Welcome to Mount Sinai!

You are joining a team of highly committed people who work together to provide high-quality, compassionate patient care; educate the doctors of tomorrow; find new answers in the diagnosis, treatment and prevention of disease; and improve the health and well-being of our neighbors.

The skills and talents it takes to make the Medical Center work are extremely diverse, but everyone shares the commitment to a common goal: serving others. As a member of our staff, you have an important role to play.

This handbook has been prepared to inform you about the opportunities for, and expectations of, those who work at Mount Sinai. The information ranges from an overview of the institution to personal matters such as what to do when you get sick, or where to go if you have a personal problem.

Please read the handbook carefully. If you have any questions, we encourage you to ask your supervisor for more information. We look forward to your productive contribution and success at Mount Sinai.

Jane Maksoud, M.P.A.
Senior Vice President for Human Resources and Labor Relations
# Table of Contents

**About Mount Sinai**
- The Mount Sinai Hospital ........................................... 3
- Mount Sinai School of Medicine ................................. 4
- Commitment to the Community ................................. 5

**Opportunities at Mount Sinai**

## Compensation

- Benefits
  - Flexible Spending Account Plans ......................... 6
  - Health and Welfare ................................. 7
  - Retirement Plans ................................. 7
  - Workers Compensation ................................. 7

- Other
  - College Savings Program ................................. 7
  - Long-Term Care Insurance ................................. 7
  - Supplemental Life Insurance ................................. 7
  - Transportation Reimbursement
  - Incentive Program (TRIP) ................................. 7

- Performance Appraisals ................................. 7

## Vacations, Holidays and Leave

- Holidays ................................. 8
- Paid Time Away from Work ................................. 8
  - The Paid Time Off (PTO) Program ................................. 8
  - The Vacation and Sick Time Program ................................. 8
  - Short-Term Paid Leave ................................. 8
  - Jury Duty ................................. 8
  - Voting ................................. 8

- Leaves Without Pay ................................. 9

## Wages and Salaries

- Direct Deposit ................................. 9
- Garnishments and Liens (Salary Attachments) .......... 9

**Equal Opportunity**

- Americans with Disabilities Act ................................. 10
- Grievance Procedures ................................. 10
- Promotion and Transfers ................................. 10

**Professional Development**

- Education and Training ................................. 10
- Tuition Assistance ................................. 10
- Upgrading Program for 1199 Members ................................. 11
- Management and Supervisory Development ................................. 11

---

**Please Note:** This handbook is intended as a general introduction to Mount Sinai as a workplace. It does not attempt to address all possible applications of, or exceptions to, Mount Sinai’s policies and procedures, which may change as circumstances dictate. Up-to-date policies and procedures are available on-line on the Mount Sinai intranet, at http://intranet1.mountsinai.org/humanresources.
### Recognition of Excellence
- Presidential Service Award ............................................11
- Service Awards ..........................................................11
- Merit Awards .............................................................11
- Spotlight Awards ........................................................11
- Team Awards ................................................................11
- Team Spotlight Awards ...............................................11
- Milestone Anniversaries ...............................................11

### Special Employee Services
- Arts and Leisure..........................................................11
- Plaza Cafe ......................................................................12

### Health and Well-Being
- Employee Health Services (EHS) ..................................12
- Employee Assistance Program (EAP) ............................12
- Optical Dispensary .....................................................12
- Outside Inquiries ..........................................................13
- Pharmacy .................................................................13

### Work and Family Programs
- The Lewis Green & Evelyn Green Davis Child Care Center ............................................13
- Child Care, Inc ............................................................13

### Other Conveniences
- ATM ..............................................................................13
- Bookstore ......................................................................13
- Gift Shop ........................................................................13
- The Gustave L. And Janet W. Levy Library .................13
- Parking ..........................................................................13
- Shuttle Services ...........................................................14
- Personal Check Cashing ...............................................14
- Mail Room Services ......................................................14

### Your Responsibilities

#### Code of Conduct
- Confidentiality
  - Health Insurance Portability and Accountability Act (HIPAA) ...............16
  - AIDS/Human Immunodeficiency Virus (HIV) ......................................16
- Notification of Conviction .....................................................17
- Maintaining a Drug-Free Workplace ......................................17

#### General Reminders
- Cleanliness and Appearance ...........................................18
- Contact with the Media ....................................................18
- Demeanor .........................................................................18
- Fire Prevention and Safety ................................................18
- Personal Property .............................................................19
- Property Pass .................................................................19
- Quiet, Please .....................................................................19
- Reporting Incidents and Accidents ......................................19
- Safety ............................................................................19
- Smoking ..........................................................................19
- Telephones .......................................................................19
- Tipping ............................................................................19

#### Use of Mount Sinai's Name ............................................19

#### Sexual Harassment ........................................................20

#### Fraud and Abuse Prevention:
- Deficit Reduction Act (DRA) ...........................................20

#### Professional Obligations
- Illness ...........................................................................20
- Keeping Informed ..........................................................20
  - Inside Mount Sinai ......................................................20
- Information Centers .....................................................20
- Lateness and Absenteeism ...............................................20
- Orientation ....................................................................20
- Probationary Period ......................................................21
- Resignation ....................................................................21
- Work Schedule and Overtime ............................................21
For 150 years, Mount Sinai has been a place of extraordinary people, extraordinary medicine—above all because it was founded on extraordinary ideas. Today, our Medical Center has evolved into one of the world’s best-known centers of health care, education, medical research, and service to the community.

The Mount Sinai Hospital

In 1852, a fund of $1,034 raised by a group of young men helped launch a new kind of hospital, with a unique set of missions:

• First, to provide the best patient care, rather than simply offering beds for the poor, like the other hospitals of the day;

• Second, at a time when most institutions still served a single religious or national group, to be “open to persons of all creeds and without distinction of color”;

• And third, to focus on science as the best way to improve care.

