

EMPLOYEE HANDBOOK
MTI-GKMC/BKMC- THQ Lahore/THQ Topi
For KPK Medical Teaching Institutions

This handbook is a resource guide and summary of MTI Swabi, rules and regulations, and benefits available and applicable to its employees. Employees should read this handbook and use it as a reference guide. If further clarifications are needed, employees should contact their supervisor or the Human Resources Department.

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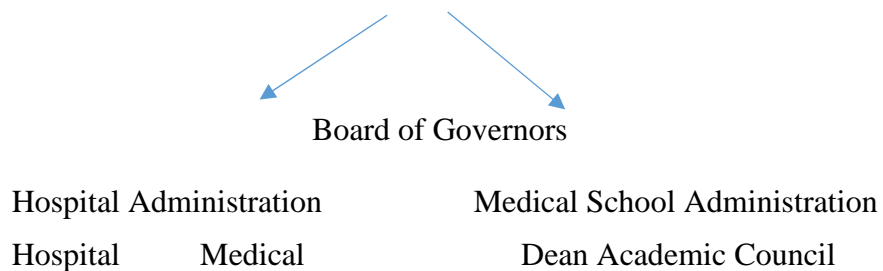
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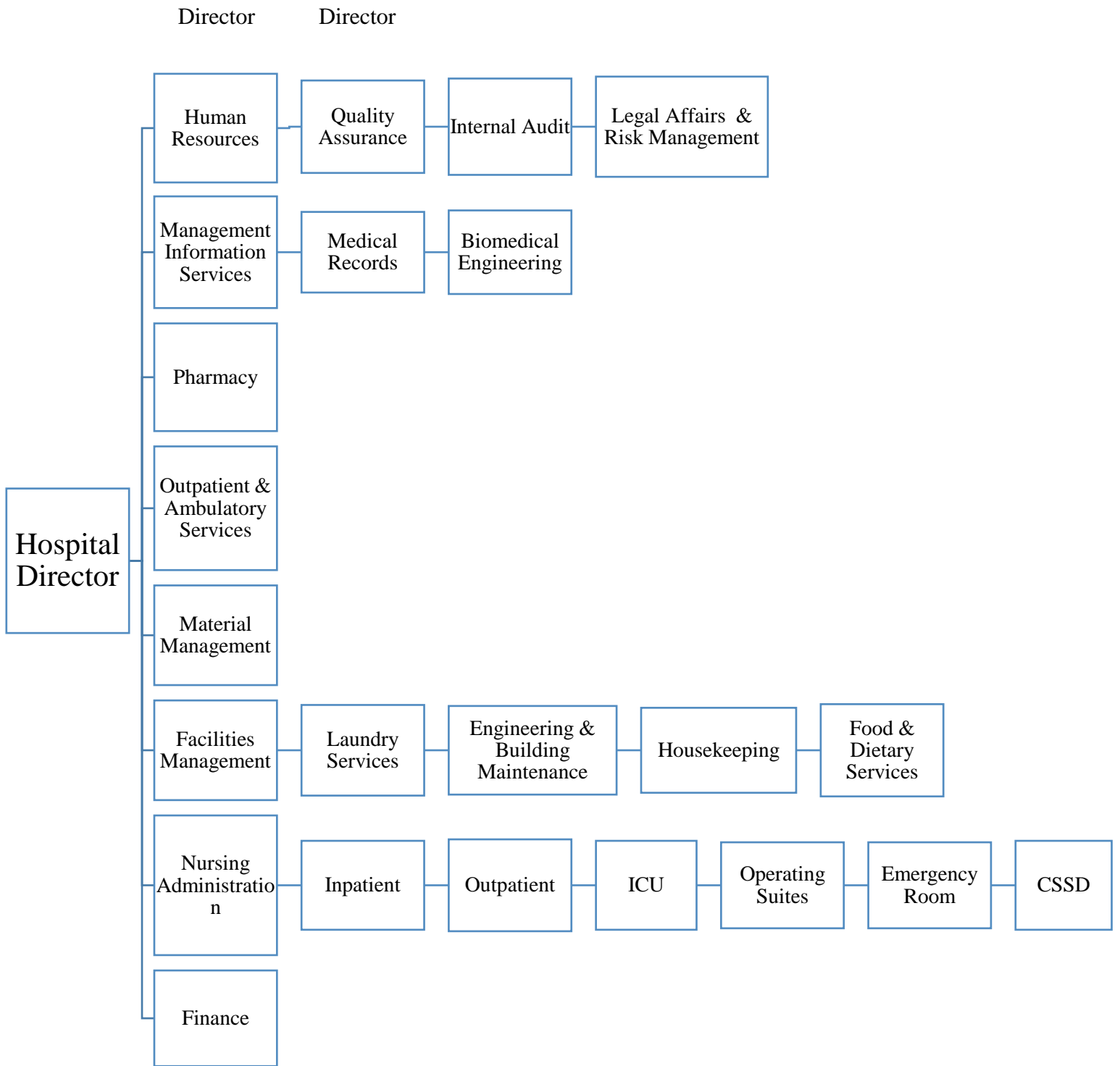
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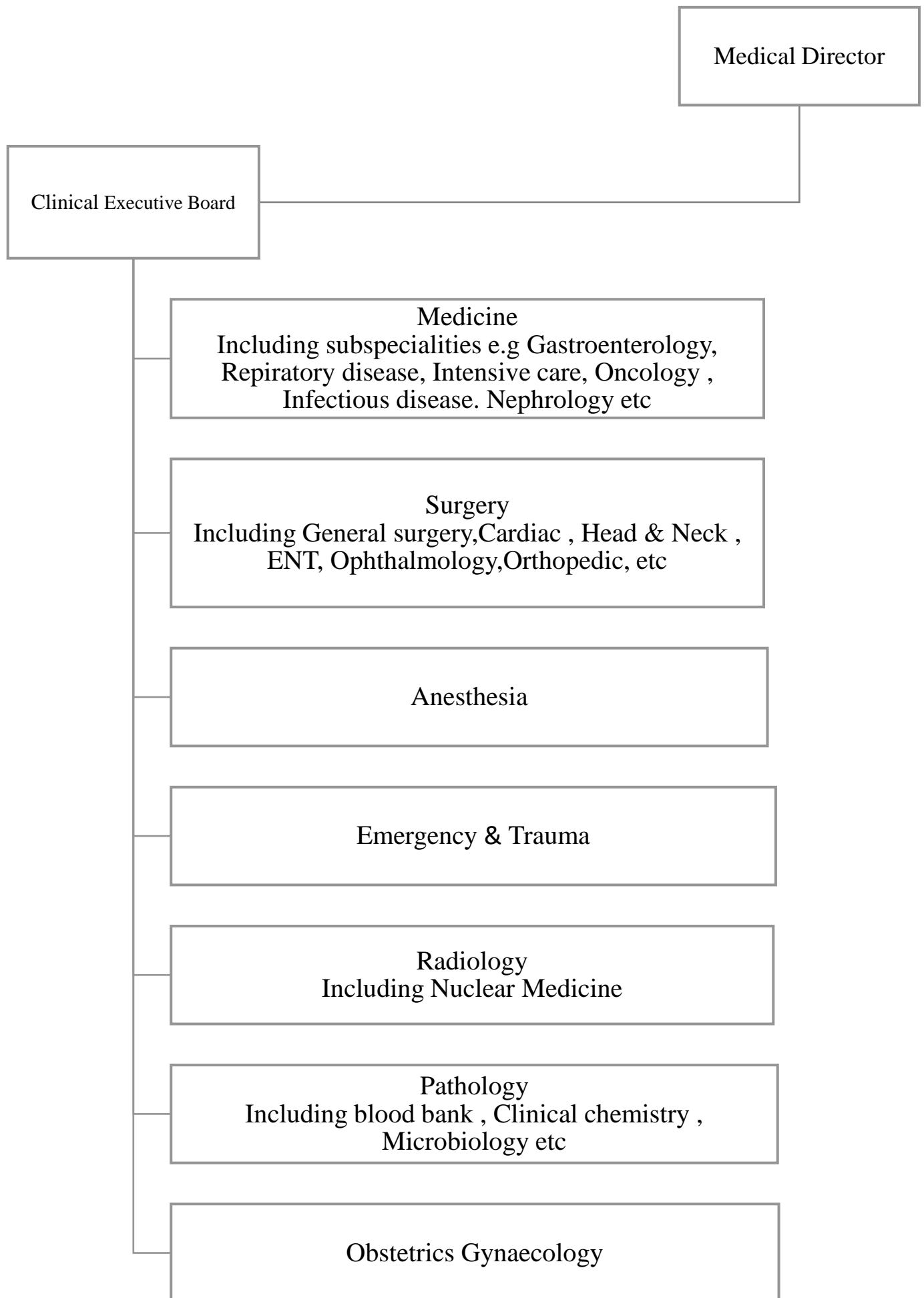
ORGANISATIONAL STRUCTURE

