

**MEDTECH ENGINUITY CORP.**



**"WHERE MEDICAL ENGINEERING & INGENUITY MEET"**

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# **IT Handbook**

# **WELCOME TO MEDTECH ENGINUITY CORP.**

MedTech Enginuity Corp.'s success depends on you. We have selected you to work for MedTech Enginuity Corp. because we believe that you have qualities to ensure our continued success. By becoming an employee of MedTech Enginuity Corp., you have joined a company with a superior reputation for service, quality and dedication. We hope that you feel the excitement of working for a company in an evolving industry, participating in its growth and development, and facing the challenges of developing new products, services and systems.

At MedTech Enginuity Corp., we believe that each employee contributes directly to the company's continued growth and success, and we hope that you will take pride in being a member of our team. Our employees and their welfare are very important to MedTech Enginuity Corp.'s success. We consider every employee to be an important member of our company team. Our success as a company is built upon the skills and efforts made by each employee.

We expect everyone who works at MedTech Enginuity Corp. to:

- Commit to excellence, at all times, in all ways.*
- Give extraordinary service to our customers.*
- Communicate honestly and openly.*
- Care for and respect one another.*
- Give others the benefit of the doubt.*

MedTech Enginuity Corp. is dedicated to a program of two-way communication between employees and management. You will find that we keep employees informed of new ideas, procedures and business developments and we encourage your input.

Take the time to read this Handbook and feel free to ask your supervisors for further clarification. We encourage you to discuss your concerns with management at any time. We hope that your experience here will be challenging, enjoyable and rewarding.

We challenge each of you to act as if MedTech Enginuity Corp. were your own company, for in fact, it is. Act as if you make the difference, for in fact, you do. Act as if you are leading, for in fact, you are. Each of us contributes to and shares in the success of MedTech Enginuity Corp.

## **ABOUT MEDTECH ENGINUITY CORP.**

Building on more than 75 years of combined experience in the Healthcare and Information Technology fields, MedTech Enginuity Corp. is dedicated to addressing the critical need for Electronic Health Records (EHR) in the State of Maryland for Healthcare Providers and Patients. Our goal is to combine quality Healthcare with Next Generation Technology and services to maximize the efficiencies for patient care and record keeping.

MedTech is committed to ensuring that our providers receive hands-on assistance from start to implementation and through achievement of Meaningful Use. Our company is dedicated to each practice and will provide training on important process flow changes and how each staff member will be affected by the transition. We are a one-stop shop, therefore serve as a liaison between the provider's office and our vendors.

With over a decade of Program Management expertise in the Federal & NG911 field, our team is accustomed to offering 24/7 support as well as providing flawless, meticulous product implementations.

Our capabilities include but are not limited to:

Design and Implementation Consultation	Healthcare Provider End User Training
Customized Product Development	Practice Process Flow Management
Program Management	Project Management
Medical Telecommunications Consulting	Medical Patient Research and Surveys
Finance Coordination	Live Day 2 Support
Healthcare Disparities Research	Data Security
Provider Technical Support	Medical Practice Equity Assessment

MedTech is a minority owned business with roots in the state of Maryland. We are a state certified Managed Services Organization by the Maryland Health Care Commission with MBE & DBE Certifications.

## **STATEMENT OF PURPOSE**

This Employee Handbook is designed to provide employees with a general description of the benefits and practices of MedTech Enginuity Corp. Any Handbook, this one included, is limited in the amount of detail it can provide; so, use this document for general reference. If you have any questions that are not answered here, feel free to ask your supervisor or the HR Vice President.

From time-to-time, changes in business conditions may require MedTech Enginuity Corp. to modify one or more of the benefits, work rules or policies described in this Handbook. MedTech Enginuity Corp. may do this without prior notice or consultation, but will attempt to notify you of such changes in a timely manner. This Handbook does not constitute an express or implied contract of employment. Nothing in this Handbook should be considered as changing the —at-will nature of your employment with MedTech Enginuity Corp. Indeed, you have the right to terminate your employment relationship for any reason at any time, and MedTech Enginuity Corp. reserves the right to do the same.

EMPLOYMENT AT MEDTECH ENGINUITY CORP. IS "AT WILL." AT WILL MEANS THAT BOTH EMPLOYEES AND MEDTECH ENGINUITY CORP.HAVE THE RIGHT TO TERMINATE EMPLOYMENT AT ANY TIME, WITH OR WITHOUT ADVANCE NOTICE, AND WITH OR WITHOUT CAUSE.

**THE POLICIES, PRACTICES AND BENEFITS DESCRIBED REPLACE ALL EARLIER WRITTEN AND UNWRITTEN ONES.**

MedTech Enginuity Corp. reserves the right to make a final decision on the interpretation and application of all policies and practices and to add, change or discontinue any of the policies or practices at any time.

