



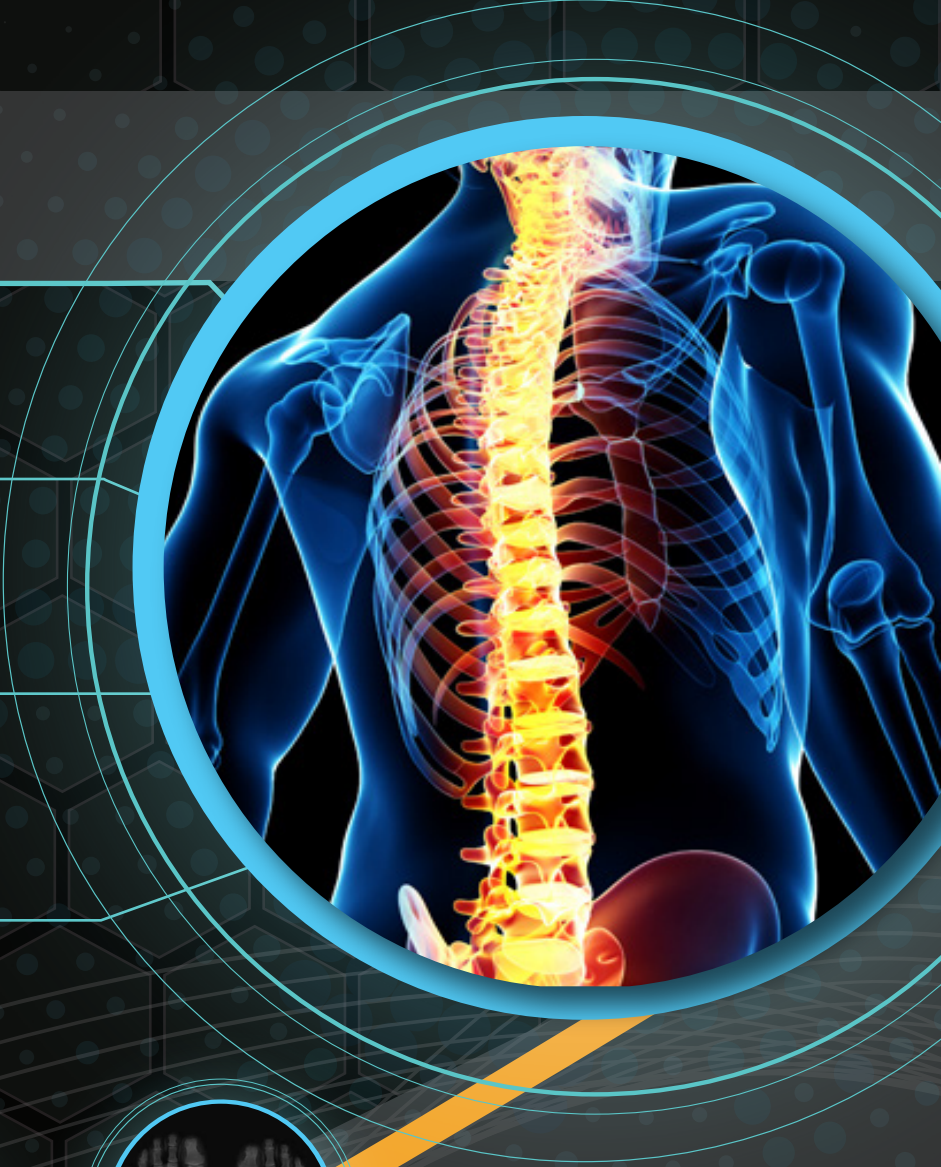
# RADIOLOGY CONSULTANTS

## EMPLOYEE HANDBOOK

INNOVATION

TECHNOLOGY

LEADERSHIP



# Radiology Consultants Employee Handbook

## **PURPOSE OF THIS HANDBOOK:**

This handbook has been prepared to acquaint non-physician employees with the aims and policies of Radiology Consultants and to inform you of the benefits you will enjoy as an employee. Please read the handbook carefully and keep it as a handy reference.

This Company Handbook is not a contract of employment and we reserve the right to change it at any time.

If you have questions not answered in this booklet, feel free to contact the administrator or human resources. The contents are general and at times will need amplification.

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## **Employment**

### **Selection of Personnel:**

#### **Equal Employment Policy:**

It is the policy of Radiology Consultants that an individual's race, color, religion, gender, age or national origin is not and will not be considered in any personnel or management decisions.

There is further, a continuing policy that affirmative action to implement Equal Employment Opportunity shall include:

1. All recruiting, hiring, training and promoting for all job classifications is done without regard to race, color, religion, gender, age or national origin, except when gender is a bona fide occupation qualification. All decisions on employment are made to further the principle of equal employment.
2. All promotion decisions will continue to be made in accordance with Equal Employment Opportunity principles and only valid job requirements will be used.
3. All other personnel actions such as compensation, benefits, transfers, layoffs, return from layoffs, company sponsored training, educational tuition assistance, social and recreational programs, will be administered without regard to race, color, religion, gender, age or national origin, except when gender is a bona fide occupational qualification.

#### **Americans with Disability Act Policy Statement:**

Radiology Consultants is committed to providing reasonable accommodations for employees who request accommodations based on a disability, but can still perform the essential functions of the position. A disability is defined as presently having, previously having or being regarded as having a physical or mental impairment that substantially limits a major life activity.

### **At-Will Statement**

All employment at Radiology Consultants will be *at-will* employment, which can be terminated by either party at any time for any reason. Nothing in this handbook is intended to give any employee any right to, or expectation of, permanent employment or employment for any particular period of time, or to require any particular reason or cause for termination of employment.

## **U. S. Immigration Law (IRCA):**

The new U.S. Immigration Law (IRCA) requires that any employee, who is hired or recruited for a fee after November 6, 1986, be subject to a document inspection process. The requirement applies to U.S. citizens as well as to non-citizens. The verification process must take place within three business days of hiring.

Essentially, you will be testifying that you are:

- a) a citizen or national of the United States or
- b) an alien lawfully admitted for permanent residence or
- c) an alien authorized to work in the United States.

You must present documents to prove your identity and employment eligibility and the company must physically examine this evidence.

The regulations provide for alternative lists of documents, designated List "A", List "B" and List "C". The company must inspect at least one document from List "A" **or** one from List "B" **and** one List "C".