The Institution consists of the Medical School and the Affiliated Teaching Hospital under the overall control of the Board of Governors:

Institutional Organisation







INSTITUTIONAL CULTURE, ETHICS AND PHILOSOPHY

The Institution is committed to providing the best possible care for its patients and the best possible teaching for its students, both under graduates and postgraduates, guided by the principles of equity, transparency and merit in all activities, and striving towards continual quality improvement.

CODE OF CONDUCT & BEHAVIOUR

a) CONFLICT OF INTEREST (COI)

A Conflict of Interest (COI) is a situation in which an employee may Benefit personally from a decision or action of the Institution over which he has influence. For example, the ability to leverage or influence Hospital decisions that may directly or indirectly benefit the decision maker is a conflict-of-interest situation. Another example is having significant or controlling business interests in entities that do business or compete with the Hospital.

Conflicts of interest can exist in many situations and can be mitigated by declaring them to your supervisor who needs to document it in your record. If you are unsure, it is better to be cautious and declare a potential conflict of interest, in writing, to your supervisor.

Knowingly hiding a COI by an employee would be grounds for disciplinary Action up to and including termination of services

b) REBATES, COMMISSIONS, DISCOUNTS, SPECIALDEALS

In purchases for the Hospital, all rebates, discounts, commissions, special price reductions, volume discounts, prizes, coupons or any other benefit belong to the Hospital. Vendors may offer such benefits to employees, sometimes clothed as educational or developmental activity or other euphemism. Receiving any such benefit is unethical and illegal and would be grounds for disciplinary action up to and including termination of services. Any offer to you of such benefits must be reported to your supervisor.

c) GIFTS OR PAYMENTS TO THEINSTITUTION

Friends, donors, vendors, distributors, manufacturers, pharmaceutical companies or others may offer to donate money, goods or equipment to the Institution. The authorized department

to receive all such gifts and donations is the Finance department, which has instructions on how to handle and accept gifts. All such offers should be referred to them. As always when in doubt please consult your supervisor.

**d) SAFEGUARDING AND PROTECTION OF HOSPITAL PROPERTY
AND INTERESTS**

Employees must be committed to protecting and safeguarding the physical, intellectual and other interests of the Institution and your conduct should reflect this.

GENERAL POLICIES

i) PATIENT CONFIDENTIALITY

All records and information acquired by you through your professional duties are highly confidential and should be protected. They should be used only in your professional capacity to provide proper care. It is strictly prohibited to discuss any patient with anyone except members of the treatment team. Anyone breaching patient confidentiality will receive immediate disciplinary action, which may include termination of employment.

ii) WHISTLEBLOWING POLICY

MTI-GKMC/BKMC is committed to the highest possible standards of openness, integrity, and accountability. The institution therefore expects and encourages its employees having genuine concerns about any aspects of the institution's work, to come forward and voice those concerns without the fear of reprisal and victimization. In this regard the employee should first voice their concerns to the Human Resources Department.

iii) WORKING HOURS

Regular working hours for employees are from 8:00 am to 4:30 pm. However, timings may vary for employees working in shift-based departments as the Hospital works in two shifts. Shift timings are:

SHI FTTIMINGS	
Regular Shift Monday to Friday	08:00 am to 04:30 pm Including break time 01:00 pm to 01:30 pm
Friday lunch and prayer break	12:30 to 02:00 pm
Monday to Thursday	08:00 am to 04:30 pm

Employees are required to observe working hours as determined by their departmental manager or supervisor.

iv) PUNCTUALITY

Employees must arrive for work punctually and remain at work during their normal working hours. Persistent lateness, or unexplained absenteeism, will lead to disciplinary action.

v) ORIENTATION

The Human Resources Department has designed an orientation program to familiarize employees with the Institution and provide important information related to working here. All new employees are required to attend the orientation program before reporting to work. Each will provide departmental orientation, which includes orientation to specific job duties, responsibilities, expectations, safety procedures, and departmental policies and procedures employee's supervisor/HOD.

vi) JOININGREPORT

All new employees should fill and submit the duly completed Joining report to the Human Resources Department within two days of joining he institution. This joining report enlists the employee in Hospital Information System and payroll.

vii) DRESSCODE

All employees must be well-groomed, clean and wear appropriate clothes.

viii) UNIFORMS

Employees required to wear uniforms should be dressed in their uniforms designated by the Hospital at all times during working hours. The department managers will be responsible for

monitoring this and may request the employee to return home if they are not appropriately dressed. Employees must keep their uniforms in immaculate condition in order to project a good image of the Institution.

ix) EMPLOYEE ID CARDS

Each employee is required to wear the ID card at all times while working in the Institution.

