

OTSEGO MEMORIAL HOSPITAL
Gaylord, Michigan

DATE: 11/6/2012

POLICY AND PROCEDURE MANUAL

REVIEWED 11/12 REVISED 03/13

DEPT/AUTHOR: Patient Access Dept. /T. Weber

DISTRIBUTION: Patient Access Department

RE: Dress Code

Code # PA.d.03

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Key Words: Personal appearance, individual appearance, attire, neatness, dress, employee identification badges

PURPOSE:

To promote a neat, clean, professional and business-like appearance consistent with preserving Otsego Memorial Hospital's **image** and to ensure that attire promotes a unified Patient Access Department.

POLICY:

The personal appearance of employees is of vital importance to OMH. The Patient Access Department takes pride in its professional image, just as it takes pride in the service it provides to their customers. The customers of OMH expect a Hospital employee to present a professional appearance and to be above reproach in cleanliness and neatness.

At all times employees are expected to present a clean, neat, and well groomed appearance, to present themselves in professional manner, and to avoid extremes in dress. Employees are expected to use good judgment in their appearance and grooming, keeping in mind the nature of their work, their own safety and that of coworkers, and their need to interact with the public, vendors or customers.

Violations of this policy will be reported to the Patient Access manager and the manager will be expected to take appropriate corrective action to enforce the policy. This policy is in addition to the Hospital dress code policy #HR.d.01.

GUIDELINES:

For the purposes of clarifying what does or does not constitute appropriate dress within the Patient Access Department. The following are provided as guidelines. The Patient Access Department is subjected to additional department-specific dress code requirements including approved style and color of uniforms.

- **Pants:**
 - All Patient Access specialists are required to wear black pants, without jean style pockets or rivets; they also must be in accordance with the Hospital dress code policy.

- Black skirts and capris are acceptable also in accordance with Hospital dress code.
- **Shirts/Sweaters/Cardigans:**
 - All shirts must be collared white, or light blue **or royal blue** (*with the OMH logo if worn alone*). **The same colors will be permitted in turtlenecks, as well, if worn under a sweater or cardigan with the OMH logo.**
 - Black cardigans, pull-over V-neck sweaters, or sweater vests with the OMH logo are approved if worn with a collared white, light blue **or royal blue** shirt beneath.
 - Black blazers, cardigans or sweaters without the OMH logo are acceptable as long as an OMH issued collared shirt **with logo** is worn beneath (these blazers/cardigans are not provided by OMH).
 - White camisoles are permitted to be worn underneath collared shirts.
- Foot wear:
 - Staff must wear dress shoes in accordance with Hospital policy.
 - E.D. and PMB lab staff are permitted to wear tennis shoes.
- E.D. Specialist and PMB Lab Specialist
 - Specialists are permitted to wear scrubs in accordance with E.D. policy.
 - E.D. Specialists will be supplied with an OMH logoed black jacket.
- Insurance Verification and Switchboard Operator:
 - IV/OP specialists are not required to wear Patient Access specified uniform, unless **they** will be working in the **Main Lobby cubicles or the Information Desk**.
 - Business casual dress is acceptable in accordance with Hospital policy.

PROCEDURE:

Full-time employees will be supplied with four (4) collared shirts of their choice from pre-approved items selected by the Patient Access Manager. They will also receive one (1) V-neck pull over sweater or sweater vest along with one (1) cardigan.

Part-time/contingent employees will be supplied with two (2) collared shirts along with one (1) sweater and one (1) cardigan.

Insurance Verification Specialist and Switchboard Operator will each be supplied with one (1) collared shirt and one (1) cardigan or sweater for times they will be needed in the Main Lobby/Information Desk area.

E.D. Specialists, along with Patient Access Specialists serving the Main Lobby **cubicles**/Information Desk who regularly work in the E.D., will be provided with an OMH logoed black jacket selected by the Patient Access manager once every two (2) years unless found to be overly worn or damaged at a sooner date.

PMB Lab Specialist will be provided one (1) cardigan to wear for warmth which may be replaced every October.

All full-time, part-time, and contingent Specialists working in the Main Lobby **cubicles**/Information Desk area will be provided a clothing allowance every October to replace OMH issued attire as stated above.

Revised by: Theresa Weber

Date: March 2013

Approved: _____
Administrative Representative

Date: _____

Signed copy on file in Administration