### LIST "A" COMPRISES THE FOLLOWING:

- United States passport (presumable an expired passport would suffice);
- An unexpired foreign passport which
  - a) Contains an unexpired stamp therein which reads "processed for I-551... [i.e. for permanent residence] or
  - b) attached thereto a form I-94 bearing the same name as the employment authorization stamp [which will usually be stamped in the passport by a U.S. consular official in the alien's home country], so long as the period of endorsement has not yet expired and the proposed employment is not in conflict with any restrictions or limitations identified on the Form I-94;
- Unexpired Temporary Resident Card (INS Form I-688)
- Unexpired Employment Authorization Card (INS Form I-688A)
- Unexpired Employment Authorization Document issued by the INS which contains a photograph (INS Form I688B)

### LIST "B" COMPRISES THE FOLLOWING:

- State-issued driver's license or identification card containing a photograph; if there is no photograph, identifying information should be included such as name, date of birth, gender, height, color of eyes and address;
- ID card issued by federal, state or local government agencies or entities, provided it contains a photograph or information such as name, date of birth, gender, height, eye color and address;
- School ID card with a photograph;
- Voter's registration card;

- U.S. Military card or draft record;
- Military dependent's ID card;
- U.S. Coast Guard Merchant Mariner Card;
- Native American tribal document;
- Driver's license issued by a Canadian government authority.

LIST "C" COMPRISES THE FOLLOWING:

- A social security card other than one not valid for employment purposes;
- Certification of Birth Abroad issued by the Department of State (Form FS-545 or Form DS-1350);
- Original or certified copy of a birth certificate issued by a state, county, municipal authority or outlying possession of the United States bearing an official seal;
- Native American tribal document;
- U.S. Citizen ID Card (INS Form I-197);
- ID Card for use of Resident Citizen in the United States (INS Form I-179);
- Unexpired employment authorization document issued by the INS (other than those listed under List A).

### **Employee Classification**

#### **Regular Full Time**

You are considered a regular full-time employee when you fill a regular position, work at least 40 hours per week and work on a regularly scheduled basis.

#### **Regular Part Time**

You are considered a part-time employee when you fill a regular position, work more than 20 hours but less than 40 hours per week.

#### **Temporary Employee**

You are considered a temporary employee when you are hired for a specific job and for a specific time.

### **Probationary Periods**

Employees may be placed on probation for a designated period to correct recognized performance shortcomings or behavioral problems that he or she is able and willing to correct. The reason and terms of your probation will be stated in a written document presented to you at the beginning of the probationary

period. Failure to comply with the terms of your probation may result in immediate termination.

### **Performance Appraisals**

Performance appraisals provide a systematic way for each employee to measure his or her development, to discuss it with the supervisor and administrator and to know how well he or she is meeting the requirements of the job.

The performance of each salaried employee, whether newly hired or transferred to a new position, is reviewed after the first three months on the job. Thereafter, such a review is made once each year. Performance appraisals are considered in making salary decision, but the results of the review will not necessarily result in a merit increase.

### **Promotion and Transfer**

Qualified personnel are always given full consideration for positions of greater responsibility when available. Promotions are made on the basis of your ability to meet the training and job requirements of the position available—your work performance, attendance on your current job, your length of service and your overall attitude and degree of interest in your work.

As far as practical, every employee will be assigned to a regular job. Illness, absence, vacation or other circumstance, however, may make it necessary to transfer an employee to a job other than his regular one.

### **Resignation**

As a matter of courtesy, employees who decide to leave the company are asked to give at least two weeks notice. If possible, more time would be appreciated in order to find a proper replacement. A written letter of resignation should be given to your supervisor or administrator.

### **Working Hours**

The office hours of operation may vary depending on the department of your employment. Employees assigned to work in the hospital setting will be assigned working hours commensurate with the needs of the radiologists. Generally, the office employees work an 8-hour day. There may be some variation in the daily schedule depending on the department. However, you will be notified of any change as soon as possible.



## **Overtime**

There may be occasions when you will be required to work overtime. Depending on the circumstances necessitating the overtime, you will be given as much advance notice as possible.

Overtime is calculated based on one and one half the regular hourly rate for work in excess of 40 hours per week. If an employee is guaranteed a certain amount of paid hours a day, he still has to actually work 40 hours a week to be paid time and a half for work in the excess of 40 hours. All overtime must be authorized in advance by your supervisor or the administrator.

## **Federal Wage-Hour Law**

All employees are classified as either exempt or non-exempt employees under the provisions of the Federal Wage-Hour Law. Exempt employees are not eligible for overtime payments. Non-exempt employees are eligible for overtime pay if the work is authorized.

To be classified as an exempt employee, your salary, nature of work and duties must meet the specifications for one of the following categories:

- Executive (Managerial or Supervisory),
- Administrative (Technical),
- Outside Sales, or
- Professional

All employees will be notified as to their status – exempt or non-exempt.

## **Salaries**

Radiology Consultants will maintain a balanced compensation program applicable to all employees clearly relating to the skill, responsibility, experience and knowledge requirements of each position; performance of assigned duties; and competitive pay rates and salary ranges within the industry and operational area for comparable work.

The objective of this policy is to attract, motivate and retain the caliber of individuals required for effective operation and to remunerate all employees in return for the fulfillment of their responsibilities.

Salary increases are granted based on job performance. Raises are not automatic and are not based solely on tenure.

If you have complaints regarding your job and/or salary scale, they should be discussed with the administrator who is in charge of your fringe-benefit program.

### **Breaks and Lunch**

At the time you are hired, lunch and break policies will be discussed for your area. The needs of the patient as well as the staffing of each department should dictate the scheduling of these periods. Please be conscientious and do not overstay your allotted break; to do so will burden your fellow employees and will be a reflection of your work performance. It is the responsibility of each employee to see that the work area is properly staffed before departure. At no time should a section be left unattended during these periods.

An employee lounge is furnished by the firm for the enjoyment of all. Please confine your refreshment eating to that area. It is expected that the lounge, refrigerator, stove, microwave and other appliances will be kept in a clean and neat condition at all times.

### **Payday Procedures**

All employees will be paid by direct deposit or check every other Thursday for the work weeks which ended on the preceding Saturday. Direct deposit earnings statement or paycheck will be distributed during your shift.

#### **Holiday Distribution**

In the event, a holiday falls on Thursday, checks will be issued on Wednesday.

