

ruralMED Management Resources

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www.ruralMED.net



ruralMED Management Resources

Employee Handbook

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TABLE OF CONTENTS

PREFACE 5

COMPANY INFORMATION 6

GENERAL INFORMATION/HISTORY 6

OUR MISSION: What we Do. 6

OUR VISION: Our Aim..... 6

OUR VALUES: How we Act..... 6

STANDARDS OF BEHAVIOR..... 7

EMPLOYMENT 8

EMPLOYMENT AT WILL 8

COMMUNICATION/OPEN-DOOR POLICY..... 8

ETHICAL BEHAVIOR 8

EQUAL EMPLOYMENT OPPORTUNITY 9

ANTI-DISCRIMINATION & ANTI-HARASSMENT 9

EMPLOYMENT ELIGIBILITY 10

EMPLOYMENT APPLICATION 10

EMPLOYMENT CLASSIFICATIONS..... 10

AGE RESTRICTIONS..... 11

SENIORITY 11

HIRING OF RELATIVES..... 11

PERSONNEL FILES, STATUS CHANGES AND RECORDS 11

LICENSURE..... 12

JOB POSTINGS 12

INTERNAL TRANSFER..... 12

EMPLOYMENT NOTICES 12

ORIENTATION AND TRAINING 12

COMPENSATION 13

WORK PERIOD AND PAY POLICY..... 13

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REPORTING PAY ERRORS OR IMPROPER DEDUCTIONS 13

PAYROLL DEDUCTIONS..... 14

GARNISHMENTS..... 14

SCHEDULING 14

EVALUATIONS 16

PROMOTION 17

STATUTORY BENEFITS 17

WORKER’S COMPENSATION INSURANCE..... 17

UNEMPLOYMENT COMPENSATION INSURANCE..... 18

SOCIAL SECURITY..... 18

BENEFITS 18

EMPLOYEE RULES AND GUIDELINES..... 21

PARKING..... 21

DRESS CODE 22

TELEPHONE COURTESY 22

CELL PHONES AND PERSONAL TELEPHONE CALLS..... 22

EMPLOYEE CONDUCT 22

OFF-DUTY CONDUCT 23

SOLICITATION AND DISTRIBUTION POLICY..... 23

RESIGNATION/TERMINATION 24

SAFETY/ERGONOMICS PRECAUTIONS..... 25

SECURITY 25

FIRE PLAN 25

TORNADO WATCH AND WARNING PLAN 25

HAZARDOUS MATERIALS AND WASTE MANAGEMENT (HAZMAT) 26

CORPORATE COMPLIANCE 26

TOBACCO-FREE 26

WORKPLACE VIOLENCE 26

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Fax: 308.210.3434

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INFORMATION SYSTEMS 27

OWNERSHIP 27

SYSTEM PASSWORDS AND CONTROLS 27

NO EXPECTATION OF PRIVACY 27

PERSONAL USE 27

CONFIDENTIAL INFORMATION 28

PROHIBITED USES..... 28

TERMINATION OF EMPLOYMENT..... 28

SEARCHES..... 28

EMPLOYEE HANDBOOK ACKNOWLEDGEMENT OF RECEIPT 30

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Welcome to ruralMED! You are a valued member of our team and we are very happy you have joined our organization.

PREFACE

ruralMED has prepared this manual to provide our valued employees with an overview of our policies, benefits and rules and to help you make the most of your position with the organization. It is intended to familiarize you with important information about ruralMED, as well as provide guidelines for your employment experience with us in an effort to foster a safe and healthy work environment. It is the goal of ruralMED that our personnel policies and practices will help resolve day-to-day issues and help us work together to make the company viable, healthy and profitable. Here you will find information and answers to your questions about the organization, your job, working conditions and employee benefits available to you.

This handbook contains general information and guidelines only. It is impossible to anticipate every situation that may arise in the workplace nor possible to answer every potential question. In addition, circumstances will require described policies, practices and benefits to change from time to time. ruralMED management reserves the right to revise, modify, delete, or add to any and all policies, procedures, work rules, or benefits stated in this manual or in any document at any time as it deems necessary or appropriate in its sole discretion with or without notice. It is the responsibility of each employee to remain updated on changes to their jobs, and to the business which will affect their employment. ruralMED will attempt to inform you of any changes as they occur. This manual supersedes any and all prior policies, procedures and handbooks of the company.

This document is not a contract. Employment is at will. Nothing in this manual or any other personnel document creates or is intended to create a promise or representation of continued employment for any employee or to limit ruralMED's freedom to make changes or terminate a person's employment at will. It does not confer a contractual right, either express or implied, to remain in ruralMED's employ or to any procedure securing continued employment. Additionally, it does not guarantee any fixed terms or conditions of your employment, and expresses no guarantee that all benefits, policies and procedures listed will be provided or followed in all circumstances. No oral statements or representations can in any way change or alter the provisions of this ruralMED manual. Only a designated representative has the authority to execute a written agreement for a fixed term of employment.

If any of the statements in this manual are unclear to you, please contact either your Manager/Supervisor or the Human Resources Director for clarification.

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COMPANY INFORMATION

GENERAL INFORMATION/HISTORY

ruralMED Management Resources was formed in 2015 with the goal of helping Nebraska rural healthcare communities compete with larger urban healthcare organizations by continuing to provide high quality health care on a local level.

As urban healthcare expands, ruralMED empowers rural independent local clinics and hospitals to thrive and remain competitive. By reducing costs, maximizing productivity and leveraging valuable relationships, ruralMED applies critical tools and know-how to embrace and succeed in today's complex world of integrated care. Working with leadership, we devise plans to protect businesses and prepare them to move into integrated medicine. Together we will ensure that every patient in our communities receives the quality local care they deserve for years to come.

OUR MISSION: What we Do.

ruralMED Management Resources supports rural healthcare through collaboration focused on strategically tailored services, effective leadership, and industry specific expertise.

OUR VISION: Our Aim.

To be the leading resource for rural healthcare.

OUR VALUES: How we Act.

