

Employee Policies for Acupuncture Clinic Assistants

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1. Purpose:

To ensure that Acupuncture Clinic Assistants understand and adhere to standards that ensure patient safety, confidentiality, and the maintenance of a professional environment.

2. Scope:

This policy applies to all employees working in the role of Acupuncture Clinic Assistants or in similar roles within the clinic.

3. Core Responsibilities:

a. Medical Settings:

Assist practitioners as required while ensuring the patient's comfort and safety.

Maintain cleanliness and sterilization of treatment areas and tools.

Ensure that all equipment and supplies are accounted for and stored appropriately.

b. Confidentiality:

All patient records, conversations, and treatments are strictly confidential.

Employees must not share, discuss, or disclose patient information outside the treatment setting. This includes conversations with friends, family, or other staff members unless clinically relevant.

Breaches of confidentiality can lead to disciplinary action, including termination and potential legal consequences.

c. No Photos, Videos, or Recordings:

It's strictly prohibited to take photos, videos, or make recordings inside the clinic unless expressly permitted for educational or promotional purposes and with appropriate patient consent.

Personal mobile phones or other recording devices should not be used in treatment areas and should be kept on silent mode.

d. No Private Contact with Patients:

To maintain professionalism and boundaries, employees should not have private or personal contact with patients outside of the clinic setting.

All communication related to patient care should go through official clinic channels.

Any personal relationships with patients must be disclosed to the clinic management.

e. Health Care Personal Privacy Code (HCPP) Compliance:

All staff members must adhere to the principles and practices outlined in the HCPP.

Regular training and updates on HCPP will be provided, and it is the responsibility of each employee to attend and remain informed.

Any breaches or suspected breaches of HCPP must be reported to the clinic management immediately.

4. Performance and Behavior:

a. Professionalism:

Always display a high level of professionalism. This includes appropriate attire, punctuality, and respectful communication.

b. Continuous Learning:

Staff are encouraged to seek ongoing education and training to enhance their skills and knowledge.

c. Teamwork:

Cooperation with colleagues, practitioners, and other clinic staff is essential. Employees should communicate effectively and support one another.

5. Disciplinary Action:

Violations of these policies may result in disciplinary actions ranging from verbal warnings to termination, depending on the severity of the violation.

6. Conclusion:

These policies are designed to ensure the safety and well-being of our patients and staff while maintaining a professional and efficient working environment. It is the responsibility of each Acupuncture Clinic Assistant to familiarize themselves with and adhere to these policies at all times.