount that adversely affects the employee's job performance.
2. Consuming alcohol at any time during an employee's workday. This includes, but is not limited to, while an employee is on or off the premises of the Company, as well as during the employee's meal and other break periods.
  - a. Exception: This prohibition does not include the authorized and reasonable consumption of alcohol by an employee of legal drinking age at functions or activities sponsored by the Company or a client. However, responsible, professional, business-like behavior is expected of employees (including management) at all times. Inappropriate, unprofessional behavior associated with alcohol consumption may subject employees (including management) to disciplinary action, up to and including termination.
3. Engaging in any illegal or unauthorized use of drugs at any time while on or off-duty. This includes, but is not limited to, while an employee is on or off the premises of the Company, as well as during the employee's meal and other break periods.
  - a. This prohibition does not apply to prescription or over-the-counter medications taken by employees in safety-sensitive positions which:
    - i. have been lawfully prescribed to, or obtained by, the employee;
    - ii. are being used by the employee in accordance with the prescription's guidelines (if applicable); and
    - iii. before reporting to work under the influence of such medication, the employee has inquired whether the drug manufacturer or the employee's physician warns against driving, operating machinery or performing other work-related safety-sensitive tasks. If such warnings exist, the employee taking the medication must inform his or her supervisor of such restrictions before reporting to work under the influence of such substances. When informing his or her supervisor(s) or the Human Resources Department of such restrictions, the employee should not identify the medication(s) being used or the reason for its use. The Company will evaluate and respond to this information on a case-by-case basis. Responses may include, among other things, temporary job reassignment or modifications, a request for additional medical documentation and consultation, and/or an instruction that the employee not work until the restriction is removed. Any employee reporting to work in a safety-sensitive position without first advising the Company about warnings accompanying lawfully prescribed or obtained medications will be subject to disciplinary action up to and including possible termination of employment. An employee's lack of knowledge concerning such warnings will not excuse a violation of this rule where an employee has failed to make the inquiries required by this rule.
  - b. "Safety-sensitive positions" are generally defined as those positions in which impairment caused by drug or alcohol use would threaten the health or safety of any person. All clinical positions are considered to be "safety-sensitive."

# **Advantage Medical Professionals**

## **Policy and Procedure Manual**

### **Policy: DRUG & ALCOHOL TESTING AND SUBSTANCE ABUSE POLICY**

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#### ***(PROHIBITED CONDUCT CONCERNING ALCOHOL AND DRUGS continued)***

4. Using or possessing “recreational marijuana” or “medical marijuana” in the workplace. All employees are prohibited from being under the influence of marijuana while at work. Employees who use recreational marijuana while off-duty in states where it is legal may test positive on a drug test required under this policy. Positive test results will not be excused by the “recreational” use of marijuana, except as may otherwise be required by law. Employees who use “medical marijuana” in states where it is legal must report this use to their supervisor or Human Resources, as described above, so that the Company may analyze the potential safety risk. The Company will comply with applicable state laws with regard to the use of “medical marijuana” to the extent that those laws impose any obligations on employers.
5. Failing to stay in contact with the Company or its medical review officer while awaiting the results of a drug test.
6. Engaging in the unlawful or unauthorized manufacture, distribution, dispensation, solicitation, sale, purchase, transfer or possession of drugs or alcohol while on Company-paid time, on Company premises, in Company vehicles, or while otherwise engaged in activities for or on behalf of the Company. This prohibition does not include the authorized distribution, dispensation, solicitation, sale, purchase, transfer or possession of alcohol at Company sponsored functions or activities. In addition, an employee’s illegal conduct involving drugs or alcohol during non-work times may also result in discipline, up to and INCLUDING discharge.
7. The refusal to submit to any drug or alcohol test that is required under the Company’s policy will result in the employee’s immediate termination of employment. This includes tests which employees agree to take in conjunction with rehabilitation.
8. Testing positive on any drug or alcohol test required under this policy, unless prohibited by law.

**Refusal to Submit to a Test:** An employee who engages in any of the following conduct will be considered to have refused to submit to a test:

refusing or failing to appear for any substance abuse test within a specified time, as determined by the Company, after being directed to do so by the Company;

failing to sign an authorization form permitting the release of the drug and/or alcohol test result to the Company;

failing to remain at the testing site until the testing process is complete;

failing to provide a urine, blood, breath or saliva specimen for testing;

failing to attempt to provide a urine, breath or saliva specimen for testing;

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## **Policy: DRUG & ALCOHOL TESTING AND SUBSTANCE ABUSE POLICY**

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### ***(PROHIBITED CONDUCT CONCERNING ALCOHOL AND DRUGS continued)***

failing to provide a sufficient amount of urine or breath when directed, without an adequate medical explanation;

failing or declining to take a second drug or alcohol test that the Company or collector has directed to be taken;

failing to undergo a medical examination or evaluation, as directed by the MRO as part of the verification process, or as directed by the Company as part of the “shy bladder” procedures, or the insufficient breath procedures;

adulterating or substituting a urine specimen, or attempting to adulterate or substitute a urine specimen;

in the case of a directly observed or monitored collection in a drug test, failing to permit the observation or monitoring of the provision of a urine specimen (unless prohibited by law); or,

failing to cooperate with any part of the testing process such as by delaying the collection, testing or verification process or otherwise engaging in conduct that clearly obstructs or manipulates, or attempts to obstruct or manipulate, the testing process.

## **CONSEQUENCES FOR POLICY VIOLATIONS**

**Positive Test Results:** Any applicant who receives a verified positive drug test result will be ineligible for employment with the Company, except as may otherwise be required by law.

**Refusal To Submit:** Any applicant who refuses to submit to a test will be ineligible for employment with the Company. The following conduct will be considered as refusing to submit to a test:

refusing or failing to appear for a substance abuse test within a specified time, as determined by the Company, after being directed to do so by the Company;

failing to sign an authorization form permitting the release of drug test result to the Company;

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## **Policy: PRE-EMPLOYMENT DRUG SCREEN POLICY**

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### ***(CONSEQUENCES FOR POLICY VIOLATIONS continued)***

failing to remain at the testing site until the testing process is complete;

failing to provide a urine or blood specimen for collection;

failing to provide a sufficient amount of urine when directed, without an adequate medical explanation;

failing or declining to take a second drug test that the Company or collector has directed to be taken;

failing to undergo a medical examination or evaluation, as directed by the MRO as part of the verification process, or as directed by the Company as part of the “shy bladder” procedures;

adulterating or substituting a specimen, or attempting to adulterate or substitute a specimen;

in the case of a directly observed or monitored collection in a drug test, failing to permit the observation or monitoring of the provision of a urine specimen (unless prohibited by law); and,

failing to cooperate with any part of the testing process, such as by delaying the collection, testing or verification process or otherwise engaging in conduct that clearly obstructs or manipulates, or attempts to obstruct or manipulate, the testing process.

### **CONSUMPTION OF FOOD OR FOOD-PRODUCTS CONTAINING HEMP**

Applicants who use recreational marijuana in states where it is legal are advised that a positive drug test result for marijuana will not be excused due to recreational use, except as may otherwise be required by law. Applicants and employees who use CBD and/or hemp products are advised that many of these products are unregulated and may contain THC, the psychoactive ingredient in marijuana, and may cause an applicant to test positive. A positive drug test result caused by CBD or hemp products will be treated as positive unless otherwise required by law.

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### **PROHIBITION ON EMPLOYEE WORKING**

No supervisor or manager who has actual knowledge that an employee has engaged in or is engaging in conduct prohibited under this policy shall permit the employee to work or continue working under such circumstances. Any employee who has been directed not to work or directed to stop working under such circumstances must immediately comply.

### **DRUG CONVICTIONS**

Pursuant to federal law, employees must notify their supervisor or the Human Resources Department of any criminal drug statute conviction for a violation occurring within the workplace within five (5) days of such conviction. Within ten (10) days of such notification or other actual notice, the Company will advise the contracting agency of such conviction. In addition, an employee charged with or convicted of a drug-related offense shall report the occurrence to his or her supervisor before reporting for further duty. Any employee convicted of a drug-related offense during his/her term of employment, whether based on activity on or off the job, shall be considered in violation of this policy and may be subject to adverse employment action, including possible termination, in the Company's sole discretion. If the employee has been charged with a drug-related offense, the Company may suspend the employee without pay pending the outcome of the charge.

### **NOTIFICATION OF TEST RESULTS, CONFIDENTIALITY AND TESTING EXPENSES**

Applicants and employees will be provided with a copy of their test results if they test positive or if otherwise required by law. The Company will maintain records of its substance abuse program in a secure location with controlled access. These records are confidential and will not be disclosed, except in accordance with applicable law. In Oklahoma, employees have the right to obtain copies of all information and records related to their drug and alcohol testing. In Montana, all information, interviews, reports, statements, memoranda, and test results are confidential communications that may not be disclosed to anyone except the tested employee, the designated representative of the employer, or in connection with any legal or administrative claim arising out of the employer's implementation of a testing program pursuant to Montana's drug testing law or in response to inquiries relating to a workplace accident involving death, physical injury, or property damage in excess of \$1,500, when there is reason to believe that the employee may have caused or contributed to the accident. Information obtained through testing that is unrelated to the use of a controlled substance or alcohol must be held in strict confidentiality by the medical review officer and may not be released to the Company.

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## **Policy: DRUG & ALCOHOL TESTING AND SUBSTANCE ABUSE POLICY**

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The Company will pay for all drug or alcohol tests required by the Company, which includes a confirmation drug test performed on an applicant's urine specimen. The Company will also pay for the cost of the employee's transportation to a collection site when the test is conducted at a place other than the employee's normal work site.

All time an employee spends providing a specimen for testing, including travel time to and from the collection site in order to comply with a test required under this policy, shall be considered as working time.

### **DRUG TESTING PROCEDURES**

The Company's drug testing procedures comply with applicable state laws. The Company's procedures ensure the integrity, confidentiality and reliability of the testing process, safeguard the validity of the test results and ensure that test results are attributed to the correct individual. The procedures also minimize the impact upon the privacy and dignity of applicants and employees undergoing such tests. Drug testing will be conducted via urine testing. The Company has established a chain of custody procedure for urine specimen collection and testing that will verify the identity of each urine specimen and test result. All drug testing in Montana will follow the procedures utilized by the U.S. Department of Transportation, 49 C.F.R. Part 40.

### **LABORATORIES**

In general, drug tests will be administered at outside collection facilities and analyzed by laboratories which are certified by the U.S. Department of Health and Human Services ("DHHS-certified laboratory"), or are otherwise required or permitted by applicable state and local law. On Occasion, when required by clients, or for reasonable suspicion testing, post-accident testing or diversion-based testing, testing may be conducted on-site at the employee's work location, if permitted by law. All drug testing in Montana will follow the procedures utilized by the U.S. Department of Transportation, 49 C.F.R. Part 40.

### **REQUIRED TESTS**

Except as otherwise provided in this policy, employees are required to submit to testing under the circumstances described below. Except where conditions otherwise require, all tests will normally be conducted either during or immediately after the regular work period, which includes any period when an employee is working overtime. Employees will be paid for time spent being tested.



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### **“Reasonable Suspicion” Drug and Alcohol Testing**

An employee must submit to a drug test and/or an alcohol test whenever the Company has, in accordance with the applicable state law, reason to suspect the employee has or may have used drugs or alcohol in violation of the Company’s policy.

Except as applicable state law may otherwise provide, the Company’s “reasonable suspicion” determinations will be based on specific, current observations that can be verbalized, including but not limited to the employee’s appearance, behavior, speech, or body odors. These observations may also include indications of an employee’s chronic use of, or the effects of withdrawal from, drugs or alcohol.

All “reasonable suspicion” tests must be administered as soon as possible following the determination.

The Company shall transport or make arrangements for the transport of the employee to and from the collection site.

An employee who is required to submit to a “reasonable suspicion” test will be suspended after the completion of the drug or alcohol tests, pending receipt of the test results. The Company also reserves the right to evaluate the employee’s conduct that triggered the drug and/or alcohol test, to determine if the conduct in and of itself warrants discipline, up to and including termination.

### **Post-Accident Drug and Alcohol Testing**

Unless otherwise required by applicable state law, whenever an employee causes or contributes to a work- related accident (as defined below), the employee may be required to submit to a drug test and/or an alcohol test. In California and Pennsylvania, post-accident drug and alcohol testing will be limited to safety-sensitive employees, generally defined as those positions in which impairment caused by drug use would threaten the health or safety of any person.

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**As used in this policy, “work-related accident” means an accident:**

which occurs while the employee is on the premises of the Company or at another work-site location, or is off- site while engaged in activities for or on behalf of the Company, or while the employee is operating a vehicle, including the employee’s, for or on behalf of the Company, and

the accident results in one or more of the following: (i) a fatality; or (ii) bodily injury to any individual who, as a result of the accident, requires immediate medical treatment (excluding first aid) at or away from the scene of the accident; or (iii) property or vehicle damage to Company property or to the property of a customer that is reasonably anticipated to exceed \$500.

In Montana, a post-accident test may be required of a covered employee where the Company has reason to believe the “employee’s act or failure to act is a direct or proximate cause of a work-related accident that has caused death or personal injury or property damage in excess of \$1,500.”

All post-accident tests must be administered as soon as possible following the accident. Employees who are involved in a work-related accident must remain readily available for testing or will be considered to have refused to submit to a test. However, an employee who is involved in a work-related accident is not prohibited from leaving the scene of an accident for the period of time necessary to obtain assistance in responding to the accident or to obtain necessary emergency medical care for the employee or others who injured as a result of the accident.

Except where circumstances do not permit, the Company shall transport or make arrangements for the transport of the employee to and from the collection site.

An employee who is required to submit to a post-accident test will be suspended after the completion of the test, pending receipt of the test results. The Company also reserves the right to evaluate the employee’s conduct that triggered the test, to determine if the conduct in and of itself warrants discipline, up to and including termination.

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### **PRE-ASSIGNMENT DRUG TESTING REQUIRED BY CUSTOMERS**

The Company will conduct pre-assignment drug testing when customers require that employees be drug tested prior to assignment to the customer, and where permitted by law. In California and Pennsylvania, pre- assignment drug testing will be limited to safety-sensitive employees, generally defined as those positions in which impairment caused by drug use would threaten the health or safety of any person. In Montana, no pre- assignment drug testing will be conducted.

Employees who refuse to submit to customer-required pre-assignment drug tests, or who test positive, will not be permitted to work for the customer and will be subject to disciplinary action.

### **DIVERSION-BASED DRUG TESTING REQUIRED BY CUSTOMERS**

The Company will conduct diversion-based drug testing when customers report that drugs have been diverted from the locations where the employee works, and where permitted by law. In California and Pennsylvania, diversion-based drug testing will be limited to safety-sensitive employees, generally defined as those positions in which impairment caused by drug use would threaten the health or safety of any person. In Montana, no diversion-based drug testing will be conducted.

Employees who refuse to submit to customer-required diversion-based drug tests, or who test positive, will not be permitted to work for the customer and will be subject to disciplinary action.

### **OTHER DRUG TESTING REQUIRED BY CUSTOMERS**

The Company will conduct additional types of drug tests when customers require them, e.g., annual drug tests or bi-annual drug tests, where permitted by law. In California and Pennsylvania, additional drug testing will be limited to safety-sensitive employees, generally defined as those positions in which impairment caused by drug use would threaten the health or safety of any person.

Employees who refuse to submit to customer-required drug tests, or who test positive, will not be permitted to work for the customer and will be subject to disciplinary action.

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### **CONSEQUENCES FOR POLICY VIOLATIONS**

Employees who violate the Company's policy are subject to the following consequences:

**REFUSAL TO SUBMIT:** Employees who refuse to submit to a test when requested will be terminated from employment.

**POSITIVE TEST RESULTS:** Any employee who receives a verified positive drug test result or a confirmed alcohol test result of 0.04 BAC or greater will be terminated, unless prohibited by law. The Company will comply with applicable state laws with regard to the use of medical marijuana to the extent that those laws impose any obligations on employers and to the extent that safety is not compromised.

**OTHER POLICY VIOLATIONS:** The employee will be immediately removed from his or her job duties and will be subject to discipline, up to and including termination. In addition to the consequences imposed under this policy, an employee who unlawfully manufactures, distributes, possesses, or uses a controlled substance may be subject to criminal fines and/or imprisonment under federal, state and/or local law.

### **FITNESS-FOR-DUTY EVALUATION**

Whenever a safety-sensitive employee is required to submit to a "reasonable suspicion" test and receives a negative test result, the Company may require the employee to submit to a fitness-for-duty evaluation. The evaluation may include a review of the employee's medical records and/or a medical examination. The purpose of the evaluation is to determine whether the employee poses a significant risk of substantial harm to the health and safety of the employee or others in the workplace, including customers and visitors. Employees will be required to provide the necessary authorizations for obtaining the medical records and conducting the examination. Depending upon the results of the evaluation, the Company will consider whether the safety or health risk can be eliminated or sufficiently reduced by a reasonable accommodation, if applicable.

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### **POTENTIAL LOSS OF WORKERS' COMPENSATION AND/OR UNEMPLOYMENT COMPENSATION BENEFITS**

An employee's violation of the Company's policy will be considered as gross and willful misconduct. In addition to the discipline and other consequences imposed under this policy, therefore, such employee misconduct may also result in the denial of unemployment compensation under applicable state law. Additionally, employees who are injured as a result of using drugs or alcohol in violation of this policy and/or the other Company safety rules also risk forfeiture of workers' compensation benefits under the applicable state law. In West Virginia, an injured employee who refuses to submit to drug and/or alcohol testing forfeits eligibility for unemployment compensation benefits, and if injured, for indemnity benefits under the Worker Compensation Laws.