Building on this founding legacy, the Hospital has sustained a rich tradition of clinical innovation. Mount Sinai was the first general hospital in the country to establish an inpatient pediatric service and one of the very first to create a school of nursing, a social service department, and a blood bank. Mount Sinai’s Adolescent Health Center broke ground as the first primary care program in New York specifically designed for the needs of these young people.

Medical advances pioneered at Mount Sinai include the first cardiac stress test, the first use of an artificial kidney machine, the first genetically engineered vaccine, the first blood transfusion into an unborn fetus, and the first liver transplant in New York State.

Today, the fundamental goal of The Mount Sinai Hospital remains superlative, compassionate, entirely personal patient care. The hospital treats close to 50,000 inpatients a year. Outpatient visits total nearly 400,000, and Emergency Room visits approximately 70,000. There are over 1,500 physicians on staff, as well as 600 residents and clinical fellows in training.
Mount Sinai is used as a resource both nationally and internationally for acute care, and also serves as a regional leader for a number of diseases, conditions, and disciplines, including AIDS, Alzheimer’s disease, diabetes, gene therapy, geriatrics, hemophilia, high-risk pregnancy, neonatal specialty care, organ transplantation, palliative care, pediatric respiratory disease, space medicine, and spinal cord and traumatic brain injury.

In a few short decades, the dual focus of the School—serving science and society—has propelled it to a position of prominence among the country’s elite academic medical institutions. Today, the School is internationally recognized for groundbreaking clinical and basic-science research, as well as innovative approaches to medical education. It is particularly renowned for:

- Translating scientific discoveries into improvements in patient care. The School has ranked for several years among the nation’s top 25 medical schools in support granted by the National Institutes of Health.
- Unique educational programs, such as the Humanities in Medicine program, which creates opportunities for liberal arts students to pursue medical studies and reflects the School’s commitment to preparing well-rounded human beings who can bring a variety of perspectives to the field of medicine;

### Mount Sinai School of Medicine

Built around the revolutionary “Mount Sinai Concept,” which advocated “balancing biologic thinking in medicine with concern for the whole patient,” Mount Sinai School of Medicine opened its doors in 1968, ensuring the Medical Center’s ability to pursue the growing promise of biomedical research, while continuing to train students in the deepest humanistic traditions of medicine.
• Instructional innovations, like the Morchand Center, the nation’s largest program based on the use of actors who assume the role of patients. The program teaches future physicians to become not only highly skilled diagnosticians, but also experts in the art of listening with compassion and empathy.

• Preparing doctors from many different ethnic backgrounds to help ensure diversity among physicians, a factor now widely recognized as key to improving the quality of, and access to, care for the population as a whole. At Mount Sinai, approximately one student in five is selected from a minority group underrepresented in the medical profession.

Through the Mount Sinai Graduate School of Biological Sciences, Mount Sinai also trains biomedical researchers with an emphasis on the rapid translation of discoveries of basic research into new techniques for fighting disease.

Commitment to the Community

Mount Sinai is profoundly engaged in promoting health and well-being among the many different communities it serves. The Medical Center maintains strong links to local groups, health providers, and consumers of hospital services through its Department of Community Relations and the Mount Sinai Community Board. In addition, the School of Medicine plays a leadership role in identifying and resolving health issues among the local population. In an average year, Mount Sinai sponsors several dozen community service programs, working in partnership with more than 50 community organizations. Community service is an integral facet of student life.

Mount Sinai has truly distinguished itself in devising programs that dismantle barriers to care and meet the changing needs of people at different stages of life. Many programs bring services out into the community, whether to schools, homes, or places of natural congregation, like churches and community centers; all exhibit careful attention to factors reflecting diversity, such as language and other aspects of culture.

Neighborhood health education programs are tailored to the particular needs of East Harlem. They include school-based primary care programs, educational and enrichment programs for youth entering health careers, visits to the homebound elderly, teaching parenting skills to pregnant teenagers, and AIDS education.
Opportunities at Mount Sinai

Mount Sinai recognizes that its employees are its most valuable resource. We strive to recruit the most capable people and to place them in positions best suited to their abilities and career objectives. The Medical Center values each employee’s individuality and dignity, and recognizes outstanding performance and service through both formal awards and informal appreciation.

The Medical Center also makes a significant investment in its employees, not only in compensation, but also in training and development, encouraging people to acquire the capabilities for advancement.

Compensation

The purpose of Mount Sinai’s compensation program is to support the Medical Center’s ability to attract, retain, and motivate the highly qualified people needed to achieve the goals of the institution. Wages and salaries, health and welfare benefit coverage, and paid time off are all part of this program. Each aspect of the overall compensation program is designed and administered to comply with all applicable laws and to provide fair treatment for all employees.

Benefits

Mount Sinai offers a comprehensive benefits package to protect you and your family in case of illness, injury, or death. Benefits provided to union employees are in compliance with their collective bargaining agreement.

Part-time employees hired on or after January 1, 2004, who are scheduled to work 60 percent or more of the full work-week are eligible for health and welfare benefits and 403(b) retirement plan employer contributions (where applicable).

Make sure that you receive all the benefits to which you are entitled and that you keep your personal information up to date. Please notify Human Resources (HR) of changes in your address, marital status, number of dependents, insurance beneficiary, etc. You can find the relevant forms on the HR intranet site. (To access the site, go to http://intranet1.mountsinai.org and click on the “Corporate Services” tab at the top of the page; in the list that comes up on the left-hand side of the screen, click on “Human Resources.”)