- **It Begins With You: *Own it.***
- **Pave the Way. *Never Settle.***
- **Be Thoughtful. Be Transparent.** Be Extraordinary.
- **Work Fearlessly. *Celebrate the Wins.***
- **Capitalize Our Strengths.** Achieve Excellence.

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STANDARDS OF BEHAVIOR

Core Value: **It Begins With You: *Own it.***

Standards of Behavior: We hold ourselves accountable.

Core Value: **Pave the Way. *Never Settle.***

Standards of Behavior: We find a better way.
We strive for excellence in everything that we do.

Core Value: **Be Thoughtful. Be Transparent. Be Extraordinary.**

Standards of Behavior: We are genuine.
We speak to each other with respect, honesty, and transparency.

Core Value: **Work Fearlessly. *Celebrate the Wins.***

Standards of Behavior: We work hard.
We celebrate our successes.

Core Value: **Capitalize Our Strengths. Achieve Excellence.**

Standards of Behavior: We work to our strengths.
We work as a team, understanding that we are better together.

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EMPLOYMENT

EMPLOYMENT AT WILL

All employees of ruralMED, regardless of their classification or position, are employed on an at-will basis. This means that each employee's employment is terminable at the will of the employee or the company at any time, with or without cause and with or without notice, unless expressly prohibited by law.

While we sincerely hope that our relationship is a mutually satisfying one, we can make no assurances, either express or implied, concerning the duration of your employment with us.

Furthermore, nothing contained in the policies, procedures, handbooks, manuals, job descriptions, application for employment or any other document of the company shall in any way create an express or implied contract of employment or an employment relationship other than on an at-will basis.

COMMUNICATION/OPEN-DOOR POLICY

All employees have the right and are encouraged to speak freely with their Manager/Supervisor and Leadership about their job-related ideas, suggestions and concerns. We are always interested in your constructive ideas and suggestions for improving our operation. Our expectation is that you work cooperatively to address and overcome challenges in the workplace and treat everyone; patients, family, coworkers and service representatives with dignity and respect. You may expect the same of your colleagues. We urge you to first go to your Manager/Supervisor to discuss your job-related ideas, recommendations, concerns, requests and other issues which are important to you. The entire Leadership Team is committed to resolving your concerns in a timely and appropriate manner.

ETHICAL BEHAVIOR

ruralMED Management Resources is responsible for ethical behavior toward our patients, our employees, our community and a wide array of interested parties. We strive to be a trustworthy organization in all of our activities and provide an environment which includes honesty, integrity and unparalleled professionalism.

ruralMED Management Resources representatives shall conduct themselves in a manner which builds trust in our organization. Efforts shall be made to comply with the highest ethical standards and to refrain from actions which could discredit the organization in fact or in appearance. We shall strive to resolve conflicts in a manner which demonstrates our role as one of service to the community. Unethical practices or appearances shall not be tolerated, but shall be reported to officials within the facility without fear of reprisal.

(See Code of Conduct Policy)

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EQUAL EMPLOYMENT OPPORTUNITY

ruralMED Management Resources is an equal opportunity employer and is dedicated to providing equal employment opportunities to all persons regardless of age, race, color, creed, ethnicity, religion, national origin, marital status, sex, sexual orientation, disability, veteran or military status, or any other basis protected by federal, state or local law.

Equal opportunity extends to all aspects of the employment relationship. In this regard, ruralMED will not discriminate in the recruiting, interviewing and hiring of job applicants in the promotion, demotion, transfer or termination of employees, or in the compensation, job classification, training, benefits or in any other privileges, terms and conditions of employment.

ruralMED will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship to ruralMED or result in a direct threat of substantial harm to the health or safety of the individual or others. Any applicant or employee who requires an accommodation should make a request for an accommodation to their supervisor or the Human Resources Department. Upon receipt of a request for accommodation, a manager or Human Resources representative will meet with the requesting individual to discuss and identify the limitations resulting from the disability and the potential accommodations that ruralMED might make to help overcome those limitations, including leave where it is appropriate. ruralMED will determine the feasibility of the requested accommodation or other reasonable accommodation as required by law. If a reasonable accommodation is provided, it may or may not be the accommodation requested by the individual.

(See Equal Opportunity Policy)

ANTI-DISCRIMINATION & ANTI-HARASSMENT

Discrimination and harassment will not be tolerated. All employees are prohibited from engaging in the discrimination or harassment of any employee or other person in the course of or in connection with their employment at ruralMED. The desired standard of employee behavior is one of cooperation and respect for each other, despite any differences.

In general, slurs, jokes, and other verbal or physical conduct relating to any of the following characteristics constitutes discrimination and harassment when they unreasonably interfere with the person's work performance or create an intimidating work environment: age, race, color, creed, ethnicity, religion, national origin, marital status, sex, sexual orientation, gender expression identity, ancestry, citizenship, pregnancy, disability, veteran or military status, or any other basis protected by federal, state or local law.

(See Anti-Discrimination & Anti-Harassment Policy)

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EMPLOYMENT ELIGIBILITY

ruralMED is committed to upholding the guidelines set forth by the Immigration and Nationality Act. In that regard, all employment offers are contingent upon verification of identity and authorization to work in the United States. We do not unlawfully discriminate on the basis of citizenship or national origin.

Upon starting employment with ruralMED, each new employee must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form, regardless of the length of time between termination and rehire. Any employee whose work authorization is subject to expiration is required to renew all authorization documents before their expiration. Failure to do so will result in the employee's voluntary termination of employment.

(See Work Authorization Verification Policy)

EMPLOYMENT APPLICATION

The formal application for employment is coordinated by Human Resources and the Manager/Supervisor of the department for screening, interviewing, investigating of previous employment, and gaining information on references and applicable skills.

Background check, reference checks, employee health screen, pre-hire drug screen and pre-employment physical for clinical hires will be completed for each applicant to whom a verbal offer of employment is made.