### **DRUGS TESTED**

Unless otherwise prohibited by law, the Company will test for the following drugs: amphetamines, barbiturates, benzodiazepines, cocaine, marijuana (unless prohibited by law), methadone, methaqualone, opiates, phencyclidine (PCP), propoxyphene and their metabolites. If a customer requires it, additional drugs may be tested, as permitted by applicable law. In Kansas and Montana, the Company will test only for amphetamines, cocaine, marijuana, opiates, PCP, and their metabolites. In Oklahoma, the Company will test for drugs and alcohol as defined in the Standards for Workplace Drug and Alcohol Testing Act, including controlled substances approved for testing by the State Commissioner of Health

### **CONFIRMATION AND REVIEW OF DRUG TEST RESULTS**

All positive drug test results will be confirmed by gas chromatography and mass spectrometry ("GC/MS"). All confirmed positive drug test results will be reviewed by a medical review officer ("MRO") to determine whether there is any legitimate explanation for the positive test result. This review may include a medical interview, review of the applicant's/employee's medical history, or review of any other relevant biomedical factors and all medical records made available by the applicant.

An applicant's/employee's use of prescription and over-the-counter medications may result in a positive test result. Applicants/employees will be given the opportunity to discuss with the MRO any legitimate explanation for the positive test result. Applicants/employees may provide any information which may be considered relevant to the test, including identification of prescription or nonprescription drugs currently or recently used, or other relevant medical information.

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If the MRO determines that there is a legitimate medical explanation for the confirmed positive test result, the MRO will report the test result as negative, except that medical marijuana use will be reported to the Company for further discussion with the applicant. If the MRO determines that there is no legitimate explanation for the confirmed positive test result, the result will be verified by the MRO as a confirmed positive test. If an applicant refuses or fails to make himself/herself available to speak with the MRO, the MRO may verify a test as positive without having communicated directly with the tested individual. If the MRO reports to the Company that a negative drug test was dilute, the applicant/employee will be directed to take another test immediately. If the applicant/employee refuses to take a second test, this constitutes a refusal to test. If the second test is negative dilute, the test stands as a negative.

### **RIGHT TO REQUEST CONFIRMATORY RE-TEST AFTER TESTING POSITIVE**

Applicants and employees who test positive may request a confirmatory re-test of the original specimen, at their own expense, in a different DHHS-certified laboratory (or other laboratory required or permitted under state law) selected by the Company (unless otherwise required by law). In general, this request must be made by the applicant/employee within 72 hours of notification of the positive test result by the MRO, unless otherwise specified by law. However, in North Carolina, applicants/employees who test positive will be notified by the Company in writing of their test results and will be advised of the time period in which to request a confirmatory re- test. No other appeal procedure is available.

### **INABILITY TO PROVIDE ADEQUATE AMOUNT OF URINE**

Applicants/employees must provide at least 45 milliliters of urine for a drug test. If the applicant/employee is unable to provide such a quantity of urine, then the individual will be instructed to drink a set amount of fluids and, after a set period of time, again directed to provide a complete specimen. If the applicant/employee refuses to drink the fluids as directed, or refuses to provide a new urine specimen, this will constitute a refusal to submit to a test. If an applicant/employee has not provided a sufficient specimen within a certain time period after the first unsuccessful attempt to provide the specimen, the Company will direct the applicant/employee to submit to blood testing, where permitted by law. If blood testing is not permitted by law or is not feasible, the applicant/employee will be directed to submit to a medical evaluation, as soon as possible, from a physician selected by the Company. If the physician determines that there is no legitimate medical explanation for the individual's failure to provide an adequate amount of urine, this will constitute a refusal to submit to a test.

## **Advantage Medical Professionals Policy and Procedure Manual**

### **Policy: DRUG & ALCOHOL TESTING AND SUBSTANCE ABUSE POLICY**

**Policy Origin Date: 12/22/16**

**Policy No.: HR 1.7.1**

**Effective: 12/22/16**

**Reviewed: 02/20/19, 11/23/20, 03/23/21**

**Revised: 10/12/21, 01/18/22, 06/08/22, 11/30/22**

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If the physician determines that there is a legitimate medical explanation for the individual's failure to provide an adequate amount of urine, the Company, in consultation with the physician or MRO, will determine whether the applicant/employee should be retested, including whether a reasonable accommodation, if applicable, can be made which will provide an adequate, accurate and timely test result that will not impose an undue hardship on the program.

#### **ADULTERATED OR SUBSTITUTED URINE SPECIMENS**

Procedures for collecting specimens allow an individual privacy unless there is a reason to believe that a particular individual may adulterate or substitute the specimen. In such cases, a specimen may be obtained under the direct observation of a collection site person of the same gender as the applicant, unless prohibited by law.

#### **ALCOHOL TESTING**

##### **IN GENERAL**

Except as provided below, alcohol screening tests will be performed either by a screening test technician ("STT") using a non-evidential screening device which the STT is proficient to operate, or by a breath alcohol technician ("BAT") using an evidential breath testing device ("EBT") which the BAT is proficient to operate. The Company will only use non-evidential alcohol screening devices that are on the National Highway Traffic Safety Administration's ("NHTSA") Conforming Products List ("CPL") for non-evidential screening devices and EBTs which are on the NHTSA's CPL for evidential breath measurement devices.

##### **CONFIRMATION OF ALCOHOL TEST RESULTS AND THRESHOLD FOR POSITIVE TEST RESULTS**

If the result of the screening test is an alcohol concentration of 0.02 or greater, a confirmation test will be performed. The confirmation test will be conducted within 30 minutes from the end of the screening test. The confirmation test result is the final result upon which any discipline or other action taken under the Company's policy shall be based. The Company will consider .04 BAC or greater to be a positive test result.

## **Advantage Medical Professionals Policy and Procedure Manual**

### **Policy: DRUG & ALCOHOL TESTING AND SUBSTANCE ABUSE POLICY**

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**Reviewed: 02/20/19, 11/23/20, 03/23/21**

**Revised: 10/12/21, 01/18/22, 06/08/22, 11/30/22**

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#### **INABILITY TO PROVIDE ADEQUATE SPECIMEN AMOUNT FOR ALCOHOL TESTING**

If the employee is unable to provide sufficient saliva to complete a test on a saliva screening device, the STT shall conduct a new test, using a new device. If the employee refuses to complete the new test, this will constitute a refusal to submit to a test and the employee will be terminated. If the new test is completed, but there is an insufficient amount of saliva to activate the device, the employee shall immediately take a breath alcohol test using an EBT. If the employee refuses to submit to the test using an EBT the employee will be terminated.

Each employee shall blow forcefully into the mouthpiece of the EBT for at least six (6) seconds or until the EBT indicates that an adequate amount of breath has been obtained. If an employee fails to provide or claims that he or she is unable to provide a sufficient amount of breath to permit a valid breath test, the Company will direct the employee to submit to blood testing. If blood testing is not feasible, then the Company will direct the employee to obtain, within five days, an evaluation from a licensed physician who is acceptable to the Company and who has expertise in the medical issues raised by the employee's failure to provide a sufficient specimen. Failure to undergo such an evaluation constitutes a refusal to test. If the physician concludes that a medical condition has, or with a high degree of probability could have, precluded the employee from providing a sufficient amount of breath, the employee's test will be canceled. If the physician concludes that there is not an adequate basis for determining that a medical condition has, or with a high degree of probability could have, precluded the employee from providing a sufficient amount of breath, the employee will be considered to have refused to test.



## **Advantage Medical Professionals Policy and Procedure Manual**

### **Policy: DRUG & ALCOHOL TESTING AND SUBSTANCE ABUSE POLICY Policy**

**Origin Date: 12/22/16**

**Policy No.: HR 1.7.1**

**Effective: 12/22/16**

**Reviewed: 02/20/19, 11/23/20, 03/23/21**

**Revised: 10/12/21, 01/18/22, 06/08/22, 11/30/22**

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#### **ALCOHOL TESTING IN HAWAII, LOUISIANA AND OREGON**

When alcohol testing is required in Hawaii, Louisiana and Oregon, the Company will direct the employee to submit to a blood test. In Oregon, blood testing will be directed only when the test is not a reasonable suspicion test, or the employee does not consent to breath testing. Blood tests will be analyzed at a certified laboratory and positive test results will be subject to confirmatory testing conducted by gas chromatography and mass spectrometry ("GC/MS") as well as MRO review.

An employee who receives a verified positive blood alcohol test result may request a confirmatory "re-test" of the original blood specimen at a different DHHS-certified laboratory (or other laboratory required or permitted under state law) selected by the Company. This request must be made by the employee within 72 hours of being notified by the MRO of a verified positive test result (unless otherwise required or permitted under state law).

#### **SELF-IDENTIFICATION OF SUBSTANCE ABUSE PROBLEM**

Consistent with and subject to the Company's policies concerning the Family and Medical Leave Act, and personal leaves and vacations, employees who voluntarily self-identify themselves as having a drug or alcohol problem and who voluntarily request assistance for such problem will be referred to a substance abuse professional for an evaluation and for an appropriate counseling, treatment or rehabilitation program, if recommended. The cost of the evaluation and any counseling, treatment or rehabilitation is the employee's responsibility. (For further details concerning the employee's payment obligations, employees should refer to their individual medical insurance plan.)

This request must be made before the employee is required to submit to a drug or alcohol test required by this policy. Employees may not use this self-identification provision to avoid taking a test when required under this policy or to avoid being disciplined for receiving a positive test result or for refusing to submit to a test.

## **Advantage Medical Professionals Policy and Procedure Manual**

### **Policy: DRUG & ALCOHOL TESTING AND SUBSTANCE ABUSE POLICY**

**Policy Origin Date: 12/22/16**

**Policy No.: HR 1.7.1**

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**Revised: 10/12/21, 01/18/22, 06/08/22, 11/30/22**

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Once leave commences, periodic certification that the employee is actively continuing to participate in the program, together with progress reports, shall also be required. As a further condition of taking such leave, the employee will be required to authorize the attending substance abuse professional to communicate directly with the Company, including to release the employee's relevant treatment records to the Company, except as federal or state law may otherwise require. All such oral and written communications between the substance abuse professional and the Company shall be treated as confidential.

Except where the federal or state law prohibits, all leave time taken for the evaluation, counseling, treatment or rehabilitation will be counted against the leave to which the employee may be entitled under the federal or state Family and Medical Leave laws, or other applicable leave policy, if any.

In accordance with the applicable "Agreement For Voluntary Treatment and Conditions for Continued Employment" executed by the employee prior to the commencement of such leave, the employee may be required to submit to a return-to-duty drug test as a condition of returning to work and receive a negative result. In some cases an employee may be required to submit to a return- to-duty alcohol test as a condition of returning to duty, and if tested, must receive a negative test result. The employee may also be required to submit to unannounced follow-up drug tests and/or unannounced follow-up alcohol tests as part of the program.

### **INSPECTIONS**

**Inspections Of Company Property:** The Company may conduct unannounced random inspections at any time and without cause for the presence of illegal drugs or unauthorized alcohol on Company facilities and property such as (but not limited to) Company-issued vehicles, desks, file cabinets, and lockers. Employees are expected to cooperate in the conduct of such inspections.

## **Advantage Medical Professionals Policy and Procedure Manual**

### **Policy: DRUG & ALCOHOL TESTING AND SUBSTANCE ABUSE POLICY**

**Policy Origin Date: 12/22/16**

**Policy No.: HR 1.7.1**

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**Reviewed: 02/20/19, 11/23/20, 03/23/21**

**Revised: 10/12/21, 01/18/22, 06/08/22, 11/30/22**

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**Inspections Of Individual Property:** Personal inspections of employees and their personal property, such as (but not limited to) vehicles, clothing, packages, purses, brief cases, lunch boxes, or other containers brought onto or being taken off of Company premises, may be conducted by the Company when there is reasonable suspicion to believe that the individual may have or has violated the drug or alcohol prohibitions contained in this policy.

#### **EMPLOYEE ASSISTANCE PLAN AND DRUG-FREE AWARENESS PROGRAM**

In order to maintain a drug-free workplace, the Company has established a drug-free awareness program to educate employees on the dangers of drug abuse in the workplace, our drug-free workplace policy, the availability of any drug-free counseling, rehabilitation and any employee assistance programs and the penalties that may be imposed for violations of our drug-free workplace policy.

As part of the Company's commitment to provide a safe, healthy and efficient working environment for our employees, the Company maintains an Employee Assistance Program ("EAP"). The EAP provides information concerning the effects and consequences of alcohol and drug use on an individual's health, work, and personal life and the signs and symptoms of an alcohol or drug problem. In addition, the EAP provides referral services to employees and their families seeking help with problems resulting from alcohol misuse and drug use. Participation in this program is voluntary and confidential. The EAP can discuss available counseling, treatment and rehabilitation programs, fiscal responsibilities, and can help the employee decide what program might be best for his or her situation. For further information or to arrange an appointment, employees may contact the EAP at the following numbers:

Healthcare EAP – A division of ESI 1-800-252-4555 or 1-800-225-2527 [www.HealthCareEAP.com](http://www.HealthCareEAP.com)

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: PRIMARY SOURCE VERIFICATION**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 1.8**

**Effective: 07/18/08**

**Reviewed: 04/05/11, 06/05/13, 12/22/06, 02/20/19, 11/23/20,  
12/03/21, 11/03/22**

**Revised: 01/28/09, 04/10/15, 2/3/20**

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### **Purpose**

To validate the potential employee experience as stated on their application.

### **Policy Statement**

Primary source verification is necessary to assure employment history is accurately reflected on both the application and resume. This will prevent hiring someone who has misstated, falsified or otherwise modified their application.

### **Procedure/Guidelines**

People Facts is a company contracted by Advantage Medical Professionals, LLC to obtain primary source verification of all employment and educational history. All work history for the past seven (7) years must be verified. In the case of long-term supplemental staff, only verification of the last three years assignments is required.

Verification of history will include duties and responsibilities at each facility or assignment.

The name of the person performing the check and the date of review will be included.

The results of work history verification will be evaluated by the appropriate agency personnel to determine if applicant is a candidate for hire and placed in his/her file.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: Equal Employment Opportunity**

**Policy Origin Date: 01/4/17**

**Policy No.: HR 1.9**

**Effective: 01/04/17**

**Reviewed: 02/03/20, 11/23/20, 12/03/21, 11/03/22**

**Revised: 02/20/19**

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### **Purpose**

Advantage Medical Professionals, LLC provides equal employment opportunities to all employees and applicants for employment without regard to race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, disability, gender identity, results of genetic testing, or service in the military. Equal employment opportunity applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training.

### **Policy Statement**

Advantage Medical Professionals, LLC expressly prohibits any form of unlawful employee harassment or discrimination based on any of the characteristics mentioned above. Improper interference with the ability of other employees to perform their expected job duties is absolutely not tolerated.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: LICENSE EXPERIENCE PARAMETERS FOR HIRE**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 2.0**

**Effective: 07/18/08**

**Reviewed: 04/05/11, 06/05/13, 12/22/16, 02/20/19, 11/23/20,  
12/03/21**

**Revised: 01/28/09, 04/10/15, 12/22/16, 02/20/19, 10/31/19,  
02/03/20, 07/19/22**

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### **Purpose**

To validate a potential employee has adequate experience to work for the agency.

### **Policy Statement**

All employee or potential employees will be screened to be sure they have the necessary experience to work for the agency.

### **Procedure/Guidelines**

All clinical employees shall have a minimum of one (1) year satisfactory work experience in the assigned area within the last two years. This experience will be primary source verification with work history and reference checks. The documentation will be placed in the employee file.

In addition, all clinicians must satisfactorily complete:

- Job Application that includes work history and education
- Minimum two (2) references/employment verification – Manager or Supervisor preferred
- Satisfactory completion of clinical skills checklist
- Current BLS certification course (additional certifications as required (ACLS, PALS, etc.))
- Completion of Industry Recognized Testing System
  - Abuse and Neglect
  - Advanced Directives
  - Age Specific
  - Body Mechanics
  - Care Planning
  - Complaints and Grievances
  - Compliance
  - Cultural Diversity
  - Fall Prevention
  - Ethics

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: LICENSE EXPERIENCE PARAMETERS FOR HIRE**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 2.0**

**Effective: 07/18/08**

**Reviewed: 04/05/11, 06/05/13, 12/22/16, 02/20/19, 11/23/20,  
12/03/21**

**Revised: 01/28/09, 04/10/15, 12/22/16, 02/20/19, 07/19/22**

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- Completion of Industry Recognized Testing System Cont.
  - Environment of Care
    - Life Safety
    - Hazardous Materials
    - Waste Management
    - Medical Equipment Management
    - Emergency preparedness
    - Utility Management
    - Security Management
    - Bio-terrorism
    - Fire Safety
  - HIPAA
  - Infection Control
  - Latex Allergy
  - Legal Issues in Healthcare
  - OSHA Healthcare Safety
  - Pain Management
  - Patient Rights
  - Patient Safety
  - Quality Improvement
  - Restraints
  - Risk Management
  - Sexual Harassment
  - Substance Abuse Recognition
  - Workplace Violence
- Competency-based performance evaluation (bi-annually )
- Compliance with OSHA Standard CFR 1910.1030, exposure to blood borne pathogens standards.

## **Advantage Medical Professionals Policy and Procedure Manual**

### **Policy: LICENSE EXPERIENCE PARAMETERS FOR HIRE**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 2.0**

**Effective: 07/18/08**

**Reviewed: 04/05/2011, 06/05/2013, 02/20/2019, 11/23/2020,  
12/03/21**

**Revised: 01/28/09, 04/10/15, 12/22/16, 02/20/19, 10/31/19,  
02/03/20, 07/19/22**

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- All clinicians must submit for visual review their new license/permit/certification annually. Where applicable, these items are verified online
  - Job Descriptions - All employees are given a job description
  
  - The following tests are administered to applicants. Acceptable passing score for tests are 80%.

