



ANTHONY
MEDICAL & CHIROPRACTIC CENTER

Massage
&
Manual Therapy
Meeting

A Team Approach to Healthcare

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Welcome

Hello!

As an organization, we wanted to take a moment to thank you for your hard work and commitment to Anthony Medical & Chiropractic during our recent growth and expansion in the Central Texas market. It is your skill and expertise that ranks us among the top integrated services providers in the region.

During this meeting, we want to assure we answer any questions you may have about your job expectations, work environment, additional employment opportunities, discuss how our expansion of services align with the national workforce for the services, and the new services we provide.

Over the past few months, we have expanded our services into new markets and brought on board awesome new staff to support those locations. We have also added opportunities for members of our team to step into trainer positions to teach our new employee's critical skills to promote success in the workplace. Most importantly, we realize how important consistency is to the services we provide as well as professional workplace behaviors. That's why we strive to focus on our "team approach" mentality. Together, we succeed. Together, we are accountable for our fellow employee's success. Together, we inspire a new generation of employees.

Again, thank you for being part of the Anthony Medical & Chiropractic team. May you continue to have great success and excellence in the services you provide.

With regards,

Dr. Chris Price

Introductions

In any organization, it is important to understand the key leadership positions and individuals responsible for the operational and administrative needs of the company and employees.

Dr. Chris Price
Owner

Dr. Matt George
Director of Medical Services

Sarah Hahn
Regional Manager

Angel Cox
Director of Operations

Brett Caldwell
Human Resource Manager

Mickey Price **Sarah Roberts**
Director of Administration Billing Services Manager

To participate in our community events (providing chair massages to business employees), Lejla Hickingbottom is our company Marketing Team Lead. She is your point of contact for this. It is our goal to have everyone participating in these events. It is a great way for you to build your schedule and connect with patients.

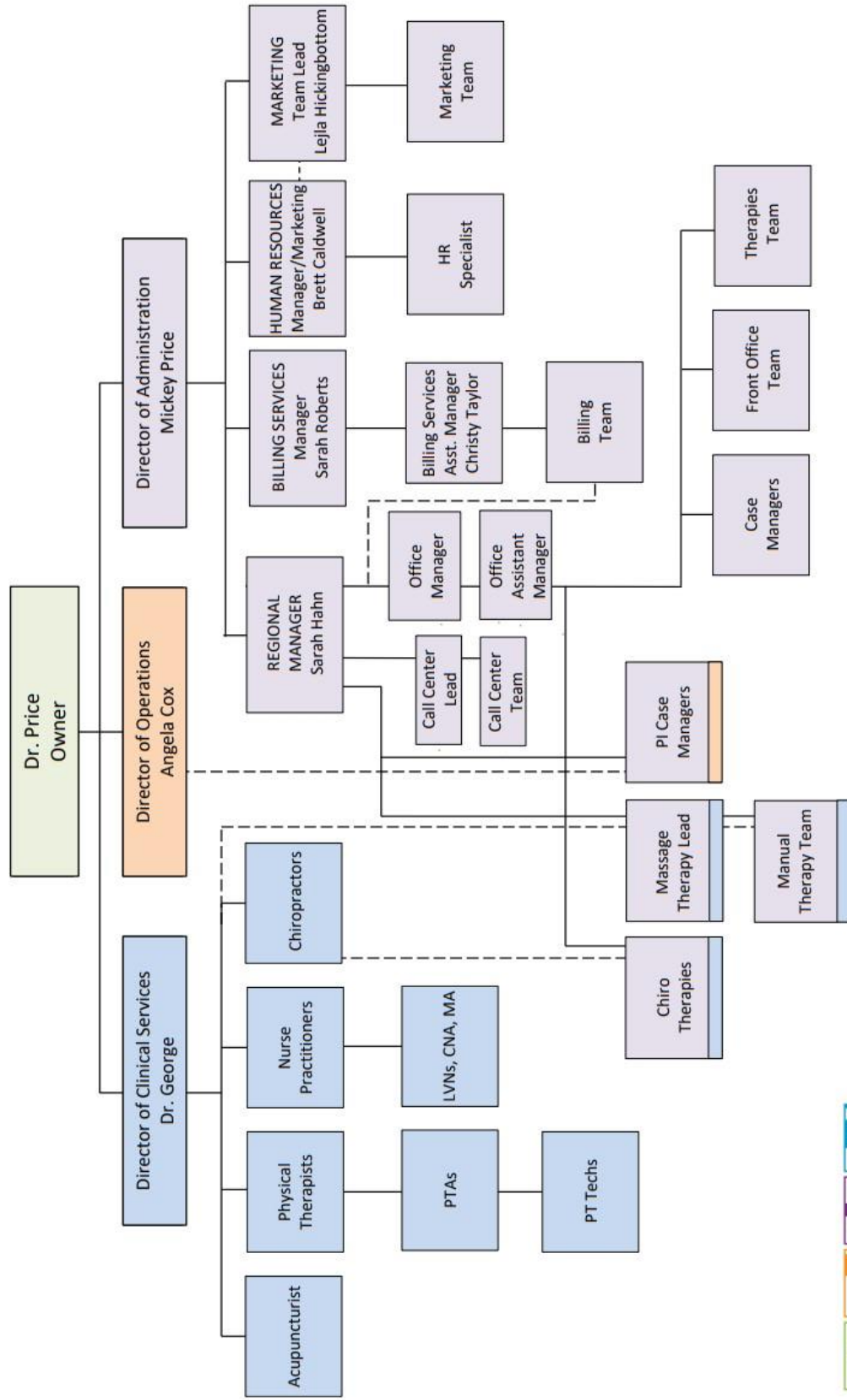
When you have any concerns or issues that arise during the workday, please use the following communication chain:

1. The FOC (Office Manager)
2. The Assistant FOC (Assistant Manager)
3. Regional Manager (Sarah Hahn)
4. Director of Administration (Mickey Price)
5. Owner (Dr. Price)

If you are unable to make it to work due to illness or unexpected event, follow the same communication chain listed above.

** The following page is our Organizational Chart.*

Organizational Chart



Performance Education

For you to be successful, it is important that we provide continuing education and training on information that is important to you and your success. We also believe it is important for to have the opportunity to ask questions to the leadership team about these areas to further your understanding.

1. Definitions of Therapy Positions -

Licensed Massage Therapist

- Unlicensed Massage Therapist
- Manual Therapy Tech

2. Insurance Billing (*Manual Therapy and Stretching*)

3. The importance of learning how to work specific areas:

- a) Neck
- b) Upper Back
- c) Shoulders
- d) Lower Back
- e) SI Joint
- f) Hips

4. Placing Fee Sheets in their designated area. If not, it causes delays in our ability to have the Charges staff member perform their position efficiently.

5. Leaving your shift early. We schedule our therapy team's schedule as full as possible during each workday. If there are missed appointments, we work hard to fill these slots. To provide the most consistent care to our patients, we expect our therapy team to be at work during the hours assigned to the therapist. If there are extenuating circumstances, only the office manager (FOC) can approve leaving early.

6. Appropriate patient communications in the therapy rooms.

7. Transitioning a patient to receive additional services in the clinic.

Performance Responsibilities

Part of the responsibilities of the therapy team include certain tasks that are to be completed on a shift by shift or daily basis. It is important that we prep the oncoming shift for success. In order to do so, we have certain expectations that must be fulfilled by all therapists.

Service Excellence

We expect our therapists to extend the highest level of professionalism and service to patients in the facility. This also includes interactions with staff and leadership within the office setting.

Arrival

It is vital that each therapist arrives in enough time to assure the work area is prepared for the day and the session starts – on time – for each patient. It is our expectation you arrive 10 minutes prior to your first patient to prepare for their therapy session.

Rooms

Each therapist must assure when leaving a room that it is clean and set up for the next therapist. This includes sweeping and mopping of the floors.

Phones/Smartwatch/Headphones

Phones should be out of reach and out of sight during the therapy appointment. There should be absolutely no responding to texts messages or calls and no checking notifications from your phone or smart watch. Only 1 earbud in a time during a massage. Music should be kept to a minimum and should never be heard by the patient.

Laundry

Laundry must be washed, dried, and replaced as needed during each shift. It is the responsibility of each shift to assure laundry is clean and ready for the oncoming shift.

On Call

Priority will be given to those on-call individuals that are consistent in their on-call participation and are assessed as performing their position successfully. For those that meet this, they will be given priority when rooms become available to expand their schedule and patient volumes.

** See On-Call Form*

Policy & Procedures

Our Policy & Procedures are referred to in our Employee Handbook. All employees have access to the handbook through our Training Site, Anthony University. To access Anthony University, go to our website, www.anthonychiro.com. Go to the bottom of the page and click on Anthony University. The password for access to the site is: Anthonyed.

Anthony University has been developed to house important company information such as the Employee Handbook, Initial and Annual Training Modules, important policies, and general company information.

As with any successful organization, we rely on our employees to be compliant with our policies and procedures. Anthony University highlights policies and service areas we consider important to our overall success. They are:

Service Excellence

Dress Code

Absenteeism & Tardiness

Attendance & Attendance Point System

Harassment

Cell Phones

HIPAA Compliance

Disruptive Behaviors

Inappropriate Language

If you have not visited Anthony University, please visit the site.