(See Application for Employment Policy, Background Check Policy, Employee Health Guidelines, New Hire and Drug Free Work Environment Policies)

Any employee who falsifies any information provided to ruralMED on an employment application or resume, or who is misleading in **any** manner, or who makes false statements or provides false information to a company official, manager or supervisor will be immediately discharged.

All clinical personnel must provide a copy of their current CPR card and applicable License, and be vaccinated against influenza annually, and other communicable diseases as becomes necessary based on immediate threat of illness.

EMPLOYMENT CLASSIFICATIONS

ruralMED Management Resources abides by all regulations for qualifying an employee as exempt or nonexempt. ruralMED offers benefits to certain employees. Eligibility for benefits is based on hours worked, length of employment and the benefit plan documents. ruralMED complies with all state and federal laws regulating employee benefit plans. All employees will be informed of their status (exempt or nonexempt) and benefit eligibility at the time of employment.

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Any change of status or eligibility will be recorded in the employee's personnel file and communicated to the employee.

Please see Human Resources if you have questions. (See Classification of Employees Policy)

AGE RESTRICTIONS

Under normal circumstances, candidates for regular full-time employment must have reached their eighteenth birthday. However, persons who have reached their sixteenth birthday may be considered for employment within limits of state and federal law. Some positions may require candidates to be nineteen years of age.

SENIORITY

Seniority refers to the length of employee's continuous service with ruralMED commencing on last date of hire (re-hire date) unless another date is negotiated and agreed upon prior to start date.

HIRING OF RELATIVES

Employment of relatives (including spouses) will be reviewed on a case-by-case basis to ensure that such employment does not involve conflicts of interest or other adverse consequences to business operations.

(See Employment of Relatives Policy)

PERSONNEL FILES, STATUS CHANGES AND RECORDS

Personnel records are maintained on every employee. These records are to establish an accurate picture of your work experience with ruralMED and contain important information pertinent to your employment at ruralMED. Specifically, it contains employment status information, job description, evidence of your eligibility to work legally in the US, performance reviews, performance improvement plan if appropriate, HIPAA privacy statement signatures and evidence of ongoing education, and other information which addresses your employment. In order to help keep this record current, notify your supervisor or the Human Resources Department immediately of any change in:

- Name
- Address
- Marital Status
- Dependents
- Telephone Number
- Immigration/Employment Status
- Contact in Case of Emergency
- Copies of registration, certification, licensure pertinent to employment
- Information affecting your benefit eligibility

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- Education achievements
- Any other pertinent information which could affect your employment status

Personnel files are the property of ruralMED. They are held as confidential as is reasonably possible. ruralMED will not release the information to anyone who does not have the right or need to know.

(See Personnel Files Policy)

LICENSURE

ruralMED Management Resources strives to employ personnel whose qualifications and experience are commensurate with their duties and responsibilities to provide the highest level of quality care possible. If state regulations require you to be licensed, certified or registered, you must provide proof of licensure or renewal to your Department Leader and Human Resources.

JOB POSTINGS

ruralMED Management Resources job opportunities can be found on the careers portion of our website: www.ruralmed.net/careers. The Department Leader shall make the final selection considering all applicants. Applications for all jobs must be made by completing an application form and forwarding to Human Resources. Previous ruralMED employees may be eligible for consideration of re-employment.

INTERNAL TRANSFER

Employees may apply for transfer opportunities provided the following conditions are met:

1. Minimum of six months continuous service in present position;
2. Job performance is at a satisfactory level and the employee is not the subject of a formal written disciplinary action; and
3. The employee meets the minimum experience, skill and education qualifications for the open position.

(See Application for Employment Policy)

EMPLOYMENT NOTICES

Federal and state laws require legal notices to be posted informing you of your rights. ruralMED has posted the required notices. Each employee is responsible for reading those notices.

ORIENTATION AND TRAINING

Although ruralMED strives to hire the most qualified individual for each position, it is essential that each new employee is provided adequate orientation and training for the position and level of experience required and that each employee is given an opportunity to have their questions adequately addressed regarding the position. Employees will be very involved in this process.

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Each employee shall attend the ruralMED New Employee Orientation within 90 days of start date. Each manager/supervisor will also meet regularly with new employees for the first 90 days. After the initial orientation, your supervisor will continue to be available to answer any questions or respond to any comments you may have throughout your employment with us. If at any time your work is unsatisfactory, or you don't appear to be suited to the position, your status will be reviewed with you by your supervisor. Completion of the training period, and/or a satisfactory or good performance review are not a guarantee of continued employment. Both you and ruralMED are free to terminate the employment relationship, at any time, with or without notice, and for any reason not expressly prohibited by law.

(See New Hire Policy)

COMPENSATION

WORK PERIOD AND PAY POLICY

Work Week: 12:00 a.m. Sunday to 11:59 p.m. on Saturday (on-call providers would occasionally be an exception depending on call schedule).

Pay Period: Two consecutive work weeks.

Pay Day: Employees are paid bi-weekly (every 2 weeks). The Thursday following the end of the pay period (Wednesday if the payday is a recognized holiday).

There are 26 pay periods in most years.

On or prior to each payday, your paystub will be available in Kronos. The paystub records the number of documented work hours during the previous two weeks, ending on the Saturday before payday. Corrections to pay must be brought to Human Resources. ruralMED reserves the right to change the day on which employee wages are paid. Pay provisions are as follows:

1. The employee is required to have his/her pay direct deposited to a financial institution through the Automated Clearing House Network (ACH) by completing a direct deposit authorization form. If the employee changes banks, a new authorization form is required. An in-person or over the phone verification will be required by Human Resources anytime a change to direct deposit is made by an employee.
2. Please notify the Human Resources Department if you need assistance viewing your paystub.