Wearing an ID Badge will

- Ensure a secure environment for employees and visitors.
- Protect the Institution's physical and intellectual property.
- Control access to un attended areas of the facility.
- Track employee time and attendance.
- Project an appropriate image to clients, vendors and other stake holders.
- Track visitors in the facility.

x) ATTENDANCE/IDENTITY CARDPROCEDURE

Each employee will receive a Hospital Identity Card with a unique employee code number.

Attendance is

marked through Biometric/facial recognition, once at the time of entry and the second on exit. In case the Hospital network is down and biometric machine cannot capture your attendance, a Time Adjustment Form must be completed. Salary payment depends upon the attendance record. In case of loss of the Hospital Identity Card, report the loss immediately to the Human Resources Department by completing a Lost ID Card Form with RS 500 fee.

xi) PERFORMANCEAPPRAISAL

A performance appraisal is carried out at intervals and set time points in an employee's career. The evaluation will be made on quality and quantity of job performance, job knowledge, cooperation, dependability, initiative and ability.

Appraisal meetings will be private, providing for an honest and open Discussion of the employee's work performance. This discussion will include, if applicable, recommended methods of improvement and recommendations for additional trainings, recommendations for retention, promotions, and salary reviews. Evaluations will be signed by the employee and the department head, and will be forwarded to the Human Resources Department for review and be kept on record.

xii) RESIGNATION PROCEDURE

Resignation from the Institution will be submitted by the employee with the notice period mentioned in his/her employment contract and with the approval of the department head. A letter of acceptance of the resignation will be issued by the Human Resources Department. After obtaining clearance from all concerned departments mentioned in the clearance form, the employee shall submit the clearance form to the Human Resources Department on the employee's last working day.

xiii) GRIEVANCES AND DISPUTES

Employees, have the right to raise concerns about their work, including the way services are delivered and the care of patients, and to have those concerns dealt with in a prompt, fair and positive manner. This may occur through discussion, conciliation and, where necessary, formal grievance procedures. The formal grievance procedure consists of the employee filing a grievance form detailing the concern, to be submitted to the Human Resources Department. If the grievance is not settled at the managerial level the employee may escalate it to higher levels.

xiv) SMOKING POLICY

The Institution is a **NO SMOKING ZONE**. It is Institutional policy to prohibit smoking in all areas of the MTI-GKMC/BKMC and allied hospitals, including its buildings and grounds. There will be **no smoking** by any employee, or visitor. Smoking inside the College or Hospital is strictly prohibited in all lecture theatres, College buildings, offices, ambulatory care patients as well as all inpatients, including dining rooms, conference

room and Hospital grounds. Smoking in the Hospital premises may result in disciplinary action up to and including termination of employment. It is the employee's duty to ensure that visitors and patients also comply with the above policy.

xv) ALCOHOL AND DRUGS

Possession of or being under the influence of alcohol or drugs while on duty may result in immediate dismissal.

xvi) FIREARMS AND WEAPONS

Firearms and weapons are strictly prohibited on Hospital premises. Violators will be subject to immediate termination.

xvii) FOOD

Eating food in working areas of the Hospital is strictly prohibited. The Dining Hall and Visitor's Cafeteria are available for such purposes.

xviii) DISCIPLINARY POLICY

Employees are expected to perform their duties diligently and to follow the prescribed Rules, Regulations, procedures, and policies of the Institution. Willful non-observance or violation of these policies may lead to disciplinary action up to and including termination of services.

Employees will receive written notice of a breach of the rules and policies and this will also be placed in their records. Depending on the seriousness and/or repetitiveness of the event, an inquiry will be instituted at the departmental level and the recommendations of the inquiry committee will be forwarded to the appropriate authority, either the Dean/CEO/Hospital Director/Medical Director, for action.

EMPLOYEE BENEFITS & FACILITIES**OVERTIME:**

The purpose of this policy is to outline the terms and conditions that apply to compensating overtime worked by MTI GKMC/BKMC employees outside their normal working hours.