#### **Lost Checks**

Your paycheck is a valuable document. If you fail to cash or deposit it promptly, you run the risk it may be lost or stolen. Report a lost check to the payroll clerk immediately.

### **Time Cards – Non-Exempt Employees**

Computation of your payroll and PTO time is dependent upon the correct completion of your time card. Clocking in and out for the day and at lunch breaks is necessary in calculating your hours of work. Time cards will be approved by your supervisor on Monday after the last day of the pay period. If errors or questions arise concerning any computations on your check, please check with the payroll clerk immediately. If you wish to verify PTO time, she will have this information also. Your PTO balance is on your earnings statement or paystub.

An employee should never clock another employee in or out. If you forget to clock in or out you should contact your supervisor as soon as possible. Clocking another employee in or out may result in disciplinary action up to and including termination of both parties.

### **Personnel Records**

Your personnel records are confidential and may be viewed only by yourself, your area supervisor, the personnel manager, the administrator and the physicians. You may view them at any time and obtain copies of them as needed. The originals shall be kept in the personnel manager's files as permanent record.

It is important to keep your personnel records up to date. Notify the personnel manager or payroll clerk at once whenever there is a change in your address, telephone number, person to notify in case of accident or illness, name, marital status, number of dependents, or any insurance beneficiaries.

### **Attendance**

Your job is important to Radiology Consultants. If it is necessary to be absent due to illness or other good reasons, telephone **your area supervisor** as soon as possible so that arrangements can be made to cover your assignment. You should call each day you anticipate being absent.

Punctuality is important. Much of our work is scheduled for a particular time of day, and an employee's tardiness can delay or disrupt the entire schedule for the day. Personal business should be conducted on personal time. Continual tardiness and absence reflect on your opportunity for advancement and ultimately can result in the loss of your job.

It is recognized that the presence of snow or ice on streets can make travel difficult. Leaving home early and the use of snow chains can eliminate the majority of those hazards. Employees who make every effort and still arrive late will be paid for the entire day if they arrive before 10:00 AM. Employees who arrive after 10:00 AM or not at all will be paid for the time actually worked and any other pay for that day will be charged as PTO time if the office is open. If the office is closed by management on snow days, these days will not be counted towards your PTO time.

On occasion, several hours may be taken off during the day for personal reasons. Clear this with the area supervisor first. The time off will be charged to your PTO time.

## **Jury Duty**

We believe that Jury Duty is a matter of civic obligation. A plan is provided which allows you to perform that obligation without loss of income to you. If you are called to jury duty, we will continue to pay you your usual salary, providing that you report to work on any day, or part of a day, that you are excused from duty.

## **Death in the Immediate Family**

In the event of a death in your immediate family (parent, guardian, spouse, sister, brother, children, grandchild, step-parent, step-child, mother-in-law, father-in-law, grandparent, step-brother, step-sister), you will be given time off, with pay, to make arrangements and/or attend the funeral. We expect you to discuss with your supervisor the amount of time that you actually need.

A maximum of three days pay may be given to full-time or regular part-time employees under this plan.

## **Parking**

Parking for Medical Towers employees is in the designated area on the West End of the front parking lot. You must have a parking card to get into the lot. If you do not wish to use the lot that requires a card, you may park in the lot on the northwest corner of the grounds.

Parking for Little Rock MRI and BBC employees is in the designated areas for BMC employees.

## **Fire and Disaster Plan**

Radiology Consultants maintains a fire plan and a disaster plan. A copy of THE EMERGENCY PRODECURE is provided at the back of this manual. You should familiarize yourself with these procedures in the unlikely event they would need to be implemented.

## **WHAT YOU CAN EXPECT FROM RADIOLOGY CONSULTANTS**

### **Holidays**

Regular full-time and regular part-time employees receive eight paid holidays per year. These are:

- New Year's Day
- Memorial Day
- Fourth of July
- Labor Day
- Your Birthday
- Thanksgiving
- Christmas Shopping Day
- Christmas Day

You will be given Friday off if the holiday falls on a Saturday and Monday off if it falls on a Sunday. Your birthday may be taken within 30 days of its occurrence. If you are scheduled to work the day after Thanksgiving you may choose another day within 30 days for your Christmas Shopping Day.

Regular part-time employees accrue holiday benefits on a pro-rated basis of their normal weekly hours to a normal 40-hour week.

### **PAID TIME OFF – PTO TIME**

PTO time is intended to be used for vacations, sick or personal time needed during the year. This time needs to be scheduled in advance as much as possible. Anyone who exceeds their number of paid days will not be paid for time off. Missing more days than you have accrued is considered poor attendance and may result in disciplinary action.

Ten days per year will be assigned on a prorata basis for the time between the start of employment (after the introductory period) and the end of the year.

Each employee who has up to five years of service will have fifteen (15) PTO days per calendar year. These days accrue at the rate of 1.25 days a month. An employee with five to ten years of service will have twenty (20) PTO days per calendar year. These days accrue at the rate of 1.67 days a month. An employee with ten to fifteen years of service will have twenty-five (25) PTO days. These days accrue at the rate of 2.08 days per month. **An employee with fifteen years or more of service will have thirty (30) PTO days. These days accrue at the rate of 2.5 days per month**

If the employee should leave employment during the calendar year, the accrued to date PTO time will be compensated. **PTO time used but unearned will be deducted from the final paycheck.**

Scheduling of PTO time should be with the area supervisor. No two people from the same area may schedule PTO time simultaneously. Some supervisors are requested to be present when the administrator is scheduled for PTO time.

Regular part-time employees will participate in the above PTO benefits on a prorata basis.

Employees who have PTO time left at the end of the year, can get paid for unused PTO time or carry over or “bank” this time.

In January each employee with unused PTO hours from the previous year will have the option of being paid for those hours or accumulating them. The accumulated or “banked” hours are kept separately from the regular PTO hours. The banked hours are available only after all current year PTO hours have been used. Using the banked hours will result in loss of bonuses and the “PTO pooled” check in January. The banked hours are intended for a serious illness, surgery or other special circumstances. You will be paid for any unused banked hours upon termination of employment.

There is not a limit on the hours that you can choose to get paid for or that you can bank. Which means our PTO hours are no longer subject to “use it or lose it”.

There is not a limit on the hours that you can bank, in the past you could only bank 240 hours. This will give you an opportunity to accumulate enough hours to bridge the gap to the 90 day elimination period before the companies long term disability coverage can be initiated.