Flexible Spending Account Plans: Health Care and Dependent Care Reimbursement Accounts provide a tax-efficient way to pay for healthcare expenses that are not reimbursed by insurance, and for certain dependent care expenses. These plans involve pre-tax payroll deductions, subject to plan limits.
**Health and Welfare Benefits:** Mount Sinai offers employees a wide range of options for both well care and illness, including medical, prescription drug, dental, and vision plans; different levels of income protection for those unable to work due to an illness or injury (disability coverage); and financial protection for families in the event of the employee's death or permanent disability (group term life and accidental death and dismemberment insurance). Group life insurance may also be available for spouses and children of eligible employees.

**Retirement Plans:** The 403(b) plan lets you set aside money toward retirement with each paycheck. These pre-tax contributions reduce the amount of current income taxes you pay (you will, however, pay income tax when you receive the money later on). You decide how your contributions are invested.

Employee contributions are based on a percentage of total compensation (including overtime, bonuses, shift differentials, etc.), up to a maximum annual contribution limit set by the Internal Revenue Service. These limits are indexed for inflation and may change from time to time.

Some employment classifications also qualify for employer contributions. Consult the 403(b) Summary Plan Description or collective bargaining agreement to find out if you qualify, and under what conditions.

**Workers’ Compensation:** This can include salary replacement and medical benefits (subject to statutory limits) if you contract an occupational illness or have an injury on the job.

Other benefits offered to Mount Sinai employees include:

- **College Savings Program,** a tax-efficient way to help reduce the burden of paying for tuition, room and board, books, and other required expenses at eligible institutions of higher learning for yourself and family members. You can set aside money through post-tax payroll deductions toward these expenses, subject to statutory limits. To pay for qualified college expenses, participants can withdraw all assets, including earnings, free of federal and New York State income taxes.

- **Long-Term Care Insurance,** which allows you to build up coverage for possible need later in life, e.g., for nursing home care.

- **Supplemental Life Insurance,** to provide additional financial security for your family in the event of your death.

- **Transportation Reimbursement Incentive Program (TRIP),** which helps reduce commuting and parking expenses by allowing employees to set aside money through pre-tax payroll deductions.

**Performance Appraisals**
Mount Sinai has established a systematic performance appraisal program that enables employees and supervisors to discuss, plan, and review an employee’s performance together. The goals of the program are to:

- help you better understand your responsibilities as a Mount Sinai employee,

- help you increase your productivity and effectiveness by involving you in planning for your activities, and
ensure that your salary adjustments, transfers, promotions, and, when necessary, dismissal are based on a shared understanding of your responsibilities and the expectations for your performance.

Performance appraisals are retained in your personnel files. If you do not agree with your performance appraisal, you may appeal to the next highest level of supervision in your department.

To review your personnel file, call to make an appointment with the Labor Relations Office.

**Vacations, Holidays, and Leave**

In addition to offering eight paid holidays a year, Mount Sinai has two different programs (Paid Time Off and Vacation and Sick Time) that provide employees with paid time away from work. The Medical Center also permits various types of leave without pay.

**Holidays**: After 30 days as a full-time employee, you are entitled to eight paid legal holidays each year:

- New Year’s Day
- Martin Luther King’s Birthday
- President’s Day
- Memorial Day
- 4th of July
- Labor Day
- Thanksgiving Day
- Christmas Day

Holidays for union employees are offered in accordance with collective bargaining agreements.

**Paid Time Away from Work**: There are two programs (described below) that define employees’ entitlement to paid time away from work. Job classification, length of service, base hours, and collective bargaining agreement determine the number of days you have off. Part-time employees who work 60% or more of the full work week are eligible for these programs on a prorated basis.

- **The Paid Time Off (PTO) Program**: An innovative way to provide greater flexibility in taking time off from work, this program combines vacation, sick, and personal time into one PTO bank. The program applies to all non-bargaining-unit employees. For detailed information regarding your PTO allotment, please refer to your benefits book.

- **The Vacation and Sick Time Program**: If you are covered by a collective bargaining agreement, you should refer to the terms of that agreement for details.

- **Vacation days**: In general, after six months, employees under this program are eligible to take one-half of their yearly vacation allotment. Supervisors schedule requests for vacation in accordance with Medical Center policy and any applicable collective bargaining agreement. Employees under this program are also entitled to four free personal days a year.

- **Sick days**: Sick days are granted only in case of genuine illness or injury. Employees are eligible for sick days after 30 days of employment.

Mount Sinai also observes the following policies regarding other paid times away from work.

- **Short-term Paid Leave**: After 30 days of employment, you are eligible for certain days off with pay to attend to personal matters. These include:
  - **Marriage days**;
  - **Parental day** (on the occasion of the birth of a child);
  - **Adoption day**;
  - **Condolence days** (in the event of the death of a parent, spouse, child, brother, sister, grandparent, father-in-law, or mother-in-law)

For specific time allotments, non-bargaining-unit employees should consult the HR intranet; bargaining-unit employees should refer to the terms of their collective agreement.


• **Jury Duty**: If you serve on a jury, you will receive your regular pay minus the pay you receive as a juror. This does not include “on call” jury time when you are able to work. When you receive your jury duty paycheck, you are required to take it to the Payroll Department of the Finance Division so that appropriate adjustments to your regular paycheck can be made.

• **Voting**: On Election Day, polls are usually open early enough before a shift starts or late enough after a shift ends to give employees enough time to vote. However, if you do not have enough time to vote due to your schedule or travel time, inform your supervisor at least 10 days in advance so that arrangements can be made for coverage.

