

Payroll

It is mandatory that payroll entries are entered within 24 hours of the completion of your shift. Entries should be complete (including mileage, travel time, etc.). You must review payroll entries for accuracy by Sundays of pay weeks at 7:00 PM. A reminder email, including this deadline, will be sent out every other Friday. No entries will be accepted after this deadline. Entries not entered by the deadline will be paid on the following pay period.

Dress Code

The dress code for Triad Care providers is all black scrubs. No exceptions are allowed. This applies to administrative staff working onsite events. If a provider is traveling to a Triad Care event from another job, they are required to follow Triad Care's dress code and should arrive at Triad Care events in black scrubs.

Work Assignment

Work assignments should be reviewed in their entirety when received via email. Important details are documented in work assignments and are intended to prevent miscommunications and repeated questions. Providers are expected to respond to weekly work assignment emails to confirm receipt and understanding.

Staffing Events

- Events will be assigned to providers based on geographic location. For example, priority for Raleigh events will be given to Raleigh providers, while priority for Greensboro events will be given to Greensboro area providers. There may be events that require staffing by providers outside of their geographic location. However, our goal is to operate as efficiently as possible and to reduce overall travel expenses.
- All staffing is impartial as we follow the protocol listed above.
- Additional providers will be hired in each geographic location as needed.
- It is the provider's responsibility to sign up for available events in Wellness Manager. Internal office staff will only be reaching out to providers to staff an event if there is an urgent, unmet need.

Travel

- A rental car will be provided when an event is more than 90 miles from a provider's location.
- A company credit card will be provided to use for gas when a rental car is issued. All credit card receipts should be returned to the office with the provider's name and event worked documented on the receipt.
- In accordance with company policy, for commutes not requiring a rental car, employees will be paid mileage for their trip.
- A hotel room will be offered if an event is more than an hour and a half from the provider's location and the arrival time is prior to 7:00 AM.
- A \$15 meal allowance will only be provided for overnight stays. Credit cards will not be provided for use towards meal allowances. Triad Care will add \$15 to your paycheck for the date an overnight stay took place.

Company Car

Triad Care has a company vehicle that will be utilized as an additional rental car option. We will follow the same rental car procedures as Enterprise Rent-A-Car®.

Attendance & Punctuality

- The assigned arrival time on work assignments is the **expected** time of arrival, not an estimate. Please note arrival times, as they will vary by event.
- Providers are expected to work events they sign up for and are approved to staff. Administration may request a provider move to a different event based on company and/or event needs.
- If you are unable to work an assigned event for any reason, please notify the office as soon as possible. This allows administration ample time to re-staff events. While we understand that emergencies may happen, frequent last-minute call-ins will not be tolerated and will be subject to disciplinary action.

Smoking and Vaping Policy

It is the policy of Triad Care, Inc. to prohibit smoking, using smokeless tobacco, and vaping on all company premises to provide a safe and healthy work environment for all employees. Smoking is defined as the "act of lighting, smoking or carrying a lighted or smoldering cigar, cigarette or pipe of any kind." Smokeless tobacco includes "any tobacco product that is chewed or snuffed rather than smoked by the user." Vaping refers to the use of electronic nicotine delivery systems or electronic smoking devices such as e-cigarettes, e-pipes, e-hookahs and e-cigars.

This policy applies to:

- All areas of buildings occupied by company employees.
- All company-coordinated offsite events, conferences, and meetings. Smoking, smokeless tobacco and/or vaping are NEVER permitted at offsite events, even out of doors.
- All vehicles owned or leased by the company.
- All company employees.
- All visitors (customers and vendors) to company premises.
- All contractors and consultants and/or their employees working on company premises.
- All temporary employees.
- All student interns.

Event Paperwork

Folders for each event contain specific information that must be shared with the entire event team. Detailed event information will be on the outside of each event folder. This information should be reviewed in the team huddle, which is **mandatory**. Every provider is expected to read the event's paperwork and to adhere to protocols for obtaining patient demographics and insurance information.

Vaccine Administration Record (VAR)

It is **mandatory** that all fields are completed, and all forms are signed by patients and providers. Providers must review questions with patients and complete all vaccine information at the bottom of the form, including the site of the injection. Please ensure patient demographics, especially name and date of birth, are legible.

Lead Providers

- Lead providers will be assigned for multiple provider events and will receive an additional \$2 per hour during the event. Lead providers are selected by Triad Care.
- Lead providers (or solo providers) are responsible for conducting event huddles, ensuring paperwork is complete and organized, and verifying that disbursement and event forms are maintained in accordance with company policy and returned to docs@triadcare.com at the end of each event.
- Please refer to Triad Care's "Team Leader Responsibilities" document for additional details.