Registered Nurses:	Medication Test
	IV Therapy Test – Client Specific
	Area Specific Test
	Other at client specific requirements/requests
Licensed Practical/Vocational Nurses:	Medication Test
	IV Therapy Test - Client Specific
	Area Specific Test
	Other at client specific requirements/requests
Respiratory Therapists:	Area Specific Test
	Other at client specific requirements/requests
Certified Nursing Assistants:	Area Specific Test
	Other at client specific requirements/requests
Surgical Technician/OR Tech:	Area Specific Test
	Other at client specific requirements/requests
Ancillary/Allied Health Professionals:	Area Specific Test
	Other at client specific requirements/requests



# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: JOB DESCRIPTIONS**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 2.1**

**Effective: 07/18/08**

**Reviewed: 04/05/11, 02/20/19, 11/23/20, 12/03/21, 11/03/22**

**Revised: 01/28/09, 06/05/13, 04/10/15, 12/29/16, 10/31/19**

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### **Purpose**

To assure that each agency officer, director, manager, and employee has an appropriate job description which pertains to their duties and responsibilities within the agency.

### **Policy Statement**

To assure that each agency employee knows the requirements and expectations of his/her job position. The agency employee will sign a signature page acknowledging their understanding of their job description.

### **Policy/Guideline**

Each employee will receive a copy of the appropriate job description that fully defines the minimum clinical competence and qualifications consistent with staff job responsibilities.

The agency accurately represents clinical staff qualifications, clinical competency, licensure, registration, and/or certification to the consumer.

The agency only places clinical staff in areas of practice within the scope of their license, registration, certification, or clinical competence.

The job description defines duties expected of the employee, position responsibilities and accountabilities.

Each job description identifies to whom the employee reports.

The employee will sign and date the job description signifying understanding of the duties and expectations required for the job and also that he/she has received a copy of the job description.

The signed job description or acknowledgement signature is placed in the employee file.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: COMPETENCY AND MANDATORY TESTING REQUIREMENTS**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 2.2**

**Effective: 07/18/08**

**Reviewed: 04/05/11, 12/29/16, 02/20/19, 11/23/20, 11/03/22**

**Revised: 02/28/09, 06/05/13, 04/10/15, 02/20/19, 06/29/21**

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#### **Purpose**

The testing standards are a means used to assess the agency's tools to measure the competence and clinical knowledge base of the applicant in their general field as well as in any specialty areas they declare as experienced. These standards will also assess the agency's tools for measuring applicant's knowledge, competency, conflict resolution and expertise in the job area for which they are applying.

To assure any applicant for hire/employee meets or exceeds all mandatory in-service requirements and all subsequent mandatory testing as required by agency/host facility.

#### **Policy Statement**

Competency of the applicant is determined through consistent and standardized methods. These particular tests validate the required knowledge base for clinical expertise.

The testing standard assures the client and agency of the quality and competence of the individual.

Mandatory testing will be done on hire. A passing grade of at least 80% must be obtained in each areas of testing. Core competencies are tested on hire and minimally every three years or more frequently as needed or requested by clients.

#### **Procedure/Guideline**

It is the responsibility of the employee to maintain current annual testing requirements as a condition of employment.

Mandatory testing includes OSHA and Joint Commission requirements, age specific competency, Infection Control, Body Mechanics, Fire and Safety and any other requirements of the agency or host facility.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: COMPETENCY AND MANDATORY TESTING REQUIREMENTS**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 2.2**

**Effective: 07/18/08**

**Reviewed: 04/05/11, 04/10/15, 12/29/16, 02/20/19, 12/3/20,  
06/29/21, 11/03/22**

**Revised: 02/28/09, 06/05/13, 02/20/19, 01/22/21**

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All candidates for hire and all employees will establish their knowledge base and expertise for the job for which they apply via testing.

Testing can be done electronically or orally. Electronic testing via industry recognized electronic testing program, or with host facility may be done off site. All other testing will be done on site. On site testing will have a proctor.

A passing score of 80% is mandatory on each area of testing.

Candidates for hire may retest two (2) times. If an applicant fails to successfully complete the testing requirements with a passing score of 80% on three consecutive attempts, then the employee may not reapply for a position for a period of one year. Exception to this can only be made in the event of technical issues with the testing program.

Documentation will include test name and test scores. Some clients require remedial testing to 100% and agency will comply.

Host facilities may have additional testing to assess competency and critical thinking. Agency will request to receive the results from the host facility and the results will be placed in employee file.

If mandatory testing is not completed in the specified time frame, the employee is ineligible to work until testing is current.

*{Covid- 19 Public Health Emergency (PHE) extension: In agreement with the COVID-19 Emergency declaration issued by The Trump Administration and the LA Governor's office we are allowing an extension on required credential expirations. This will permit clinicians to schedule assignments after their current credential expiration date. The purpose of this extension is to assist clients during crisis staffing needs. We are postponing the deadline for completing requirements throughout the COVID-19 PHE until the end of the first full quarter after the declaration of the PHE conclusion}*

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: CLIENT DRIVEN COMPETENCY TESTS POLICY**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 2.3**

**Effective: 07/18/08**

**Reviewed: 04/15/11, 06/05/13, 04/10/15, 02/20/19, 12/3/20,  
12/01/21, 11/03/22**

**Revised: 01/28/09, 12/29/16, 02/10/19**

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### **Purpose**

The purpose of this policy is to establish a method of communication to share testing results between host facility and employee.

### **Policy Statement**

Testing of all employees is essential to assure the client and the agency of the competence of the employee.

### **Policy/Guideline**

It is the responsibility of the employee to keep all mandatory requirements current.

A client may want additional testing to further evaluate the competency of the employee. This testing will be done at the client facility. The employee must take and pass with 80% or greater in each aspect of the testing elements.

Any testing required by the client facility will be required of any employee desiring to accept assignments at the client facility.

The test results will be communicated to the agency and placed in employee file. The date of the test and the person reporting will also be documented.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: TESTING PROCEDURES AND PASSING PROCEDURES**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 2.4**

**Effective: 07/18/08**

**Reviewed: 04/15/11, 06/05/13, 04/10/15, 12/29/16, 02/20/19,  
12/3/20, 12/01/21, 11/03/22**

**Revised: 01/28/09**

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### **Purpose**

To assure a standardized system for testing any individual and alleviating any disadvantage in the testing process. To validate competency a minimum grade of 80% is required on all mandatory tests.

### **Policy Statement**

To assure the client and the agency that the most qualified and competent healthcare professionals are hired. Testing standards assure that patient care will be delivered in a safe and competent manner.

### **Procedure/Guideline**

It is the responsibility of the employee to maintain all mandatory testing.

The testing format will be decided by the agency and host facility.

Any on site testing will be proctored by a qualified staff member.

A passing score of minimally 80% is required.

You may retest two (2) times and if you do not remediate to a score of at least 80%, you will no longer be considered for employment for a period of one year.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: RETESTING POLICY**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 2.5**

**Effective: 07/18/08**

**Reviewed: 04/15/11, 06/05/13, 04/10/15, 12/29/16, 02/20/19,  
12/3/20, 12/01/21, 11/03/22**

**Revised: 01/28/09**

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### **Purpose**

To define an avenue for second testing in the event that a score does not meet the minimum standard allowing for fair and equitable treatment of all employees who are tested for competency and medication administration as well as mandatory and specialty testing.

### **Policy Statement**

All test scores will be documented in employee file. The results of both tests will be reviewed with the employee.

### **Policy/Guideline**

You may retake a test two (2) times.

Failure to pass test a third time will make the employee ineligible for placement in a client facility for a period of one year.

Results of all testing will be placed in employee file and staffing system. The retesting policy must minimally remediate to 80% with the understanding that some clients will require 100% remediation. If this is the case, the agency will comply.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: FIELD STAFF REASSIGNMENT/FLOATING POLICY**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 2.6**

**Effective: 07/18/08**

**Reviewed: 04/15/11, 06/05/13, 04/10/15, 12/29/16, 02/20/19,  
12/03/20, 12/01/21, 11/03/22**

**Revised: 01/28/09**

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### **Purpose**

To assure employees who are reassigned/floated as necessary are re-assigned to areas that fall within their scope of practice.

### **Policy Statement**

The agency has a firm policy and procedure for handling staff reassignment by clients only to their areas within their scope of practice or documented area of expertise. A policy defining appropriate assignment areas for agency employees assists in guarding against placement of staff outside their area of training or expertise. This reduces risk of liability.

### **Procedure/Guideline**

The policy on floating and re-assignment should have what the agency considers acceptable and safe “floatable areas” for their staff.

Contracts will identify and define re-assignment parameters, including areas for appropriate re-assignment given the credentials of the staff to be re-assigned.

Any employee who is asked to float should notify the agency immediately if it is out of their area of expertise. This should be done before you accept any assignment.

The agency will contact the client and discuss the situation and help to resolve the issue.

Refusing to float in an area that is in your scope of practice will not be tolerated.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: OPTIONS FOR EMPLOYEES CANCELLED FOR CAUSE**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 2.7**

**Effective: 07/18/08**

**Reviewed: 04/15/11, 06/05/13, 04/10/15, 02/20/19, 12/03/20,  
12/03/21, 11/03/22**

**Revised: 01/28/09, 12/29/16**

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### **Purpose**

To assure the policy for employees who have been terminated from an assignment or contract for cause will receive fair and equitable treatment.

### **Policy Statement**

The agency has a policy for any employee whose contract has been terminated or cancelled for cause. The purpose of the policy is to be sure the employee is treated fairly and equitably in the review process.

### **Procedure/Guideline**

Any employee who has had their contract terminated or cancelled for cause will have an opportunity to present their side of the events leading to the termination.

The agency policy for options for employees terminated for cause assures there are clearly defined guidelines for documenting any termination and to guarantee fairness to the individual throughout the process.

The complaint/terminations will be handled through peer review or an ad hoc grievance committee of the Advisory Committee.

Reporting practices should have a documented chain of custody for all official documents.

All documentation will include the date and time of the incident/issue, nature of the incident, all actions taken, all actions considered to correct or otherwise resolve the situation with the client facility.

The incident will be documented in the employee file and will be shared only with people on a need-to-know basis. Maintain HIPPA in dealing with issues of employee counseling.



# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: MAINTENANCE OF OPEN ORDER NEEDS**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 2.8**

**Effective: 07/18/08**

**Reviewed: 04/15/11, 06/05/13, 04/10/15, 02/20/19, 11/23/20,  
12/03/21, 01/26/22**

**Revised: 01/28/09, 12/29/16, 02/20/19**

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### **Purpose**

The standards for Open Order Maintenance is to assure the agency is portraying an accurate picture of the placement needs as to specialty, required skills, certifications required and experience level.

### **Policy Statement**

The Needs List Maintenance Policy assures that the needs list is all inclusive, including the specific nature of the facility needs as well as any specific credentials and skills required by the facility in order to assure the best and most accurate match.

### **Procedure/Guideline**

The electronic staffing data base/credentialing interface maintains all open orders. This data base identifies any shift requests and shifts filled by the agency. Open Order Maintenance is available 24 hours a day.

The open order list electronically defines the date and time the request was logged, the date and time the shift is needed, the requested personnel RN, LPN, LRT & CNA and any certifications required, and specific skills.

The name of the person receiving the information and the person who filled the shift should also be documented.

The credentials of the Clinician accepting the assignments and their experience must be documented to assure that qualified staff is assigned appropriately.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: DNR – DO NOT RETURN POLICY**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 2.9**

**Effective: 07/18/08**

**Reviewed: 04/15/11, 06/05/13, 04/10/15, 02/20/19, 12/03/20,  
12/03/21, 11/03/22**

**Revised: 01/28/09, 12/29/16**

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### **Purpose**

The agency has a policy defining options for employees who have been Do Not Return by client facility.

### **Policy Statement**

This policy will assure the employee has rebuttal opportunities in the event they are determined to be a Do Not Return employee.

### **Procedure/Guideline**

The employee will be informed by the agency of the DNR.

The incident causing the DNR will be discussed with the employee.

The agency will discuss at length with the client the allegation. The incident, date and time as well as any others involved should be discussed.

The client and the agency will attempt to resolve the situation to have the best outcome for all concerned.

The agency will discuss the final decision and findings with the employee.

If the employee is not satisfied with the final outcome, he may use the grievance process. Refer to the grievance procedure.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: Post DNR POLICY**

**Policy Origin Date: 06/25/19**

**Policy No.: HR 2.92**

**Effective: 06/25/19**

**Reviewed: 02/03/20, 12/03/20, 12/03/21, 11/03/22**

**Revised:**

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### **Purpose**

To define the process and actions to be taken upon notification that an employee has been declared a Do Not Return by client facility.

### **Policy Statement**

To define the process of consistent fair treatment of all clinicians when declared a DNR at a facility.

### **Procedure/Guideline**

As stated in HR 2.9 the employee will be informed by the agency of the DNR.

Advantage will immediately place the employee on a Hold status (preventing them from being scheduled for assignments) until the DNR can be thoroughly investigated.

At the discretion of the HR Director, CEO and / or DON determination of employment status will be made based on the following standards:

1. Risk of patient harm
2. Violation of Standard of Care
3. Violation of Scope of practice

Any action found to jeopardize a patient's safety or a nurse's ability to perform in his or her scope of practice in a professional, ethical, safe or competent manner could lead to termination.

Multiple DNRs can result in immediate termination at the discretion of the HR Director, CEO, and / or DON.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: EMPLOYEE ORIENTATION**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 3.0**

**Effective: 07/18/08**

**Reviewed: 04/15/11, 06/05/13, 04/10/15, 12/29/16, 02/20/19,  
11/23/20**

**Revised: 01/28/09, 06/30/21, 12/02/22**

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**Purpose** - To assure the agency has communicated all significant operational information to all new hires. Orientation is the appropriate place to introduce all new hires to the company code of conduct, to outline all company policy and procedures, to address all mandatory all annual credentialing and employee responsibility to comply with all company policies and procedures.

### **Policy Statement**

An orientation program is in operation. This prepares new staff for successful employment with the company. Defining clearly all expectations the agency has via policies and procedures, directives and any other information that is necessary for the employee to function within the company will be reviewed.

### **Procedure/Guidelines**

All newly hired employees will receive a company orientation. This is done via completion of all human resources paperwork, reading the policy and procedure manual. This can be conducted electronically. There will always be an agency representative available to answer any employee questions.

The orientation will minimally include review of the following: Mission Statement, Compliance with OSHA, Joint Commission, federal and state regulations, and payroll/time card procedures. Policy relating to any lapse in credentials, client information and needs, competency issues, agency governance, HIPAA, confidentiality, performance reviews, quality improvement committee, discipline, and any other policies and procedures that seem important. Other policies and procedures considered important for the employee so that he/she will better represent the agency to the host facility.

All employees will sign an acknowledgement page stating they have had an opportunity to review the agency policy and procedure manual and have also had an opportunity to ask any questions. Your signature indicates an understanding of the policy and procedures and an agreement between the agency and yourself that you will abide by these policies and procedures. The Policy and Procedure Manual will be available for on the organization's website.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: EMPLOYEE NOTIFICATION OF COMPANY POLICIES AND POLICY CHANGES**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 3.1**

**Effective: 07/18/08**

**Reviewed: 04/15/11, 06/05/13, 04/10/15, 12/29/16, 02/20/19,  
12/03/20, 12/02/21, 11/03/22**

**Revised: 01/28/09, 10/31/19**

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### **Purpose**

To ensure employee is aware of policies and any changes of Advantage Medical Professionals, LLC policies.

### **Policy Statement**

To assure that each employee adheres to the rules and regulations and that all new and changed policies and procedures are adhered to accordingly.

### **Policy/Guideline**

Notice of new policies or policy changes will be posted on the Advantage Medical Professionals, LLC website for employee review.

All employees are made aware in advance on the acknowledgment page that from time to time there may be additions or revisions to the employee handbook and/or policy and procedure manual and it is the employee's responsibility to keep informed and updated.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: ANNUAL ORIENTATION EDUCATION FOR HEALTHCARE PROFESSIONALS** *(formerly CLINICIAN HANDBOOK)*

**Policy Origin Date: 07/18/08**

**Policy No.: HR 3.2**

**Effective: 07/18/08**

**Reviewed: 04/15/11, 06/05/13, 12/29/16, 02/20/19, 10/31/19,  
12/03/20, 12/02/21**

**Revised: 01/28/09, 04/10/15, 10/31/19, 11/30/22**

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### **Purpose**

To ensure that each employee file contains evidence the employee has been informed of the agency's policies and procedures and is in receipt of the Annual Orientation Education for Healthcare Professionals.

### **Policy Statement**

The Annual Orientation Education for Healthcare Professionals is available and distributed to every newly hired employee. The Annual Orientation Education for Healthcare Professionals is available for employees to reference any policy and procedure of Advantage Medical Professionals, LLC. The employee will sign a statement that acknowledges they have read, understand, and had the opportunity to ask questions and have been given a copy of the Annual Orientation Education for Healthcare Professionals.

### **Procedure/Guidelines**

All employees will receive a copy of the Annual Orientation Education for Healthcare Professionals during the onboarding process. The employee will have an opportunity to ask questions during the onboarding process and will sign an acknowledgement statement of receipt and understanding of the contents. The date of receipt will also be included on the signature page.

The Annual Orientation Education for Healthcare Professionals will *minimally* include the following:

- Terms and Conditions of Employment, Confidentiality Statement, Sentinel Event Policy and Procedure, Report a Complaint about a Healthcare Organization, Standard List of Abbreviations, Hand Washing Indications, Annual Competencies and Qualifications, Medication Variation, Proper Lifting Instructions, Business Courtesies, Ebola Information Guidelines, etc.