**Leaves Without Pay**: When you need to take a leave of absence, contact (for non-bargaining unit employees) Human Resources and Labor Relations or (for bargaining unit employees) a representative from Local 1199, the New York State Nurses Association or Local 32B-32J to find out about your eligibility for benefits during this period.

• **Family/Medical Leave**: Employees who have been continuously and actively employed for one year and have worked at least 1,250 hours during the year may be eligible for a Family/Medical Leave of Absence up to a maximum of 12 weeks per year. For details, please consult the HR manual, section 3.18.

• **Personal leave.** You may be eligible for unpaid leave due to family circumstances or other factors of major consequence.

• **Educational leave.** You may be eligible for unpaid leave for education purposes.

• **Military leave.** If you take time off for military duty, you will be reinstated to your former position or a position of like status and pay without loss of seniority.

**Wages and Salaries**

Salary ranges for non-union employees are designed to be equitable throughout the Medical Center. Every effort is made to ensure that your rate of pay falls within the pay range established for your job. Your specific rate of pay within the range depends on many factors, including your job performance, seniority, availability of funds, and market conditions. If you are covered by a bargaining unit, your wages are administered as specified in the bargaining contract.

Depending on your position, you will be paid weekly, biweekly, or monthly. The Medical Center will make deductions from your paycheck for federal, state, and local taxes, as well as Social Security. Other deductions such as union dues, charitable contributions, employee cost-share for benefits, and tax-sheltered annuity contributions can be made with your authorization.

**Direct Deposit**: With direct deposit, your salary is automatically transferred to the bank account you specify. For more information about this convenient program, please contact the Payroll Department, or visit either the Payroll or HR intranet site.

Mount Sinai paycheck-cashing is also available at the cashier on the main corridor (MC) level, near the pharmacy. Be sure to bring your Mount Sinai ID card and endorse your check when you arrive at the service window. Normal hours for check cashing are:

- 7:30 am - 4:30 pm, Thursday
- 7:00 am - 12:30 pm, Friday

**Garnishments and Liens (Salary Attachments)**: The Medical Center is legally required to honor authorized garnishments and wage assignment for payment of debts or obligations. If this should happen, the Department of Human Resources and Labor Relations will notify you immediately so that you will have an opportunity to make an agreement or a settlement with the agency to which you are indebted. If you are unable to obtain proof of settlement, the Medical Center will withhold a percentage of your salary until your debt is paid.
Equal Opportunity

Equal opportunity is given to all applicants without regard to race, sex, color, creed, religion, age, disability, national origin, veteran’s status, marital status, sexual orientation, affectional preference, or citizenship status. Your selection is based solely on your ability and qualifications for the job.

An Affirmative Action Program is in place throughout the Medical Center to ensure that this policy is uniformly applied, in keeping with Mount Sinai’s traditions of fairness and compliance with federal, state, and city laws.

Americans with Disabilities Act

Physical disabilities that do not — with reasonable accommodation — affect your ability to do the job you have applied for are not cause for exclusion.

Grievance Procedures

The Medical Center strives to be consistent and fair in its labor relations and pursues the development of sound working relationships among supervisors and employees. Usually, issues resulting in a grievance are the result of a misunderstanding and can be resolved through improved communication between management and employees.

If, however, you believe that you have been subjected to unfair, capricious, or discriminatory behavior, you may file a formal grievance. Information regarding the grievance procedure and grievance forms are available from the Labor Relations Office.

Promotions and Transfers

Mount Sinai fosters a policy of promotion from within. Your ability to do the work, a satisfactory performance record, and seniority are the main considerations.

You may also wish to transfer to another position to take advantage of the many opportunities for career growth and development within the Medical Center. To ensure that all our employees know what opportunities exist, available positions are posted throughout the Medical Center weekly. Usually, you become eligible for a transfer after one year in your present position. If you see a job listing that interests you, speak to your supervisor. To apply for a new job, complete a transfer application, and return it to:

Recruitment and Staffing, Box 1514
e-mail: Human Resources, Staffing@mountsinai.org.

Nurse transfer forms are available from:

Nurse Recruitment and Retention, Box 1166
e-mail: nurse-recruitment@mountsinai.org.

Professional Development

Mount Sinai invests great care and considerable resources in fostering your continued professional development because it benefits both you and the Medical Center.

Education and Training

The Department of Organizational Development and Learning offers a range of educational opportunities, including formal classes, forums for sharing best practices, and informal gatherings.

In addition, the Mount Sinai Hospital School of Continuing Education in Nursing offers a variety of development programs for nursing staff, awarding contact hours approved by the New York State Nursing Association (NYSNA), a member of the American Nursing Association (ANA) accreditation body for continuing education. All programs are free of charge for Mount Sinai staff.

Tuition Assistance

Mount Sinai also supports the educational development of its employees with a generous tuition assistance program. The program covers both non-degree courses that are directly related to your present job and degree programs that will prepare you to assume greater responsibilities or to advance in your profession.
Regular salaried employees are eligible for tuition assistance if they have been employed at Mount Sinai for at least one year. Part-time employees may be eligible for assistance based on the number of hours worked per week. In some cases, if you are a union employee, specific tuition assistance programs have been established in accordance with your union’s collective bargaining agreement.

In addition to the Presidential Service Award, the highest honor, there are three categories of individual awards and two categories of team awards:

Service Awards, which require at least two years of employment at Mount Sinai, recognize an ongoing record of excellence in leadership, compassion, and work.

Merit Awards recognize a single act of courage, above and beyond expectations.

Spotlight Awards highlight a special contribution to one’s own department, Hospital/School program, or the community that reflects Mount Sinai’s mission and standards of excellence.

Team Awards honor groups (formal or informal) of 16 or fewer employees who have demonstrated the benefits of ongoing teamwork in achieving a common, measurable goal.