Employees who have successfully completed their 90-day introductory period by receiving at least a satisfactory appraisal before January 1 are eligible for the PTO pool. At the year end those who have not exceeded their **current year PTO** time will participate in the PTO pool. In the following January they will receive four days pay. Anyone who **has** exceeded their current year PTO time will forfeit their four days of pay to the pool and the balance in the pool will be divided equally by the number of participants in the pool that have not exceed their PTO time and paid in addition to the four days mentioned above.

Radiology Consultants employees accrue paid time off (PTO) at the beginning of each calendar year in an amount that is determined by each employee's number of service years. Paid time off is to provide for paid vacation and sick leave. .

The Human Resources Supervisor or the Administrator should be advised of any circumstance that would place an employee in a negative PTO status for the year. The Administrator will review the circumstances and may approve any additional days off without pay. Otherwise the following actions will be taken.

- \*The employee will not be eligible for the semi annual bonus.
- \*The employee's annual personnel evaluation will be affected.
- \*Any further absences will result in disciplinary actions such as;

1. Written warning
2. 90-day probation
3. Termination

### **Semi Annual Bonus Policy**

The Corporate Board of Radiology Consultants can approve bonuses for its employees, based on a fixed percent of corporate profits.

Bonuses are considered on semi-annual bases. Bonuses are calculated on longevity and employee evaluations.

Any employee who is on probation or has a negative PTO status during the time of the bonus period will not receive a bonus for that period.

### **Family and Medical Leave Act Policy**

The purpose of this policy is to provide eligible employees up to twelve weeks of leave during any twelve month period for the birth or adoption of a child, for the care of a child, spouse, or parent with serious health condition, or for their own serious health condition that makes them unable to perform their work. At the end of that time, the employee is guaranteed to be returned to their same job or an equivalent position.

You will be eligible for this benefit if you have been employed for at least twelve months with Radiology Consultants and have worked at least 1250 hours during the past twelve month period. Please contact Human Resources if you have any questions regarding this policy.

Maternity and adoption leave may be taken within the first twelve months after the date of birth or the placement of a child. Thirty day notice of your intention to take this leave is expected and the twelve weeks may not be taken intermittently.

Medical leave that applies to a serious health condition which would involve inpatient care or continuing treatment by a health care provider may be taken intermittently or on a reduced work schedule if this is a medical necessity. For example: if you find it necessary for you or a member of your family to receive ongoing medical care on Fridays, you would be permitted to use up to twelve weeks one day at a time.

All paid time off must be used before the unpaid leave is available. Should you accrue additional time during the twelve weeks off such as at the beginning of the year, you would then go back to using your paid time off.

Radiology Consultants would continue to pay for your part of the group health insurance during your unpaid time off. Any request for this leave should be submitted in writing and thirty days' notice given to Radiology Consultants if at all possible. You can expect to be restored to your position or an equivalent one after this time off.

### **Paycheck Withholdings**

Applicable federal, state and local income taxes, as well as federal Social Security and Medicare taxes, are withheld from each employee's paycheck.

Optional withholdings include deductions for:

- Dependent Medical / Dental Coverage
- Cafeteria / Flex Plan
  - Pre-tax dependent care and unreimbursed medical
- Baptist Health Medical Center Credit Union
  - As an employee of Radiology Consultants you can open a Baptist Health Medical Center Credit Union to participate in a savings account with this institution through payroll deductions. Additionally, unsecured and secured loans may be obtained from the credit union with relative ease once the eligibility requirements have been met.

### **X-ray Services**

Radiology Consultants performs medical services for their employees, spouse and children who have coverage through a Radiology Consultants policy. We will not file the insurance. However, if the employee, spouse or children has chosen to be covered under other insurance, we expect to file and accept what the insurance pays as payment in full with the exception of your deductible – the deductible cannot be written off. For coverage under other insurance, it will be your responsibility to obtain authorizations for those services that require them in order for Radiology Consultants to be paid.



## **Retirement Program**

### **Employees 401(k) Profit Sharing Plan and Trust**

Radiology Consultants profit-sharing trust is established to permit the eligible employees of the firm to share in the profits of the firm and to create a source of retirement income for their employees. Contributions of profits to the plan are decided yearly. Contributions are not a guaranteed percentage.

All full-time and part-time employees over 18 years old are eligible to participate in the contributions made to this trust if they work more than 1000 hours during a twelve month period. After an employee works twelve months, the following January or July they are a participant in the plan. Vesting is 100% for Safe Harbor contributions, elective deferrals and rollovers. Pension Plan and employer discretionary contributions are subject to the vesting schedule.

#### Pension Plan / Employer Discretionary Vesting Schedule

Years of Service At Date of Termination Of Employment	Nonforfeitable Percentage
Less than 2	0%
2	20%
3	40%
4	60%
5	80%
6 or more	100%

You will be given a plan summary description and beneficiary forms when you become a participant.

### **Group Health Insurance**

Radiology Consultants pays the full premium for individual coverage. Applications are made at the time of employment and enrollment begins on the first day of the month following 30-days of employment. Employees will have an option of choosing family coverage at the group rate at the time of enrollment or on the anniversary date of the policy. (Notification by March 1)

If an employee is covered as a dependent on a family group policy, other than our own, he may elect not to be covered under our group policy. We pay our employee for not taking the group insurance.

An employee must work 20 hours a week to qualify for health insurance coverage.

Under the Federal Consolidate Omnibus Budget Reconciliation Act of 1985 (COBRA), you may be allowed to continue your health care coverage under our employer-provided group health care plan if your coverage would otherwise end under the following circumstances:

As employee or a dependent, and your group health care coverage under the plan ends because of termination of employment (except for gross misconduct) or reduction of work hours, or

As a dependent spouse of an employee and your group health care coverage would end because you become widowed, divorced or legally separated, or

As a dependent child of an employee and your group health care coverage would end because you cease to be considered a qualified dependent child according to the plan's rules.

If you meet one of the above conditions, you may request to continue your coverage under the group health care plan by paying the entire premium for the following time frame:

1. For employees, 18 months after termination of employment or reduction of work hours
2. For spouses, 36 months after becoming widowed, divorced or legally separated
3. For dependent children 36 months after ceasing to be considered a qualified dependent child according to the plan's rules

You are not eligible for continued coverage should you:

1. Cease to pay your required premium
2. Become a covered employee under any other group health care plan or eligible for Medicare or
3. In the case of a widowed, divorced or legally separated spouse, remarry and become covered under a group health care plan.

