



Department of Neurosurgery Employee Handbook



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**NEUROSURGERY
FOUNDATION** INC.





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Department of Neurosurgery Employee Handbook

Welcome to the Department of Neurosurgery!

We are happy to have you join our team. We are a Lifespan Physician's Group (LPG) affiliate and follow all Lifespan and LPG procedures, policies, and guidelines. You are a valued member of our team, and we encourage you to ask any questions along the way whenever you are unsure or do not understand something. We are all here to help each other and work as a team in all efforts, especially patient care.

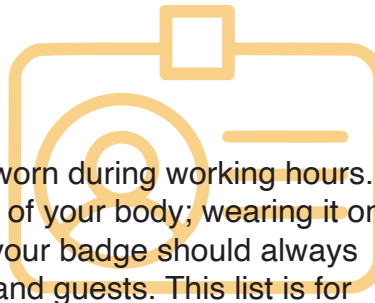
Below are two lists of items that you must complete within your orientation/training period:

Employee:

- Employee ID Number via email from IS Department
- Employee Badge / Parking lot assignment
Parking Office
Physicians Office Building (POB),
Suite 032 (Basement), 110 Lockwood Street
- Office Key from Roselee (RRego@Lifespan.org)
- Departmental Photo (clinicians, management)
Contact Kendall Lane (KLane1@Lifespan.org)
- NetLearning Cadence 100* date_____time_____
- NetLearning Cadence 200* date_____time_____
- Nursing Cadence (if needed)* date_____time_____
- NetLearning
[Net Learning \(healthcaresource.com\)](http://healthcaresource.com)
(assigned per department and position)
- Life Image (EPIC)
Scheduled by your manager

Parking Office Hours
M-Th: 8:15AM-12PM, 2PM-4:30PM
Fri: 8:15AM-12PM
Sat-Sun: Closed

Employee Badge/Identification



Once you have your Employee ID Badge, it must always be worn during working hours. The badge should be clipped to clothing on the upper portion of your body; wearing it on a lanyard around your neck is not acceptable. Included with your badge should always be the list of codes that are used in the hospital to alert staff and guests. This list is for your reference and should be kept with your ID badge.