(See Payroll Distribution Policy)

REPORTING PAY ERRORS OR IMPROPER DEDUCTIONS

ruralMED makes every effort to ensure employees are paid correctly and for all hours worked. Employees can assist ruralMED in this matter by ensuring they are clocking in/out correctly, closely reviewing timesheets and reviewing each pay stub to ensure that their pay was proper. If mistakes

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are made, either due to improper deductions, hours recorded or the applicable pay rate, employees should report the mistakes to the Human Resources Department. Upon notification by the employee, ruralMED will conduct a prompt and thorough investigation into the complaint, and will make every effort to conclude that investigation in a reasonable amount of time. If ruralMED determines that an error has been made or improper deduction taken, ruralMED will alert the employee, correct the error and make a good faith commitment to avoid the error in the future.

PAYMENT OF WAGES

Starting wages are based upon the employee's abilities and experience. ruralMED strives to maintain (but cannot guarantee) competitive wages and salaries by participating in salary surveys. The survey data is used to determine market value for all positions. Should the market data show a change in value for a position and ruralMED determines an adjustment is warranted, ruralMED will make affordable adjustments. Every employee's pay rate will be reviewed annually at their performance evaluation. Salary adjustments will depend on the performance of the employee and the availability of funds. All salaries are strictly confidential.

(See Compensation Philosophy Policy)

PAYROLL DEDUCTIONS

ruralMED is required to deduct from each employee's pay, where applicable, amounts including, but not limited to, federal and state withholding taxes, social security taxes, and any garnishments or court ordered assignments.

Other deductions may be made, only with your written authorization, for items such as insurance payments or contributions, charitable contributions and other voluntary deductions, etc.

GARNISHMENTS

Employees are expected to take care of financial obligations when due. If a personal financial difficulty results in a court issued garnishment, ruralMED is obligated by law to withhold any qualified garnishment from the employee's pay. ruralMED will do so in accordance with local, state and federal law.

(See Garnishment of Wages Policy)

SCHEDULING

We recognize that the nature of ruralMED's different departments as well as the care and welfare of patients may require different levels of service and may make it necessary for employees to work various shifts. Department Leaders and/or supervisors shall attempt to allow for personal requests and needs, attempt to avoid excessive demands on employees and attempt to avoid overtime work for all employees. Department Leaders and/or supervisors shall post the work schedules in advance. However, this shall not restrict adjusting the scheduled when service requirements necessitate a change.

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Absenteeism and Tardiness

Because of the urgent nature of our business, regular attendance by each employee from start to end of shift is mandatory. Except in cases of sudden onset of illness or accidental injury, or events qualifying under Family Medical Leave, time off shall be arranged in advance through the employee's supervisor. All employees are required to contact their Department Leader/Supervisor immediately when they are delayed or will be absent from work, generally at least one hour prior to their scheduled shift. Check with your Supervisor/Department Leader for department requirements.

(See Attendance Policy)

Break Period

The privilege of enjoying a break for each work shift of four (4) consecutive hours is observed by ruralMED as long as the break will not interfere with the performance of your duties.

Hourly employees are required to clock out for a lunch break each normal 8-hour shift.

The coordination/scheduling of breaks will be the responsibility of your supervisor or Department Leader.

Breastfeeding support is required under the Fair Labor Standards Act for up to 12 months after the birth of a child. Any employee who is breastfeeding her child will be provided a private space and a minimum of one break every four hours worked to express breast milk. The employee and immediate supervisor will agree on the times for these breaks.

Time Keeping System

Accurately recording time worked is the responsibility of every employee. Federal and state laws require an accurate record of time worked in order to calculate employee pay and benefits. Time worked is defined as all the time actually spent on the job performing job-related duties. Non-exempt employees should accurately record the time they begin and end their work, as well as the beginning and ending time of each meal period. They should also record the beginning and ending time of any split shift or departure from work for personal reasons. The following guidelines are set forth to assist employees. They are not to be considered all-inclusive:

1. Each employee is expected to clock in and out for all worked hours and required standby and PTO through the timekeeping system. He/she may never clock in/out another employee or allow another employee to clock them in/out.
 - a. Altering, falsifying, or in any way tampering with time records, or recording time on another employee's time record may result in disciplinary action, including termination of employment.
2. Employees are discouraged from arriving early or staying late except under special circumstances, generally approved in advance by their Department Leader or supervisor.

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Overtime

Our normal workweek and hours may differ within the company. From time to time, circumstances may require that the employee work in excess of 40 hours during the workweek. Each non-exempt employee will be paid time and one-half the regular rate for hours worked in excess of 40 hours per week. We will also comply with any state industry-specific overtime requirements. **Your supervisor must approve overtime.**

According to the federal Fair Labor Standards Act (FLSA), only actual hours worked are computed for purposes of determining hours worked for overtime calculation. Therefore, ruralMED will not count vacation time, sick time, holiday time, or any other time for which you are compensated but do not actually perform work when computing hours worked in a workweek.

Low Census

On occasions when a provider is out of the office departments/clinics are closed for inclement weather, and/or patient volume is low, ruralMED employees may be expected to float to other areas (both within that facility and at other ruralMED facilities if needed.) If there is no need for float hours, the employee may be asked to not come in or go home due to low census. A low census log will be kept and employees are responsible for logging their low census time.

Every effort will be made to keep low census call-ins to a minimum and floating needs will always be considered prior to sending an employee home.

(See Low Census/Staff Float Policy for guidelines).

Call Pay

Standby Pay: Non-exempt and hourly employees scheduled for standby will be paid a standby call rate of for each hour.

(See the Call and Stand-by Pay Policy for guidelines.)

EVALUATIONS

ruralMED provides feedback to employees regarding performance on a continuing basis. All employees shall be evaluated annually during the evaluation process. A regular process of feedback is used to discuss with employees their performance in relation to the duties and responsibilities of each position. The process also helps employees improve their performance and personal job satisfaction.

ruralMED Leaders ensure staff competence through an individual employee annual evaluation to include assessment, maintenance, demonstration and continual improvement for all employees.

A poor or deficient evaluation for an employee may result in the development of a performance improvement plan and/or an extended or additional probationary period due to deficiencies in your job performance.

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The performance improvement plan will identify specific behaviors which require improvement, the method of improvement, and the measure of success with a timeline.