To request continued coverage under the group health care plan, you or your dependent spouse under the plan must notify us of a divorce or legal separation. You or your dependent child under the plan must notify us that the child has ceased to be considered a dependent child for the purposes of the plan's rules.

### **Group Dental Insurance**

Radiology Consultants pays the full premium for individual coverage. Applications are made at the time of employment and enrollment begins on the first day of the month following the 90-day introductory period. Employees will have an option of choosing family coverage at the group rate at the time of enrollment or on the anniversary date of the policy. (Notification by March 1)

An employee must work 20 hours a week to qualify for dental insurance coverage.

### **Life Insurance**

Radiology Consultants provides each employee with \$30,000 or 1.25% of previous years W2 (greater of the two) group term life insurance. Application for coverage is taken at the time of employment and enrollment begins on the first day of the month following the 90-day introductory period.

An employee must work 20 hours a week to qualify for life insurance coverage.

### **Long-Term Disability Insurance**

Long-term disability benefits are provided at no cost to you. Benefits are approximately 60% of salary, but will be reduced by other disability benefits you may receive. Enrollment begins on the first day of the month following the 90-day introductory period. There is a 90 day elimination period.

An employee must work 20 hours a week to qualify for long term disability insurance coverage

## **WHAT RADIOLOGY CONSULTANTS EXPECTS FROM YOU**

### **Personal Appearance**

Your personal appearance is important to you and to Radiology Consultants. Before a patient or visitor has time to judge your work he judges your good grooming; your appearance. These also affect the opinions of those with whom you work. Be neat and clean and if it is required that you wear a uniform, wear it with pride; keep it clean and in good repair. Your supervisor will advise you of the uniform policy for your area. Above all, wear a smile—it is part of your personal appearance.

### **What We Do**

As an employee, you are expected to observe certain basic rules of safety and conduct. The following rules have been adopted for the welfare of patients and employees.

- Housekeeping
  - Our primary function is the care and treatment of the sick. Sanitation, cleanliness, and good housekeeping are of the utmost importance. A patient whose first impression of our offices is one of neatness, courtesy, and concern is apt to develop a sense of confidence and return for further care. All employees are expected to do a certain amount of housekeeping and maintain a clean and tidy work area.
- Safety
  - You and the company have separate, but dependent responsibilities with respect to achieving safe and healthful working conditions. Each employee shall comply with occupational safety and health standards and all rules, regulations, and orders issued which are applicable to his own actions and conduct. You will be responsible for reading and applying this section along with the section applying to your job.
    1. Get full instructions from your supervisor on the work to be performed before starting the job.
    2. Report all known physical handicaps such as diabetes, impaired eyesight, hearing, back trouble, heart, hernia, and the like to your supervisor so that you will not be required to do work that might injure you or someone around you.
    3. Park in designated parking areas away from equipment and materials. The company assumes no responsibility for damage to vehicles.
    4. Before beginning work, check your work area and equipment for unusual occurrences (i.e., vandalism, damaged equipment, etc.). Report tampering or theft of tools, equipment and materials to your supervisor immediately.

5. Do not operate any machinery, equipment or tool unless you have been properly instructed in its use and you are thoroughly familiar with all details of its operation.
6. Never turn on electricity, air, water, gas, or set in motion any machinery without first carefully checking to see if anyone may be injured by your act.
7. Be familiar with the location of the first-aid kit and the fire extinguisher.
8. Notify your supervisor if your work activities require you to perform a task alone in or around an isolated/hazardous location.
9. Report all accidents, near accidents, and injuries to your supervisor immediately. It is both your and your supervisor's responsibilities to see that prompt medical attention is given to all injuries. If additional attention (other than first aid) is needed, it is a requirement that you be seen by a physician or clinic.
10. Avoid any kind of horseplay, including the reckless operation of equipment. Anyone engaging in horseplay will be subject to termination.
11. Closely observe the condition of floors and walk carefully. Walk, do not run, in halls, rooms, and stairwells.
12. Use only approved tools, equipment, and materials that are in good, safe condition. Report any defective tool and/or equipment to your supervisor.
13. Place any cords, cables, etc., so that they will not be a tripping hazard.
14. Keep your hands, arms and legs away from any moving parts of equipment.
15. Proper lifting procedures
  - a) Bend legs, keeping back vertically straight.
  - b) Hold the object firmly and closely to your body; then lift using leg muscles, not the weaker back muscles.
  - c) Lift slowly and do not jerk or twist. Never lift while in an awkward position.
  - d) Set the object down in the same manner without putting strain on the back.
  - e) Get help if the load is too heavy to lift comfortably or is too bulky to carry and see where you are going.
16. Know or ask for the safest method of doing your job. When you are in doubt, always ask before proceeding. Think first; then proceed safely. Each worker is responsible for his or her safety as well as the safety of others. Everyone on your job must work together for this common goal. Warn others when their safety is in danger. Inform other workers when they are committing a hazardous act. Help train new employees in the safety methods of performance and make them safety conscious. It may save your life.
17. Exercise due care in the use of company property and use such property only for authorized purposes. Negligence in the care and use of company property may be considered cause for termination.

18. Unauthorized removal of company property or its conversion to personal use will be considered cause for termination.
19. Obviously, it is impossible to cover all the hazards involved in all operations. Therefore, the best safety is “common sense.”

## **Conduct**

Patients and their relatives are always reassured when they find a quiet, friendly atmosphere. Avoid loud conversation and loud laughter. Please remember that although you may have your work done and choose to visit with other employees, you may be hindering that employee from producing the amount of work allotted for that day. We certainly encourage friendliness among our employees but your visitation time should be limited to your break and lunch periods.

If your job brings you in direct contact with patients, work quietly. If a patient engages you in conversation, be courteous, polite and considerate, but never discuss your personal problems. The patient has enough of his own. Avoid discussing the patient's illness or injury unless it is your specific business to do so.

## **Conduct Guidelines**

These guidelines are placed in written form for the benefit of you and your fellow employees. Commission of any one of the following acts may result in disciplinary action up to and including immediate termination. **Radiology Consultants has zero tolerance for any form of violence (including physical or verbal threats) and termination will be immediate.**

This list is not inclusive. The following are examples only. Each situation will be dealt with separately on its own merits. This company has no progressive disciplinary system. The provision of these examples **does not alter your AT-WILL employment status.**

1. Possessing dangerous or deadly weapons on company premises or while off company premises in performance of company duties.
2. Reporting for work under the influence of intoxicants or drugs; drinking alcoholic beverages, using drugs, or the possession of either while on company time or premises.
3. Refusing to obey direct instructions from a supervisor or to follow company policies. (Insubordination)
4. Coercion, intimidation or threats against clients, guests, supervisors, or co-workers.