Annual Orientation Education for Healthcare Professionals is assigned annually to Active Employees to provide updates/changes.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: ASSESSMENT AND REASSESSMENT OF CLINICAL STAFF COMPETENCE**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 4.0**

**Effective: 07/18/08**

**Reviewed: 01/28/09, 08/29/11, 06/05/13, 02/20/19, 12/01/21,  
11/03/22**

**Revised: 01/28/09, 08/29/11, 12/19/16, 12/03/20**

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#### **Purpose**

To establish a process to assess and reassess staff clinical competency on an ongoing basis which is a systematic process that measures the ability of a clinical staff member to perform required activities. Current competency may be reviewed through information obtained from past and current employers, peer recommendations, validation of specialty certifications and/or licensure tests, performance data, and or skills observation done either separately or in partnership with customers.

#### **Policy Statement**

Advantage Medical Professionals, LLC assesses the clinical competency of staff upon hire and on an ongoing basis.

#### **Procedure/Guidelines**

Any employee hired to work in a clinical capacity at Advantage Medical Professionals, Inc., will have an initial assessment performed upon hire and on an ongoing basis.

The initial assessment includes the completion of the following:

- Skills check list.
- Mandatory testing for areas in which the practitioner is attempting to obtain supplemental or temporary staffing assignments. All employees will complete the mandatory testing as outlined by CTM Testing.
- In the event an applicant is unable to successfully complete the minimum competency testing as outlined, the employee may take the exam two additional times.
- In the event the applicant unsuccessfully completes the exam a third time, the applicant is no longer considered for employment and may reapply and retest in one year.

## **Advantage Medical Professionals Policy and Procedure Manual**

### **Policy: ASSESSMENT AND REASSESSMENT OF CLINICAL STAFF COMPETENCE**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 4.0**

**Effective: 07/18/08**

**Reviewed: 01/28/09, 08/29/11, 06/05/13, 02/20/19, 12/01/21,  
11/03/22**

**Revised: 01/28/09, 08/29/11, 12/19/16, 12/03/20**

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Employees hired at Advantage Medical Professionals will have a probationary and biannually evaluations (every two years) completed. The evaluations will include an evaluation of the employee's clinical competency submitted by the clinical staff supervisors when possible.

Advantage Medical Professionals obtains clinical evaluations on all employees upon hire and on an ongoing basis. Clinical evaluations may be obtained verbally from the client facility by administrative personnel upon hire and on an ongoing basis. Clinical facility evaluations are maintained in the CTM.

In the event an evaluation identifies performance issues, the employee is notified by the Director of Nursing and their performance is reviewed.

In the event the employee demonstrates a pattern of performance problems and is unwilling to improve, the employee will not be assigned to client facilities and may be terminated.

The firm identifies and reports aberrant or illegal behavior to professional boards and law enforcement agencies.



# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: CONTINUING EDUCATION**

**Policy Origin Date: 04/25/09**

**Policy No.: HR 5.0**

**Effective: 04/25/09**

**Reviewed: 04/15/11, 06/05/13, 02/20/19, 12/03/21, 11/03/22**

**Revised: 04/25/09, 04/10/15, 12/29/16, 12/03/20**

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### **Purpose**

Advantage Medical Professionals, LLC believes it is critical for their employees to engage in continuing education since it facilitates the services we provide to our client facility. Advantage Medical Professionals, LLC utilizes the performance improvement process to assess the needs of the clinical staff and seeks educational opportunities to improve in areas identifying opportunities for performance improvement.

### **Policy Statement**

Advantage Medical Professionals, LLC utilizes the skills competency check lists and competency testing to identify opportunities for improvement for clinical staff.

In addition the organization utilizes information provided by client facilities as they relate to complaints and do not returns to assess opportunities for continuing education.

Advantage Medical Professionals, LLC may host various educational offerings to improve clinical outcomes for clinical staff.

Advantage Medical Professionals, LLC will host free Crisis Prevention Intervention (CPI) classes to all employees free of charge.

Advantage Medical Professionals, LLC performs skills validation on any employee who has completed the online education for the following programs: Advanced Cardiac Life Support (ACLS), and Cardiopulmonary Resuscitation (CPR). Advantage Medical Professionals, L L C will periodically conduct in person CPR and / or ACLS programs

Advantage Medical Professionals, LLC encourages staff to participate in ongoing work-related in-services, training, or other activities.

# **Advantage Medical Professionals Policy and Procedure Manual**

**Policy: CONTINUING EDUCATION**

**Policy Origin Date: 04/25/09**

**Policy No.: HR 5.0**

**Effective: 04/25/09**

**Reviewed: 04/15/11, 06/05/13, 02/20/19, 12/03/21, 11/03/22**

**Revised: 04/25/09, 04/10/15, 12/29/16, 12/03/20**

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## **Procedure/Guidelines**

In the event Advantage Medical Professionals, LLC is hosting an educational offering, clinical staff is encouraged to attend. Employees of Advantage Medical Professionals, LLC will not be charged for program registration.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: PERFORMANCE REVIEW POLICY**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 6.0**

**Effective: 07/18/08**

**Reviewed: 04/15/11, 08/29/11, 06/05/13, 04/10/15, 02/20/19,  
12/03/20, 12/03/21, 11/03/22**

**Revised: 01/28/09, 08/29/11, 12/29/16, 05/30/17**

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### **Purpose**

To assure that current active employees are continuing to perform within the expected guidelines as provided by both the host facility and the agency.

To assure issues of clinical competence are addressed when identified by either performance reviews or by client reporting.

Evaluations provide a method to evaluate performance on an ongoing basis while maintaining a current competency assessment.

### **Policy Statement**

Employee Performance Review and requirements are clearly defined. When competency issues are identified, actions to improve and performance assessment pertinent to the competency issue should be well documented. Trends in clinical performance and professional behaviors are tracked, assessed and analyzed through the company Quality Improvement Committee.

Advantage Medical Professionals, LLC employees are considered active as long as they have no break in service and have current credentials.

Once an employee file is not current with respect to their current credentials, the employee is considered inactive.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: PERFORMANCE REVIEW POLICY**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 6.0**

**Effective: 07/18/08**

**Reviewed: 04/15/11, 08/29/11, 06/05/13, 04/10/15, 02/20/19,  
12/03/20, 12/03/21, 11/03/22**

**Revised: 01/28/09, 08/29/11, 12/29/16, 05/30/17**

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### **Procedure**

The minimum requirements for and Employee Performance Review are:

- One evaluation is performed/ requested from, within 90 days of hire and on an ongoing basis by a client facility. Evaluations from client facilities may be obtained in writing, electronically or by phone by administrative or staff personnel.
- New hire employees must have an Advantage Medical Professionals evaluation completed within the first ninety days of employment or first worked shift.
- Each Employee Performance Review will be reviewed with the employee to ensure that the evaluation is used to improve performance and encourage continuous quality improvement. This review does not have to be conducted in person but may be documented by a phone conversation.
- The Employee Performance Review will be completed by managers and charge nurses who have had the opportunity to supervise the employee while on duty.
- The Employee Performance Review of clinical staff includes an appraisal of professional performance, techniques, procedures, technology, and skills needed to provide care, treatment and services to the population(s) served.
- The Employee Performance Reviews are completed on active clinical staff at least every two years.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: DRESS CODE**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 7.0**

**Effective: 07/18/08**

**Reviewed: 04/15/11, 06/05/13, 04/10/15, 12/29/16, 02/20/19,  
12/03/21, 11/03/22**

**Revised: 09/29/17, 02/03/20**

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### **Purpose**

What we wear to work is a reflection of the pride in ourselves and in our company.

### **Policy Statement**

To favorably impress our customers, members of the public, and industry representatives, it is important for all employees to present a professional appearance.

### **Procedure/Guideline**

Clothing should not constitute a safety hazard.

- Scrubs should be worn on ALL assignments. Please check with Staffing to make sure what colors are allowed at different facilities and private duty assignments.
  - Scrubs should be clean, well maintained, and pressed.
  - Not permitted: loose/baggy/tight/low cut uniforms, sandals, slides, crocs
  - Bare legs, sleeveless or spaghetti strap are not allowed when representing Advantage.
- Shorter fingernails are more professional and hygienic. Therefore, nails should not extend beyond the fingertips. Acrylic and artificial nails should not be worn. No nail art or dramatic nail colors are permitted.
- Hairstyle should be kept subtle.
- Absolutely no visible body piercings and / or tattoos.
- Makeup should be minimal.
- Jewelry kept simple and to a minimum; this presents a more professional image.
- Perfume or cologne should be kept to a minimum. Be considerate if you smoke. Use breath mints and mouthwash. Consider not smoking in your uniform.
- Identification badges should be always worn and visible for all assignments.
- Closed toe shoes only. If you wear athletic shoes, make sure they are reserved exclusively for work.
- In addition, all client facility dress code policies must be met.

Employees who do not meet the uniform dress code standards will be verbally counseled on proper dress etiquette, second occurrence will get a written warning, and third occurrence will get probation up to and including termination.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: Discrimination, Harassment or Retaliation**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 8.0**

**Effective: 07/18/08**

**Reviewed: 04/15/11, 06/05/13, 04/10/15, 02/20/19, 02/03/20,  
12/03/20, 12/03/21, 11/03/22**

**Revised: 01/28/09, 12/29/16**

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### **Purpose**

To ensure the understanding that harassment of any form, including sexual harassment is not tolerated in the workplace by Advantage Medical Professionals, LLC.

### **Policy Statement**

Advantage Medical Professionals, LLC (the "Company") does not tolerate and prohibits discrimination, harassment or retaliation of or against our job applicants, contractors, interns, volunteers, or employees by another employee, supervisor, vendor, customer, or any third party on the basis of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition as defined by state law (cancer or genetic characteristics), genetic information, marital status, sex, gender, gender identity, gender expression, age, sexual orientation, military service and veteran status, pregnancy, childbirth and related medical conditions, or any other characteristic protected by applicable federal, state, or local laws and ordinances. The Company is committed to a workplace free of discrimination, harassment and retaliation. Discrimination, harassment and retaliation are also prohibited by law.

### **Procedure/Guideline**

**Harassment Defined.** Harassment is defined in this policy as unwelcome verbal, visual or physical conduct creating an intimidating, offensive, or hostile work environment that interferes with work performance. Harassment can be verbal (including slurs, jokes, insults, epithets, gestures or teasing), graphic (including offensive posters, symbols, cartoons, drawings, computer displays, or e-mails) or physical conduct (including physically threatening another, blocking someone's way, etc.) that denigrates or shows hostility or aversion towards an individual because of any protected characteristic. Such conduct violates this policy, even if it is not unlawful. Because it is difficult to define unlawful harassment, employees are expected to behave at all times in a professional and respectful manner.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: Discrimination, Harassment or Retaliation**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 8.0**

**Effective: 07/18/08**

**Reviewed: 04/15/11, 06/05/13, 04/10/15, 02/20/19, 02/03/20,  
12/03/20, 12/03/21, 11/03/22**

**Revised: 01/28/09, 12/29/16**

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**Discrimination Defined.** Discrimination under this policy means treating differently or denying or granting a benefit to an individual because of the individual's protected characteristic.

**Sexual Harassment Defined.** Sexual harassment can include all of the above actions, as well as other unwelcome conduct, such as unwelcome or unsolicited sexual advances, requests for sexual favors, conversations regarding sexual activities and other verbal or physical conduct of a sexual nature.

Examples of conduct that violates this policy include:

- unwelcome sexual advances, flirtations, advances, leering, whistling, touching, pinching, assault, blocking normal movement
- requests for sexual favors or demands for sexual favors in exchange for favorable treatment
- obscene or vulgar gestures, posters, or comments
- sexual jokes or comments about a person's body, sexual prowess, or sexual deficiencies
- propositions, or suggestive or insulting comments of a sexual nature
- derogatory cartoons, posters, and drawings
- sexually-explicit e-mails or voicemails
- uninvited touching of a sexual nature
- unwelcome sexually-related comments
- conversation about one's own or someone else's sex life
- conduct or comments consistently targeted at only one gender, even if the content is not sexual
- teasing or other conduct directed toward a person because of the person's gender

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: Discrimination, Harassment or Retaliation**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 8.0**

**Effective: 07/18/08**

**Reviewed: 04/15/11, 06/05/13, 04/10/15, 02/20/19, 02/03/20,  
12/03/20, 12/03/21, 11/03/22**

**Revised: 01/28/09, 12/29/16**

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**Retaliation Defined.** Retaliation means adverse conduct taken because an individual reported an actual or perceived violation of this policy, opposed practices prohibited by this policy, or participated in the reporting and investigation process described below. “Adverse conduct” includes but is not limited to: shunning and avoiding an individual who reports harassment, discrimination or retaliation; express or implied threats or intimidation intended to prevent an individual from reporting harassment, discrimination or retaliation; and denying employment benefits because an applicant or employee reported harassment, discrimination or retaliation or participated in the reporting and investigation process described below.

**ALL DISCRIMINATION, HARASSMENT AND RETALIATION IS UNACCEPTABLE IN THE WORKPLACE AND IN ANY WORK-RELATED SETTINGS SUCH AS BUSINESS TRIPS AND BUSINESS-RELATED SOCIAL FUNCTIONS, REGARDLESS OF WHETHER THE CONDUCT IS ENGAGED IN BY A SUPERVISOR, CO-WORKER, CLIENT, CUSTOMER, VENDOR, OR OTHER THIRD PARTY.**

**Reporting Procedures.** The following steps have been put into place to ensure the work environment at the Company is respectful, professional, and free of discrimination, harassment and retaliation. If an employee believes someone has violated this policy or our Equal Employment Opportunity Policy, the employee should promptly bring the matter to the immediate attention of Human Resources or Anna Martin, CFO/Vice President at [hr@advantagemedicalprofessionals.com](mailto:hr@advantagemedicalprofessionals.com); 504-888-8818. If either of these individuals is the person toward whom the complaint is directed you should contact any higher level manager in Human Resources or your reporting chain.

The Company’s policy is to respond to all complaints in a prompt and timely manner. If the employee makes a complaint under this policy and has not received a satisfactory response within seven (7) business days, he or she should immediately contact Anna Martin; CFO/Vice President; [anna@advantagemedicalprofessionals.com](mailto:anna@advantagemedicalprofessionals.com); 504-888-8118. Every supervisor who learns of any employee’s concern about conduct in violation of this policy, whether in a formal complaint or informally, must immediately report the issues raised to senior management (Anna Martin; CFO/Vice President) or to Human Resources 504-888-8118.

**Any employee who is found to have violated this policy will face discipline, up to and including termination.**



# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: EMPLOYEE EMERGENCY CONTACT**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 9.0**

**Effective: 07/18/08**

**Reviewed: 04/15/11, 06/05/13, 04/10/15, 12/29/16, 02/20/19,  
02/03/20, 12/03/20, 12/03/21, 11/03/22**

**Revised: 01/28/09**

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### **Purpose**

Provide Advantage Medical Professionals, LLC the ability to contact a designated person in the event of an emergency.

### **Policy Statement**

Advantage Medical Professionals, LLC will contact a designated emergency contact of the employee's choice in the event of an emergency.

### **Procedure/Guideline**

An emergency contact person is obtained from the employee upon hire. In the event of an emergency, the emergency contact person will be contacted and informed of the situation. No other contacts will be made by Advantage Medical Professionals, LLC unless the employee specifically designates an emergency contact.

In the event of Advantage Medical Professionals, LLC deems it necessary to contact the emergency contact, the only information that will be provided will be the current situation requiring contact and any information available regarding the emergency.

In the event Advantage Medical Professionals, LLC must contact an employee for an emergency, once all employee contacts provided to the employee have been exhausted, the firm may contact the emergency contact and inform the employee to contact Advantage Medical Professionals, LLC at their earliest convenience.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: TRAVEL CONTRACTS**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 10.0**

**Effective: 07/18/08**

**Reviewed: 04/15/11, 06/05/13, 04/10/15, 12/29/16, 02/20/19,  
02/03/20, 12/03/21, 11/03/22**

**Revised:**

## **Page 1 of 2**

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### **Purpose**

To define the process of obtaining a travel contract with Advantage Medical Professionals, LLC.

### **Policy Statement**

Advantage Medical Professionals LLC, is a supplemental staffing agency capable of providing client facilities with per diem assignments of temporary medical personnel as well as contractual agreements with employees for short term assignments (ranging from 1 month to 3 months).

### **Procedure/Guideline**

- Employees must complete the hiring paperwork, testing and competency as outlined in:
  - License, Employment and Work History Verification 1.0
  - Health Screening Immunization HR 1.1
  - Evidence of Identity and Credentials When Reporting for an Assignment HR 1.2
  - Background Check HR 1.6
  - Reference Check HR 1.7
  - Drug Screening Policy HR 1.8
  - License Experience Parameters for Hire HR 2.0
  - Job Descriptions HR 2.1
  - Competency and Mandatory Testing HR 2.2
  - Client Driven Competency Tests Policy HR 2.3
  - Testing Procedures and Passing HR 2.4
- Once the employee has completed all paperwork required to determine eligibility for hire, the employee profile will be sent to client facilities.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: TRAVEL CONTRACTS**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 10.0**

**Effective: 07/18/08**

**Reviewed: 04/15/11, 06/05/13, 04/10/15, 12/29/16, 02/20/19,  
02/03/20, 12/03/21, 11/03/22**

**Revised:**

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- Once the client facility reviews the application and request to interview the potential candidate, a phone or personal interview is set up between both parties.
- If the client facility desires to hire the employee, the employee will be extended a contract.
- All paperwork must be completed before an employee can begin a contract.
- Prior to the contract end date, Advantage Medical Professionals, LLC will contact the client facility to see if there is a need to extend the contract. Advantage Medical Professionals, LLC also contacts contracted employee to determine if contract extension is acceptable to employee.

