

**Personnel Policy Manual
(December 26, 2014)**

Welcome

We want to extend a warm welcome to you as you join our staff, and we hope you will enjoy working here. The doctors hope this Personnel Policy Manual will help you understand and enjoy your position with Optometric Associates, P.C. Please read this manual carefully. It should answer most of your questions about our personnel policies and your working relationships with other people in the office. We hope you become acquainted with us as quickly as possible. If you have any questions, feel free to ask.

Staff Communication

We are all human, and will often need assistance from each other. We should speak to each other clearly, honestly, respectfully, and with tact. We hold regular staff meetings to work on common problems, and you should feel free to express your interest and concern about any aspect of the practice, whether it pertains to patient care or to office operations. Also, if it makes you feel more comfortable, you may speak to one of the doctors in private.

Patient Communication

What you say, what you do, and “how” you say and do it will either contribute substantially to the care of the patient or keep us from doing the best possible job. It is part of your job to be cheerful, patient, and tactful with our patients, even if they are sometimes impatient with you. It has been shown that the majority of patients who change practitioners do so because of the “employee’s” attitude and indifference rather than dissatisfaction with the doctor. Therefore, you can see that you are an important part of the success of the practice! **WE TREAT PATIENTS AS IF WE HAVE INVITED THEM INTO OUR HOME!**

Salaries

All employees will be paid every two weeks – 26 pay periods per year – with work ending when the office closes on Saturday. All employees’ basic wages are subject to the following deductions: Federal Withholding Tax, Social Security Tax, Medicare Tax, and State Withholding Tax.