This policy applies to the respective MTI GKMC/BKMC and its Allied Hospitals employees who are entitled to overtime as outlined in this policy. Working overtime should be an exception rather than a rule, Managers/HODs must ensure that overtime work is minimized. Overtime shall be paid or time-off granted to all employees who qualify in terms of the MTI GKMC/BKMC. Manager/HOD must authorize overtime work only if the work is urgent and cannot be done during normal working hours.

LEAVE:

Leave is granted to employees with the good intension of providing rest, recuperation of health and for fulfilling social obligations.

The MTI GKMC/BKMC leave year is from 1st January to 31st December.

All leave applications must be made on the prescribed form to the appropriate authority such as the Division/Department Head Dean /CEO/MD/HD/FD /ND, as far in advance as possible to avoid disruption of work.

All leave must be approved by the appropriate authority prior to availing the leave.

The different types of leaves given under the policy are:

- EARNED/PRIVILEGE LEAVE (EL/PL) (24 Leaves)
- EXTRAORDINARY LEAVE (LEAVE WITHOUT PAY) (Max 2 Years)
- LEAVE ON MEDICAL CERTIFICATE (LEAVE WITHOUT PAY) (1 Month)

- CASUAL LEAVE (12 Leaves)
- PERSONAL HOLIDAY (7 Leaves)
- SICK LEAVE: (12 Leaves)
- QUARANTINE LEAVE (MTI GKMC/BKMC employees suffering from any disease which requires his confinement for certain period by way of quarantine may, on the recommendation of the authorized medical consultant, have quarantine leave for the said period. The quarantine leave granted under this rule shall not be debited to the leave account, all employees on such leave shall, for all purpose, be treated as on duty)
- ADMINISTRATIVE/STATION LEAVE (For specific events, MTI GKMC//BKMC Administration, Faculty, and Staff employees may be granted Station leave to cover absences from work. Temporary employees are not entitled to Station leave)
- COMPENSATORY OFF (An employee is eligible for compensatory off when he/she has worked on an important assignment on any of the national/festival/declared off day)
- SABBATICAL LEAVE (All permanent/full time Faculty will be eligible for Sabbatical Leave. Eligibility for sabbatical leave requires completion of 6 years of full-time service. The maximum period of sabbatical leave is one year)
- METERNITY LEAVE (90 Leaves)
- PATERNITY LEAVE (Max 21 Leaves)
- DISABILITY LEAVE (365 Leaves)
- SHORT LEAVE (Half Day of CL can be availed as per the respective leave norms. The half day leave thus availed should be either the first four hours of the work day or last four hours of the work day. Two half day leave will be considered one casual leave and will be deducted from the balance)
- HAJJ AND UMRAH LEAVE (A maximum of 45 days' leave will be granted for Hajj and 21 days will be granted for Umrah)
- STUDY LEAVE/TRAININGS (MTI staff will be eligible for study leave up to one year with pay (base salary 40% of gross salary) to enhance his/her education provided two-year service with institution has been completed successfully after probation. Further extension may be granted on the approval of BOG)

PENSION/PROVIDENT FUND: All employees may participate in the Institutional provident fund. A 7.5%

Deduction on the base salary i.e., 40% will be matched by an equal contribution by the Institution to the individual's provident fund.

Entitlement: Employee family (parents/spouse and children) are entitled for free medical care services at MTI-GKMC/BKMC and its allied hospitals provided that its prescribed/advised by a consultant at MTI GKMC/BKMC and its allied hospital. To get free medical care you must have a valid service ID card issued by HR department MTI-GKMC/BKMC and Nadra family tree certificate /letter.

- I. For inpatient service the employee and family (parents/spouse and children) would avail SSC (Sehat Sahulat Card) program coverage.
- II. The entitlement will not be applicable on IBP (Institutional Base Practice) services.

CAREER DEVELOPMENT/TRAINING:

The MTI-GKMC/BKMC & Allied Hospital will provide career development and training, which may be practical, hands-on training and/or formal classroom teaching.

PARKING:

Employees will be entitled to park on the premises of the Institution as parking areas are developed and staff/employees are advised to get parking stickers from security office.

SAFETY AND SECURITY MEASURES

Life Safety Management

The Institution will establish processes for management of life safety. All employees, contract workers, volunteers, and medical staff members **are required to actively participate in a fire drill**. Also, all employees are responsible for understanding emergency procedures and Emergency call codes:

- a) **CODE BLUE** is a Medical Emergency or Cardiac arrest.