If contract extension is agreeable between the hospital and agency, the guidelines for the extension will be submitted to both parties in writing for review and signature. Extension will cover all terms agreed upon by both parties.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: CANCELLATION OF TRAVEL CONTRACT**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 10.1**

**Effective: 07/18/08**

**Reviewed: 04/15/11, 06/05/13, 04/10/15, 12/29/16, 02/20/19,  
02/03/20, 12/03/21, 11/03/22**

**Revised: 01/23/19**

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**Purpose:** To define the process required to accommodate client facility and Advantage Medical Professionals, LLC obligations in the event the contractual period is unmet.

### **Application:**

- A. The hospital/facility shall be able to cancel the service of a medical professional at any time when it determines that the job performance of that individual is unsatisfactory. The Hospital supervisor must in turn, document fully the unsatisfactory performance. If an Advantage Medical Professionals, LLC employee is canceled under these conditions, Advantage Medical Professionals, LLC shall have the option of replacing the employee for the remainder of the contract period with another appropriately credentialed employee approved by the Hospital.
- B. If an Advantage Medical Professionals, LLC employee initiates early cancellation of the contract, he/she must document fully the rationale. Acceptable conditions for such action include serious illness requiring extended recuperation time, family illness/death, placement in areas for which the individual is not competent and should not be assigned (this last would require review by the Director of Nursing of Advantage Medical Professionals, LLC and appropriate facility management staff.) If an Advantage Medical Professionals, LLC employee is canceled under these conditions, Advantage Medical Professionals, LLC shall have the option of replacing the employee for the remainder of the contract period with another appropriately credentialed employee approved by the Hospital.
- C. Advantage Medical Professionals, LLC realizes there are extenuating circumstances often and is always willing and able to sit down and discuss any placement or problem and arrive at solutions that are in the best interest of all parties and acceptable to all.
- D. In the event an employee cancels a contract without cause, the employee is responsible for any and all expenses spent by Advantage Medical Professionals, LLC as they relate to housing, travel, and any other costs associated with the execution of the contract.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: EMPLOYEE BENEFITS**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 11**

**Effective: 07/18/08**

**Reviewed: 04/15/11, 06/05/13, 12/29/16, 02/20/19, 11/23/20,  
06/22/21**

**Revised: 04/10/15, 02/03/20, 07/13/22**

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### **Purpose**

To inform all clinical employees of the benefits available while employed with Advantage Medical Professionals, LLC

### **Policy Statement**

The policy is delineated to inform clinical employees of available benefits.

### **Procedure/Guideline**

- Holidays:** Clinical employees will be paid time and one half at most facilities for holidays predetermined by the individual facilities. Clinical employees will be informed of holiday shift prior to start of shift.
- Overtime:** Clinical employees will be paid time and one half for hours worked in excess of 40 hours in a work week. Overtime must be pre-approved by the facility before the agency will be allowed to schedule the clinician. The Advantage Medical Professionals workweek begins at 7:00 a.m. on Sunday morning and ends at 6:59 a.m. the following Sunday morning. All per diem employees are paid based on this workweek. For employees who are on local or travel contracts, the workweek is defined by the facility the employee is assigned to. The workweek (and any changes to the workweek) will be communicated to the employee upon their acceptance of a local or travel contract.
- Insurance:** Advantage Medical Professionals, LLC is an employee based corporation and provides Professional and General Liability Insurance and Workers Compensation Insurance to all clinical staff.

Effective January 1, 2015 Advantage Medical Professionals needs to become compliant with the Affordable Care Act. Currently all contract employees and full-time office staff are offered insurance as defined below:

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Full-time clinicians (non-variable) who agree to work 30 hours or more per week as defined in their signed contract.

*Example: A clinician who accepts a contract to begin on June 25 may be eligible for benefits July 1.*

Variable clinicians are all other clinicians that do not fall into the full-time status. New variable clinicians will be considered full-time if they average working 30 hours or more per week for their initial 11 months after their hire date. If they qualify, they will be eligible for insurance on the first of the month following the 13 month of hire. Qualifying new variable clinicians will have their stability period of insurance for 12 months.

*Example: A clinician whose hired date is June 25 may be eligible for benefits August 1.*

Ongoing variable clinicians will be considered full-time if they work 30 hours or more per Week for the 12 month period of April-March. Ongoing variable clinicians that qualify will be eligible for insurance every June 1<sup>st</sup>, which is open enrollment.

*Example: A clinician who works with us ongoing, may be eligible for benefits July 1.*

It is the employee's responsibility to notify Advantage Medical Professionals, LLC's Human Resources health insurance department in writing of any change in employment status that affects their eligibility for insurance. It is the employee's responsibility to inquire about their insurance eligibility based on the defined categories.

Information regarding your benefits will be sent electronically to the email address that you provide during onboarding. If you would like to opt out of email communication, you must notify the Human Resources department in writing.

Your benefits enrollment is completed on our online benefit enrollment website, Benefits Connect. By not logging into Benefits Connect and making enrollment or waiver decisions during your new hire eligibility period and/or annual open enrollment, you will be considered to have waived coverage.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: EMPLOYEE BENEFITS**

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**\*\*It is the clinician's responsibility to make Advantage Medical Professionals, LLC aware of his or her availability on a daily basis. Due to the nature of the temporary staffing business, Advantage Medical Professionals, LLC cannot and does not guarantee work availability or work for its variable employees\*\***

### **Eligible dependents:**

- Your legal spouse, if not legally separated.
- Your unmarried dependent children under age 26 (including stepchildren, foster children, legally adopted children and children placed with you for adoption) regardless if they are in school or not.
- Your dependent, unmarried children over age 18 who are physically or mentally unable to care for themselves.

### **Making Changes During The Year**

If you elect to participate in Section 125, pretax deductions; due to IRS regulations, once a clinician has made the choice for the enrollment period, changes to benefits cannot be made until the next enrollment period. Clinicians cannot change or revoke any of the elections or this compensation redirection agreement at any time during the Plan Year (with exception of the HAS) unless there has been a "change in status" and the election change is consistent with the "change in status", this means: marriage, divorce, death of a spouse or child, birth or adoption of a child, termination of commencement of employment of a spouse, change in clinician or spouse's employment status from full-time to part-time or from part-time to full-time, clinician or spouse taking an unpaid leave of absence, a substantial change in family's health coverage due to a change in spouse's employer-sponsored health coverage, or such other events as the Plan Administrator determines will permit a change or revocation of an election.

- To change benefits, notify Human Resources within 31 days of the change in family status. Clinician will need to provide proof of the change, such as marriage certificate, record of birth or adoption, etc.

# Advantage Medical Professionals Policy and Procedure Manual

## Policy: Family & Medical Leave

**Policy Origin Date:** 11/24/20

**Policy No.:** HR 11.1

**Effective:** 11/24/20

**Reviewed:** 12/03/21, 07/27/22

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**Purpose:** Advantage Medical Professionals will provide Family and Medical Leave Act (FMLA) leave to its eligible employees. The company posts the mandatory FMLA Notice and upon hire provides all new employees with notices required by the U.S. Department of Labor (DOL) on Employee Rights and Responsibilities under the Family and Medical Leave Act.

The function of this policy is to provide employees with a general description of their FMLA rights. In the event of any conflict between this policy and the applicable law, employees will be afforded all rights required by law.

If you have any questions, concerns, or disputes with this policy, you must contact the Human Resources Director in writing.

**Policy Statement:** Under this policy, Advantage Medical Professionals will grant up to 12 weeks of leave during a 12-month period to eligible employees (or up to 26 weeks of military caregiver leave to care for a covered servicemember with a serious injury or illness). The leave may be paid, unpaid or a combination of paid and unpaid leave, depending on the circumstances of the leave and as specified in this policy.

## Procedure/Guideline:

### Eligibility

To qualify to take family or medical leave under this policy, the employee must meet all of the following conditions:

- 1) The employee must have worked for the company for 12 months or 52 weeks. The 12 months or 52 weeks need not have been consecutive. Separate periods of employment will be counted, provided that the break in service does not exceed seven years. Separate periods of employment will be counted if the break in service exceeds seven years due to National Guard or Reserve military service obligations or when there is a written agreement, including a collective bargaining agreement, stating the employer's intention to rehire the employee after the service break. For eligibility purposes, an employee will be considered to have been employed for an entire week even if the employee was on the payroll for only part of a week or if the employee is on leave during the week.
- 2) The employee must have worked at least 1,250 hours during the 12-month period immediately preceding the commencement of the leave. The 1,250 hours do not include time spent on paid or unpaid leave. Consequently, these hours of leave should not be counted in determining the 1,250 hours eligibility test for an employee under FMLA.
- 3) The employee must work in a worksite where 50 or more employees are employed by the company within 75 miles of that office or worksite. The distance is to be calculated by using available transportation by the most direct route.



# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: Family & Medical Leave**

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### **Type of Leave Covered**

To qualify as FMLA leave under this policy, the leave must be for one of the reasons listed below:

- 1) The birth of a child and in order to care for that child.
- 2) The placement of a child for adoption or foster care and to care for the newly placed child.
- 3) To care for a spouse, child or parent with a serious health condition (described below).
- 4) The serious health condition (described below) of the employee.

An employee may take leave because of a serious health condition that makes the employee unable to perform the functions of his or her position.

Under the FMLA, a "spouse" means a husband or wife. Husband or wife refers to the other person with whom an individual entered into marriage as defined or recognized under state law for purposes of marriage in the state in which the marriage was entered into or, in the case of a marriage entered into outside of any state, if the marriage is valid in the place where entered into and could have been entered into in at least one state. This definition includes an individual in a same-sex or common law marriage that either:

- was entered into in a state that recognizes such marriages; or
- if entered into outside of any state, is valid in the place where entered into and could have been entered into in at least one state

A serious health condition is defined as a condition that requires inpatient care at a hospital, hospice or residential medical care facility, including any period of incapacity or any subsequent treatment in connection with such inpatient care or a condition that requires continuing care by a licensed health care provider.

This policy covers illnesses of a serious and long-term nature, resulting in recurring or lengthy absences.

Generally, a chronic or long-term health condition that would result in a period of three consecutive days of incapacity with the first visit to the health care provider within seven days of the onset of the incapacity and a second visit within 30 days of the incapacity would be considered a serious health condition. For chronic conditions requiring periodic health care visits for treatment, such visits must take place at least twice a year. Employees with questions about what illnesses are covered under this FMLA policy or under the company's sick leave policy are encouraged to consult with the Human Resources Director.

If an employee takes paid sick leave for a condition that progresses into a serious health condition and the employee requests unpaid leave as provided under this policy, the company may designate all or some portion of related leave taken as leave under this policy, to the extent that the earlier leave meets the necessary qualifications.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: Family & Medical Leave**

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5) Qualifying exigencies leave for families of members of the National Guard or Reserve or of a regular component of the Armed Forces when the covered military member is on covered active duty or called to covered active duty. An employee whose spouse, son, daughter, or parent either has been notified of an impending call or order to covered active military duty or who is already on covered active duty may take up to 12 weeks of leave for reasons related to or affected by the family member's call-up or service. The qualifying exigency must be one of the following:

- a. short-notice deployment
- b. military events and activities
- c. childcare and school activities
- d. financial and legal arrangements
- e. counseling
- f. rest and recuperation
- g. post-deployment activities
- h. additional activities that arise out of active duty, provided that the employer and employee agree, including agreement on timing and duration of the leave.

Eligible employees are entitled to FMLA leave to care for a current member of the Armed Forces, including a member of the National Guard or Reserve, or a member of the Armed Forces, the National Guard or Reserve who is on the temporary disability retired list, who has a serious injury or illness incurred in the line of duty on active duty for which he or she is undergoing medical treatment, recuperation, or therapy; or otherwise in outpatient status; or otherwise on the temporary disability retired list. Eligible employees may not take leave under this provision to care for former members of the Armed Forces, former members of the National Guard and Reserve, or members on the regular disability retired list.

(6) To care for a covered servicemember with a serious injury or illness if the employee is the spouse, son, daughter, parent, or next of kin of the covered servicemember.

- a) A "son or daughter of a covered servicemember" means the covered servicemember's biological, adopted, or foster child, stepchild or legal ward, or a child for whom the covered servicemember stood in loco parentis, and who is of any age.
- b) A "parent of a covered servicemember" means a covered servicemember's biological, adoptive, step or foster father or mother, or any other individual who stood in loco parentis to the covered servicemember. This term does not include parents in law.
- c) The "next of kin of a covered servicemember" is the nearest blood relative, other than the covered servicemember's spouse, parent, son or daughter, in the following order of priority: blood relatives who have been granted legal custody of the servicemember by court decree or statutory provisions, brothers and sisters, grandparents, aunts and uncles, and first cousins, unless the covered servicemember has specifically designated in writing another blood relative as his or her nearest blood relative for purposes of military caregiver leave under the FMLA. When no such designation is made, and there are multiple family members with the same level of relationship to the covered servicemember, all such family members shall be considered the covered servicemember's next of kin and may take FMLA leave to provide care to the covered servicemember, either consecutively or simultaneously. When such designation has been made, the

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designated individual shall be deemed to be the covered servicemember's only next of kin. For example, if a covered servicemember has three siblings and has not designated a blood relative to provide care, all three siblings would be considered the covered servicemember's next of kin. Alternatively, where a covered servicemember has siblings and designates a cousin as his or her next of kin for FMLA purposes, then only the designated cousin is eligible as the covered servicemember's next of kin. An employer is permitted to require an employee to provide confirmation of covered family relationship to the covered servicemember pursuant to § 825.122(k).

“Covered active duty” means:

(a) “Covered active duty” for members of a regular component of the Armed Forces means duty during deployment of the member with the Armed Forces to a foreign country.

(b) *Covered active duty or call to covered active duty status* in the case of a member of the Reserve components of the Armed Forces means duty during the deployment of the member with the Armed Forces to a foreign country under a federal call or order to active duty in support of a contingency operation, in accordance with 29 CR 825.102.

The leave may commence as soon as the individual receives the call-up notice. (Son or daughter for this type of FMLA leave is defined the same as for child for other types of FMLA leave except that the person does not have to be a minor.) This type of leave would be counted toward the employee’s 12-week maximum of FMLA leave in a 12-month period.

(7) Military caregiver leave (also known as covered servicemember leave) to care for an injured or ill servicemember or veteran. An employee whose son, daughter, parent or next of kin is a covered servicemember may take up to 26 weeks of leave in a single 12-month period to care for that servicemember.

Next of kin is defined as the closest blood relative of the injured or recovering servicemember.

The term “covered servicemember” means:

(a) a member of the Armed Forces (including a member of the National Guard or Reserve) who is undergoing medical treatment, recuperation, or therapy; is otherwise in outpatient status; or is otherwise on the temporary disability retired list, for a serious injury or illness; or

(b) a veteran who is undergoing medical treatment, recuperation, or therapy for a serious injury or illness and who was a member of the Armed Forces (including a member of the National Guard or Reserve) at any time during the period of 5 years preceding the date on which the veteran undergoes that medical treatment, recuperation, or therapy.

The term “serious injury or illness” means:

(a) in the case of a member of the Armed Forces (including a member of the National Guard or Reserve), means an injury or illness that was incurred by the member in line of duty on active duty in the Armed Forces (or existed before the beginning of the member’s active duty and was aggravated by service in line of duty on active duty in the Armed Forces) and that may render the member medically unfit to perform the duties of the member’s office, grade, rank or rating;

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(b) in the case of a veteran who was a member of the Armed Forces (including a member of the National Guard or Reserve) at any time during a period when the person was a covered servicemember, means a qualifying (as defined by the Secretary of Labor) injury or illness incurred by a covered servicemember in the line of duty on active duty that may render the servicemember medically unfit to perform the duties of his or her office, grade, rank or rating.

(c) Outpatient status, with respect to a covered servicemember, means the status of a member of the Armed Forces assigned to either a military medical treatment facility as an outpatient; or a unit established for the purpose of providing command and control of members of the Armed Forces receiving medical care as outpatients.

### **Amount of Leave**

An eligible employee can take up to 12 weeks for the FMLA circumstances (No. 1) through (No. 5) above under this policy during any 12-month period. The company will measure the 12-month period as a rolling 12-month period measured backward from the date an employee uses any leave under this policy. Each time an employee takes leave, the company will compute the amount of leave the employee has taken under this policy in the last 12 months and subtract it from the 12 weeks of available leave, and the balance remaining is the amount the employee is entitled to take at that time.

An eligible employee can take up to 26 weeks for the FMLA circumstance (No. 6) above (military caregiver leave) during a single 12-month period. For this military caregiver leave, the company will measure the 12-month period as a rolling 12-month period measured forward. FMLA leave already taken for other FMLA circumstances will be deducted from the total of 26 weeks available.

If a husband and wife both work for the company and each wishes to take leave for the birth of a child, adoption or placement of a child in foster care, or to care for a parent (but not a parent "in-law") with a serious health condition, the husband and wife may only take a combined total of 12 weeks of leave. If a husband and wife both work for the company and each wish to take leave to care for a covered injured or ill servicemember, the husband and wife may only take a combined total of 26 weeks of leave.

### **Employee Status & Benefits During Leave**

While an employee is on leave, the company will continue the employee's health benefits during the leave period at the same level and under the same conditions as if the employee had continued to work.

If the employee chooses not to return to work for reasons other than a continued serious health condition of the employee or the employee's family member or a circumstance beyond the employee's control, the company will require the employee to reimburse the company the amount it paid for the employee's health insurance premium during the leave period.

