



APPLIED BEHAVIORAL HOLISTIC HEALTH

AB Holistic Health Community Guideline for Administrative Staff

Issued by the Quality Assurance & Patient Safety Team
AB Holistic Health (ABHH)

At AB Holistic Health, our administrative team plays a vital role in supporting our patients, healthcare providers (HCPs), and overall clinic operations. These Community Guidelines outline the standards and expectations for all Administrative Staff to ensure that our services remain responsive, efficient, and compassionate. As the first point of contact for many patients and internal teams, we expect a high degree of professionalism, dependability, and discretion at all times.

1. Professional Conduct & Communication

- All communication with **patients, colleagues, providers, and management** must be **respectful, clear, and professional** at all times.
- **Rudeness, passive aggression, or unprofessional tone** will not be tolerated—regardless of stress levels or external pressures.
- **Disappearing mid-shift** without notice or approval is strictly prohibited and may result in a **fine**, determined by your supervising manager.

2. Availability & Shift Expectations

- All **calls must be answered promptly** and **messages/emails responded to immediately** during your active shift.
- **Shifts must be honored fully** unless there is a pre-approved time off request or verifiable emergency.
- Time off (unless emergent) must be requested **at least 3 days in advance**, and you must **explicitly hand over** your duties to a named colleague.
- **Paid Time Off (PTO)** must be applied for a **minimum of one month** before the intended leave date.

3. Accountability & Decision Making

- Admin staff are expected to demonstrate **keenness, sharpness, smartness**, and the ability to **make thoughtful decisions under pressure**.
- Be attentive to detail and **double-check work before submission**—whether you're scheduling, messaging, documenting, or assisting.



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- Repeated mistakes signal a lack of attention or engagement. After **three (3) written warnings**, continued performance issues may result in **termination**.

4. Task & Workflow Management

- **All assigned tasks must be completed on time**, with clear documentation if escalated or delayed.
- All **support tickets must be closed** once appropriately addressed.
- Admins are expected to **follow through on all responsibilities** without needing repeated follow-ups.

5. Team Collaboration & Dependability

- You are part of a collaborative team and must be **dependable and proactive** in supporting both your peers and healthcare providers.
- Promptly notify the team or your manager of any errors, delays, or urgent issues.
- If you are handing over tasks, **communicate clearly** to the receiving team member or supervisor with any relevant notes or context.

6. Patient Interactions & Confidentiality

- Patients may be vulnerable and fragile; always handle them with **compassion, patience, and discretion**.
- Maintain strict **confidentiality** and adhere to **HIPAA** and all patient privacy laws.
- Never dismiss, ignore, or delay patient inquiries without acknowledgment or escalation.

7. Corrective Action & Enforcement

Failure to adhere to these guidelines may result in disciplinary measures, including but not limited to:

- Formal written warnings



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- Temporary suspension from internal tools or duties
- Fines for mid-shift absences or disappearing without notice
- **Termination of employment after three written warnings** for repeated issues
- Exclusion from internal bonus programs or growth opportunities

Commitment to Excellence

Your role is essential to the success of our mission at ABHH. We are proud to work with dedicated, sharp, and compassionate team members. Thank you for upholding these standards and helping us maintain a high-functioning, safe, and trusted virtual care environment.

Sincerely,
The AB Holistic Health Quality Assurance & Patient Safety Team.

Signed on this date: _____

Role/Title: _____

Signature: _____

Printed Name: _____