Triage/PreAuth Time and Attendance Policy

Each person is responsible to be aware of his/her own shift.

It is not acceptable to set your own schedule.

- If you need to make adjustments to your shift for a day (switching shifts, switching lunches, making up time) you need to submit a request (follow the guidelines below).
- Make up time requires prior approval and must be planned prior to an absence.

TIME OFF APPROVAL

- All requests are preferred two weeks in advance.
- 1-month notice is required for requests that are more than 3 days long
- Same-week or same-day requests will be approved for emergencies only.

REQUESTING TIME OFF

- Planned Absences
  1. Check the Triage/PreAuth Shared Calendar in Outlook to see if anyone from your team is already out. If someone from your team is already scheduled off, select a different date. No more than two Triage MA team members will be scheduled off at the same time. Approval of time off is contingent on staffing and operational needs.
  2. Fill out the Time Off Request form and email it to your manager.
     b. Always indicate who will be covering for you, if necessary.
     c. Add the date or dates to the subject line (e.g. Leave request 10/01/18).
  3. Submit the form to your manager.
  4. The manager will review the requests and add them to the Shared calendar and to Kronos once they have been approved.
  5. The manager will reply to the requester with approval/disapproval information.

- Unplanned Absences
  - Fill out the Time Off Request form and email it to your manager.
    - Submit the form to your manager as soon as you return.

The manager will review the requests and add them to Kronos. Approval of time off is contingent on staffing and operational needs as well as frequency of absences.

- Staff Responsibilities
  - Demonstrate regular punctual attendance by adhering to assigned work schedule.
  - Obtain approval from manager in advance for deviations to work schedule.
  - Monitor own leave accruals and maintain sufficient leave accruals to cover absences.
UNPLANNED ABSENCES AND TARDIES

- **TARDIES**
  - You are expected to be here and signed in to phones at the start of your shift. Notification of your late arrival does not excuse you from the responsibility of arriving on time.
  - If you are going to be late send an email sent to your manager, a call/voicemail must be left on your manager’s office line, or you can send a text to your manager’s cell if you like—but that is not required. Make sure you include your name in all methods of notification.
  - If you are going to be more than 30 minutes late, your manager must be informed VERBALLY (voicemail okay) in addition to the notification above.

- **ABSENCES**
  - If you are going to be out unexpectedly, inform your manager via email, phone call or text.

SICK LEAVE/UNPLANNED ABSENCES ABUSE

- If an employee demonstrates a pattern of sick leave usage and is not on an approved leave under Family Medical Leave Act (FMLA), regardless if sick leave accruals are available, this could be considered an abuse of sick leave and could be subject to disciplinary action.
- If an employee fails to maintain sufficient leave accruals to cover absences, this could be considered unexcused absences and could be subject to disciplinary action.
- Unplanned absences of more than 6 times per year may be considered excessive.
- **Examples of patterns of excessive use:**
  - Taking sick leave every month - unplanned
  - Exhausting sick leave as soon as it is accrued
  - Taking more sick time off than accrued
  - Taking sick leave in conjunction with a day off
  - Taking sick leave on the same day each week (every Monday, every Friday etc.)
  - Your manager will determine patterns of excessive use and take action as needed.

OVERTIME AND TIME OUTSIDE YOUR SHIFT

- All time worked outside of your assigned shift must be accounted for Overtime (time above 40 hrs of work) MUST be approved by a manager.