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Under current company policy, the employee pays a portion of the health care premium. While on paid leave, the employer will continue to make payroll deductions to collect the employee's share of the premium. While on unpaid leave, the employee must continue to make this payment, either in person or by mail. The payment must be received in the Human Resources Department by the 1<sup>st</sup> day of each month. If the payment is more than 30 days late, the employee's health care coverage may be dropped for the duration of the leave. The employer will provide 15 days' notification prior to the employee's loss of coverage.

If the employee contributes to a life insurance or disability plan, the employer will continue making payroll deductions while the employee is on paid leave. While the employee is on unpaid leave, the employee may request continuation of such benefits and pay his or her portion of the premiums, or the employer may elect to maintain such benefits during the leave and pay the employee's share of the premium payments. If the employee does not continue these payments, the employer may discontinue coverage during the leave. If the employer maintains coverage, the employer may recover the costs incurred for paying the employee's share of any premiums, whether or not the employee returns to work.

## **Employee Status After Leave**

An employee who takes leave under this policy may be asked to provide a fitness for duty (FFD) clearance from a health care provider. This requirement will be included in the employer's response to the FMLA request. Generally, an employee who takes FMLA leave will be able to return to the same position or a position with equivalent status, pay, benefits and other employment terms. The position will be the same or one that is virtually identical in terms of pay, benefits and working conditions. The company may choose to exempt certain key employees from this requirement and not return them to the same or similar position when doing so will cause substantial and grievous economic injury to business operations. Key employees will be given written notice at the time FMLA leave is requested of his or her status as a key employee. There are also other limited exceptions to the general rule that employees will be restored to work, including layoffs, shift eliminations, fraudulently obtaining leave, and occasions when the employee is unable to perform essential job functions.

An employee who fraudulently obtains FMLA from the Company is not protected by the FMLA's job restoration or maintenance of health benefits provisions. In addition, the Company will take all available appropriate disciplinary action against such employee due to such fraud.

## **Use of Paid & Unpaid Leave**

An employee who is taking unpaid FMLA leave has the option to use any accrued sick or vacation time. This sick/vacation time will run concurrently with the FMLA leave.

Disability leave for the birth of a child and for an employee's serious health condition, including workers' compensation leave (to the extent that it qualifies), will be designated as FMLA leave and will run concurrently with FMLA. For example, if an employer provides six weeks of pregnancy disability leave, the six weeks will be designated as FMLA leave and counted toward the employee's 12-week entitlement.

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### **Intermittent Leave or a Reduced Work Schedule**

The employee may take FMLA leave in 12 consecutive weeks, may use the leave intermittently (take a day periodically when needed over the year) or, under certain circumstances, may use the leave to reduce the workweek or workday, resulting in a reduced hour schedule. In all cases, the leave may not exceed a total of 12 workweeks (or 26 workweeks to care for an injured or ill servicemember) over a 12-month period.

The company may temporarily transfer an employee to an available alternative position with equivalent pay and benefits if the alternative position would better accommodate the intermittent or reduced schedule, in instances when leave for the employee or employee's family member is foreseeable and for planned medical treatment, including recovery from a serious health condition or to care for a child after birth or placement for adoption or foster care.

For the birth, adoption or foster care of a child, the company and the employee must mutually agree to the schedule before the employee may take the leave intermittently or work a reduced-hour schedule. Leave for birth, adoption or foster care of a child must be taken within one year of the birth or placement of the child.

If the employee is taking leave for a serious health condition or because of the serious health condition of a family member, the employee should try to reach agreement with the company before taking intermittent leave or working a reduced-hour schedule. If this is not possible, then the employee must prove that the use of the leave is medically necessary.

### **Certification for the Employee's Serious Health Condition**

The company will require certification for the employee's serious health condition. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. Medical certification will be provided using the DOL Certification of Health Care Provider for Employee's Serious Health Condition.

The company may directly contact the employee's health care provider for verification or clarification purposes using a health care professional, an HR professional, leave administrator or management official. The company will not use the employee's direct supervisor for this contact. Before the company makes this direct contact with the health care provider, the employee will be given an opportunity to resolve any deficiencies in the medical certification. In compliance with HIPAA Medical Privacy Rules, the company will obtain the employee's permission for clarification of individually identifiable health information.

The company has the right to ask for a second opinion if it has reason to doubt the certification. The company will pay for the employee to get a certification from a second doctor, which the company will select. The company may deny FMLA leave to an employee who refuses to release relevant medical records to the health care provider designated to provide a second or third opinion. If necessary to resolve a conflict between the original certification and the second opinion, the company will require the opinion of a third doctor. The company and the employee will mutually select the third doctor, and the company will pay for the opinion. This third opinion will be considered final. The employee will be provisionally entitled to leave and benefits under the FMLA pending the second and/or third opinion.

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### **Certification for the Family Member's Serious Health Condition**

The company will require certification for the family member's serious health condition. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. Medical certification will be provided using the DOL Certification of Health Care Provider for Family Member's Serious Health Condition.

The company may directly contact the employee's family member's health care provider for verification or clarification purposes using a health care professional, an HR professional, leave administrator or management official. The company will not use the employee's direct supervisor for this contact. Before the company makes this direct contact with the health care provider, the employee will be given an opportunity to resolve any deficiencies in the medical certification. In compliance with HIPAA Medical Privacy Rules, the company will obtain the employee's family member's permission for clarification of individually identifiable health information.

The company has the right to ask for a second opinion if it has reason to doubt the certification. The company will pay for the employee's family member to get a certification from a second doctor, which the company will select. The company may deny FMLA leave to an employee whose family member refuses to release relevant medical records to the health care provider designated to provide a second or third opinion. If necessary to resolve a conflict between the original certification and the second opinion, the company will require the opinion of a third doctor. The company and the employee will mutually select the third doctor, and the company will pay for the opinion. This third opinion will be considered final. The employee will be provisionally entitled to leave and benefits under the FMLA pending the second and/or third opinion.

### **Certification of Qualifying Exigency for Military Family Leave**

The company will require certification of the qualifying exigency for military family leave. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. This certification will be provided using the DOL Certification of Qualifying Exigency for Military Family Leave.

### **Certification for Serious Injury or Illness of Covered Service Member for Military Family Leave**

The company will require certification for the serious injury or illness of the covered servicemember. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. This certification will be provided using the DOL Certification for Serious Injury or Illness of Covered Servicemember.

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### **Recertification**

The company may request recertification for the serious health condition of the employee or the employee's family member no more frequently than every 30 days unless circumstances have changed significantly, or if the employer receives information casting doubt on the reason given for the absence, or if the employee seeks an extension of his or her leave. Otherwise, the company may request recertification for the serious health condition of the employee or the employee's family member every six months in connection with an FMLA absence. The company may provide the employee's health care provider with the employee's attendance records and ask whether need for leave is consistent with the employee's serious health condition.

### **Procedure for Requesting FMLA Leave**

All employees requesting FMLA leave must provide verbal or written notice of the need for the leave to the HR Director. Within five business days after the employee has provided this notice, the HR Director will complete and provide the employee with the DOL Notice of Eligibility and Rights.

When the need for the leave is foreseeable, the employee must provide the employer with at least 30 days' notice.

When an employee becomes aware of a need for FMLA leave less than 30 days in advance, the employee must provide notice of the need for the leave either the same day the need for leave is discovered or the next business day.

When the need for FMLA leave is not foreseeable, the employee must comply with the company's usual and customary notice and procedural requirements for requesting leave, absent unusual circumstances.

### **Designation of FMLA Leave**

Within five business days after the employee has submitted the appropriate certification form, the HR Director will complete and provide the employee with a written response to the employee's request for FMLA leave using the DOL Designation Notice.

### **Intent to Return to Work from FMLA Leave**

On a basis that does not discriminate against employees on FMLA leave, the company may require an employee on FMLA leave to report periodically on the employee's status and intent to return to work. Employees may be required to provide a "fitness-for-duty" certification to return to work.



# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: UNEMPLOYMENT INSURANCE**

**Policy Origin Date: 12/17/2021**

**Policy No.: HR 11.2**

**Effective: 12/17/2021**

**Reviewed: 12/17/2021, 11/03/22**

**Revised:**

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### **Purpose**

Advantage Medical Professionals, LLC, participates in state unemployment insurance programs.

### **Procedure/Guideline**

Employees must contact Advantage Medical Professionals, LLC, immediately after completion of each assignment to receive another assignment.

Employees may not qualify for unemployment benefits if they do not follow this procedure and/or refuse work offered to them by Advantage Medical Professionals, LLC.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: RECRUITMENT AND RETENTION**

**Policy Origin Date: 07/19/09**

**Policy No.: HR 12**

**Effective: 07/19/09**

**Reviewed: 04/15/11, 06/05/13, 01/23/19, 12/03/20, 12/03/21**

**Revised: 04/10/15, 12/29/16, 02/20/19, 02/3/20, 08/25/22**

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#### **Purpose**

To provide facilities who contract with Advantage Medical Professionals, LLC the best alternative to supplemental staffing that will meet their needs on a per-diem or short-term contractual basis.

#### **Policy Statement**

Our Mission is **Connecting Quality healthcare professionals to achieve exceptional patient care** to the healthcare providers. Excellence is defined by the company operations that meet standards and expectations which are appropriate for meeting the quality care initiatives of our clients and staff. As a result, Advantage Medical Professionals, LLC is committed to hiring the most qualified health care personnel to provide services to facilities who possess a current contract to supply supplemental staff.

#### **Procedure/Guideline**

##### **Recruitment**

Advantage Medical Professionals, LLC utilizes various modalities to recruit qualified clinicians. These modalities include but is not limited to web page advertisement, national nursing publications, attendance at job fairs and industry events, social media advertisement, job search engines/ boards, nurse database accesses and personal clinician referrals.

Individuals responsible for the recruitment of clinical staff include the Marketing Manager & team members, Staffing & Regional Office Managers, Director & Assistant Director of Nursing, Director of Travel, Engagement Specialist, and Recruiters. All internal administrative employees participate in recruitment of candidates as opportunities arise.

All individuals who work for Advantage Medical Professionals, LLC are employees and not independent contractors.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: RECRUITMENT AND RETENTION**

**Policy Origin Date: 07/19/09**

**Policy No.: HR 12**

**Effective: 07/19/09**

**Reviewed: 04/15/11, 06/05/13, 01/23/19, 12/03/20, 12/03/21**

**Revised: 04/10/15, 12/29/16, 02/20/19, 2/03/20, 08/25/22**

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Potential clinical candidates develop an application by submitting personal, credential and experience information within the application sections of the electronic Workforce portal available on the Advantage Medical Professionals, LLC website.

Qualifying of the travel candidates begin with interactions between them and the engagement specialist or social media recruiter.

Qualifying of the per diem candidates begin with interactions between them and the per diem recruiter.

The recruiter and / or credentialing specialist gather all necessary application documents. Any candidate whose qualifications pose a question or concern is reviewed and approved or rejected by Advantage Medical Professionals, LLC nursing leadership team. Employees are not allowed to begin work until they have completed the entire application process.

### **Placement**

Advantage Medical Professionals, LLC work to provide customized placements with an array of quality assignments in desirable locations in LA and across the US.

The Account Management team coordinates candidate matches to facility requirements in terms of experience, skill level, and specific client cultures. We utilize a collaborative, consultive process of candidate selection and submission including team input from the Recruiting, Account Management, and Nursing teams.

Continuous relationship development and support is provided to all clinicians from recruiters, staffing coordinators and Director and Assistant Director of Nursing throughout employment with Advantage Medical Professionals, LLC.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: RECRUITMENT AND RETENTION**

**Policy Origin Date: 07/19/09**

**Policy No.: HR 12**

**Effective: 07/19/09**

**Reviewed: 04/15/11, 06/05/13, 01/23/19, 12/03/20, 12/03/21**

**Revised: 04/10/15, 12/29/16, 02/20/19, 2/03/20, 08/25/22**

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#### **Retention**

Advantage Medical Professionals utilizes a competitive benefit package to retain qualified clinicians.

Comprehensive benefits include:

- Excellent pay rates and Competitive customized pay packages including Housing and travel stipends, Licensure reimbursement, &/or credential requirement reimbursements.
- Assistance in obtaining CPR, Crisis Prevention Training, Dementia Training, CE courses and other credentialing needs. Many for minimum to no cost to the clinician.
- Quick and accurate direct deposits of pay Mon. – Friday; with 100% daily pay for qualifying clinicians (per-diem personnel); weekly pay for travel personnel
- Advantage Medical Professionals LLC handle all necessary social security, federal unemployment & state unemployment taxes
- Assistance with locating housing accommodations for travel clinicians
- Employer contributed health insurance. Plus, an automatic complimentary \$25,000 life insurance policy
- Access to dental, vision, short term disability, long term disability, critical illness, additional voluntary life insurance plans & nationwide pet insurance. Malpractice & liability insurance, as well as workers compensation coverage
- Flexible staffing schedules as offered by individual clients
- Referral bonus program that offers financial compensation to both the referees and referrer.
- Employee Assistance program that offers a variety of support services and commercial discounts
- 24-hour support staff including clinical support by experienced Director and Assistant Director of Nursing

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: MEDICATION VARIATION POLICY**

**Policy Origin Date: 01/03/11**

**Policy No.: HR 13**

**Effective: 01/03/11**

**Reviewed: 06/05/13, 04/10/15, 12/29/16, 02/20/19, 02/03/20,  
12/03/20, 12/03/21, 11/03/22**

**Revised: 10/31/19**

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### **Purpose**

To establish medication variation guidelines for any employee who has a self-reported or facility reported medication variation.

### **Policy Statement**

Advantage Medical Professionals, L.L.C. views the administration of medication as an important role of our nursing staff.

### **Procedure/Guideline**

Medication variations will follow the process as outlined below. In the event any medication variation resulted in patient harm, the Director of Nursing will review the circumstances of the incident and determine if the employee will follow the process or no longer be assigned to client facilities by Advantage Medical Professionals, L.L.C.

It should be noted that the following guidelines are in effect for a two-year period. If two years have elapsed since the first medication occurrence, the employee returns to the guidelines as outlined in the first occurrence section of the policy.

### **First Occurrence**

Any employee who has a medication variation reported to the agency will be receive a verbal or written coaching by the DON to include information on the Rights and Responsibilities of Medication Administration as well as the medication variation policy for Advantage Medical Professionals, LLC.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: MEDICATION VARIATION POLICY**

**Policy Origin Date: 01/03/11**

**Policy No.: HR 13**

**Effective: 01/03/11**

**Reviewed: 06/05/13, 04/10/15, 12/29/16, 02/03/20, 12/03/20,  
12/03/21, 11/03/22**

**Revised: 02/20/19, 10/31/19**

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### **Second Occurrence**

In the event an employee has a second reported medication variation, the employee will be required to complete the assigned Medication Safety Test within the industry standard learning platform. Advantage Medical Professionals, L.L.C. will not assign any employee with two medication variations to any client facility until the employee can demonstrate successful completion of the required education/test module of 80% or greater.

### **Third Occurrence**

In the event an employee has a third medication variation, the Director of Nursing will review the seriousness of the variations and develop a plan of corrective action with the employee. Advantage will follow a progressive discipline plan up to and including termination. It should be noted that at any time during this process the Director of Nursing may decide not to assign the employee to any future client facilities.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: HIRE DATES, ACTIVE AND INACTIVE STATUS**

**Policy Origin Date: 10/24/11**

**Policy No.: HR 14**

**Effective: 10/24/11**

**Reviewed: 06/05/13, 12/29/16, 02/03/20, 12/03/20, 12/03/21, 11/03/22**

**Revised: 04/10/15, 02/20/19, 02/01/23**

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### **Purpose**

To identify how Advantage Medical Professionals, LLC identifies hire dates, active, and inactive status of all clinical employees.

### **Policy Statement**

The policy is delineated to identify the hire dates, active, and inactive status of any Advantage Medical Professionals, LLC clinical employee.

### **Procedure/Guideline**

- Hire Dates: The hire date for any Advantage Medical Professionals, LLC clinical employee will be when the employee completes and signs all clinical credentialing and HR final pre-hire documents. Employees are screened and complete the necessary paperwork to become an Advantage Medical Professionals, LLC employee prior to getting a hire date.
- Active Status: Advantage Medical Professionals, LLC Per Diem clinical employees are considered active if their credentials are current, and they have worked at least one assigned shift within a 2-year period. When a credential needs updating, the Per Diem clinical employee will be placed in a dormant status until the credential becomes current. Advantage Medical professionals, LLC Travel clinical employees are considered active as long as they are actively working a contracted assignment.
- Inactive Status: Advantage Medical Professionals, LLC clinical employees become Inactive when they have not worked in the field within a 2-year period.
- Rehire Process: A clinician must complete the rehire process if they have not actively worked in the field with Advantage Medical Professionals, LLC for a 2-year period. The rehire process includes updating all clinical credentialing and HR paperwork, in accordance with the new hire process.
- Rehire Date: As with the hire date, the rehire date will be when the employee completes and signs all clinical credentialing and HR paperwork.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: Notice of Pending Board Action**

**Policy Origin Date: 06/25/19**

**Policy No.: HR 15**

**Effective: 06/25/19**

**Reviewed: 02/03/20, 12/03/20, 12/03/21, 11/03/22**

**Revised:**

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### **Purpose**

To define the process regarding notification of an RN or LPN's possible violation (s) reported to the Board of Nursing by a client facility, non-medical person, and / or Advantage Medical Professionals.

### **Policy Statement**

Upon notification of a board reportable violation by an RN or LPN, Advantage Medical Professionals will immediately place the clinician on a Hold status, removing them from ability to be offered and accept an assignment, pending a full investigation into the alleged violations(s) and receipt of final judgment from respective Board of Nursing.

### **Procedure/Guideline**

At which time Advantage Medical Professionals is notified of any possible board reportable violation the RN or LPN will be placed on a hold status. This status will remain in place until a final judgment from the respective Board of Nurses is obtained or a thorough investigation is completed by Advantage Medical Professional's DON.