5. Disrespectful or discourteous, uncooperative, or offensive conduct to clients, guests, supervisors, or co-workers.
6. Any falsification or alteration of company records, including employment application.
7. Fighting on company premises.
8. Theft, misappropriation, misuse or willful destruction or failure to safeguard employees', clients', guests', or company's property, or unauthorized removal of such, including found items.
9. Interfering with or hindering work schedules.
10. Harassment of fellow employees, supervisors, clients or guests. This includes, but is not limited to, racial or sexual harassment.
11. Revealing confidential information to unauthorized persons.
12. Obtaining confidential information without authority.
13. Smoking in prohibited areas.
14. Unauthorized use of the telephone, unauthorized long distance calls or frequent and unnecessary use of the telephone for personal business.
15. Failing to abide by time keeping rules, sign-in, sign-out procedures; falsification of time card; working overtime without management authorization; stopping work early without management authorization.
16. Absenteeism or tardiness.
17. Failing to perform work or job assignments satisfactorily and efficiently.
18. Unauthorized absence from assigned work area or being in an unauthorized area. Loitering or sleeping on the job.
19. Failing to observe established health, fire and safety practices. Failure to report unsafe actions of other employees or any injuries sustained while on duty.
20. Failing to exhibit a neat and businesslike appearance and high degree of personal cleanliness at all times.
21. Soliciting on company premises during active work time. Distribution of literature of any description in working areas. Posting or removing notices, signs, memoranda, or writing in any form on a bulletin board or company property.
22. Making or publishing false, vicious or malicious statements concerning an employee, supervisor, or the company or its services.
23. Discussing confidential company information where it could be overheard by unauthorized persons.
24. Soliciting for immoral purposes or the aiding and/or abetting of such.
25. Soliciting gifts or money directly or indirectly from prospective or current vendors or customers.
26. Failing to notify supervisor when unable to report to work as scheduled; supervisor must be notified as soon as possible and no later than the beginning of the shift if the employee is to be absent that day.
27. Violation of any written or unwritten company policy and failure to report the violation of company policy. (Including but not limited to the EEO/Sexual Harassment policy).

## **The Disciplinary Process**

As an employee of Radiology Consultants, you are required to abide by certain rules and regulations. These have been established to protect you, other employees and the company from injury and other threats to your well being and to promote harmonious, efficient working practices.

Failure to observe established rules and practices could lead to disciplinary action including formal warnings, suspension, probation and discharge.

The company's normal practice is to help you identify problems and to improve your performance and behavior. The specific disciplinary action will normally be based on an assessment of the offense, the circumstances and your previous record. Radiology Consultants reserves the right to take whatever disciplinary measures it feels are appropriate, including discharge, if in the judgment of responsible supervisors and managers the employee's conduct cannot be corrected, or it seriously threatens the well-being of the company or other employees.

## **Grievance Procedure**

It is the policy of Radiology Consultants that all employees be treated fairly and in a respected manner. If an employee feels there is a problem in this area he should go to his or her supervisor. However, if an individual is uncomfortable with the supervisor or the supervisor is part of the problem, please see either the personnel supervisor or the administrator. If the matter is still unresolved, an individual may go to the doctor in charge of the office.

## **Non-Discrimination/Harassment Policy**

Radiology Consultants is committed to maintaining a work environment that is pleasant, productive and free of discrimination and harassment. To help ensure this kind of atmosphere at Radiology Consultants, we expect all of our personnel to uphold the highest standards of conduct, respecting each individual's differences and personal beliefs. In keeping with this commitment, we will not tolerate discrimination against or harassment of our personnel by anyone, including any supervisor, co-worker, vendor, client, or customer.

Harassment can be unwelcome conduct in many different forms, and can be verbal, physical, or visual. This includes sexual harassment, gender or race discrimination and inappropriate language or actions which might create an intimidating or offending work environment.



All of our employees are responsible for helping to assure that we are notified of any conduct which is considered to be harassing or discriminatory. We want to avoid such conduct, and eliminate it immediately if it ever occurs, and in order to do so, all such conduct must be promptly reported. If you feel that you have experienced or witnessed discrimination or harassment, or any conduct which could be construed as discrimination or harassment, you are to notify your supervisor immediately. If for any reason you do not wish to report the conduct to your supervisor, you should contact the administrator or any company officer and report the conduct. The company forbids retaliation against anyone who has reported harassment.

Radiology Consultants' policy is to investigate all such complaints thoroughly and promptly. To the fullest extent practicable, the company will keep complaints and the terms of their resolution confidential. If an investigation confirms that discrimination or harassment has occurred, the company will take corrective action, including termination of employment, if appropriate.

### **Smoking**

There is a no-smoking policy in all areas of Radiology Consultants including the lounge. A state law banning smoking on any hospital campus went into effect October 1, 2005.

### **Electronic Information and Communications**

Radiology Consultants (the "Company") is responsible for securing its network and computer systems against unauthorized access and/or abuse, while at the same time making them accessible to authorized and legitimate users. This responsibility includes informing users of expected standards of conduct and the consequences of not adhering to them.

Violation of the provisions of this policy will result in disciplinary action ranging from the temporary revocation of user access to termination of employment. The users of the Company network and computer systems are responsible for respecting and adhering to local, state and federal laws relating to the access and use of computer systems and software. The Company will cooperate fully with appropriate authorities to provide information related to actual or suspected activity not consistent with the law.

## **Electronic Mail**

The Company provides internal and external electronic mail (e-mail) facilities to employees for business purposes only. You should be aware that whenever you send e-mail, your name, user ID, and location are included in each e-mail message. Therefore, all e-mail users should exercise good judgment and common sense when creating and distributing e-mail messages.

Confidentiality of e-mail messages cannot be guaranteed. Messages can be misdirected and/or forwarded by recipients to other electronic mail addresses.

Further, you should be aware that there is no guaranty of privacy with an e-mail message, and that the Company reserves the right to access all aspects of employee's e-mail at any time for any reason without notice to the employee. All information and e-mails in the Company system are the property of the Company.

