


Name of Policy: Patient Access Attendance Policy Policy Number: 3364-132-31 Approving Officer: Chief Financial Officer - UTMC Responsible Agent: Director, Patient Access Scope: The University of Toledo Medical Center Patient Access Department		 Effective Date: 2/3/2023 Original Date: 10/01/2019	
	New policy proposal	<input checked="" type="checkbox"/>	Minor/technical revision of existing policy
	Major revision of existing policy	<input type="checkbox"/>	Reaffirmation of existing policy

(A) Policy statement

Patient Access employees at the University of Toledo Medical Center (UTMC) are required to follow attendance related guidelines to maintain departmental operations.

(B) Purpose of policy

Patient Access employees are expected to maintain satisfactory attendance consistent with UTMC policy and procedures. This policy establishes attendance, vacation and other requested leave protocol that are required of all employees.

(C) Policy

1. Attendance

a. Staff must:

- i. Follow required guidelines for sick time and leaves of absences as outlined in the collective bargaining agreement between UT and AFSCME
- ii. Report to assigned workstation and be ready to perform their job duties at the beginning of their scheduled start time

2. Sick time and leave of absence

- a. Staff (non-ED) needing to call in late, sick or report a FMLA must call the Patient Access call-in line
- b. ED staff needing to call in sick or report a FMLA must call the Nursing Office call-in line
- c. All call ins for sick time and FMLA must be made two hours prior to the start of the shift.
- d. When calling in sick or FMLA, the employee will clearly provide the following information on the call-in line:
 - i. Full name
 - ii. Date and time calling in
 - iii. Shift and location scheduled to work
 - iv. If absence is covered by FMLA (with specification on which FMLA as applicable) or sick time
 - v. Employees must call in themselves. Only in an emergency can a family member call in for an employee.

- e. When utilizing FMLA, the employee must also contact FMLASource via:
 - i. Mobile app
 - ii. Email: FMLACenter@fmlasource.com
 - iii. Website: <https://www.fmlasource.com/FMLAWeb/login/login.xhtml>
 - iv. Phone: 1-833-955-3388
 - f. Requests for time off other than sick or FMLA must be requested and approved by a supervisor or manager prior to the start of the shift. Approved unpaid time, personal time, comp time, or vacation time cannot be requested on the call-in line.
3. Vacation and personal time
- a. Vacation and personal time will be awarded as outlined in the contract agreement between UT and AFSCME
 - b. Once vacation is granted and added to the departmental schedule, the time cannot be rescinded. The employee must take the time off.

<p>Approved by:</p> <p><u>/s/</u> _____ <u>02/17/2023</u> Laura Kern Date Patient Access Director</p> <p><u>/s/</u> _____ <u>02/17/2023</u> Chris Stesney-Ridenour Date Chief Operations Officer - UTMC</p> <p><i>Review/Revision Completed by: Laura Kern</i></p> <p>Policies Superseded by This Policy: <i>3364-132-14 Address Correction; 3364-132-15 MISYS and STAR; 3364-132-20 Changing/Updating Patient Information; 3364-132-26 Scanning Insurance Cards and Photo ID</i></p>	<p>Initial effective date: 10/01/2019</p> <p>Review/Revision Date: 10/01/2019 1/13/2023</p> <p>Next review date: 1/13/2026</p>
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