Upon receipt of the final judgement by the respective Board of Nurses or upon completion of the investigation by Advantage Medical Professional's DON, at the discretion of Advantage Medical Professional's HR Director, CEO and / or DON, final determination of employment status will be made based on the following standards:

4. Risk of patient harm
5. Violation of Standard of Care
6. Violation of Scope of practice

Any action found to jeopardize a nurse's ability to perform in a professional, ethical, safe or competent manner could lead to termination.

Any board action resulting in probation, suspension or revoking of nursing license is grounds for immediate dismissal.



# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: Consent to Searches**

**Policy Origin Date: 07/20/20**

**Policy No.: HR 16.0**

**Effective: 07/20/20**

**Reviewed: 12/03/20, 12/03/21, 11/03/22**

**Revised:**

## **Page 1**

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### **Purpose**

To provide notification to all Advantage Medical Professionals, L.L.C staff of the requirement to consent to search when requested by Advantage Medical Professionals, LLC or client employee is assigned to.

### **Policy Statement**

Whenever a manager or supervisor has reasonable suspicion that an employee has void the policy regarding the removal of property from a patient, hospital or any facility, the supervisor may, without notice, inspect vehicles, lockers, work areas, desks, purses, briefcases and other locations or belongings.

### **Procedure/Guidelines**

1. If a manager or supervisor has reasonable suspicion that the employee may have removed property from a patient, or facility that direct supervisor has the permission to search vehicles, lockers, work areas, desks, purses, bags, briefcases and / or other locations for the suspected removed belongings.
2. Refusal by an Advantage Medical Professionals, LLC's employee to cooperate with this search / inspection will place the employee into immediate suspension pending investigation.
3. Advantage Medical Professionals, LLC will collaborate with the accusing client / facility to expedite investigation of the incident.
4. Advantage Medical Professionals, LLC's management team including CEO, DON and HR Director will determine degree of progressive discipline based on the evidence available, any reasonable inferences which they may draw from the evidence and the refusal to consent to the search. The discipline could result up to immediate termination at the discretionary decision of the management team.

# Information Management



# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: INFORMATION MANAGEMENT PROCESS**

**Policy Origin Date: 04/22/09**

**Policy No.: IM 1**

**Effective: 04/22/09**

**Reviewed: 04/15/11, 11/03/22**

**Revised: 06/05/13, 04/10/15, 12/11/17, 06/06/19, 11/15/21**

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### **Purpose**

Advantage Medical Professionals LLC, is capable of meeting the internal and external information needs of the employees and client facilities on an ongoing basis.

### **Policy Statement**

The information management process of Advantage Medical Professionals, LLC facilitates within its capabilities of information technology, the ability to access information related to licensing, accrediting, and regulatory bodies; consumer; operation; and performance improvement activities. The firm is capable of retrieving data without compromising security and confidentiality throughout its daily operations. The organization retains records, data, and information in accordance with law and regulation.

### **Procedure/Guideline**

1. Advantage Medical Professionals, LLC has an information system that is maintained by its in-house IT Network Administrator and our outsourced IT Company.
2. All information related to employee licensing, and competency validation is maintained in a secure web based staffing application exclusive to the healthcare field. It is used in all branch offices.
3. Windows Server 2016 is installed on the corporate office's file server. Data is transferred between offices and the corporate office in New Orleans through the use of a VPN connection. The VPN connection between each remote office and the corporate office provides for remote coverage at night and weekends. After hours (nights and weekend) coverage is performed by a member of the New Orleans Staffing Department. Some of the coverage is performed by internal staff employees from their homes in other states such as North Carolina and Florida. The connection is a VPN connection in which each user has their own login credentials. It uses industry standard secure VPN software, monitored by outsourced IT Company to facilitate VPN connection.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: INFORMATION MANAGEMENT PROCESS**

**Policy Origin Date: 04/22/09**

**Policy No.: IM 1**

**Effective: 04/22/09**

**Reviewed: 04/15/11, 11/03/22**

**Revised: 06/05/13, 04/10/15, 06/06/19, 11/15/21**

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4. Payroll checks are provided to nurses on a daily or weekly basis in each office using secure web-based staffing application exclusive to the healthcare field. Printers are provided in each office which have special magnetic ink to print on checks – with access exclusive to approved users. Invoice information for each office is generated by the designated office and verified by the New Orleans Billing Team. The Billing Team performs an edit, prints invoices, and completes the billing cycle in the New Orleans office. Billings are done weekly, monthly, or as deemed necessary by management.
  5. Accounting uses an off the shelf software called SAGE. The Sage modules we use include General Ledger, Accounts Payable, Accounts Receivable, Custom Reports, Library Master, Visual Integrator and Custom Office.
  6. Advantage Medical Professionals uses Microsoft office 365 Exchange email server. The email is hosted in the cloud and accessed by employees using Microsoft Outlook on desktop computers and also various email programs on their cell phones. All computers on the corporate network and remote office networks run industry standard security/antivirus software to protect against viruses, spam, adware, and malware. Additionally, the outsourced IT Company provides 24/7 monitoring for any malicious behavior.
  7. Data connections are provided by various companies based on the office location and the New Orleans data is from AT&T, Baton Rouge, and Houston are AT&T, Covington is Charter, Dallas is Spectrum and Lafayette is Louisiana Utilities. The VPN tunnels are implemented with industry standard hardware, with 24/7 monitoring by outsourced IT Company. We have several internal staff who work remotely. Users who work remotely use company hardware/software, and 24/7 monitoring is done by outsourced IT Company to ensure security.
  8. Employees are required to provide usernames and passwords to access workstations. These usernames and passwords, along with security permissions set across the network, are used to protect data and programs from unauthorized use. Care must be taken to keep passwords secret and to maintain the integrity of the security system. Employees are required to keep passwords secret and instructed to never give out their password. Unauthorized distribution of passwords will result in disciplinary action up to or including termination.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: PERSONNEL RECORDS AND HEALTH INFORMATION FOR CLINICAL STAFF**

**Policy Origin Date: 04/22/09**

**Policy No.: IM 2**

**Effective: 04/22/09**

**Reviewed: 04/15/11, 06/05/13, 11/03/22**

**Revised: 04/10/15, 06/06/19, 11/15/21**

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### **Purpose**

To ensure all health and personnel records of clinical staff are maintained and only individuals with a need to know access these records.

### **Policy Statement**

Access to personnel and health information records of clinical staff is limited to employees involved in the process of obtaining and providing such information. Since 2008, all employees with access to such information have undergone background checks and drug screening.

### **Procedure/Guideline**

1. The personnel file includes all documentation/records collected during the hiring/continuous employment of the healthcare professionals employed by Advantage Medical Professionals. These records are securely stored on an industry standard secure cloud-based staffing platform with security protocols.
2. Advantage Medical Professionals, LLC periodically reviews all health information and personnel records for current, accurate, and complete information. The industry standard staffing platform allows for notification and reporting of missing/expiring credentials and provides the clinical staff a secure digital platform to complete any necessary updates and electronically submit updated credentials.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: CONFIDENTIALITY AND SECURITY OF INFORMATION ABOUT CLINICAL STAFF AND CUSTOMERS**

**Policy Origin Date: 04/22/09**

**Policy No.: IM 3**

**Effective: 04/22/09**

**Reviewed: 04/15/11, 06/05/13, 11/03/22**

**Revised: 04/10/15, 06/06/19, 11/15/21**

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#### **Purpose**

To maintain confidentiality and security of information about clinical staff and customers.

#### **Policy Statement**

Access to information about clinical staff and customers is limited to employees involved in the process of obtaining and providing such information. Since 2008, all employees with access to such information have undergone background checks and drug screening.

#### **Procedure/Guideline**

1. Our internal IT department, along with our outsourced IT Company, are responsible for maintaining the confidentiality and security of all information maintained in an electronic format.
2. Passwords on computers are used to protect data and programs from unauthorized use. Internal staff is granted network/email access by the internal IT department, based on user role. Employees are encouraged to keep passwords secret and to maintain the integrity of the security system. Employees are instructed to never give out their password. Unauthorized distribution of passwords will result in disciplinary action up to or including termination. The entire network is monitored 24/7 by outsourced IT Company.
3. Internal IT department and outsourced IT Company meet monthly to discuss the health and security of the company's entire network, and to review analytics reports of the network. Any issues that arise up are immediately addressed and resolved. These issues are discussed in the monthly meetings for quality assurance and security improvement.
4. Employees are prohibited to access an employee file without a need directly related to their employment. These needs include but are not limited to the following:
  - a. To maintain the employee file by inputting updated information into the folder or removing outdated information from the folder. Any information removed from the folder is shredded to protect employee confidentiality.
  - b. Provide information to a client facility regarding an employee.
  - c. Review of folder for the purposes of performance improvement
5. All employment information is confidential, and the privacy and security of the clinical staff information is maintained by all employees of Advantage Medical Professionals, LLC and any client facility provided such information.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: CONFIDENTIALITY AND SECURITY OF INFORMATION ABOUT CLINICAL STAFF AND CUSTOMERS**

**Policy Origin Date: 04/22/09**

**Policy No.: IM 3**

**Effective: 04/22/09**

**Reviewed: 04/15/11, 06/05/13, 11/03/22**

**Revised: 04/10/15, 06/06/19, 11/15/21**

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6. Employees electronically complete and sign a pre-employment background check. This gives permission to and hold harmless Advantage Medical Professionals, LLC and their assigned screening agent. Screening agent investigates and provides report -to approved Advantage Medical Professionals, LLC staff- any history involving criminal arrests or convictions, personal driving records, Medicare/Medicaid or GSA exclusion, traffic convictions, civil suit information, information as to Race, Sex, and Date of Birth for identification purposes only.
7. Any employee requesting Advantage Medical Professionals, LLC to release wage information is required to sign a wage release authorization form.
8. The Advantage Medical Professionals, LLC is continuously backed up to a secure cloud server. This backup is monitored 24/7 by outsourced IT Company.
9. Human Resource employees and the staffing department provide employee records to client facilities who are utilizing an employee for staffing purposes. In addition, employee records may be sent to governmental or state agencies (Louisiana Workers Compensation, Department of Labor, Department of Social Services, Office of Family Support, Support Enforcement Department, Internal Revenue Services, Office of the Attorney General, or any agency providing a legal subpoena to Advantage Medical Professionals, LLC). In addition, files may be released to any party the employee provides a release of information.
10. In the event confidentiality and security of information about clinical staff and customers are breached, the immediate supervisor and Vice President directly responsible for the employee who breached the information will be notified. The Vice President then informs the director of Human Resources. Disciplinary action may be taken up to and including termination.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: PLAN FOR INTERNAL DISASTER**

**Policy Origin Date: 07/18/08**

**Policy No.: IM 4**

**Effective: 07/18/08**

**Reviewed: 04/15/11, 06/05/13**

**Revised: 04/10/15, 06/06/19, 11/15/21**

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### **Purpose**

To outline the process to be utilized in the event of an internal disaster.

### **Policy**

Advantage Medical Professionals, LLC identifies the possible risks of an internal disaster and has outlined a process to follow in the event of an internal disaster.

### **Procedure/Guidelines**

The use of secure web based software programs gives Advantage Medical Professionals the flexibility to limit the downtime in the event of an internal disaster – to as little down time as a few minutes. Industry standard web based technology is used for staffing/credentialing, and cloud based technology is utilized for storage/backup as well as VOIP phone system. Users are supplied with laptops for mobility, and industry standard secure cloud based VOIP phone service works on a physical phone, laptop via web based software, or mobile app. Additionally – 24/7 technical support is available via outsourced IT Company as well as these industry standard technology companies that Advantage Medical Professionals, LLC has partnered with. As long as Advantage Medical Professionals employees have access to power and internet service – employees can work virtually anywhere.

### **Emergency Contact:**

Restech

Office: 504-733-5633

Email: [help@restech.net](mailto:help@restech.net)

### **Contact Numbers:**

Emergency: 911

Non-Emergency: 311



# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: EMERGENCY COMPUTER PROCEDURES**

**Policy Origin Date: 07/18/08**

**Policy No.: IM 4.1**

**Effective: 07/18/08**

**Reviewed: 04/15/11, 06/05/13, 04/10/15**

**Revised: 06/06/19, 11/15/21**

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### **Purpose**

Advantage Medical Professionals needs to maintain contact with client facilities and employees in the event of a power loss or evacuation.

### **Policy Statement**

In the event of a power loss or evacuation in which the computer system has been shut down manually or through a power loss, the following steps are recommended for loss of power and evacuation and to restore operations.

### **Procedure/Guidelines**

- Procedure for Loss of Power and Evacuation
  - Advantage's entire network is monitored by outsourced IT Company – which is a continuous 24/7 monitoring for any service disruption to any location. In the event of a disruption, the outsourced IT Company and internal IT Department immediately begin the process of addressing the disruption internally while rerouting communication to another office for nearly 0 interruption to our Clients/Clinicians
  - At the location of the power loss/evacuation - employees to take their laptops with them and evacuate to a safe area. Once safe and able to work, the employee has everything necessary to continue working as if the employee were in the office.
  - If loss of power/evacuation issue occurs at an office, internal IT department, along with outsourced IT Company, immediately adjusts routing of that office phone lines to immediately ring concurrently an unaffected office, as well as the selected devices – for near zero downtime
  - Advantage Medical Professionals, LLC utilizes OneDrive for workstation backup and is in the process of moving server files to Microsoft Sharepoint, for secure cloud based access anywhere
  - Power down the server and any workstations on battery backup
  - Turn off the battery backup devices
  - Remove the power cords from the back of the computers
  - Branch office - transfer call to corporate office; If unable to transfer call to corporate office, transfer call to company cell phone
  - New Orleans Office – call IT Administrator or CFO to transfer call to designated person
  - When leaving the office, take the most recent backups)

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: EMERGENCY COMPUTER PROCEDURES**

**Policy Origin Date: 07/18/08**

**Policy No.: IM 4.1**

**Effective: 07/18/08**

**Reviewed: 04/15/11, 06/05/13, 04/10/15**

**Revised: 06/06/19, 11/15/21**

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- Procedure to Restore operations:
    - Visit each battery backup device and turn it on
    - Turn on the server
    - Turn on the workstations
    - Be sure connections are established with the server, the internet and the remote server
    - Restore data from laptop if needed
    - Branch office - cancel transfer, call internal IT department and outsourced IT Company
    - New Orleans Office – call internal IT department and outsourced IT Company
    - Internal IT department and outsourced IT Company reroute all cloud services back to location

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: PLAN FOR COMMUNITY DISASTER**

**Policy Origin Date: 07/18/08**

**Policy No.: IM 4.2**

**Effective: 07/18/08**

**Reviewed: 04/15/11, 06/05/13**

**Revised: 04/10/15, 06/06/19, 11/15/21, 11/03/22**

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### **All Employee's Overview**

- All administrative employees will be given a card listing key personnel phone numbers. It will also contain a list of all Advantage Medical Professionals, LLC Office numbers. It is your responsibility to carry this card with you in case of emergencies.
- In the event of an emergency, all employees should seek safe ground. Once you and your family have been safely removed from the danger, it is each employee's responsibility to contact your supervisor or the New Orleans office and notify them of your contact information.
- For those employees with assigned emergency task, please remember your safety comes first. Complete your assigned task as long as you are not in immediate danger.
- Company cell phones, hot spots, laptops, tablets, etc. should be charged up and ready for use.

### **Communication tips:**

- Have company contacts and phone numbers with you at all times.
- If phone service is not working, try to get access to internet and e-mail.
- Remember that text messaging on cell phones can be a very effective easy way to communicate during emergency situations.
- You can get to your Advantage Medical Professionals, LLC e-mail from a remote location over the internet. Use emergency contacts for instructions.
- Everyone should attempt to give updates and get updates daily during entire evacuation period using one of the above mentioned methods.

### **Recovery of Business**

- Each manager will assess their individual operational needs and will issue assignments based on the company's requirements at that time.
- No one should return to the building after an evacuation without management approval. We will assign a manager to evaluate the safety of the building before resuming operations in that office. If you return to the area, the office may still be running at a different location.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: PLAN FOR COMMUNITY DISASTER**

**Policy Origin Date: 07/18/08**

**Policy No.: IM 4.2**

**Effective: 07/18/08**

**Reviewed: 04/15/11, 06/05/13**

**Revised: 04/10/15, 06/06/19, 11/15/21, 11/03/22**

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### **Accounting Department Overview**

In the event that we cannot return to our Metairie office within 3 business days, we will activate the following plan.

You must contact the CFO, Anna Martin with your individual contact information. If the CFO cannot be reached, you can contact Joe Spitale, CEO with your information. We do plan to put one person working in the Baton Rouge office, as needed, and one person working in the Lafayette office, as needed. Assignments will be distributed **as needed** from the CFO; therefore, it is vital that you contact her immediately after you and your families are safe. Just because you evacuate to one of the above mentioned locations, does not guarantee the company will need you in that area. We will try to take into consideration all employees' needs when issuing assignments; however, the company's recovering needs will be the primary determining factor. The majority of accounting work will be done from a satellite office to be established by the administrative staff.

### **Annual Preparation**

The following task must be completed as needed:

- Review Inventory check off list & verify that all items are updated
- Emergency Box/bin
- All contact information must be in MAS90 for A/P & A/R

### **Human Resource Department Overview**

In the event that we cannot return to our Metairie office within 3 business days, we will activate the following evacuation plan.