Employees are encouraged to use care in drafting e-mail documents just as you would in formal written communication. E-mail may be discovered by opponents in litigation; therefore, it should be professional and clearly written.

Unauthorized attempts to read, copy, modify or delete e-mail messages of other users is prohibited.

Sending fraudulent, harassing, threatening, obscene, inappropriate, or other objectionable messages via e-mail to anyone is prohibited.

Sending unsolicited "junk" mail, "for profit" messages or "chain letters" is prohibited.

The Company reserves the right to establish a separate policy regarding the elimination of accumulated e-mail messages.

## **Internet**

As a user of the Company's network and computer system, you may be authorized to access the Internet for business purposes. You should be aware that every Internet site is capable of determining who you are and who you represent. Accordingly, users of the Internet must exercise good judgment, common sense, and discretion in its utilization.

Users of the Internet may encounter material that is inappropriate, offensive, illegal and unrelated to the Company's business. Employees must understand that they are responsible for the material they access. All Internet usage with the Company's equipment may be monitored or subject to periodic review.

Sending, receiving, displaying, printing or otherwise disseminating materials that are fraudulent, harassing, threatening, obscene, inappropriate or objectionable is prohibited.

Use of the Company's computer system in an attempt to gain unauthorized access to remote systems is prohibited.

All material downloaded from the Internet or from computers or networks that do not belong to the Company must be scanned for viruses and other destructive programs before the file(s) are placed on the Company's computer network.

All employees must comply with all software licenses, copyrights and all other state and federal laws governing intellectual property and online activity including downloading of any copyright-protected computer programs. Downloading of any software programs, except as expressly approved by the Company's management, is prohibited.

Any employee using the Internet for personal business must have the prior approval of that employee's direct supervisor.

### **Telephone**

The company recognizes that employees must sometimes place or receive personal calls on company telephones. However, the telephone system is intended primarily to serve the needs of the business, and it is essential that we keep personal use from interfering with that purpose.

If you have personal calls to make, do so during non-work periods. The call should be limited to 2-3 minutes. Ask callers to minimize the number of personal calls you receive.

If you need to call long distance, please charge it to your home telephone. If for some reason this is not possible, see the administrator before you place the call.

Use of personal cell phones, except in emergencies, is to be limited to your break time. Cell phones should be turned off or kept on vibrate mode and **not answered** at your workstation.

### **Borrowing Money**

Loans will not be made to employees from the corporation. Those eligible may borrow from the profit-sharing trust under the guidelines set forth.

## **Solicitation**

It is the policy of Radiology Consultants that the physicians will not solicit employees; neither will employees solicit physicians or other employees.

## **Confidential Material / HIPPA Privacy Standards**

Radiology Consultants is compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and seeks to protect patients' confidential medical information. Radiology Consultants will use and disclose protected health information (PHI) only as permitted by the HIPAA Privacy Standards and the HIPAA Compliance Program.

The professional information you hear, see or obtain in the care of patients is strictly confidential and is never to be discussed with other employees except as necessary in performing your duties. In addition, confidential information should never be discussed with your family or other persons. This professional information is the private affair of the patient and the doctor and any release of information is solely the responsibility of authorized individuals only.

If your job gives you access to personnel records, business records, or you have special knowledge concerning personal problems, salaries or other similar matters, this must be protected in a similar manner as confidential information.

Violating this policy can be cause for disciplinary action.

## **Corporate Compliance Plan**

Radiology Consultants has a corporate compliance plan. Every employee will be given a copy and expected to abide by its procedure. There is a copy of the corporate compliance at the end of the handbook.

## **IN CONCLUSION**

This handbook covers general items of interest to all employees of Radiology Consultants and is intended to answer as many questions as possible. As in any organization, a need for changes in policy may arise. You will be informed when this happens. Information that is more specific may be secured from the administrator regarding questions not answered in this book.

## EMERGENCY PROCEDURES

### FIRE

1. Call the fire department -- 374-1212
2. In case of smoke call the fire department or building manager.
3. If fire starts in our space, evacuate patients from fire area first.
4. Evacuate non-ambulatory patients first and remainder following.
5. Evacuate employees.
6. Do not panic.
7. For waste basket or small fires that you feel you might control, use the fire extinguisher in your area. You should fight the base of the fire and not spray the water on the flame itself. We do have fire extinguishers in the office to use in case of small fires within our space. Familiarize yourself with the locations of these fire extinguishers.
8. Proceed in a safe manner to the stairwells, the stairwells have a 1 ½ hour smoke and fire ratio.
9. **Do not use elevators.** They are attracted to heat on the floor of the fire and might take you to the fire area and stop you in a trapped situation.

### TORNADO

1. Get away from the window areas.
2. Go to the central core.
3. You can use the elevators and go to the basement if you have adequate time.

### POWER FAILURE

1. Wait a few minutes to see if power is restored.
2. If power is not restored, check with your supervisor as to cause of failure.
3. Try to determine how long the power will be down.

4. If failure is temporary, go about jobs that do not require electricity, and wait for power to be restored. Ask patients to wait.
5. If failure requires closing of the office (to be determined by radiologist or administrator), then:
  - a) Re-schedule patients.
  - b) It is the responsibility of the technical staff to see that all patients are evacuated to the lobby area.
  - c) Close and secure office.
6. The emergency power unit should come on. If so, you may use the physicians' elevator; if not, it will be necessary to use the stairs.

## RADIOLOGY CONSULTANTS OF LITTLE ROCK, P.A.

### CORPORATE COMPLIANCE PLAN

#### **I. Introduction and Purpose.**

Radiology Consultants of Little Rock, P.A. (referred to as “Radiology Consultants” or “the Company”) is a professional association which was founded in 1969. Since that time Radiology Consultants has endeavored to provide quality medical care and services to meet the needs of the community. It is of the utmost importance that Radiology Consultants also handle its business affairs accurately and responsibly. This Corporate Compliance Plan is the formalization of corporate programs and business practices which have been in use, in some fashion, for a number of years. These programs and practices, as more fully set forth in this plan, are important tools in the Company’s effort to comply with all applicable laws, rules and regulations while providing high quality medical service to the community. This Corporate Compliance Plan is a working tool to assist all of the Company’s employees in their efforts to comply with the many rules and regulations which apply to the provision of service, the billing for those services, and the related documentation. The Company shall provide to each of its employees access to this Corporate Compliance Plan. The Company’s Board of Directors will also designate a Compliance Officer to supervise and direct the Company’s Corporate Compliance Plan. Each employee shall review this Corporate Compliance Plan and shall indicate their willingness to adhere to its provisions by signing a copy, which shall be kept on file with the Compliance Officer.