Team Spotlight Awards recognize extraordinary contributions by a group of 16 or fewer employees to their own department, Medical Center programs, or the community.

Mount Sinai also celebrates milestone anniversaries. Employees marking 10, 15, 20, 25, 30, 35, 40, 45 or 50 years of service are honored at special events during the annual Employee Recognition Program.

Upgrading Program for 1199 members
Mount Sinai contributes to the Training and Upgrading Fund in accordance with the collective bargaining agreement between the League of Voluntary Hospital and Homes of New York and Local 1199. The Fund supports educational programs for Local 1199 members, who can receive training in laboratory technology, x-ray technology, nursing, and other health careers. If you are a member of Local 1199, you can obtain information about educational programs sponsored by the Training and Upgrading Fund from Local 1199 headquarters.

Management and Supervisory Development
If you are in a management or supervisory position, you can avail yourself of a wide range of development programs, including seminars and workshops about human relations, communications, time management, and other specialized topics. To take advantage of these programs, you should talk with your immediate manager.

Recognition of Excellence
Mount Sinai has a long tradition of recognizing and honoring compassion, leadership, and dedication.

Organized annually by a broadly representative committee who volunteer their time, the Employee Recognition Program consists of multiple events honoring the dedication and accomplishments of Medical Center staff.

Special Services for Mount Sinai Employees
Arts and Leisure
The Recreation Office is the center for a wide range of services devoted to helping you plan your recreational and leisure-time activities. Open to all staff, students, volunteers, retirees, patients, and their families, the Office is located at 19 East 98th Street, Room 1E.

8:00 - 9:00 am, Wednesday and Thursday
12:00 - 5:15 pm, Monday through Friday
Discounted tickets: Tickets are available for Broadway shows, sports events, concerts, and other performing arts. Taped listings are available at 212-241-7257, and, for a listing of the current day’s tickets, updated throughout the day, at 212-241-9531.

Consumer services: You are also eligible for membership in discount buying clubs and direct discounts on a wide range of products and services, including magazines, travel, hotels, car rentals, amusement parks, health clubs, and restaurants. The Recreation/Consumer Services Staff can provide you with general consumer information and help you plan your activities.

Plaza Cafe
The Plaza Cafe, located on the main floor of the Guggenheim Pavilion, is open to employees and visitors,

6:30 am - 7:30 pm, Monday through Friday,
7:00 am - 9:00 pm, and 10:00 am - 3:00 pm, Saturday and Sunday

There is also a Starbucks snack cart in the lobby of the Annenberg Building, serving a variety of hot and cold foods.

6:30 am - 4:30 pm, Monday through Friday

Health and Well-Being

Employee Health Services (EHS):
- Pre-employment physical examinations,
- Examination after sick leave,
- Treatment for on-the-job illness or injury,
- Immunizations, e.g., for hepatitis B or flu,
- Yearly tuberculosis testing.

You will be paid for working time spent in EHS, the Emergency Room, or a same-day, EHS-arranged consultation in a clinic.

It is important, however, for you to have your own primary care physician, since EHS is not staffed to treat non-job-related illness or injury.

8:00 am - 4:00 pm, Monday through Friday

For medical attention at other times, go directly to the Emergency Room.

Employee Assistance Program (EAP): The EAP is a confidential, short-term counseling and referral service available to you and your family as part as your benefit package. You may consult with EAP professional social workers concerning such issues as family and marital difficulties, emotional problems, illness and stress, alcohol or drug abuse, financial or legal worries, and difficulties in getting along with co-workers. The service is strictly voluntary and confidential; no reference will be made on your personnel records.

Optical Dispensary: You receive a 20 percent discount when you fill your eyeglass prescriptions at the Optical Dispensary.

9:00 am - 5:00 pm, Monday through Friday
Outside Inquiries: If Mount Sinai receives a request for information about you from an outside agency, we will provide date of employment, job title, full-time or part-time status, and department name.

If you leave Mount Sinai, information will be released only with your written authorization or as required by law.

Pharmacy: You may fill your prescriptions at the Hospital pharmacy.

Work and Family Programs:
- The Lewis Green & Evelyn Green Davis Child Care Center provides innovative child care in its facility on East 97th Street. The Center operates on a fee-for-service basis. It is open to children ranging from three months to five years of age. For additional information, contact the Center Director at 212-241-1707.
  6:45 am - 6:00 pm, Monday through Friday

- Child Care, Inc. is an employer-sponsored resource and referral agency that helps employees make quality child-care arrangements. If you need information or referrals to child-care options—such as family day-care providers, group family day care homes, full-time and part-time infant and toddler programs, school-age programs for after school, vacation and holiday child care, and summer camps—call Child Care, Inc., at 212-929-4999.
  8:00 am - 6:00 pm, Monday through Friday

Other Conveniences

ATM: Automatic teller machines are available near the Plaza Cafe, on the ground floor of the Guggenheim Pavilion.

Bookstore (East Building, 1425 Madison Avenue, ground floor): The Mount Sinai School of Medicine Bookstore sells a comprehensive selection of current medical and nursing books and will place special orders for books not in stock. Other merchandise includes stationery and school supplies, sweatshirts, tee-shirts and mugs with the Mount Sinai insignia, trade books, candy, cold sodas, ice cream and cookies, health and beauty aids, film and film processing, and computer accessories.

Gift Shop (Guggenheim Pavilion Atrium): In the Gift Shop you can find a potpourri of decorative china and glassware, fashionable handbags, scarves, seasonal accessories, sleepwear, and a wide variety of fine costume jewelry. In addition, stationery, greeting cards, candy, and magazines are stocked. Employees receive a 10% discount on many items and free gift wrapping.