### **Annual Preparation**

The following task must be completed as needed:

- Send Employee profile sheets to designated satellite office designated by the administrative staff.
- Review Inventory check off list & verify that all items are updated
- Get an update on Employee Emergency information
- Send out an inquiry to who needs key employee/office information

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: PLAN FOR COMMUNITY DISASTER**

**Policy Origin Date: 07/18/08**

**Policy No.: IM 4.2**

**Effective: 07/18/08**

**Reviewed: 04/15/11, 06/05/2013**

**Revised: 04/10/15, 06/06/19, 11/15/21, 11/03/22**

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- 
- Give manager new phone numbers on all employees
  - Arrange Backup of Time force
  - Backup files

### **IT Department**

#### **Overview**

In the event that we cannot return to our corporate office within 3 business days, we will activate the following evacuation plan.

#### **Annual Preparation**

Review Inventory check off list & verify that all items are updated

Communicate with outsourced IT Company in the event that network backup is needed

Secure Access to Network

Secure Access to Sub-offices

With migration to cloud based systems and replacement of workstation PCs to laptops, IT infrastructure is nearly 100% mobile and remote ready. IT continuously tests the security and functionality of its Community Disaster plan through its support of all remote employees. Phone system is a cloud based platform supported by an industry leading global company, along with outsourced IT Company; email server is a cloud based system through Microsoft; and day to day operational system software is also secure web based industry leading platform.

### **Staffing Departments**

#### **Overview**

In the event that we cannot return to our Metairie office within 3 business days, existing remote employee infrastructure will be activated for employees who work in any area impacted by a community disaster.

#### **Annual Preparation**

Infrastructure/plan is continuously tested

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: CLINICAL EMPLOYEE PLAN FOR DISASTER**

**Policy Origin Date: 07/18/08**

**Policy No.: IM 4.3**

**Effective: 07/18/08**

**Reviewed: 04/15/11, 06/05/13, 04/10/15, 03/12/20, 12/02/21,  
11/03/22**

**Revised:**

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### **Purpose**

Advantage Medical Professionals needs to maintain contact with client facilities and clinical employees in the event of a power loss or evacuation.

### **Policy Statement**

In the event of a power loss or evacuation, the following steps are recommended.

### **Procedure/Guidelines**

All clinical employees are to contact the office and to determine if any scheduled shifts are still required by client facilities. In the event the employee is being requested to work, the employee is to report with the following items:

- Three day supply of clothing to include off duty as well as uniforms.
- Non-Perishable food items the employee can consume over a three day period.
- Bedding supplies, pillow, blanket, etc.
- Credit cards, cash, that will provide the employee the ability to locate food and shelter outside of a shelter facility if they so choose. Advantage Medical Professionals, LLC will not reimburse for any expenses incurred due to evacuation.

During the disaster, the employee is to act in accordance will all applicable policies and procedures enforced at the client facility. Advantage Medical Professionals, LLC will not support any employee who is not compliant with all facility policies or any employee who abandon the assignment once they have reported.

Any employee not scheduled to report to work at any client facility and their shifts have been cancelled, they need to inform the office of their plans for evacuation and provide the office with contact information.

In the event an employee evacuates in state and is available to work at any facility within the state, Advantage Medical Professionals, LLC will attempt to locate an assignment for the employee. It should be noted that during any disaster, the payroll department may not be functioning and daily pay advances may not be available for a short period.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: TESTING COMPUTER/EMERGENCY EVACUATION PLAN**

**Policy Origin Date: 07/01/11**

**Policy No.: IM 4.4**

**Effective: 07/01/11**

**Reviewed:**

**Revised: 12/17/21**

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### **Purpose**

Advantage Medical Professionals test the computer backup files at least annually to verify that in the event of an emergency the restore procedures will operate accordingly.

### **Policy Statement**

In order to perform annual testing, the following steps are recommended.

### **Procedure/Guidelines**

All computer files are backed up on "The Cloud" that may be utilized in the event the company needs to restore our files. We test the restoring of files annually.

Besides the above backup the following additional backups are made and tested as follows:

- Financial Data – Financial Data is stored in a private cloud, within redundant and shared hosting environment on Restech equipment at Dallas or Nashville datacenter. Offsite backup of servers/data to secondary location. We also backed them up and restore/test at least semi-annually through a restore process onto the Chief Financial Officer's Laptop.
- Staffing Data – The staffing information is stored in Healthcare Source in the cloud and can be accessed through the internet using the proper credentials.
- The remaining Network Data is tested annually through a restore process.
- Phone system – We use the Mitel Cloud service for our company wide phone services. It allows us complete mobility and cloud flexibility and automation. It uses VOIP. Our IT Team have access to a Cloud base management portal. This allows us to continue operations with minimal interruptions. No testing is required because there is daily forwarding of phones.

# **QUALITY IMPROVEMENT STANDARDS**





# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy PERFORMANCE IMPROVEMENT PLAN**

**Policy Origin Date: 07/18/08**

**Policy No.: PM 1**

**Effective: 01/28/09**

**Reviewed: 02/03/20, 12/03/20, 12/03/21**

**Revised: 02/21/11, 06/05/13, 04/10/15, 01/16/17, 02/21/19,  
07/19/22**

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### **Purpose**

Identify the components of the performance improvement plan of Advantage Medical Professionals, LLC is a supplemental staffing organization meeting the health care industry needs in markets served. The main types of employees contracted to healthcare organizations include: registered nurses, licensed practical/vocational nurses, certified nursing assistants, respiratory therapist, surgical technicians, and certified respiratory therapy technicians. Data and information derived and analyzed through the performance improvement process is shared with the performance improvement committee consisting of the Chief Executive Officer, Director of Nursing, Vice-President of Marketing, Vice-President/Chief Financial Officer/Human Resources, and the Manager of Accounting/Human Resources. Our Mission is **Connecting Quality healthcare professionals to achieve exceptional patient care** to the healthcare providers. Excellence is defined by the company operations that meet standards and expectations which are appropriate for meeting the quality care initiatives of our clients and staff. The goal of the committee is to create an environment of continued self-assessment and assist in strategic planning to enhance the quality of services provided. Casting the wants and needs of the future is a positive and effective business culture.

### **Policy Statement**

The company Performance Improvement Plan is in place to assist management and staff in evaluating and assessing performance and efficiency of operations while addressing performance improvement initiatives. This plan is important to the company leadership, staff, client hospitals and patients who are provided care by our clinical personnel. In addition it is believed the plan, implemented correctly, will provide the company with continued fiscal solvency and increased demand in the healthcare industry.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy PERFORMANCE IMPROVEMENT PLAN**

**Policy Origin Date: 07/18/08**

**Policy No.: PM 1**

**Effective date: 01/28/09**

**Reviewed: 02/03/20, 12/03/20, 12/03/21**

**Revised: 02/21/11, 06/05/13, 04/10/15, 01/16/17, 02/21/19,  
07/19/22**

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### **Procedure/Guideline**

Utilizing the methodology of Plan-Do-Check-Act (PDCA), the agency will update the plan as needed, collect data, identify opportunities for organizational improvement, implement actions to improve organizational performance, and reevaluate data to determine impact of corrective actions.

The scope of the performance improvement activities for Advantage Medical Professionals LLC includes:

- Tracking Do Not Return (DNR) orders from clients—include reporting authority, rationale for DNR, any actions resulting in poor outcomes for patients, actions taken to support or discipline employee.
- Peer Review and Full Documentation Procedures and Outcomes.
- Annual Client Satisfaction Surveys.
- Self-auditing of monthly employee files, minimally twenty. Random check for completeness and accuracy, all credentials are current and enforceable.

The composition of the clinical staff by profession and staffing assignment include:

- Registered Nurses
- Licensed Practical Nurses
- Certified Nursing Assistants
- Certified/Registered Respiratory Therapists
- Surgical Technicians

The organizational strategic goals for defining the performance improvement plan are:

- Improve the quality of employee selected to assign to client facilities.
- Improve the quality of the employee file and ensure all information is current and complete.
- Decrease the number of Do Not Return orders from client facilities.
- Improve overall client satisfaction.

- Improve employee satisfaction.

## **Advantage Medical Professionals Policy and Procedure Manual**

### **Policy PERFORMANCE IMPROVEMENT PLAN**

**Policy Origin Date: 07/18/08**

**Policy No.: PM 1**

**Effective date: 01/28/09**

**Reviewed: 02/03/20, 12/03/20, 12/03/21**

**Revised: 02/21/11, 06/05/13, 04/10/15, 01/16/17, 02/21/19,  
07/19/22**

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Organization wide indicators are selected annually and reviewed assessed every six months. Indicators are selected based on recommendations from accrediting agencies, governmental agencies, and from the analysis of current performance improvement data. In addition, any situation recognized by the quality committee that is deemed as having a negative impact on the organization as a whole will be monitored and action plans developed.

Four items are included as tracking indicators for trend analysis. These indicators are as follows:

- Tracking Do Not Return (DNR) orders from clients—include reporting authority, rationale for DNR, any actions resulting in poor outcomes for patients, actions taken to support or discipline employee.
- Peer Review and Full Documentation Procedures and Outcomes.
- Annual Client Satisfaction Surveys.
- Self-auditing of monthly employee files, minimally twenty. Random check for completeness and accuracy, all credentials are current and enforceable.

Relevant data is shared across the firm by the quality improvement committee periodically. Information will be developed and shared to all employees and staff through cooperative efforts of the Performance Improvement Coordinator and Director of Nursing.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: QUALITY AND INTEGRITY OF DATA**

**Policy Origin Date: 07/18/08**

**Policy No.: PM 2.0**

**Effective: 07/18/08**

**Reviewed: 04/10/15, 02/21/19, 02/03/20, 12/03/20, 12/03/21,  
11/03/22**

**Revised: 01/28/09; 02/21/11, 06/05/13, 01/16/17, 01/21/19**

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### **Purpose**

Maintain the accuracy, reliability, and validity of performance improvement data.

### **Policy Statement**

All data, whether handwritten or electronic is accurate and provides Advantage Medical Professionals, LLC the opportunity to follow the PDCA (Plan-Do-Check-Act) process to improve organizational performance. The goal of the performance improvement committee is to create an environment of continued self-assessment and assist in strategic planning to enhance the quality of services provided. Casting the wants and needs of the future is a positive and effective business culture that occurs when accurate data is collected, analyzed, and opportunities for improvement are identified.

### **Procedure/Guideline**

Advantage Medical Professionals, LLC track for indicators for trend analysis. These indicators are as follows:

- Tracking Do Not Return (DNR) professional and clinical orders from clients—include reporting authority, rationale for DNR, any actions resulting in poor outcomes for patients, actions taken to support or discipline employee.
  - This data is collected by the staffing department/Director of Nursing and the Director of Nursing is responsible for the investigation and follow-up on all complaints. Upon completion of the investigation, the form is filed, and the data is analyzed on a quarterly basis.
- Peer Review and Full Documentation of Procedures and Outcomes.
  - Peer review is attempted at least two times annually.
  - The data is collected in a written format with the intent of the process being tracked electronically. Once the data is collected the data is utilized to conduct the employee performance evaluation that is completed every two years.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: QUALITY AND INTEGRITY OF DATA**

**Policy Origin Date: 07/18/08**

**Policy No.: PM 2.0**

**Effective: 07/18/08**

**Reviewed: 04/10/15, 02/21/19, 02/03/20, 12/03/20, 12/03/21,  
11/03/22**

**Revised: 01/28/09; 02/21/11, 06/05/13, 01/16/17, 01/21/19**

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- Annual Client Satisfaction Surveys.
  - Annual Client satisfaction surveys will be sent to client facilities. This information is obtained anonymously unless the party completing the survey chooses to identify their facility. Once collected the data is analyzed and the committee evaluates the data for any opportunities for improvement.
- Self-auditing of monthly employee files, minimally twenty. Random check for completeness and accuracy, all credentials are current and enforceable.
  - Data is collected by the Director of Nursing's Support Specialist. This data is forwarded to the performance committee to evaluate quarterly.
  - Sampling methodology for auditing of employee files is randomization and selected by the Director of Nursing and Director of Nursing's Support Specialist.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: CUSTOMER SATISFACTION INFORMATION**

**Policy Origin Date: 07/18/08**

**Policy No.: PM 2.1**

**Effective: 07/18/08**

**Reviewed: 12/03/20, 12/03/21, 11/03/22**

**Revised: 01/28/09; 02/21/11, 06/05/13, 04/10/15, 01/16/17,  
02/21/19**

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### **Purpose**

It is important to capture the satisfaction of our clients, build on this information through marketing, customer relations and operational challenges and directives.

### **Policy Statement**

Annual satisfaction surveys are conducted with the facility to determine the level of facility satisfaction.

### **Procedure/Guideline**

Advantage Medical Professionals, LLC has a Quality Improvement Questionnaire it distributes to all client facilities on an annual basis.

Each client facility evaluates Advantage Medical Professionals, LLC annually.

Each client will evaluate Advantage Medical Professionals, LLC utilizing the following satisfaction indicators:

- Office Personnel-Telephone Conduct
  - Do you have difficulty reaching office staff during business hours?
  - Does respondent answer quickly?
  - Is the respondent courteous and identify themselves?
  - Does the respondent put you on hold for long periods of time?
  - Does respondent identify themselves?
  - Is the respondent knowledgeable and confident when handling your call?
  - Does the respondent usually fill your staffing needs either personally or through the staffing program?
  - When you input staffing requests through CTM, does the agency acknowledge your request in a timely manner?
  - Does the respondent call you back quickly or input qualified personnel in a time manner when filling your staffing needs?

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: CUSTOMER SATISFCTION INFORMATION**

**Policy Origin Date: 07/18/08**

**Policy No.: PM 2.1**

**Effective: 07/18/08**

**Reviewed: 02/03/20, 12/03/20, 12/03/21, 11/03/22**

**Revised: 01/28/09; 02/21/11, 06/05/13, 04/10/15, 01/16/17,  
01/21/19**

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- Office Personnel- Telephone Conduct
  - Can you easily reach our office after business hours?
  - Can you easily reach our office on weekends?
- Healthcare Employees
  - Do they arrive on time?
  - Do they arrive professionally dressed?
  - Do they have a good attitude?
  - Do they offer to help?
  - Are they flexible with shift assignments?

Advantage Medical Professionals, LLC maintains open lines of communication with the client facilities. On a regular basis the Director of Marketing and the Director of Nursing will meet with facility representatives to determine opportunities for improvement with services provided. In addition both parties may be contacted to discuss any concerns.

The survey information collected will be a part of the QA/PI committee for review. This will keep the lines of communication open between both agency and client. This will also determine the agency has been effective in carrying out their mission and in meeting the terms of contract and employment agreements.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: ANALYSIS OF PERFORMANCE IMPROVEMENT DATA**

**Policy Origin Date: 07/18/08**

**Policy No.: PM 3.0**

**Effective: 07/18/08**

**Reviewed: 02/21/11, 06/05/13, 01/16/17, 02/21/19, 02/03/20,  
12/03/20, 12/03/21**

**Revised: 01/28/09, 04/10/15, 01/23/19, 11/03/22**

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### **Purpose**

Advantage Medical Professionals, LLC analyzes the performance improvement data collected utilizing data analysis tools and makes improvements based on the analysis of the data.

### **Policy Statement**

The Performance Improvement Coordinator is responsible for collecting and analyzing data. The data analysis is presented to the performance improvement committee and the committee identifies actions to be taken and resources to be allocated.

### **Procedure/Guideline**

Advantage Medical Professionals, LLC collects data on a monthly, quarterly, and annual basis. All data collected is analyzed and presented to the performance improvement committee.

Advantage Medical Professionals, LLC sends surveys annually with respect to Advantage customer service. Completed surveys are analyzed annually and forwarded to the performance improvement committee for discussion.

Do Not Return Data is collected daily and analyzed quarterly to recognize any data trends. The data is presented at the quarterly performance improvement committee.

Employee files are analyzed monthly. The Director of Nursing's Support Specialist is responsible for auditing files monthly. The performance improvement committee will review the analysis of the data collected on a quarterly basis.



## **Annual Orientation Education for Healthcare Professionals**

I have received Advantage Medical Professionals, LLC orientation and have read and signed the job description pertaining to my responsibilities and classification. I acknowledge that I have reviewed and understand the Annual Orientation Education, which outlines important information regarding safety and industry-wide guidelines and standards, and understand that I am required to review this on an annual basis. I also acknowledge that I have reviewed and understand the Health Information Insurance Portability and Accountability Act and I will comply with protecting the confidentiality of patient health information, abide by the HIPAA policies, and not share information.

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Employee Name Printed

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Employee Signature and Date

## **Policy and Procedure Manual Acknowledgement**

I understand and agree that it is my responsibility to read and comply with all policies and procedures contained in Advantage Medical Professionals, LLC Policy and Procedure Manual and any revisions, I am bound by the provisions contained therein, and that my continued employment is contingent on my adherence to those policies and procedures. I have been made aware that the Policy and Procedure Manual is available for me to review online at <https://advantagemedicalprofessionals.com/policy-and-procedure/>. I further acknowledge that if at any time I have questions concerning anything included in the Policy and Procedure Manual I will consult the Director of Nursing at Advantage Medical Professionals, LLC. I acknowledge that I have been formally instructed of the policies and procedures of Advantage Medical Professionals, LLC.

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Employee Name Printed

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Employee Signature and Date

## **The Joint Commission 2023 National Patient Safety Goals**

I have reviewed all relevant chapters of The Joint Commission 2023 National Patient Safety Goals, which were made available to me both on the Advantage Medical Professionals website as well as The Joint Commission website. I understand the specific areas of concern, with regards to the emerging patient safety issues addressed in the Safety Goals, address patient safety issues in varied healthcare settings.

The Joint Commission 2023 National Patient Safety Goals can also be accessed at:

<https://advantagemedicalprofessionals.com/resources/forms/>

<https://www.jointcommission.org/standards/national-patient-safety-goals/>

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Employee Name Printed

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Employee Signature and Date

