

Dr Birnbach's

The Automatic Office

(c) 2010. All rights reserved

Module: Office Manual Introduction

Introduction

*Employment
practices and
procedures*

This manual outlines the employment practices and procedures of our clinic. Every situation or question that might arise within our office cannot be anticipated, therefore, the guidelines set forth in this manual may not apply in a particular situation. We reserve the right to amend, revoke, or supplement policies or procedures contained within the manual at any time, at our sole discretion, without advance notice to any employee.

While we strive to follow the guidelines set forth in this manual, this manual does not establish a contract between you and the office.

The success and strength of our office is in the hands of its staff. We recognize the strength and importance of all employees, so we are proactive in providing the optimal facility, equipment, atmosphere and opportunity for individual advancement.

Office Goals

Our commitment

We are committed to provide our clients with the highest quality healthcare available today. In our quest to do so, we have set the following goals:

- To hire the most competent, committed individuals to perform the work best suited for their abilities;
- To provide an atmosphere that motivates employees to grow professionally and personally in relation to their abilities and contribution;
- To offer fair compensation that is consistent with the quantity and quality of work performed.

Our success

Each employee is part of a service oriented operation. Our combined success depends upon how effectively employees perform their work within our team environment and office culture.

Teamwork

The policies outlined in this manual are designed to encourage teamwork by clarifying the benefits, expectations and responsibilities we have to one another, and to emphasize the importance of each individual as a vital part of a productive work force.

Values

Dedicate yourself

Excellence

In order to make the world a healthier, happier place to live we must dedicate ourselves to the infinite quest for excellence in performing our duties.

Personal Dignity

Every person with whom we come in contact deserves fair, honest, kind, and professional treatment.

Superior service

Our Services

We strive to provide superior service at good value, be inspiring, and believe our services and products are invaluable and may benefit everyone we come in contact with.

Our Clinic

We believe in fostering an ambiance to make our work satisfying, productive, and challenging, and therefore, encourage intelligent risk-taking without fear of failure.

Our Staff

We highly encourage "ownership" of specific areas of duty, resulting in a higher quality of service, increased integrity in accomplishments, a stronger commitment to excellence, and an opportunity to share in the financial rewards of individual and team efforts.

*Superior attitude
and service*

We are committed to hiring above-average people who are willing to go beyond mere expectation and push the boundaries of superior attitude and service. In exchange, we are committed to the development of our staff using every available means, including cultivating, training, rewarding and where possible, promoting those staff members who enable us to move forward.

*Take an active
part*

Our Dream

Our role is to take an active part in impacting our planet by maximizing health potential. By dedicating all our resources to this dream of enriching other's lives for better health, everyone profits: our clients, their families, and all employees.