

Scheduling Guidelines

PURPOSE: To accommodate requests for providers in an organized and efficient manner which will result in schedule equity for USACS MID-ATLANTIC providers.

Guidelines: Entering time off requests:

1. All USACS MID-ATLANTIC providers will be required to make their schedule requests directly in TangierWeb.
2. A provider may make any number of requests; however, the scheduler will work the first 5 as the provider's most important unless otherwise indicated in the request. It is recommended the provider prioritize (#1, #2, #3, etc.) their first 5 requests rather than leave the prioritization to the scheduler. Any requests in excess of 5 days will be considered only as the schedule allows.
 - If you have or will be submitting more than 5 requests, it will be necessary for you to scroll down to the bottom of the request page in Tangier. Indicate in the comments section that the request is one of your first 5 of the month so the schedulers know how to manage your requests. See illustration below:



The screenshot shows a form titled "Occurs only on the following days:". Below the title is a table with columns for the days of the week: MON, TUE, WED, THU, FRI, SAT, and SUN. Each column contains a small square checkbox. Below the table is a text input field labeled "Comment:" with a scroll bar on the right side.

Any request of greater than 7 consecutive days will be considered an Extended Time Off request as described in the definitions below.

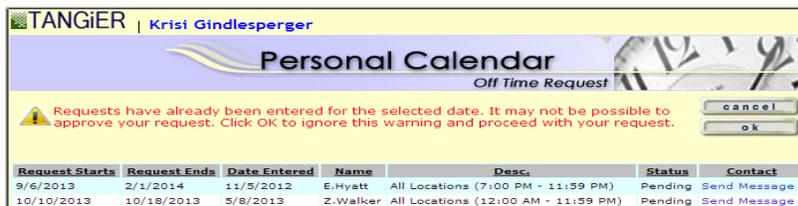
3. A provider may designate a request as TOP PRIORITY. Top Priority requests will be limited to 10 days per 6-month time frame (20 per calendar year). The 6-month time periods are:
 - January 1st – July 1st and
 - July 2nd – December 31st

This does not include the previously defined "holiday" period, during which the top priority rule does not apply. See "Top Priority" example at the end of this guideline.

4. All requests should be made in TangierWeb a minimum of 75 days prior to the release date of the schedule. TangierWeb will not allow web-based requests less than 75 days prior to release of the schedule.
5. The schedulers have been instructed NOT to accept any time off requests after the deadline. Any late requests will be sent to the medical director for consideration. USACS MID-ATLANTIC reserves the option to wait until release of the schedule to notify employees of the approval or denial a late request.
6. The scheduler will provide an email reminder to submit requests to the provider approximately two (2) weeks in advance of the due date. If a provider logs into TangierWeb, a requests due date will be posted on the opening page of a given month.

Approval of time off requests:

1. The Medical Director at each USACS MID-ATLANTIC Campus is the ultimate approving body for the clinical schedule.
2. All requests are considered “Pending” until the requestor is notified by seeing an “Approved” symbol next to the request in TangierWeb.
3. Providers will not receive approval of a time-off request(s) based on a first to submit / first approved basis. Department needs and request history will also be considered in the request approval process.
4. USACS MID-ATLANTIC is aware that some requests are for time off that requires travel planning. USACS MID-ATLANTIC approval will be provided as soon as possible but may not be approved until the time of the release of the schedule; approval **MAY** be visible on-line prior to release.
5. Extended Time Off (see “definitions”) will require Medical Director / Chairman approval. The request must be entered in Tangier. Tangier does not automatically send notification of the extended time off request. Therefore, it is the responsibility of the provider to email the Medical Director/Chairman and the scheduler with the request information seeking approval. Approval may be given prior to the release of the schedule. However, in some instances, approval may not be provided until the schedule release date.
6. There are only so many providers who can be off at any given time at a campus. Therefore, if Provider X requests off on a day when other providers have already asked for the same day off, *and* the scheduler has determined that this exceeds the number of possible requests for that particular day at that campus, then:
 - Provider X will receive a “Warning” from TangierWeb that their request exceeds the day’s limit for requests.
 - If Provider X wishes to select an alternate day off, which has a better chance of approval, the warning gives them the option to do so.
 - Please note that if the number of requests exceeds the daily limit, requests will be considered in the order in which they were entered. The further down the line you are, the less chance the request will be approved.



7. When a provider sees that his/her request is approved, he/she can safely proceed with making travel plans, including the purchase of airfare, etc.
8. The scheduler **does not** approve time off requests. The scheduler:
 - maintains the clinical schedule,
 - publishes the schedule after management review and approval,
 - sends late requests to the medical director,
 - keeps the TangierWeb schedules updated, and
 - notifies providers of schedule changes.