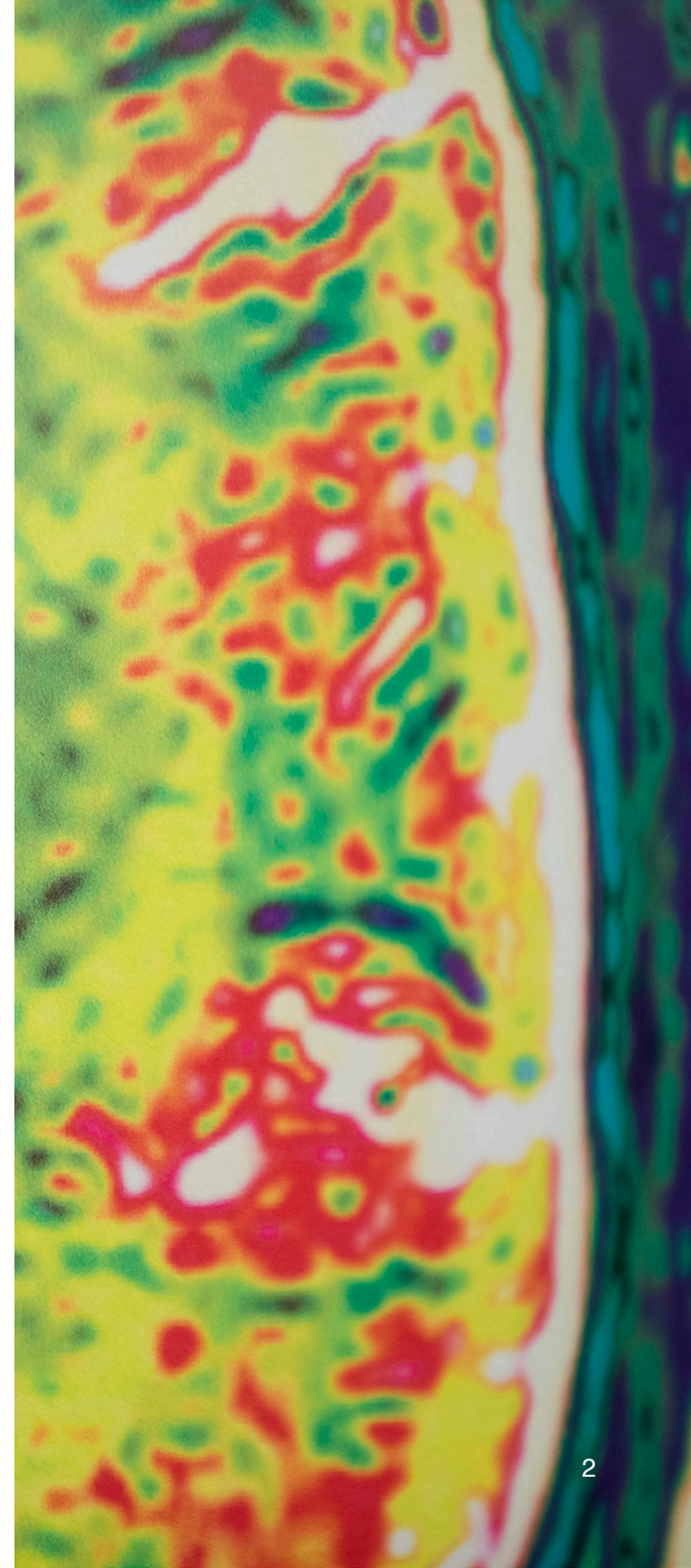
Appearance Guidelines

To maintain our expectation of professionalism in the department, we have guidelines for grooming, appearance, and dress that we expect all staff to adhere to. We do not consider the following to portray a professional image of our department and, therefore, are not allowed to be worn to work:

- Blue jeans/denim (Black denim is acceptable)
- Lycra (workout) leggings or leggings that are excessively tight
- Short tops/bare midriffs; tube tops or off-the-shoulder tops, sleeveless shirts, or excessively plunging necklines; shirts with words
- Shorts
- Excessively short dresses/skirts
- Open toe shoes are not permitted in the clinic area
- Artificial or excessively long nails are not permitted in the clinic; if they are deemed to interfere with administrative duties, they are not permitted

A link to the HR Appearance Standard Policy should be reviewed by every employee and must be adhered to throughout their employment.

https://intranet.lifespan.org/sites/default/files/5.21-appearance-standard%205.31_2.pdf



Attendance & Tardiness Policy

If you know you will not be able to report for work, you should notify your direct supervisor or the covering supervisor before the start of your shift / scheduled hours.

<https://intranet.lifespan.org/sites/default/files/5.9%20Attendance%20and%20Tardiness%20Policy.pdf>

Fire & Emergency Procedures

Please review and become familiar with the Emergency Evacuation Plan for the hospital, it can be found in this link:

https://intranet.lifespan.org/sites/default/files/LS2%20%20Fire%20Safety%20Plan%20Main%20and%20Fair%20Buildings%20-2019_0.pdf

Schedules: Clinic, OR and Physician Call

These schedules are updated on a weekly or monthly basis. They are created by the Practice Manager, APP Manager, and Academic Coordinator. They are created by the appropriate manager and sent by email to all staff.

Phone Etiquette

How we answer our telephones directly reflects the tone and image of the department. The following script should be used when answering your telephone at work to provide professionalism and consistency across offices:

“Good Morning/Afternoon Department of Neurosurgery, this is [first name].”

Make it a habit to use the phrases: “Thank you” and “You’re Welcome” instead of “no problem”, for instance.