**At the end of this Handbook, you will find a statement (“Receipt and Acknowledgment”) acknowledging your receipt of the Handbook. You must sign and date this statement and return the statement to MedTech Enginuity Corp. The statement will become a part of MedTech Enginuity Corp.’s personnel records.**

### ***600 Accessing PHI***

MedTech employees are not to access PHI.

### ***601 Remote Work Policies and Passwords***

MedTech Engenuity Corp. expects all employees working remotely to respect MedTEC's policies and procedures that are highlighted in the employee handbook and the IT handbook.

MedTech Engenuity Corp. has password encryption software (Keeper) on our internal devices with backup capabilities. MedTec's email web servers require passwords to be changed every 90 days.

### ***602 Computer and Email Usage***

MedTech Engenuity Corp. may give employees access to computers, computer files, the email system, and software to use in doing their work. Employees should not use a password, access a file, or retrieve any stored communication without authorization. To make sure that employees comply with this policy, computer and email usage may be monitored.

We strive to maintain a workplace that is free of harassment and sensitive to the diversity of our employees. Therefore, we prohibit the use of computers and the email system in ways that are disruptive, offensive to others, or harmful to morale.

We prohibit displaying, downloading, or emailing sexually explicit images, messages, and cartoons. Other examples of unacceptable computer usage include (but are not limited to) ethnic slurs, racial comments, off-color jokes, or anything that may be seen by another person as harassment or disrespectful.

You may not use email to solicit others for commercial ventures, religious or political causes, outside organizations, or other non-business matters.

MedTech Engenuity Corp. purchases and licenses the use of various computer software for business purposes and does not own the copyright to this software or its related documentation. Unless the software developer authorizes us, we do not have the right to reproduce the software for use on more than one computer. MedTech Engenuity Corp. prohibits the illegal duplication of software and its related documentation.

You should notify your supervisor, the Information Technology Department or any member of management if you learn about a violation of this policy. Employees who violate this policy are subject to disciplinary action, up to and including termination of employment.

### ***603 Internet Usage***

#### **40.036 Internet Usage**

MedTech Engenuity Corp. may provide employees with Internet access to help them do their jobs. This policy explains our guidelines for using the Internet responsibly and productively.

While Internet usage is intended for job-related activities, we permit incidental and occasional brief personal use within reasonable limits.

All Internet data that is composed, transmitted, or received via our computer systems is considered part of our official records. This means that it is subject to disclosure to law enforcement or other third parties. Therefore, you should always make sure that the business information contained in Internet email messages and other transmissions is accurate, appropriate, ethical, and lawful.

The equipment, services, and technology that you use to access the Internet are always the property of MedTech Engenuity Corp. Therefore, MedTech Engenuity Corp. reserves the right to monitor Internet traffic. We also reserve the right to retrieve and read any data that is composed, sent, or received through our online connections or is stored in our computer systems.

We do not allow data that is composed, transmitted, accessed, or received via the Internet to contain content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or other person.

Examples of unacceptable content include (but are not limited to) sexual comments or images, racial slurs, gender-specific comments, or other comments or images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.

MedTech Engenuity Corp. does not allow the unauthorized use, installation, copying, or distribution of copyrighted, trademarked, or patented material on the Internet. As a general rule, if you did not create the material, do not own the rights to it, or have not received authorization for its use, you may not put the material on the Internet. You are also responsible for ensuring that a person sending material over the Internet has the appropriate distribution rights.

Employees whose Internet usage violates laws or MedTech Engenuity Corp. policies are subject to disciplinary action, up to and including termination of employment. Employees may also be held personally liable for any violations of this policy.

The following are examples of some actions and activities that are prohibited and which could result in disciplinary action:

- \* Sending or posting discriminatory, harassing, or threatening messages or images
- \* Using the organization's time and resources for personal gain
- \* Stealing, using, or disclosing someone else's code or password without authorization
- \* Copying, pirating, or downloading software and electronic files without permission
- \* Sending or posting confidential material, trade secrets, or proprietary information outside of the organization
- \* Violating copyright law
- \* Failing to observe licensing agreements
- \* Engaging in unauthorized transactions that may incur a cost to the organization or initiate unwanted Internet services and transmissions
- \* Sending or posting messages or material that could damage the organization's image or reputation
- \* Participating in the viewing or exchange of pornography or obscene materials

- \* Sending or posting messages that defame or slander other individuals
- \* Attempting to break into the computer system of another organization or person
- \* Refusing to cooperate with a security investigation
- \* Jeopardizing the security of the organization's electronic communications systems

### ***604 Social Networking***

#### 40.054 Social Networking

MedTEC currently allows access to social networking websites such as Facebook and Twitter. All social networking should follow the same ethical guidelines highlighted under Section 601 - Business Ethics & Conduct, 602 – Computer & Email Usage and 603 - Internet Usage.