The Gustave L. and Janet W. Levy Library (Annenberg Building, 11th floor): All employees of The Mount Sinai Medical Center are eligible to use the library by showing a valid Medical Center identification card. You must obtain a library card to check out material. Orientation and tours are available upon request.

Parking: On-campus parking is limited and available to those meeting specific eligibility criteria. Information about eligibility and alternative parking locations is available from the Department of Security.
**Shuttle Services:** For the convenience of all staff, the Medical Center operates several shuttle buses to and from the Bronx Veterans Administration Medical Center, Elmhurst Hospital Center, and the Adolescent Health Center on East 94th Street (Human Resources is also at the 94th Street location). A shuttle also operates in the evening to the Metro North railroad station at 125th Street. Schedules are available from the Department of Security, KCC-1. Shuttle tickets can be purchased in the parking garage on 99th Street.

**Personal Check Cashing:** You may cash personal checks up to $50 at the cashier’s window, located in the Guggenheim Pavilion, ground floor. The check must have your supervisor’s signature and extension number on the back. Your ID card is also required. A small fee is charged.

*7:30 am - 4:30 pm, Thursday
7:00 am - 12:30 pm, Friday*

**Mail Room Services:** The mail room is located on the 5 East 98th Street sub-basement level.

*9:00 am - 5:00 pm, Monday through Friday*

Airborne/TNT overnight package delivery pick-up boxes are located in the Annenberg Plaza, 5 East 98th Street lobby, Atran E level, and the Basic Science Building lobby.
Your Responsibilities as a Mount Sinai Employee

Mount Sinai expects all employees to take pride in their work and to recognize the responsibility of belonging to a community whose goal is to promote the better health of people both here and elsewhere in the world.

Code of Conduct

The Medical Center maintains a strict Code of Conduct for all employees. It requires us to abide by the letter and the spirit of all applicable laws and to adhere to the highest ethical standards of conduct in all Medical Center activities.

Much of what is required by the Code involves common sense, good judgment, and appropriate personal behavior. Serious infractions—including theft; falsification of records; deliberate destruction of Medical Center property; misuse of hazardous materials and infectious waste; creating unsafe working conditions; inappropriate conduct with patients, other employees, or visitors; and inappropriate use or release of patient’s personal health information—may result in immediate discharge. Less serious infractions are subject to disciplinary action up to and including discharge.

It is also a requirement of our Code of Conduct that employees come forward with any information regarding an actual or possible violation of the Code or Medical Center policy. There is a firm commitment on Mount Sinai’s part that there will be no reprisals of any kind for good faith reporting of actual or possible violations of the Code of Conduct.

If you have any questions or concerns, please call the Compliance Helpline at 1-800-853-9212, or contact the Compliance Office.
Confidentiality
In the course of your work, you may have access to a patient’s health information. It is very important to remember that this information is confidential. It is not limited to medical condition, diagnosis, and treatment, but also includes name, address, social security number, telephone number, and other demographic information.

Under no circumstances should you discuss a patient’s health information with anyone who does not have a legitimate business need for it, unless Mount Sinai has specific written permission from the patient to do so. Never discuss patient information in public areas, such as elevators and cafeterias.

Health Insurance Portability and Accountability Act (HIPAA): Confidentiality of patient information is not only a policy of Mount Sinai, it is also regulated by federal laws (known as the HIPAA regulations, for Health Insurance Portability and Accountability Act) and by laws of New York State. Violations of patients’ privacy are subject to disciplinary action, up to and including termination.

If you have any questions about patient confidentiality or the HIPAA regulations, please contact the Compliance Helpline at 1-800-853-9212.

AIDS/Human Immunodeficiency Virus (HIV): HIV-related information is given special protection under New York State law. All personnel who have access to medical records or HIV-related information in any form are required to read and comply with the following provisions:

HIV-related information is very broadly defined. It includes information as to whether the patient has had an HIV test, even if the test is negative, or any other information that could possibly identify whether the patient has AIDS/HIV-related infection or any HIV-related illness, including information about the patient’s spouse or sexual partners.

A good rule of thumb is to keep all information about a patient’s HIV status strictly confidential.

The law also addresses:
Specific release forms: Medical records that contain HIV-related information cannot be released unless the patient signs a specific form authorizing the release of the records. This form notifies the patient of the possible consequences of releasing the information.

There are, however, people who may receive HIV-related information even if the patient has not signed a specific release form. These include:

- the patient;
- healthcare providers and their employees who need access to the information either to provide patient care or to maintain medical records, provide billing services, etc.;
- blood and organ banks;
- medical staff committees, accreditation committees, etc.;
- various social service and public health officers and government agencies;
- third-party payors, to the extent necessary for reimbursement;
- contacts (spouses or sex partners) of infected patients with a significant risk of infection, or persons identified as having been exposed to infected blood from the patient. Only a physician may disclose information about an HIV-related patient to a contact. The disclosure must be made without mentioning the name of the infected patient, and the physician must have attempted to have the patient inform the contact;
- a court, through a specifically obtained court order, but not a subpoena;
- another hospital or healthcare provider, but
only if the other provider is treating the patient for an HIV-related illness, and the information is given to help in that treatment.

**Redisclosure:** Any time a record containing HIV-related information is released, it must be accompanied by a statement informing the recipient of the confidential nature of the materials and prohibiting redisclosure. (In the event of oral disclosure, a written statement to this effect must be provided within ten days.)

**HIV test results:** HIV test and related materials must be maintained directly in the patient’s chart.

**Informed consent:** A specific informed consent form developed by the Department of Health must be used every time an HIV test is given, and the patient must receive pre-and post-test counseling. The law specifies the information that must be provided in the counseling sessions.