E-mail Etiquette

Email signature lines should follow the template below to maintain professionalism and consistency in the practice:

First and Last Name

Title

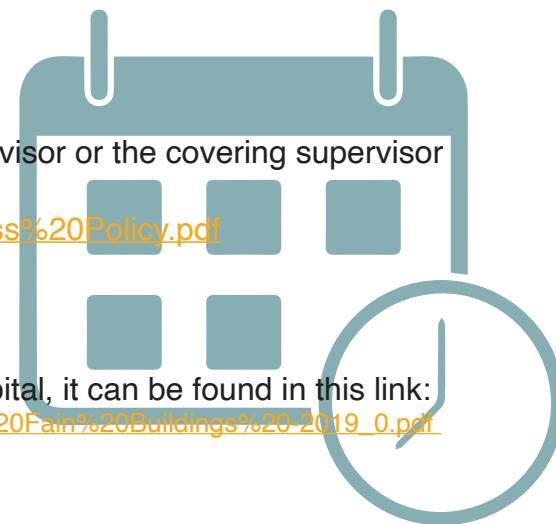
Department of Neurosurgery

593 Eddy Street, APC (office #)

Providence, RI 02903

p. 401-793-xxxx

f. 401-444-xxxx



Cell Phone Use

Cell phone use should not be a distraction to your work. It is understandable from time-to-time we may need to read a text or take a personal call, but this should be limited to breaks when possible.

Breaks/Lunch Times

Lunch hours generally fall between 12:00-2:00pm. You are allowed a 30-minute lunch break. The time of your break is up to the discretion of your direct supervisor and directly impacted by patient/provider/clinical needs.

Parking

The parking office assigns all employees to available, free parking in designated EMPLOYEE lots. Free shuttle service is available for lots 10 and 11, and the Coro shuttle. Parking vouchers may not be used by employees and if abused, may result in termination.

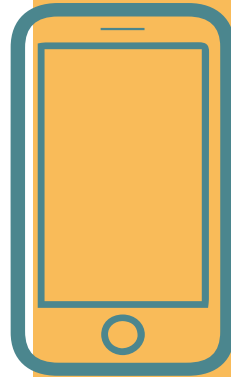
Vacation Requests

After one month of employment, employees are eligible to use their Paid Time Off (PTO). A request to your direct supervisor must be submitted through Kronos. Once approved, it will be added to the time-off calendar.

Note: there may be times that time-off requests may not be approved depending on clinic/office needs.

Department Mail

The RIH Central Mail Room picks up and delivers our mail. Our department mailboxes are in the small mailroom behind the front desk; mail should be picked up and tended to daily.





Reimbursements

The Employee Reimbursement Form is used to reimburse employees for travel expenses. Mileage to different sites is calculated from work to destination site (mileage is not calculated to and from your home). The form is available on the Lifespan Intranet and should be printed, completed, and submitted for approval signature (through Lynnette Berube – Room 760) prior to submitting to the Accounts Payable Department.

Conference Room Reservations

There are two conference rooms on our floor. To reserve the small conference room or the large conference room for work meetings, please email Roselee Rego (rrego@lifespan.org).

Supply Closets

Our office supply closet contains general office supplies such as copy paper, pens, folders, staples, paperclips, etc. When you use the last of something, or something you take has a low supply, please notify Lynnette Berube so items may be reordered in a timely manner.

We also have a medical supply closet located next to the office supply closet. This contains strictly clinical supplies, and is maintained by the practice manager and medical assistants.

NOTE: supplies in these closets are property of LPG Neurosurgery and strictly for department use only. Please help keep these areas neat and tidy.

Lifespan Holiday Schedule

[Lifespan Holiday Schedule for 2022-2023 | Lifespan Intranet HR 2.10 Holiday Policy 3.25.2021 final.pdf \(lifespan.org\)](#)

Clock In & Out

Kronos is our payroll system. Every employee will be given a username and password when hired. These credentials will also give you access to other LPG systems necessary to do your daily work. Hourly employees must clock in and out at the start and end of each shift at your office computer ONLY. Clocking in via cell phone or prior to arriving at your desk/timeclock is against policy and may be means for disciplinary action or termination.