The following are specifics pertaining to this policy that all MedTech Enginuity Corp. employees will follow:

- All company policies (e.g., Harassment and discrimination) apply to employee use of web-based communication and social networking media.
- Employees should exercise discretion in deciding whether to include fellow employees as "friends" on social networking sites, as well as the content of any postings. This is particularly true when a decision is made to "friend" a supervisor or manager. Management should avoid initiating friend requests to employees under their supervision.
- All confidentiality and proprietary information agreements are in effect and enforceable.
- Employees do not have authority to speak on behalf of MedTech Enginuity Corp. when blogging or on social networking sites unless authorized.
- Do not reference any individuals or organizations associated with MedTech Enginuity Corp. without express permission to do so. This Includes the Company logo.
- Be respectful of MedTech Enginuity Corp., its employees, customers, vendors and associated organizations.
- Do not conduct Company business on social networking sites.
- MedTech Enginuity Corp. reserves the right to monitor public internet use by employees.

Questions about appropriate activity should be raised with a Manager or the Human Resources department. Failure to comply with Company policy will result in discipline, up to and including the termination of employment.

### ***609 Return of Property***

#### 40.032 Return of Company Property

As part of your job, you may be issued or given temporary possession of MedTech Enginuity Corp. property, materials or written information. You are responsible for the control of MedTech Enginuity Corp. property in your possession and expected to return it promptly when requested or if your employment ends. Remote employees must mail all company property to MedTech Enginuity Corp. on the last day of employment. In situations where you do not return MedTech Enginuity Corp. property, we may take steps to recover the item or its cost by withholding from your regular or final paycheck when allowed by law, or by taking legal action.

### ***610 MEDTECH ENGINUITY CORP. Training***

MedTech Enginuity Corp. Training Program

The training team is dedicated to the creation of innovative and effective approaches to developing employees.

#### **Our Mission**

To create a universal training environment which promotes employee development, therefore contributing to the overall success of each employee and MedTech Enginuity Corp.

The MedTech Enginuity Corp. training program is an online learning management system.

Annual compliance training is housed on this training system, as well as, individual department training.

### ***610 Compliance***

The Compliance Department ensures that the Company complies with all federal and state laws and regulations relating to health plan management. They maintain the fraud, waste and abuse hotline and are responsible for responding to appeals of health benefit decisions.

Please report all suspected misconduct to the Compliance department or your supervisor. The information is confidential and you do not need to identify yourself.

### ***613 HIPAA Compliance***

As employees, you may have access to or observe —protected health information. PHI includes any health or medical information which identifies or can be identified with a particular person. PHI is protected confidential information under both state and federal law. You may not access, observe, or use such PHI unless necessary for your employment related responsibilities. To the extent that you have access to such information, intentionally, by accident, or otherwise, you must keep such information confidential and not further disclose or use such information to any person or entity unless such use or disclosure is necessary to carry out your employment-related responsibilities. If you breach this confidentiality obligation, MedTech Enginuity Corp. may take appropriate corrective action up to and including termination.

### ***614 Progressive Discipline***

40.029 Progressive Discipline Policy

This policy describes the process for administering equitable and consistent discipline for employment concern at MedTech Enginuity Corp. We believe that the best disciplinary measure is the one that does not have to be enforced and comes from good leadership and fair supervision at all employment levels. We also believe that it is in the best interests of MedTech Enginuity Corp. to ensure fair treatment of all employees and make certain that disciplinary actions are prompt, uniform, and impartial. The major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the employee for satisfactory performance in the future.

Although your employment is based on mutual consent and both you and MedTech Enginuity Corp. have the right to terminate employment at will, with or without cause or advance notice, MedTech Enginuity Corp. may use progressive discipline at its discretion. Progressive discipline means that, with respect to most disciplinary problems, these steps will normally be followed: a first offense may call for a verbal warning; a next offense may be followed by a written warning; another offense may lead to a suspension; and, still another offense may then lead to termination of employment. There may be circumstances when one or more steps are bypassed.

MedTech Enginuity Corp. recognizes that there are certain types of employee problems that are serious enough to justify either a suspension, or, in extreme situations, termination of employment, without going through the usual progressive discipline steps. While it is impossible to list every type of behavior that may be considered a serious offense, the Employee Conduct and Work Rules policy includes examples of problems that may result in immediate suspension or termination of employment. However, the problems listed are not all necessarily serious offenses, but may be examples of unsatisfactory conduct that will trigger progressive discipline. By using progressive discipline, we hope that most employee problems can be corrected at an early stage, benefiting both employees and MedTech Enginuity Corp.

I therefore certify that I understand and agree to all terms and conditions set forth listed in the MedTech Enginuity Corp. Employee Handbook.

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Employee Signature

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Date

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MedTEC HR Department signature

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Date