

## o Part 1 Introduction

*Thanks for Joining  
Our Team*

### **Welcome to Our Healthcare Practice**

Our specialty is Urology and this manual is provided to familiarize you with the policies that govern the way our office functions. The more insight we can provide you and the more understanding you can gain the better the care our patients will receive, the greater success our practice will enjoy and the more job satisfaction we'll all experience. Therefore, we ask that you read this manual in its entirety and feel free to ask questions about anything that is not clear to you.

*Acknowledgement*

***When finished reading we ask that you sign and return the Acknowledgement Form in the back to the office manager or a physician who will insure that it becomes a permanent part of your Personnel File. From time to time changes in the law and growth of the practice may necessitate that you read and re-acknowledge future editions of this manual.***

*Attitude*

All staff members are viewed as vital to maintaining the high standards of patient care upon which this practice is founded.

Your attitude while working here affects you, your co-workers and our patients. You have been chosen for employment not only for your knowledge, training and medically related skills but equally for your personality and ability to add to the positive energy we insist upon.

The nature of our work demands that staff members function at the highest levels of motivation and efficiency at all times. Our intent is to achieve maximum performance while enjoying a spirit of camaraderie and teamwork.

*The Purpose of  
This Manual*

This manual is an outline of practice expectations, employee benefits and legal dictates we all must adhere to. As such it is your guide to the basics of working here and should be your starting point if questions about your job or what is expected of you arise.

*Practice Vision*

Our prime focus is to provide state of the art preventative and restorative medical and surgical treatment for all patients through an environment of caring and professionalism.

Our patients are the most important ingredient of our practice and deserve the utmost respect at all times. Combining respect and quality treatment will build patient trust. Accordingly all staff members are encouraged to interact with patients in a friendly, professional manner, strive to ease their concerns and work through stressful situations with understanding and patience.

Treatment is only as good as the staff that provides it. Top notch treatment requires that all employees maintain a constant focus on patient care. Therefore we pledge to provide a comfortable, safe and friendly work place. We offer, and expect in return, loyalty, respect and trust. Because clear communication is vital to teamwork we promise to listen and expect to be listened to.

Finally, it must be understood that while our practice is dedicated to helping sick people become and remain healthy it is also a business. As such it must operate like most other business enterprises and maintain a necessary level of profitability.

## o Part 2 Office Operation

*The Big Picture*

### **How We Go About Our Business**

We're here for our patients. They're the reason this practice exists and require a level of customer care far beyond that which most other businesses are required to provide. As customers they are very unique. They may be in pain or facing life-threatening diseases