

## EMPLOYMENT LAW

**Q:** Are there any employment policies that are particularly important in a health care setting?

**A:** An employer's policies should communicate its values and describe the guidelines that shape the employment relationship. In a health care setting, technical proficiency is not enough for success. Employment policies should describe the importance of respectful communication and teamwork. A zero tolerance policy for harassing behavior based on any protected status, including gender, sexual orientation, age, and disability is a minimum standard for respectful interaction. Because of the responsibility healthcare employees have for confidential information, employers should clearly describe related obligations and the consequences if an employee improperly accesses or uses confidential patient information, including a prohibition on photographing patients without their consent. Finally, employees should be trained regularly on the policies so the employer's values and behavioral expectations are reinforced throughout the organization.



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