The following procedure is to be adapted in case of patient cardiac arrest:

- Call (provide number)
- Wait for Code Blue Team
- Guide the Code Blue Team to the patient immediately.

- b) **CODE GREEN** is a Gas and Chemical Spillage.

Follow the same instructions as in (a) above

- c) **CODE RED** is a Fire Emergency or Bomb Threat

In case of a Code Red, an overhead announcement will take place when the entire building including all employees, visitors, attendants or patients must be evacuated.

Code Red Instructions

When you hear the fire alarm or code red announcement:

1. Listen carefully to the instructions in the announcement.
2. Leave the building using the nearest emergency exit.
3. DONOT run, push or overtake.
4. DO NOT use elevators as they are designated only for patients on wheelchairs or beds.
5. Proceed to the designated assembly area.
6. DONOT re-enter the building until advised by the Crisis Management Team.

Use RACE

- **R RESCUE.** "Rescue" people from the affected area. AALARM.
Sound fire alarm and call Ext.....
- **C CONFINE.** Close doors to contain fire.
- **E EXTINGUISH.** Only if trained to do so and **I fit is safe** or evacuate the building.

Evacuate Patients in the Following Order:

1. Patients who can walk
2. Patients on wheel chairs
3. Patients on beds

Classification of Fire	Methods of Extinguishing Fire
A Class Fire Solid Fire	Fire of wood, furniture, stationery etc. Use water and carbon dioxide to extinguish this type of fire.
B Class Fire Liquid Fire	Fire of petrol, kerosene oil, paint, diesel etc. By covering the fire, reduction of oxygen will stop and extinguishing will take place quickly. Dust, Earth and foam are best to extinguish this fire.
C Class Fire Gas Fire	Fire of gas. Cutting of supply is mandatory to extinguish this type of fire.
D Class Fire Metal Fire	Magnesium, aluminum, sodium, titanium AFFF is suitable to extinguish this type of fire.

<p>E Class Fire Electricity Fire</p>	<p>Electrical cabins, computers, multimedia, electrical switches and boards. Dry powder and carbon dioxide is suitable to extinguish this type of fire. Use water After switching off electricity supply.</p>
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RADIATION EXPOSURE

In case of a fire with a radiological emergency on a mass scale in the designated areas of Radiology, Nuclear Medicine or Radiation Oncology, radiation exposure or contamination may harm those exposed. All those suspected of exposure to radiological contamination should stay at a safer place till assessed by radiation Protection Personnel.

Radiation Protection Personnel (Radiation Protection Advisor, Radiation Protection Officers) along with fire fighters will tackle such an emergency. Employees should not attend exposed area themselves.

- Call for Fire Fighting Team OR
- Call..... for Radiation Protection Personnel **Using PASS to Use a Fire Extinguisher**
- **P** PULL the pin.
- **A** AIM at base of the fire.
- **S** SQUEEZE THE LEVER.
- **S** SWEEP side to side.

Emergency Assembly Areas – to be designated

Main: Lawn etc

EMERGENCY CONTACT NUMBERS

Telephone number

Security Maj Rtd Wisal: 03149865744

Fire Brigade: 1122

Bomb disposal: 0938-920063

Emergency Police: 0938-280187

Nearest Police Station: 0938280400

IMPORTANT PHONE NUMBERS

DEAN'S OFFICE: **0938-280421**

Associate Dean for Education Associate Dean for Research

HOSPITAL DIRECTOR'S Office: **0938-280216**

EXT 109

MEDICAL DIRECTOR'S Office**0938-280215 EXT 101**

Nursing Director House staff office**0938-**

280210EXT 117

Director Facilities Management **EXT 105**

Human Resources Department (Pre-

Employment)**0938-280414EXT 115**

Human Resources Department (Post-

Employment) **0938-280414EXT 115**

Human Resources Department (Training

&Development)**0938-280414EXT 115**

Human Resources Department (Employee Relations)

Employee **0938-280414 EXT 115**

Outpatient Department Main Reception

Telephone Exchange Security Office Main Gate

Security

CODE RED Fire Emergency or Bomb Threat

CODE Green for Gas and Chemical Spillage

CODE BLUE for Medical Emergency or Cardiac Arrest Transport

Office (Ambulance Services)