#### **II. Compliance Standards and Procedures.**

There are many laws and regulations which apply to medical care generally, and to medical billing practices. Radiology Consultants is committed to its employees’ compliance with applicable federal and state laws. Accordingly, each Radiology Consultants employee should be knowledgeable about the rules and regulations which apply to the work done by the employee. If there are questions about the applicable rules or regulations, each employee should be certain that the questions are answered so that proper, complete, and lawful practices are used in both the provision of service and the billing for services provided.

It is of utmost importance that Radiology Consultants accurately and correctly bill its patients for services provided. The Company has as its objective that every bill rendered is complete, proper, accurate, and in full compliance with all applicable rules and regulations. In order to meet this objective, Radiology Consultants requires that all billing personnel routinely and customarily employ proper billing techniques so that there are no false or inaccurate bills submitted.

Each service rendered should be coded properly using the codes from the latest edition of Current Procedural Terminology. Services should not be divided, or “unbundled”, for billing purposes. If there are any questions about the use of codes, these questions should be researched and answered before any claims are made or bills are sent. All diagnoses should be properly classified and coded based on the most current edition of International Classification of Diseases.

It is the Company’s objective that all transactions be documented accurately, that only valid, properly documented claims be submitted, and that no false claims ever are made. Any employee providing service whether a physician, technical employee, or other clinician, should take steps to be certain that the services which are provided are those which have been ordered and are medically necessary. If there are any questions about a service request, or about how a particular service should be coded, these questions should be fully resolved prior to rendering any bills. Any billing error that occurs repeatedly may be considered fraud. All physicians are available to answer any questions which arise. Our common goal is to perform services professionally, and to submit claims which are accurate.

Radiology Consultants strictly prohibits employees from receiving, either directly or indirectly, gratuities or other items of value from persons or companies that either provide goods and services to the Company, or receive goods and services from the Company. Radiology Consultants should only receive its regular charges for work performed, and no Company employee should ever offer anything of value to anyone as an incentive or gratuity.

### **III. Oversight and Supervision.**

If questions arise regarding the use of billing codes for procedures or diagnoses, the question should be discussed with the supervisor of data processing. Current volumes of Current Procedural Terminology and International Classification of Diseases are available for reference. If the question arises because of a report by a physician, a physician familiar with the procedure should be consulted. If questions persist after initial consultation, the physician directly and personally involved in the report should be consulted and all questions resolved before any billing is issued.



If questions regarding patient accounts arise, whether through a request or question from the patient or perhaps through a referring physician, the questions should be noted and promptly researched. The supervisor of patient accounts and the supervisor of data processing should be consulted if questions arise which are substantive, rather than merely informational. If these persons are unable to respond promptly, or if they are unable to provide a definitive response to a question, the business manager should be advised promptly. All corporate officers and physicians are available and most willing to respond to any questions which arise in regard to procedures, billing, collections, and other related issues. If the supervisors, business manager, corporate officers, and the physicians are uncertain about the proper response to a question, they will contact appropriate professionals retained by the Company, as well as personnel from the patient's insurance company or health care provider. All employees are encouraged to consult with their supervisors and the business manager if there are any questions relating to requests for services, coding, patient accounts, and the like.

#### **IV. Training.**

Radiology Consultants provides training for all of its technical billing clerks. All Radiology Consultants employees are encouraged to routinely attend training sessions and seminars: (i) which promote knowledge and understanding of current rules, regulations, and practices; (ii) which educate regarding the significance and operations of compliance plans; and (iii) which assist in developing an understanding of each of the employee's roles with regard to the practice's operations. The Company would like to be advised of opportunities for participation in seminars or other similar educational offerings. If you become aware of an opportunity for training or continuing education on one of these or a related topic which you believe could be beneficial, please advise your supervisor or the business manager. Radiology Consultants endeavors to provide its employees access to current source documents, such as billing regulations and coding manuals. As rules are amended, or regulations change, technical updates will be circulated as received, and all personnel should study these carefully.

#### **V. Reporting and Auditing.**

The Company employs accountants and other professionals who advise the Company if questions arise regarding billing and payment issues. The Company's auditors routinely examine specific claims and test other procedures in the process of their audits in an effort to ensure that the Company's billing processes are accurate and proper. Supervisory employees also perform periodic internal reviews and screenings of the Company's claims development and submission processes.

If you have questions regarding an audit process, or if you believe that there are processes and procedures which need to be audited, please advise

your supervisor. If there are specific questions about processes or procedures which you have, please advise your supervisor so that the Company can seek professional advice from its own advisors and can also seek guidance from appropriate administrative or governmental personnel.

It is of utmost importance to the Company that it employs responsible, trustworthy personnel. If the Company becomes aware of any problems which have occurred in the Company's processes and procedures, either through inadvertence, mistake, misinterpretation or otherwise, it is the Company's policy to pursue an appropriate investigation and to take corrective action as soon as possible. Such corrective action will be in accordance with the mechanisms established by the Compliance Officer for responding to compliance problems. If necessary, the Company may seek the professional advice and guidance of its advisors, or appropriate administrative or governmental personnel. If you as a Company employee become aware of any mistake or problem, please immediately notify your supervisor if available, or any other corporate officer. An employee cannot be punished for reporting a suspected violation. Anyone reporting a suspected violation will receive a response from the Corporate Compliance officer.

#### **VI. Compliance Officer.**

Radiology Consultants, in furtherance of its objective of compliance with applicable laws, rules and regulations, shall designate a Compliance Officer to oversee the Company's compliance procedures. The Compliance Officer will report directly to, and shall be appointed by, the Board of Directors. The Compliance Officer shall develop and implement the practices and policies which support the Company's compliance objectives. The Compliance Officer shall also work with the Board to be made available to all with regard to the investigation of and disciplinary process applicable to compliance problems. **David Humphrey** will be the Compliance Officer.

#### **VII. Summary and Conclusions.**

All Radiology Consultants employees should be well trained and diligent in their efforts to comply with applicable rules and regulations. The company believes that its professional responsibility and its business responsibility are paramount. The Company expects that its employees, from top to bottom, work together in a responsible and trustworthy manner to be certain that the Company makes every effort to comply with the laws and regulations which apply to its business.