Such a performance plan will be in writing, setting forth certain standards and improvements which the employee will be expected to meet, and will specify the length of time for the additional probationary period. The CEO, HR Director Department Leader/Supervisor and the employee will sign the performance plan before it is implemented.

Employee salaries will also be reviewed in conjunction with performance evaluations. Raises may be given based on cost-of-living adjustments, performance, behavior, etc. **Wage increases are not automatic or guaranteed.** They are based on satisfactory performance and the solvency of the business. Employees who have resigned prior to the increase going into effect are not eligible for an increase, nor are employees who have not been employed for at least 90 days at the time of the increase. Employees who are in discipline shall not be eligible for an increase until the discipline expires and has been resolved satisfactorily.

(See Annual Performance Evaluation and Wage Increase Policy)

PROMOTION

ruralMED encourages its employees to apply for positions within the company. When possible, we promote from within; however, management reserves the right to fill open positions from outside the company when we feel that better qualified applicants are available.

STATUTORY BENEFITS

In accordance with applicable law, the following benefits are provided to all employees:

WORKER'S COMPENSATION INSURANCE

Workers compensation insurance provides financial protection in case you are injured or become ill as a result of your employment. This coverage is in compliance with the Workers Compensation laws of Nebraska and paid by ruralMED Management Resources.

All work-related injuries/illnesses, no matter how minor, must be reported at once to the employee's Department Leader/supervisor. Failure to report injuries/illnesses jeopardizes any eligibility for Worker's compensation an employee might have due to such an injury.

An First Report of Alleged Injury or Illness form must be completed by each employee involved in an injury, in coordination with their Manager/Supervisor and submit the completed form to Human Resources as soon as possible (same day is recommended). Any questions employees have concerning the Worker's Compensation laws should be referred to Human Resources.

(See Workers Compensation Policy)

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UNEMPLOYMENT COMPENSATION INSURANCE

Based on your earnings, ruralMED Management Resources is required to pay the state and federal governments for your unemployment insurance benefits. These benefits are paid to you by the State should you become unemployed and qualify for assistance under the laws governing this insurance.

SOCIAL SECURITY

Social security coverage entitles you and your family to certain health and retirement benefits based on your income and the number of years you have worked. ruralMED Management Resources contributes to this coverage by paying one-half of your Social Security tax.

BENEFITS

Refer to the ruralMED Benefits Summary for a full listing of company provided benefits which include health, dental vision, life insurance, disability and other voluntary benefits.

Retirement Program

ruralMED Management Resources provides a 401k to assist all employees in pre-retirement savings. Employees are eligible immediately to begin making contributions to their 401k.

ruralMED will provide eligible employees with a matching contribution after 1 year of employment and 1,000 hours worked. The ruralMED match is 3% for employees who have been employed 0-5 years and increases to 4% after 5 years of employment.

The plan allows the employee a range of investment options.

Employee Assistance Program (EAP)

ruralMED Management Resources recognizes that stress effects everyday life and to help counter some of that stress has incorporated an employee assistance program for our employees through Best Care. This program would include confidential short-term counseling for you and/or your eligible family member/s:

Best Care (BestCareEAP.org)

Phone: 402-354-8000 or 800-801-4182

Please see Human Resources for questions and/or more information.

(See Employee Assistance Program (EAP) Policy)

Time Off

Advance notice for scheduled time off (including portions of a day) must be requested by salaried and hourly employees from their Department Leader/Supervisor. The employee may request PTO compensation for time off.

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Paid time off, except for illness or injury must be approved by your Department Leader/Supervisor according to the following schedule:

1-2 days	5 days in advance
3-5 days	14 days in advance
Over 5 days	30 days in advance

Paid Time Off

Employees accumulate PTO hours based on worked hours and may use these hours as an income for time they are absent from work due to personal time off, which includes sick leave, holiday leave, vacation leave and bereavement.

Except in cases of sudden onset of illness or accidental injury, or events qualifying under Family Medical Leave, PTO shall be arranged through the employee’s supervisor in advance of the end of the pay period during which the event took place. Employees are required to contact their Department Leader/Supervisor immediately when they are delayed or will be absent from work, generally at least one hour prior to their work shift.

Employees are required to use PTO to get them to their normal scheduled hours for the week.

(See the PTO Policy for guidelines)

Employees are allowed to cash out up to 24 hours of PTO once per calendar year provided they meet the eligibility requirements.

(See PTO Cash Out Policy for guidelines)

Bereavement

ruralMED provides bereavement leave to employees in the event of a death within their immediate family. Funeral/bereavement hours pay is not deducted from the PTO bank. Employees may utilize this benefit following 90 days of employment. It is the responsibility of the employee to notify their Supervisor and provide a copy of the funeral program or obituary.

(See Funeral Bereavement Leave Policy for guidelines)

Holidays

ruralMED Management Resources recognizes the following holidays: New Year's Day, Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. For non-clinical departments, when a scheduled holiday occurs on Saturday, it normally is observed on the preceding Friday. If the holiday falls on Sunday, the following Monday will normally be observed.

(See Holiday Policy for guidelines)

Jury Duty

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An employee who is called for Jury Duty shall notify their Department Leader immediately upon receiving notice of such call. If an employee serves on Jury Duty during days when they would normally be scheduled to work, ruralMED Management Resources will provide Jury Duty pay in accordance with applicable laws to make up the difference between the Jury Duty earnings and the employee's normal scheduled hours to work, upon the presentation of a written statement of their Jury Duty earnings from the proper court official. The jury duty hours will not be calculated as hours worked for the purposes of calculating overtime, if applicable.

(See Jury Duty Policy)

Family and Medical Leave

ruralMED Management Resources is aware of the demands of patient quality care and family needs. Leaves of absence may be granted to eligible employees for certain family and medical reasons in accordance with applicable law. Employees not covered by the Family and Medical Leave Act of 1993 (FMLA) and not otherwise entitled to leave under applicable law may be given consideration for a leave of absence.

The employee shall discuss the request with the Department leader/supervisor and inform Human Resources to verify eligibility and begin the completion of paperwork required by the U.S. Department of Labor.