Attendance

Organizational success depends on many factors. The most important is employees being consistent in their attendance to fulfill their shift obligations. In your position, you have developed a pool of patients that are committed to receiving the services you provide. They take time to coordinate their personal and professional schedules to visit our facility to receive care from you. When we have call-outs, this not only places a coverage burden on your peers, it also has an impact on the patient hoping to specifically be cared for by you.

When our team has members that are absent, tardy, or leaves early, it creates unexpected hurdles our team has to quickly respond to so we can continue to provide services professionally and without interruption.

To assist our employees better maintain their attendance oversight, we will be implementing an attendance point system so employees can be personally accountable for their attendance.

** Please review the attached Attendance Point System Policy.*

If you have any questions about attendance and our company expectations, please contact Sarah Hahn, Regional Manager, or Brett Caldwell, Human Resource Manager. They will be happy to review and respond to any questions you may have.

Each employee will have 10 points assigned to them. Points will be reset every January 1st and July 1st. Once a specific level of points has been accrued, a performance action may take place.

| REASON | POINTS | DEFINITION |
|-------------------|--------|---|
| Unexcused Absence | 2 | Call in without advance notice (unauthorized day off or short notice) with no MD note |
| Excused Absence | 1 | Call in without advance notice, (sick, child illness, car issues) provides MD note |

| | | |
|--------------------|---|--|
| Tardy | 1 | Clocking in 1-14 minutes after assigned shift starts |
| Late/Leaving Early | 2 | Clocking in 15 or more minutes after assigned shift starts or leaving before shift ends. |
| No Show | 5 | No notification has been made to the appropriate manager/supervisor of your absence |

| POINTS | PERFORMANCE ACTION |
|--------|---------------------------|
| 3-5 | Verbal Warning |
| 5-7 | Written Warning |
| 7-10 | Termination Consideration |

* See attached Attendance, Attendance Point System Policies.

Reminders

Front Desk

- Refrain from crowding the front office.
- If there is an issue, talk softly and do not stress; the patients can see and hear what is going on in the front office.
- Do not distract the front office staff if you have a break.

Break Room

- Refrain from inappropriate conversations.
- NP and massage rooms near the break room may hear discussions in the break room.

In clinic/At Events

- You are an employee and a representative of our clinic.
- We should always be polite and professional anywhere in the clinic.
- Greet patients when walking around or getting your patients.

With other co-workers

- Be polite and courteous of other employees in the clinic.
- Refrain from gossiping and discussing with others about personal lives or negative things about our clinic.

Scheduling

Fall off/Cancellations

- The front office staff works to get schedules for therapist full.
- Sometimes cancellations and fall off will occur. Please refrain from reprimanding front staff when this occurs. The front office staff do try to fill in the openings on the schedule.
- On occasion, massages will be moved around to accommodate the needs of the patients.

Errors on schedule

- If there is an error on your schedule, discuss it with the office coordinator.
- Refrain from discussing with co-workers.

Notify Office Supervisor when:

- You cannot locate your patient or Fee Sheet.
- You are going on break/lunch/leaving the building/at the end of your shift.
- Need supplies-laundry soap/lotions/etc.
- If any issues arise during the manual therapy session.

Room Etiquette

- Cleaning room check list
- Change out linens for the next shift
- Wipe down counters/bed/etc.
- Sweep/Mop
- Dust
- Leave the room as you would want to start your shift in

ACU rooms

- When using ACU rooms, put items back in the room.
- Follow same cleaning-room check list.
- Leave the room like you were never in there.

Turn off items- Make sure when you leave to turn off:

- Heating pads
- Candles
- Wax warmers
- Lights

Linens

- As always, linens are to be wash, dried and folded. Use downtime or any openings in your schedule to help.

Purple Sheets

- Purple Sheets are the provider delegating what therapies are to be done.

Lotion (No oil)

- No more oil use- **No longer allowing oil to be used in the clinic.**
- Hard to clean up
- Ruins the linens/fabric/rugs/etc.
- Ruins tables
- No personal lotions/oils etc.
- Only use what we provide, if there is a specific lotion you want to use talk to Manual Therapy Coordinator or Office Supervisor

Patient Flow

- If you are asked to bring a patient back to the front or to Case Management, please do so. We may have billing or insurance concerns we need to resolve prior to the patient leaving the building.
- Fee sheets need to be placed in the proper locations at the proper time. If unsure where the fee sheet needs to go, please ask office supervisor.