Weekly hours should total 40.0. If you work over 40.0 hours, this time MUST be pre-approved by your direct supervisor. If your hours total less than 40.0 at the end of the week, your Paid Time Off (PTO) time will be used to make up the difference between total hours worked and your scheduled 40.0 hours. If employees do not have PTO hours, time will be unpaid. Unpaid time should be approved by your supervisor.

Vacation Time or Paid Time Off (PTO)

Vacation time or Paid Time Off (PTO) must be requested in advance through Kronos and an email to your supervisor. This time must be approved by your direct supervisor prior to you taking the time off. If you are not able to come to work because of an unplanned illness, etc., You MUST call or text your direct supervisor (or supervisor on duty as soon as you know you will not be able to report to work. If you are out on unplanned time off for more than 3 (three) consecutive days, you must get a note from your doctor to return to work and call Employee Health at 401-444-4038.

Sick Time

Sick time is included in your PTO. If you need to miss work due to testing positive for COVID-19, you must be cleared by

Employee and Occupational Health Services (EOHS),
located in Grads Dorm building 110 Lockwood, Providence, RI 02903
Monday-Friday 7:15am-4:00pm
401-444-4038

prior to returning to work.

[COVID-19 Testing | Lifespan Intranet](#)



Over Time

Over Time (OT) hours - (any hours greater than 40.0 in a week) will be paid only when pre-approved by your supervisor.

Harassment

Lifespan is committed to maintaining a work environment free from all forms of unlawful discrimination and harassment, including sexual harassment. This policy outlines Lifespan's process for submitting complaints of discrimination or harassment, investigations into such complaints, and ensuring appropriate corrective action when warranted.

[The Rhode Island Hospital Administrative Manual \(lifespan.org\)](https://www.lifespan.org/Portals/0/HR/140%20New%20Employee%20Orientation%2004%2021.PDF)

Orientation

New Employee Orientation is designed to inform employees about the various aspects of working within Lifespan. Topics covered include: Lifespan's Mission, Shared Values, Organizational Structure, HIPAA, Corporate Compliance, Service Excellence, Benefits, Infection Control, Fire and Safety Procedures, Safety Event Reporting, and other general policies and procedures necessary for the safe and effective performance of your responsibilities. You have 30 days to complete New Employee Orientation. Should 30 days lapse, you will not be permitted to work until orientation is completed.

[140 New Employee Orientation 04 21.PDF \(lifespan.org\)](https://www.lifespan.org/Portals/0/HR/140%20New%20Employee%20Orientation%2004%2021.PDF)

Department Directory

An electronic spreadsheet with a current list of employees and their titles, contact number, office location and what team they directly work with is included at the end of this document.

Inventory of Training Links

Specific links to departmental tools / trainings are listed below:

- Employee Reimbursement form:
<https://intranet.lifespan.org/sites/default/files/intranet-site-files/Reimbursement-031617%20%285%29.xls>
- New Employee Orientation:
<https://intranet.lifespan.org/department-sites/human-resources-hr/new-employee-orientation>
- Benefits:
<https://intranet.lifespan.org/department-sites/human-resources-hr/lifespan-employee-benefits>
- Payroll Forms:
<https://intranet.lifespan.org/sites/default/files/Direct Deposit Form.pdf>
- Kronos:
[Home \(mykronos.com\)](https://mykronos.com)
- Professional Allowance Policy for APPS
[Professional Allowance Policy_0.pdf \(lifespan.org\)](#)
- Employee Assistance Program information
[NexGen EAP Virtual Concierge Services | Lifespan Intranet](#)
- Performance reviews
[Annual Performance Appraisals | Lifespan Intranet](#)
- HIPPA
[HIPAA Security | Lifespan Intranet](#)
- Smoking
[5.14-tobacco-free-organization 2021 FINAL.pdf \(lifespan.org\)](#)

Neurosurgery

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