

## Practice Operations Policies and Procedures

Policy #: 04.02.08	Effective: 03/01/2011
Policy Title: Time, Attendance and Pay	Revised: 10/01/2016, 11/14/2022

**Objective:** This policy is intended to outline employee expectations for work availability.

### Definitions:

**Unscheduled Absence:** Time off from work that has not been requested and approved by the manager in advance. Notification time is based on the business need; refer to your respective Supervisor/Manager. This includes not reporting for work and leaving work before the end of a workday. For the purposes of these procedures, the following will not be included when considering excessive unscheduled time away from work:

Bereavement / Funeral Leave 04.02.08

Absences for work-related injuries and work-related illness

Approved Intermittent and continuous FMLA

Any other protected leave status as defined by the Handbook of Operating Procedures (HOP)

Calling in before or after a Holiday, unless the days are consecutive of two or more days of PTO.

Exceptions will be addressed individually by Management.

**Occurrence:** An occurrence is documented as an absence, tardy or missed time clock in/out. While an absence refers to a single failure to be at work, an occurrence may cover consecutive absent days when an employee is out for the same reason.

**Scheduled Absence:** Time off from work that has been requested and approved electronically by the manager in advance of the time being taken off. Notification time is based on the business need; refer to your respective Supervisor/Manager.

**Licensed Healthcare Provider's Certification:** Managers may require a Licensed Healthcare Provider's Certification. This includes time-off for approved intermittent FMLA. Employees should not assume that their absence is approved because they have a Licensed Healthcare Provider's Certification. Refer to the Handbook of Operating Procedures, Comprehensive Leave Policy 4.7.24.

**Tardy:** When a non-exempt employee clocks in after their scheduled start time. Employees are expected to be ready to work at their designated start times. The timekeeping system contains an employee's work schedule for the supervisor to compare actual worked time.

**Timekeeper:** A timekeeper is a designated backup to the Supervisor/Manager for timecard maintenance in the automated timekeeping system. The timecard approval of staff remains the responsibility of the respective Supervisor/Manager.

**Leave Request:** All employees must submit a leave request for all time off. The leave approval must be documented and submitted to the timekeeper no less than 10 business days prior for less than 4 days and 30 business days' notice for 5 or more days of leave. Leave requests are not required when the clinic is closed for approved UTHSCSA holidays, but are required for the use of accrued holiday time.

**Clocking In:**

All non-exempt employees are required to clock in and out for work and lunch each day using the Kronos Application System, this is to be done on a UT Health Computer in your work area/station.

It is prohibited to access the Kronos Application and clock in/out using a cell phone.

**UTHP:** University of Health Physicians

**Audience:** All UTHP Operations employees

**Purpose:** UT Health is committed to providing quality and dependable customer service. Timely and regular attendance is a performance expectation of all employees. Guidance to meet attendance expectations is provided within the policy.

**Core Values Represented (Check all that apply):** X Accountability \_\_\_ Diversity \_\_\_ Excellence X Integrity \_\_\_ Innovation X Professionalism X Teamwork & Collaboration \_\_\_ Tradition

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**Policy/Procedure:**

UT Health is committed to providing quality and dependable patient care and customer service. To do this successfully, employees must meet patient, customer, and colleague expectations of availability and be able to perform all required duties.

In general, employees are expected to work 40 hours each week unless they are part-time. Work schedules and workloads are based on a required number of employees to adequately staff each clinic/department and are determined by management. It is understood that there are times when employees have to be absent from their job. However, if an employee knows in advance, he/she will be out, he/she should discuss it with his/her supervisor as soon as possible. This will allow the supervisor to make appropriate plans for coverage.

Timely and regular attendance is a performance expectation of all UT Health employees. Consequently, those employees who have exhibited unsatisfactory attendance which resulted in disciplinary action (written or final) during the course of the year will have the behavior documented further in their annual evaluation.

## Procedure:

### Reporting Absences from work

Employees who are unable to report for work as scheduled shall notify their manager or manager's designee in accordance with the following departmental guidelines.

An employee who will be absent from work must contact his/her supervisor (or designee) prior to the start of their shift to inform them he/she will be out. Refer to your Supervisor/Manager for preferred method of notification. The employee must keep the supervisor informed of his/her condition, work status and anticipated return to work date on a daily basis unless he/she has been excused for a period of time.

Unscheduled absences and tardies are measured by a rolling 12-month period starting with the first occurrence of an unscheduled absence. An excessive number of such occurrences will result in disciplinary action up to and including termination.

If an employee's unscheduled absence is more than one consecutive workday, this will be considered one occurrence only if the employee meets the aforementioned reporting absence requirements.

### Regular Work Schedule/Attendance at UT Health

The work week is Monday, 12am, through Sunday, 11:59pm.

UTHP Operations full-time employees are expected to work 40 hours in a work week as scheduled by their supervisor/manager.

Examples of less than full-time are listed below:

75% FTE equals at least 6 hours a day and/or at least 30 hours a week to meet the benefit requirements given to state employees.