Time off once the schedule has been released:

1. It is the provider’s responsibility to find coverage for time off needs once the schedule has been released. Once a provider has arranged for a swap, the provider must contact the scheduler by email to make the changes in TangierWeb. Doing so ensures accurate compensation for time worked. The scheduler will send a general notice to all providers when there has been an update to a published schedule. A provider may then go into TangierWeb and print out a new schedule if desired.

Holiday obligation and Holiday time off requests:

1. USACS MID-ATLANTIC’s designated holidays are provided under “Definitions.”
2. Holiday requests are managed separately from other time off requests. In general, if a provider worked the holiday the year before, they will likely be off the holiday the following year. Holiday requests will be approved by USACS MID-ATLANTIC campus leadership and will consider departmental needs in addition to an individual’s holiday work history.
3. Entering holiday requests will be subject to the daily limits and warning system as previously described, and priority will be given to those providers who worked the same holiday in the previous year. This priority includes the associated weekend and weekdays for the holidays as described below.

Definitions: *Request* A particular shift request (on or off) or full day off requested by a provider for any purpose other than a conflict with an USACS MID-ATLANTIC administrative obligation.

Weekend Any clinical shift that begins between 4pm on Friday and the night shift on Sunday.

Holiday FOR PURPOSES OF SCHEDULING (NOT COMPENSATION), holidays include: New Year’s Eve and New Year’s Day, Easter, Memorial Day, July 4th, Labor Day, Thanksgiving Day, Christmas Eve and Christmas Day.

The two days before and after Christmas Eve and Christmas Day

21-Dec	22-Dec	23-Dec	24-Dec	25-Dec	26-Dec	27-Dec	28-Dec

The two days before and after New Year’s Eve and New Year’s Day:

28-Dec	29-Dec	30-Dec	31-Dec	1-Jan	2-Jan	3-Jan

The week prior to Easter Sunday:

Sat	Sun	M	T	W	Th	F	Sat	Easter

Days and Weekends:

The Saturday and Sunday immediately prior to Memorial Day

F	Sat	Sun	Memorial Day	Tues

The Saturday and Sunday immediately prior to Labor Day

F	Sat	Sun	Labor Day	Tues

The Wednesday before and the Friday, Saturday and Sunday after Thanksgiving

M	T	W	T’giving	F	Sat	Sun	M

Holiday Pay: APPs will receive holiday pay of \$360 for working on the following holidays; New Years Day, Easter, Thanksgiving, Christmas Eve, Christmas Day, New Year's Eve.

Tangier Web: The web-based scheduling software used by PSR to produce, record and maintain a longitudinal history or USACS MID-ATLANTIC's clinical schedules.

Extended Time Off: **A time off request of greater than 7 consecutive days.**

Pending Request: A time off request that has been received but not yet approved.

Approved Request: A time off request that has been received and approved.

Warning: The message that TangierWeb will give the employee who has entered a request when the request exceeds the request limit for that day.

Schedule
ATLANTIC employee **Obligation:** The minimum number of monthly hours and shift type each USACS MID-ATLANTIC employee is required to work.

Top Priority EXAMPLE:

A provider would like to go on vacation February 3-10. This is not a holiday. Tickets need to be bought ASAP. The provider should enter this request as "TOP PRIORITY" in Tangier. (Please type this in the comment section at the bottom of the request page and also include reason for request – in case of conflicts) ... *TOP PRIORITY: trip to Italy-our 10th anniversary.*

Once entered in Tangier and email notification sent to the Medical Director/Chairman and the scheduler, the provider can expect that the request will be reviewed and either approved or kept pending within 2 weeks of the request being made in Tangier. Notification will be sent to the provider if approved or if not approved.

The provider still has another 3 days to request as top priority until July 1st for this 6-month period. After July 1st, there will be an additional 10 days through December 31st.

The 10 TOP PRIORITY days are a use it or lose it benefit. Unused "Top Priority" days from one six-month period do not carry over to the following six-month time period.

TOP PRIORITY status does not mean that the provider will be guaranteed the time off. However, the requesting provider will have priority over requests not labeled top priority.

A provider entering TOP PRIORITY requests must also send an email to the scheduler. The TOP PRIORITY request email notification to the scheduler does not require a recap of the request, only that the provider has entered a TOP PRIORITY request in Tangier.

USACS MID-ATLANTIC reserves the right to change or cancel this policy without notice to any employee at any point in time. This document does not commit the company to make payments or incur expenses. The ultimate decision regards the continuation of the scheduling guidelines as outlined herein rests with the Board of Directors of USACS MID-ATLANTIC.