

# Employee Handbook Creator

## Introduction

In the not too distant past, it was unusual to find medical practices that had a formal employee handbook. Those handbooks that did exist were often outdated, inaccurate, inconsistently applied, or failed to cover important aspects of human resource management. Many practices simply made up the rules when necessary. Obviously, the result was often confusion, frustration, and even increased risks under employment practice laws. Fortunately, today's medical organizations are more likely to have professional administrators and managers attuned to the business aspects of medical practice.

**An employee handbook is an important part of human resource management.** Employee handbooks provide specific information about benefits, time off, work hours, and the like. Employee handbooks describe the medical practices' philosophy regarding discrimination, sexual harassment, grievance procedures, employee conduct, etc. Thus, a handbook will help employees understand benefits available, the employer's expectations, efforts to comply with employment laws, and other matters essential to effective management of human resources. **A well designed employee handbook – that is consistently applied – may also reduce risks of employment liability actions.**

The *Employee Handbook Creator* was developed by MAG Mutual Healthcare Solutions, Inc. (MMHSI) as a model that consultants could use to prepare an original employee handbook – or evaluate an existing handbook – in a client's medical practice. Too often our consultants would be engaged by medical practices to help them upgrade their management processes. Each time a handbook would be developed, essentially from scratch. The *Employee Handbook Creator* ensures that our consultants design and implement consistent manuals that address the important issues in a cost-effective time frame.

Recently, physicians and managers have asked that MMHSI make available management tools that will help them improve practice results. MMHSI was encouraged by physician leadership to produce this practice management tool. **The *Employee Handbook Creator* is designed to allow a medical practice to write its own employee manual using our model.**

While the model may not cover every aspect of your practice's final document, it does address essential elements in a straightforward approach that will make the process easy. You may want to add topics unique to your medical practice that have been a source of confusion or conflict in the past.

The *Employee Handbook Creator* is designed for the typical medical practice. It does not cover all the intricacies that one might imagine or find in a very large organization's employee handbook because it might become too unwieldy to maintain and administer. If you need guidance when a situation arises that is not covered in your employee handbook, we recommend identifying examples of how larger institutions handle the issue by performing an internet search. For example, searching for "continuation of health insurance during military leave" will provide you with employment policies for large universities, clinics and others with thousands of employees.

**When you have completed the final draft of your employee handbook, it should be reviewed by your practice's attorney before printing.** Then, you should hold meetings with employees to go over the sections of the handbook. Place special emphasis on any aspect that may be a change from previous policy in your practice (or situations where there was no standard policy).

MMHSI's consultants are available should your practice need additional help in completing the handbook, training employees, or implementing an effective human resources program that will improve your organization's results.