(See FMLA Policy)

COVID-19 OSHA Emergency Standard

ruralMED Management Resources desires to limit the potential transmission of COVID-19 in the workplace and in certain situations is required to remove employees from the workplace consistent with the OSHA Emergency Temporary Standard.

(See COVID-19 Emergency Standard Medical Leave Removal Protection Policy & COVID-19 Medical Removal from the Workplace Policy)

Leave of Absence

Leaves of absence will be granted in accordance with applicable law. Where leave is not required by applicable law, a personal Leave of Absence may be granted where good cause is shown, at ruralMED's discretion and in accordance with business and patient needs. Generally, discretionary leaves of absence are limited to ninety (90) days. All discretionary leaves of absence shall be requested in writing, signed by the employee and forwarded to the Human Resources Department.

Military Leave

ruralMED recognizes and appreciates the work performed by those who serve in the military. ruralMED will provide employees who serve in the military, whether in active or reserve status, and

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their family members, with all rights to which such employees and family members are entitled under both state and federal law. If an employee will require leave from work to fulfill military obligations, the employee is expected to notify his or her immediate supervisor as far in advance of the need for leave as is practical. The same is true for any parent or child of an individual serving in the military who wishes to exercise their rights under applicable law.

Employee Recognition

ruralMED recognizes the desire of employees to express their joy, gratitude, sorrow or appreciation to their fellow employees and has established tools to help do so. Each ruralMED employee has access to our Team ruralMED Facebook page. Each month, a winner will be randomly selected from those employees recognized during the month and will receive either an hour of PTO or a gift card from a local business as a recognition and thank you. In addition, Managers/Supervisors log praises when rounding on employees each month. Each quarter the most praised person will receive two (2) hours of PTO or a gift card from a local business. Hand written notes are also recommended to send a note of appreciation to a co-worker. ruralMED has cards and envelopes available to you for this purpose.

Please ask your supervisors or Human Resources if you have any questions about forms of recognition.

Longevity Benefits

In acknowledgment of long-term employees, ruralMED provides the following additional benefits to long term employees:

1. PTO accruals at a higher rate with each year employed.
2. Employer Retirement Contribution increase from 3% to 4% at 5 years employment.
3. Recognition Awards for years of service.

Legitimate Expense

Any legitimate expense incurred while on company business or while attending an approved conference, workshop, seminar or professional meeting shall be reimbursed to the employee through Accounts Payable provided proper documentation is made. Time spent away from work to attend required meetings must be included on the employee's timesheet.

EMPLOYEE RULES AND GUIDELINES

PARKING

Employee parking areas are provided for use of employees. Parking spaces in these areas are available on a first-come, first-serve basis. Please do not park in reserved parking spaces or in patient and visitor parking areas or you may be asked to move. Repeat offenders may be subject to discipline.

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Employees are requested to lock automobiles when not in use. ruralMED Management Resources accepts no responsibility for loss or damage to automobiles or their contents. If loss or damage should occur, the employee should contact the police department.

DRESS CODE

Employees who wear uniforms are responsible for providing and maintaining them. Clothing must be neat, clean and appropriate for professional work and in the image ruralMED Management Resources desires to project to its patients, visitors and the public. Hair styles, clothing, jewelry and perfume should conform to the best business and professional standards so as not to make patients uncomfortable and adversely affect the level of patient confidence sought by ruralMED Management Resources. Shorts, t-shirts and flip-flops are not acceptable clothing items. Jeans are acceptable on "jeans days" only.

(See Dress Code policy for guidelines.)

TELEPHONE COURTESY

Telephone technique is important for operators, of course, but also for all who use the telephone to talk to customers. In using the telephone, employees should keep in mind the following:

1. Answer properly and promptly.
1. Provide identification by giving your name and department for internal and external calls.
2. Give accurate and careful answers.
3. Transfer calls tactfully.
4. Always say "please" and "thank you".
5. Use a helpful and pleasant tone of voice at all times.
6. Hang up gently.
7. Attempt to find an answer, avoid saying "I don't know", and instead say "One moment and I'll try to find someone to help you". Use direct dial to avoid switchboard operated assistance.

CELL PHONES AND PERSONAL TELEPHONE CALLS

Employees are expected to exercise discretion in the use of personal cellular and company phones and to limit personal communication during work hours. Flexibility will be provided for circumstances that require immediate attention. Cell phones are to be used in non-patient care areas only to limit disruption and protect patient privacy and confidentiality. Use of camera phones in patient care areas is expressly prohibited unless using the secure texting application to communicate with a provider.

EMPLOYEE CONDUCT

Employees are expected to conduct themselves in a professional manner at all times, Employees are not to engage in behavior that would be detrimental to the company's business and/or reputation, or that would constitute a violation of company policies or jeopardize the safety of others. Any

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employee who fails to perform his/her job satisfactorily or displays inappropriate or unacceptable conduct will be subject to discipline, up to and including termination of employment. Because circumstances vary in each case involving possible disciplinary action, each situation will be handled on an individual basis. Types of discipline are verbal warning, written warning, suspension with/without pay, and termination. The appropriate discipline shall be selected and applied at ruralMED's discretion and will be determined based on the severity of each situation. Unless stated otherwise in the disciplinary document, the standard timeframe for a single disciplinary action will be a 90-day period. Any additional actions that occur within that timeframe may result in escalating disciplinary procedures. Employees will be considered "in discipline" from the date of the discipline until said discipline has expired (date noted in disciplinary document or 90 days with no additional discipline actions). If additional actions have occurred, employee will remain "in discipline" until the timeframe of the additional discipline has expired., Nothing in this policy alters the at-will nature of the employment relationship.

(See Discipline Policy for guidelines.)

OFF-DUTY CONDUCT

While ruralMED Management Resources does not seek to interfere with the off-duty and personal conduct of its employees, certain types of off-duty conduct may interfere with the company's legitimate business interests. For this reason, employees are expected to conduct their personal affairs in a manner that does not adversely affect the company's or their own integrity, reputation or credibility.