50% FTE equals at least 4 hours a day and/or at least 20 hours a week to meet the benefits requirement given to state employees.

49% FTE equals at least 3.92 hours a day or 19.6 hours a week. Employees at or under 49% are not eligible for state benefits.

**Holiday/Mission Critical Days:** Eligible non-exempt employees who work on a Holiday/Mission Critical day will be allowed a banked holiday equivalent to the hours worked, not to exceed 8 hours, in addition to paid straight time and/or overtime. The hours will be tracked in the timekeeping system and identified as "Holiday Bank" hours. These hours are to be used before any other paid time off (Paid Time Off and Extended Illness) and within 12 months of being worked, starting the following week earned.

Eligible employees whose work schedule differs from a "normal" Monday thru Friday, 8 hours per day work week will need to manage their schedule prior to a Holiday/Mission Critical days to avoid a shortage of time worked. Example: A full-time employee's workweek is Tuesday to Friday, 10 hours per day. A Holiday, not to exceed 8 hours, falls on Monday. To meet the required 40 hours per work week, the employee would adjust their schedule and work 32 hours within their work week of Tuesday to Friday.

Exempt employees who work on a Holiday/Mission Critical day will be allowed to bank time equivalent to the hours worked. Your manager will ensure to manually add these to your time in the Kronos Application System. These hours are to be used within 12 months of being worked, starting the following week earned.

Exempt employees in an exception status, i.e. Registered Nurses, will earn Holiday bank hours, not to exceed 8 hours, and those hours will be tracked in the Kronos Application system.

### **Overlapping Request**

There may be instances where multiple employees will request time off at the same time and for the same days, to avoid being short-staffed on these days we will limit ourselves to 1 approved PTO request per Clinic Day. If several requests are received, the process below will be used:

- Prior Work Holiday, if employee had/had not previously received the Holiday Off or worked the Mission Critical days, this will be taken into consideration
- Request for Thanksgiving, Christmas and New Years should be submitted by October 1<sup>st</sup>
- Time off for travel may be discussed with Manager/Director 60 days prior to the dates needed

### **Time and Attendance System**

Each supervisor/manager is responsible for checking the Kronos Application System for all personnel under his/her supervision. Kronos is used for payroll records and must always be maintained accurately, to include reviewing, approving editing employees time in a timely manner.

### **Time and Attendance Responsibilities**

#### **Employee Responsibilities:**

##### **Clocking In:**

All non-exempt employees are required to clock in and out for work and lunch each day using the Kronos Application System, this is to be done on a UT Health Computer in your work area/station.

It is prohibited to access the Kronos Application and clock in/out using a cell phone.

Falsification of time is grounds for disciplinary action, up to and including termination.

Employees may not clock in or out for co-workers. Timecards in the Kronos Application System must be completed by employees and approved by the manager/supervisor.

Employees are responsible for reviewing and approving their timecard for completeness and accuracy on a weekly basis. An employee's review of their timecard is to ensure accuracy of their timecard and provide notification to their manager/supervisor of any noted errors.

Failure to follow Time and Attendance Procedures are subject to disciplinary actions up to and including termination

**Supervisor/Manager Responsibilities:**

Supervisor/Manager is required to review and approve employees time in the Kronos Application System on a weekly basis, as well as at the end of a pay period (or next business day). Supervisor/Manager review and approval of timecards is required to validate that:

- All time punches are complete.
- All time less than the scheduled time is analyzed.
- All time over scheduled hours are analyzed;
- All leave accounting transactions are input prior to stated payroll processing deadlines;
- Employees are informed of any issues/concerns that may arise;
- UT Health Time and Attendance is involved in any required corrections that cannot be completed by the Manager.

Exempt employees do not need to clock in or out of the Kronos Application System, unless in an approved exception status.

**Timekeeping Revisions:**

Employees are responsible for punching in and out to accurately record attendance. There may be special circumstances not within the control of the individual employee that prevent him/her from punching in or out. If a revision to a timecard is required, employees must email their direct manager/supervisor with the requested edit and include an explanation. The manager/supervisor will then manually edit the timecard after receiving the employee's request and approval to do so. Managers/Supervisors are responsible for editing the timecard and maintaining records of the employee's request/approval for auditing purposes.

**Repeated requests from the employee for manual intervention may result in disciplinary action, up to and including termination.**

**Tardy:** It is required that a comment be added to the manual entry to explain any late-tardy entry. The timekeeper and/or Manager will choose from the available comments listed in the Kronos Application System.

**Special Status: FMLA Leave of Absence, Workers Compensation**

Prior to entering one of these special timekeeping statuses into the Kronos Application System, please ensure that all appropriate approvals have been obtained from the Office of Human Resources.

It is critical that managers maintain an active dialogue with the UT Health Time Attendance Team to ensure that the affected employee paychecks are accurate.

If managers need assistance in interpreting the various timekeeping procedures, please contact the UT Health Time Attendance Team.

**Employee Termination/Resignation/Probationary Release**

It is the responsibility of the manager/supervisor to contact the UT Health Human Resources team as soon as a resignation is received. For terminations, termination in process, or a release from Probation, approval must be received by the Office of Human Resources before contacting UT Health Time Attendance Team with the termination date and the termination reason.