**It is vital that you fully understand this law.** If you have any question about the law, or the way it affects procedures in your department, please contact your Chairman, Chief of Service, Chief Resident or Department Head.

**Notification of Conviction:** Employees must report any felony conviction for a violation occurring in or out of the workplace to the Department of Human Resources and Labor Relations no later than five days after the conviction. Employees are required, as a condition of employment, to comply with this policy.

**Maintaining a Drug-Free Workplace:** As a federal grant recipient and contractor, The Mount Sinai Medical Center is required to certify that it will provide a drug-free workplace. As a condition of employment, each employee is expected to be familiar with, and abide by, the contents of the Medical Center’s Drug-Free Workplace Policy. Employees are also required to inform the Medical Center if they are convicted of any drug offense.

The illegal sale, manufacture, distribution, or unauthorized use or possession of drugs or controlled substances by employees on Medical Center premises or in the course of Medical Center business is prohibited and may be grounds for immediate dismissal.

The Medical Center may at its discretion take any other appropriate disciplinary action short of termination against employees who have violated the above rules. In some cases, the employee may be referred for counseling and treatment through the Employee Assistance Program or to any other rehabilitation program.

Any employee suspected of being under the influence of any alcoholic beverage or unauthorized drug while on duty who refuses to be medically evaluated or release the results of such evaluation to the Medical Center (as employer) will be relieved from duty and will be subject to disciplinary action up to and including discharge.

Individuals who are chemically dependent on alcohol, drugs, or controlled substances are encouraged to voluntarily seek assistance and rehabilitation through the Employee Assistance Program.

A Drug-Free Awareness program has been established to inform all employees about the dangers of drug abuse in the workplace; the Medical Center’s policy of maintaining a drug-free workplace; the availability of drug counseling, rehabilitation and employee assistance programs; and the potential penalties for drug-abuse violations.

Employees must report any conviction under a criminal drug statute for violations occurring in or out of the workplace to the Department of Human Resources and Labor Relations no later than five days after the conviction. In certain circumstances, we must report this conviction to the appropriate federal agencies.
General Reminders

Cleanliness and Appearance
Standards of cleanliness for employees of a medical center are higher than for those of almost any other industry. As an employee of The Mount Sinai Medical Center, you are expected to maintain the highest standards of personal cleanliness, appearance, and grooming appropriate to your position. In most instances where a uniform is required, the Medical Center will provide and maintain uniforms free of charge. In other instances, you will receive a uniform allowance. If you wear a uniform, it is your responsibility to ensure that it is complete, clean and neat.

Contact with the Media
Contacts with the media carry the risk of misrepresentation, dissemination of incorrect information, disclosure of confidential matters, violation of privacy, and the misinterpretation of the comments of an individual as being representative of the policy or viewpoint of the entire institution.

Because dealing effectively with the media requires special knowledge and skill, the Department of Marketing, Communications, and Public Affairs (212-241-9200) should be consulted and/or serve as intermediary in all dealings with the press. You should also contact Public Affairs if you expect press inquiries or situations that appear likely to involve the news media during evenings, nights, or weekends; a representative is always on call and reachable via the Mount Sinai page operator.

Similarly, no camera crews or photographers are allowed inside the Medical Center without authorization and advance arrangement through Public Affairs. Whenever possible, Public Affairs personnel will accompany news media camera crews and photographers to assure that filming is confined to authorized subjects and areas of the Medical Center.

All media requests for information about a patient should be referred directly to Public Affairs. Any patient to be interviewed, recorded, filmed, or photographed by the news media must sign a consent/release form that authorizes the interaction and makes clear that Mount Sinai has neither control over, nor responsibility for, the way the resulting material is used. For patients under the age of 18, the consent/release must be signed by a parent or legal guardian.

Demeanor
You can increase our patient’s confidence in you and the Medical Center by being courteous in your manner and careful about your appearance and equipment.

Fire Prevention and Safety
An outbreak of fire is particularly dangerous in a hospital environment. Your help is necessary to ensure the safety of our patients and other employees. Be sure to follow all precautions and use all safety devices when handling tools, machines, and flammable materials. Understand the safest way to your job, and do not take chances. Learn the fire regulations that concern you, and ask your supervisor what your responsibilities are if a fire should break out. Be alert for any conditions of potential danger, and report them to your supervisor immediately.

Among the important fire safety tips to bear in mind are:

- **R-A-C-E**, the acronym that summarizes the actions you should take in case of fire:
  - Rescue (Move patients or occupants from immediate danger to a safe area.)
  - Alarm (Activate the nearest fire alarm box and call the hospital fire operator at 4-FIRE [ext. 43473]. Give your name, location and a brief description of the fire.)
Confine (Close all patient rooms and corridor doors to prevent the spread of fire.)

Extinguish (Portable fire extinguishers are designed for emergency use only. Do not attempt to put out the fire beyond its initial stage.)

P-A-S-S, the acronym that summarizes the steps in using a fire extinguisher:

Pull the pin.

Aim at the base of the fire.

Squeeze the handle.

Sweep back and forth.

Fire extinguishers are available on every floor. When they are recessed, their location is marked by a red sign projecting from the wall.

Alarm bells signal the location of the fire, using a special number code. The building alarm bell code is posted on every floor at every fire alarm box.

Personal Property
If you have been assigned a locker, make sure it is secured before you leave the area. Never leave valuable property in your locker or desk. The Medical Center does not insure personal property and cannot be responsible for its loss.

Property Pass
Security officers are authorized to make checks of any packages. Make sure you obtain a property pass from your supervisor before you carry a package out of the Medical Center.