SOLICITATION AND DISTRIBUTION POLICY

In order to ensure a work atmosphere free from disruption by solicitation of employees or distribution of literature or other materials, ruralMED has established rules to govern employee solicitation and distribution of written materials. This policy is not intended to, nor does it, restrict communications or actions protected or required by state or federal law.

Employees may not:

- Solicit other employees during their working time, or the working time of the person being solicited.
- Distribute literature during their working time, or the working time of the recipient.
- Distribute literature at any time in working areas.

Non-employees are prohibited from soliciting and/or distributing literature at any time on ruralMED's premises. Any exception to this must be approved in advance by Human Resources.

Definitions:

- Solicitation includes, but is not limited to approaching someone in person or through ruralMED property such as computers, smartphones, e-mail systems and intranets for any of

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the following purposes: (a) offering anything for sale; (b) asking for donations; (c) collecting funds or pledges; (d) seeking to promote, encourage or discourage participation in or support for any organization, activity or event, or membership in any organization; and (e) distributing or delivering membership cards or applications for any organization.

- Distribution includes, but is not limited to, disseminating or delivering in person or through employer-owned property such as bulletin boards, computers, smartphones, e-mails and intranets any literature or other materials including circulars, notices, papers, leaflets or other printed, written or electronic matter (except that distributing or delivering membership cards or applications for any organization is considered solicitation and not distribution).
- Working time includes any time in which either the person doing the solicitation (or distribution) or the person being solicited (or to whom non-business literature is being distributed) is engaged in or required to be performing work tasks. Working time excludes times when employees are properly not engaged in performing work tasks, including break periods and meal times.

RESIGNATION/TERMINATION

It is important to understand ruralMED representatives assume that when someone is hired, it will be a long-term relationship. Unfortunately, events occur which change this, and our employment relationship exists at the will of either you the employee, or at our will. This means that unless prohibited by law, either party may terminate employment at any time with or without appropriate notice, for any cause whatsoever, or for no cause. Our policies and procedures **DO NOT** constitute a contract. Policies and procedures may be changed or withdrawn according to the need or discretion of ruralMED. Employees may be terminated without warning.

If you decide to discontinue employment, timely and proper arrangements must be made for your departure. This will preserve your eligibility for rehire by ruralMED as a responsible employee.

As a professional courtesy, please give as much advance notice as possible in order that we may locate and train someone to rehire for the position. Two weeks is the appropriate period for notice of resignation for clerical, reception, billing, coding and other administrative personnel. Four weeks is the appropriate period for clinical personnel (i.e. nursing and lab) and for supervisors and managers.

The procedure for resignation is as follows:

1. Tell your supervisor as early as possible. Your interests and the interests of the clinic are best served by an advance notice of a month or more.
2. Put your notice in writing. Employees must provide written resignation.
3. Arrange with your supervisor to return any ruralMED property in your possession.
4. Arrange with Human Resources Department for payments of financial obligations and intent to continue/discontinue applicable insurances.
5. Provide change of address if applicable.

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Employees will be paid for unused vacation time. By the same token, an employee being dismissed for cause will be paid for any earned but unused PTO.

Failure to provide appropriate notice may result in ineligibility for re-hire with this company.

(See Employee Termination Policy)

SAFETY/ERGONOMICS PRECAUTIONS

Safety is a team effort. Learn the safety policies and procedures for your department and ruralMED and follow them carefully. Please report any unsafe or possibly unsafe situations to your Department Leader as soon as you can. Your cooperation is very important.

SECURITY

Employees are urged to be alert to the entry of unauthorized persons in any areas. Employees who see someone who does not appear to be an employee or even an employee who might be outside his/her regular working area, should offer assistance in directing him/her to his/her destination.

The cooperation of all employees is essential. Supplies and equipment should be stored in approved areas and maximum-security measures observed.

ruralMED property may not be removed from the premises except by written authorization in advance from the Chief Executive Officer.

FIRE PLAN

It is important that you know what to do in case of a fire. Take a few minutes to locate the fire extinguishers, fire alarm boxes, exits and fire safety plan for your area. Fire alarm boxes are located at the exits of the building and fire extinguishers are scattered throughout the building. If you find a fire, stay calm and do the following:

- R – Rescue
- A – Alert/Alarm
- C – Confine
- E – Extinguish

If you have any questions about the fire procedures, ask your department leader.

(Refer to your department specific Fire Policy and/or the ruralMED Fire Plan.)

TORNADO WATCH AND WARNING PLAN

It is important to prepare for the event of a tornado in the workplace. Please conduct annual tornado drills for both watch and warnings.

(See the ruralMED Tornado Watch and Warning Plan for detailed information for each department and location.)

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HAZARDOUS MATERIALS AND WASTE MANAGEMENT (HAZMAT)

Some departments/facilities generate infectious waste that must be closely managed in order to maintain a safe environment. Each department/facility has policies/procedures based upon the infection control measures for that particular area. Please follow the precautions for your area and ask your supervisor if you have any questions or concerns.

CORPORATE COMPLIANCE

The policy of ruralMED Management Resources is to provide services in compliance with all state and federal laws governing its operation, and consistent with the highest standards of business and professional ethics. Corporate compliance is used to describe ruralMED's commitment to follow all federal and state laws. As an employee of ruralMED, you are responsible for obeying all applicable laws and regulations.

Employees are responsible for reporting non-compliance to their Department Leader/Supervisor or the CEO.

TOBACCO-FREE

Smoking and the use of tobacco products are not permitted by any employee, volunteer, medical staff member, student, contractor, visitor or patient in our facility, on the grounds, in company-owned vehicles or in parking areas.

ruralMED Management Resources (ruralMED) believes the abuse of alcohol and drugs prevents individuals from performing their job functions to the best of their ability and may constitute a direct threat to the safety and property of themselves and others. ruralMED is committed to promoting the safety and well-being of its employees, patients, and visitors through the enforcement of a drug-free workplace

ruralMED conducts drug testing on all post-offer/pre-hire job applicants as a regular part of the selection process prior to finalizing an offer of employment. In addition, current ruralMED employees may be subject to drug and/or alcohol testing at any time if there is a reasonable suspicion that they may be in violation of this Policy.