## Absences and Tardies

### Unscheduled Absences from Work

Unscheduled absences are measured by a rolling 12-month period starting with the first occurrence of an unscheduled absence. The Unscheduled Absence Rate is calculated by dividing "unscheduled leave occurrences" by the "number of months" in the evaluation period. Unscheduled absences are considered excessive when the Unscheduled Absence Rate is greater than 50%. An excessive number of such occurrences may result in disciplinary action up to and including termination.

The standards for unscheduled leave occurrences:

1. Outstanding 0%
2. Exceeds Expectations 1% - 25%
3. Meets Expectations 26% - 50%
4. Needs Improvement 51% - 99%
5. Does Not Meet Expectations 100% or greater

ULO *	Number of Months in Evaluation Period											
	1	2	3	4	5	6	7	8	9	10	11	12
0	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
1	100%	50%	33%	25%	20%	17%	14%	13%	11%	10%	9%	8%
2	200%	100%	67%	50%	40%	33%	29%	25%	22%	20%	18%	17%
3	300%	150%	100%	75%	60%	50%	43%	38%	33%	30%	27%	25%
4	400%	200%	133%	100%	80%	67%	57%	50%	44%	40%	36%	33%
5	500%	250%	167%	125%	100%	84%	72%	63%	56%	50%	46%	42%
6	600%	300%	200%	150%	120%	100%	86%	75%	67%	60%	55%	50%
7	700%	350%	233%	175%	140%	117%	100%	88%	78%	70%	64%	58%
8	800%	400%	267%	200%	160%	133%	114%	100%	89%	80%	73%	66%
9	900%	550%	300%	225%	180%	150%	129%	113%	100%	90%	82%	75%
10	1000%	500%	333%	250%	200%	167%	143%	125%	111%	100%	91%	83%

### Tardies

Tardies are measured by a rolling 12-month period starting with the first occurrence of a tardy. The standards for tardiness are based on the number of months in the evaluation period and number of tardies in the period. For employees not on probation, tardies greater than 100%, based on the number of months in the evaluation period, do not meet expectation.

The standards for tardy occurrences:

- |                                |                 |
|--------------------------------|-----------------|
| 6. Outstanding                 | 0%              |
| 7. Exceeds Expectations        | 1% - 25%        |
| 8. Meets Expectations          | 26% - 50%       |
| 9. Needs Improvement           | 51% - 99%       |
| 10. Does Not Meet Expectations | 100% or greater |

Tardies	Number of Months in Evaluation Period											
	1	2	3	4	5	6	7	8	9	10	11	12
0	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
1	100%	50%	33%	25%	20%	17%	14%	13%	11%	10%	9%	8%
2	200%	100%	67%	50%	40%	33%	29%	25%	22%	20%	18%	17%
3	300%	150%	100%	75%	60%	50%	43%	38%	33%	30%	27%	25%
4	400%	200%	133%	100%	80%	67%	57%	50%	44%	40%	36%	33%
5	500%	250%	167%	125%	100%	84%	72%	63%	56%	50%	46%	42%
6	600%	300%	200%	150%	120%	100%	86%	75%	67%	60%	55%	50%
7	700%	350%	233%	175%	140%	117%	100%	88%	78%	70%	64%	58%
8	800%	400%	267%	200%	160%	133%	114%	100%	89%	80%	73%	66%
9	900%	450%	300%	225%	180%	150%	129%	113%	100%	90%	82%	75%
10	1000%	500%	333%	250%	200%	167%	143%	125%	111%	100%	91%	83%
11	1100%	550%	367%	275%	220%	183%	157%	138%	122%	110%	100%	92%
12	1200%	600%	400%	300%	240%	200%	171%	150%	133%	120%	109%	100%
13	1300%	650%	433%	325%	260%	216%	186%	163%	144%	130%	118%	108%
14	1400%	700%	467%	350%	280%	233%	200%	175%	155%	140%	127%	117%
15	1500%	750%	500%	375%	300%	250%	214%	188%	167%	150%	136%	125%
16	1600%	800%	533%	400%	320%	267%	229%	200%	178%	160%	145%	133%

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Progressive disciplinary action may be taken when attendance records fall below UT Health's acceptable standards. (See HOP Policies, 4.9.3, Progressive Disciplinary Action and 4.9.4, Procedures for Dismissal of Employees)

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**Approved:**

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Casey D. Peterson, MBA  
Senior Director, Practice Operations

Date

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Chatchawin Assanasen, MD, MBA  
Interim Chief Medical Officer

Date

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Robert R. Leverence, MD, FACP  
Executive Vice Dean for Clinical Affairs, School of Medicine  
Executive Director, UT Health Physicians

Date

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**Attachments:** There are no related documents associated with this Policy.

**References:** Human Resources Comprehensive Leave Program:  
<https://uthealthsa.sharepoint.com/teams/HumanResoures/SitePages/Time-Off-and-Leave.aspx?csf=1&web=1&e=rc4FKj>