Quiet, Please
Almost every area of the hospital is a patient area or near one. For the benefit of our patients, avoid talking loudly or making irritating noises. If you notice any conditions or equipment that create unnecessary noise, please report them to your supervisor.

Reporting Incidents and Accidents
If you observe a hazardous condition or an injured person while on duty, notify your supervisor immediately. Please report any thefts, broken locks, or other suspicious incidents to Security.

Safety
Mount Sinai is concerned about the safety of all patients, visitors, and employees. For emergencies, please call 4-SAFE (ext. 47233).

Smoking
The Mount Sinai Medical Center is a smoke-free facility. Smoking is not allowed anywhere on the premises. Any employee found violating the smoking policy is subject to disciplinary action.

Telephones
The Medical Center is made up of a vast network of interdependent units that call upon each other all the time. It is therefore imperative that department telephones be kept open for Medical Center business. If you wish to make a personal call during your rest period or mealtime, please use the pay telephones located throughout the Medical Center.

Tipping
The Medical Center gives high-quality professional care to all patients regardless of their ability to pay. Encouraging or accepting tips from patients or visitors is inconsistent with the philosophy and purpose of the Medical Center. Therefore, accepting tips is forbidden.

Use of Mount Sinai’s Name
The name “Mount Sinai” is of considerable value, since it represents the highest ethical and professional standards in patient care, teaching, research, and community service. Mount Sinai’s name may not be used in connection with any transaction or activity without the approval of the Boards of Trustees. In particular, it may not be used in a manner that would identify Mount Sinai with any product or commercial activity that would imply the institution’s endorsement or support.
If you have any questions about the use of the Mount Sinai name, please contact the Compliance Helpline at 1-800-853-9212.

**Sexual Harassment**

The sexual harassment of any employee is unacceptable conduct and is not tolerated by the Medical Center. Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature should be reported immediately to the Labor Relations Office for investigation. Employees engaging in sexual harassment are subject to appropriate action, which may include counseling or disciplinary action up to and including discharge.

**Fraud and Abuse Prevention: Deficit Reduction Act (DRA)**

Mount Sinai maintains a vigorous compliance program and strives to educate its work force on fraud and abuse laws, including the importance of submitting accurate claims and reports to the Federal and State governments. It is expected that employees who are aware of any occurrences of fraud, waste and/or abuse report their concerns directly through the Compliance Helpline at 1-800-853-9212. There shall be no reprisals for good faith reporting of actual or possible incidence.

Mount Sinai has adopted an extensive set of programs in the Medical Center for detecting and preventing fraud, waste and abuse. The Compliance Department oversees these programs and depending on the nature of the allegations, works collaboratively with the Audit Services Department and the Office of the General Counsel to conduct investigations in these areas. Periodically, please check Mount Sinai’s Policies and Procedures for Detecting and Preventing Fraud and Abuse in the following link to keep current with the latest regulatory changes.

http://intranet1.mountsinai.org/compliance

**Professional Obligations**

**Illness**

To give your supervisor time to reassign your work to other employees in your department, you must give at least one hour’s notice prior to the beginning of your shift in a 24-hour area and within one hour of the start of your day if your area has only one shift.

You are required to notify your supervisor each day that you are ill. You may be asked to provide proof of illness or to undergo an examination by an Employee Health Service physician so that your return does not jeopardize your health or that of the people with whom you come in contact.

**Keeping Informed**

As an employee of Mount Sinai, you are an integral part of a community that takes pride in its achievements. To keep you up to date, Mount Sinai publishes a weekly newsletter and post, notices in key places around the Medical Center.

*Inside Mount Sinai*: Published every Monday, *Inside Mount Sinai* informs you of important activities at the Medical Center. It includes a classified section for Mount Sinai employees to advertise property, apartments, car pools, and other goods and Medical Center services. Copies are widely distributed. To place an ad, contact the Department of Marketing, Communications, and Public Affairs, at 212-731-7919.

*Information Centers*: Bulletin boards and display stands located throughout the Medical Center feature Medical Center job vacancies, educational programs, and other activities of general interest. Bulletin boards featuring special offers available through the Recreation Office are in the cafeteria and outside the Recreation Office.

Personal notices may be placed only on the bulletin boards outside the Recreation Office and the bookstore.
**Lateness and Absenteeism**  
Your job is important, and it is important that you are on time and present for work. In the event that you have to be absent from work, you must notify your supervisor in advance according to your departmental procedure. Excessive lateness and absenteeism may result in disciplinary action.

**Orientation**  
All new employees must attend an orientation program to discuss the philosophy, objectives, and goals of the Medical Center. The session will give you an opportunity to meet with other new employees and to experience firsthand the variety of skills and range of people needed to make a major medical center work. The Department of Human Resources will notify you of the date of your orientation program.

**Probationary Period**  
The purpose of the probationary period is to give you an opportunity to decide whether you want to be a Mount Sinai employee and to allow your supervisor to see how well you manage your responsibilities and interact with other employees and patients. During your probationary period, employment and educational references may be verified and security checks will be completed.

The length of probationary periods may vary by classification. You will be informed of the length of your probationary period by your manager.

**Resignation**  
If you intend to resign, you are requested to give appropriate written notice to your supervisor. The length of time of your notice should equal your annual vacation/PTO entitlement for your job classification.

**Work Schedule and Overtime**  
To provide proper service to its patients, Mount Sinai maintains a 24-hour, seven-day-a-week schedule. You will be assigned hours and shifts consistent with your department's needs and, insofar as possible, with your personal preferences. Unless there is an emergency, you will be given appropriate notice if there is a change in scheduling.

While the Medical Center tries to keep overtime to a minimum, you may be requested to work overtime from time to time. You will be compensated according to Medical Center Human Resources Policy or your collective bargaining agreement.