(See Drug Free Workplace Policy.)

WORKPLACE VIOLENCE

ruralMED Management Resources has zero tolerance for violence. Engaging in or threatening violence in the workplace will cause immediate termination of your employment.

ruralMED Management Resources prohibits the possession of weapons by any employee while on company property.

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INFORMATION SYSTEMS

To assist employees in the rapid, efficient and effective completion of their job responsibilities, ruralMED provides information systems in the form of voice messaging, electronic messaging (email), Internet access, facsimiles, computers, and software.

OWNERSHIP

All information systems are ruralMED owned/managed property. Information contained on information systems, including but not limited to Internet activity, messages, instant messaging, email messages and voice messages, can be monitored, reviewed, archived, copied, disclosed, or deleted at any time, without notice. ruralMED prohibits the illegal duplication of software and its related documentation.

SYSTEM PASSWORDS AND CONTROLS

The computers and electronic equipment used to conduct ruralMED business may require passwords or granting of authority to access certain systems. Certain staff members may be given passwords to access certain files and documents. Passwords must be protected and may not be given to persons who are not authorized by Administration to have access to the designated files. All employees should understand that all passwords are intended solely to protect the confidentiality of patients and ruralMED business; they are not designed to protect the privacy of an employee-user of the system. ruralMED reserves the right to bypass all passwords to gain access to any information on the system

NO EXPECTATION OF PRIVACY

Although employees may use log-on identifications, passwords, encryption, and user-specific mailboxes, these passwords and other security devices are for the protection of ruralMED and its patients, not the user. Users do not have a reasonable expectation that information sent, received, created, edited, downloaded, or stored (temporarily or permanently) using ruralMED's information systems is private or confidential. ruralMED reserves the right to monitor any such information. Any information a user wishes to remain private should not be downloaded, accessed, transmitted, displayed or stored on ruralMED's information systems.

PERSONAL USE

ruralMED's information systems should primarily be used for company and business-related purposes. Personal use of ruralMED's information systems is generally discouraged. If used for personal purposes on a very limited basis, ruralMED's information systems should only be so used during non-working time. Again, if an employee uses ruralMED's information systems for personal purposes, he or she has no reasonable expectation of privacy.

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CONFIDENTIAL INFORMATION

As a result of an employee's employment and access to ruralMED's information systems, an employee may come into contact and receipt of ruralMED's confidential information and/or the protected health information of ruralMED's patients. As a condition of receiving access to ruralMED's information systems, employees acknowledge and agree they will take all steps necessary to preserve such confidential information, avoid disclosures of such confidential information to unauthorized persons, and to report disclosure of such confidential information to unauthorized persons to management immediately. (See ruralMED HIPAA policies)

PROHIBITED USES

Information systems may not be used for any illegal, unlawful, unethical, destructive, wasteful, or otherwise inappropriate purposes. Any employee who uses ruralMED's information systems for a purpose deemed inappropriate by ruralMED may be subject to disciplinary action up to and including termination. Employees should notify management upon learning of any violations of this policy.

Prohibited uses of ruralMED's information systems include but are not limited to: accessing (viewing or downloading) sexually oriented materials or content; accessing material that is in violation of any other the Company policy, including ruralMED's policies supporting equal employment opportunity and prohibiting discrimination and harassment; engaging in crude or offensive behavior; violating software copyrights and licenses by loading or giving out unlicensed software applications; computer or internet-based gambling; using information systems with the intent or purpose of violating local, state or federal laws; downloading and/or installing any application that has not been authorized by ruralMED (including personal applications such as games); and modifying the hardware configuration (adding or removing peripherals) in any way, except as authorized by ruralMED.

TERMINATION OF EMPLOYMENT

Upon termination of employment, employees must return all confidential information in their possession and take all steps necessary to protect the confidential nature of such information and avoid disclosure to unauthorized persons. Also upon termination, employees must promptly cease using all information systems and return any and all information systems, software, files, documents, and data in their possession to ruralMED. Likewise, employees shall produce all personal electronic devices used for remote access to ruralMED so that all ruralMED-related information can be removed. Employees will be provided an Exit Survey for completion prior to their last day.

(See Employee Termination Policy)

SEARCHES

File cabinets, desk drawers, desks, offices, or any other storage devices, including your work-issued computer or cell phone, are the property of ruralMED and are subject to inspection by management at any time, regardless of whether they are locked by you. ruralMED further reserves the right to

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inspect lunch boxes, bags, purses, packages, and other containers on, or in the possession of, anyone coming onto or leaving our premises for policy violations, including employees. During these inspections, ruralMED may, without the permission of the employee, remove ruralMED property or any other items in violation of company policy. Generally, at least two persons will conduct the inspection, and inspections may or may not be made in the presence of the employee.

Thus, do not bring any personal items, property, or materials to work if you do not wish for the information to be made known. As a result, you should not have any expectation of privacy for information stored or kept at work. Refusal to cooperate with or permit such searches will be grounds for disciplinary action up to and including termination of employment.

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**EMPLOYEE HANDBOOK
ACKNOWLEDGEMENT OF RECEIPT**

By signing this receipt, I acknowledge that I have been given access to a copy of the Employee Handbook which contains a brief summary of benefits and employment rules and responsibilities of ruralMED Management Resources.

I will read the information contained in the Employee Handbook and referenced policies. I agree to comply with policies and understand that discipline may result if policies are not followed.

I agree that the policies contained within this handbook are non-contractual and can be changed at any time I should contact HR or access online the most recent policies.

I understand that my employment is at-will. I understand that the Handbook is not an employment agreement between myself and ruralMED Management Resources.

I consent to monitoring and searches, as appropriate to the workplace and in accordance with applicable law.

Employee Signature

Date

Please print your name