Vaccine Events

If a patient does not have an accepted insurance, the provider must request payment **BEFORE** a vaccine is administered. A list of non-par insurance plans will be inside box flex files and should be referenced at events. Only collect payment from a patient if Triad Care does not have an arrangement to bill the company for uninsured participants. This information will be outlined on the outside of the event's folder. If a patient wishes to pay by credit/debit card, they may call the Triad Care office and pay by phone. A receipt will be sent to the patient and the provider should write "paid office" on the VAR form.

Biometric Screening Forms

- It is **mandatory** that all fields are completed, and that the patient signs the consent form.
- Please ensure the name and date of birth are legible and remember providers are required to sign the retention document (Onsite Biometric Screening Form).
- NOTE: Providers are not required to calculate LDL values. If the LDL does not appear in the Cardio Chek[®] results screen, please leave the LDL field blank on the patient's form.
- Each individual provider is responsible for reviewing their paperwork for completeness and accuracy prior to turning in paperwork to the lead provider.
- Please place all surveys in the survey envelope provided. Do not combine surveys with screening forms.
- The event's lead provider (or sole provider) is responsible for completing event paperwork, the survey form, and the vaccine reconciliation form prior to returning event folders to Triad Care.
- If paperwork is not in the event's folder, blank copies of disbursement and event forms will be box flex files.

Billing and Form(s) Clarification

- "Insurance only" indicates that Triad Care will only bill insurance for the event. Providers should capture insurance information for each patient at the time of vaccination. At a minimum, we need the name of the insurance company and the subscriber/member ID number. The company will not pay for uninsured employees. Uninsured patients must pay for the vaccine prior to receiving it.
- "Insurance, then Company" indicates that Triad Care will bill insurance initially and only bill the company for vaccines if the patient's insurance denies the claim OR if the patient is uninsured. At a minimum, for insured participants, we need the name of the insurance company and the subscriber/member ID number.
- "Direct Bill" indicates that Triad Care will bill the company directly for all vaccines administered at an event. This means all employees on the company's insurance plan can receive the vaccine without providing insurance information. Employees that participate in the event, but are covered by a spouse's insurance, are still required to present insurance information.
- After the patient leaves the clinic and the VAR or Biometric Screening Form is turned in for processing, it is difficult to obtain missing information. This creates a delay in reimbursement that can be easily avoided.
- We understand that not all clinics are the same. If you have questions regarding how the VAR and Biometric Screening Form should be completed, please do not hesitate to contact the Triad Care office.
- Each provider is integral to the success of Triad Care. We ask that you perform a quick review of the VAR or Biometric Screening Form while the patient is with you. The more information we have, the better.

Miscellaneous Items

Professionalism: Triad Care expects all employees to maintain a professional appearance and a positive attitude. Teamwork, respect, and courtesy are always expected.

Snacks and Drinks: Beverages and snacks are permitted at onsite events. However, they should be stored out of sight and consumed during breaks, away from work areas.

Provider Expectations

Cell Phones & Electronic Devices: Cell phones and electronic devices are not permitted in immunization or screening areas. If you must utilize a cell phone, please notify the lead provider, and briefly step away from your workstation. This includes during times dedicated to setup or breakdown. Cell phone usage is authorized to contact the office with questions pertaining to the event in progress.

Active participation: All providers are expected to stand outside their stations to acknowledge patients coming into the event. This also signals to administrative staff (if present) that you are ready to accept the next patient. Loitering in your stations after completion of patient interactions is prohibited.

Workstations: Workstations are expected to be clean and organized. Random event audits will occur, and workstations will be inspected. First impressions are crucial for both patient care and client retention.

Workstation Expectations

- Capillary tubes should remain in their bags until individual patient preparation occurs.
- Glucose and lipid strips should remain in containers until you are ready to insert them into the machine.
- Preparation for multiple screenings at one time is prohibited. Only one additional lancet, alcohol prep pad, band aid, and/or gauze square should be available at any time. Multiple paper towels with screening items should not be prepped in advance at your workstation.
- Per Triad Care's vaccine protocol, only one vaccine at time should be prepped at a time.

Disciplinary Action

Triad Care employees are expected to remain in compliance with company guidelines and protocols. This includes exhibiting behavior in accordance with Triad Care core values. Failure to do so may result in disciplinary action, up to and including suspension or termination.

Examples of inappropriate behavior, for which disciplinary action may be taken:

- Calling out for an assigned shift on the day of an event
- Habitual absences or tardiness
- Violations of cell phone usage policy
- Violations of snack/beverage policy
- Habitual errors with event paperwork
- Insubordination
- Disrespectful comments towards or about colleagues or other personnel
- Rate of pay discussions
- Event assignment discussions
- Unclean/unorganized workstations
- No call/no show to an event will result in immediate suspension.
- Smoking, using smokeless tobacco, and/or vaping in Triad Care, Inc. facilities or Triad Care, Inc. coordinated events

Please sign and date that you have read and understand provider expectations.

Provider Name (Printed)

Provider Signature

Date