

# Standard Operating Policy and Procedure Guide

This document contains the Standard Operating Procedures and associated policies for Amerimed Medical Solutions, LLC, Amerimed Emergency Medical Services, LLC, and Home Physician Care, LLC (d.b.a. Amerimed Mobile Integrated Healthcare). All personnel of the company are to conform to the provisions of all sections contained herein.

It is, and shall be, a living document for current policies, procedures, and rules pertaining to all Amerimed organizations, hereafter referred to as Amerimed. If specialized policies and/or procedures are applicable to just one, or some of the organizations, a stipulation will be noted in the applicable policy.

The Standard Operating Procedure Manual, and the provisions contained herein, do not constitute or create a contract of employment. The employment of any associate of Amerimed may be terminated at any time, with or without cause, by Amerimed or by the associate.

No policy is intended as a guarantee of continuity of benefits or rights. No permanent employment or employment for any term is intended or can be implied from any statements in this manual.

The policies and procedures are intended to be guides for staff, supervision and management and are merely descriptive of suggested procedures to be followed. Deviations, however, should be in concert with supervisory/management approval/directives. **Amerimed reserves the right to revoke, change, or supplement guidelines at any time without notice.**

The policies and procedures have been and will be periodically reviewed and approved by management, legal counsel, and medical direction to ensure compliance with local, state, and federal guidelines as well as company mission and goals.

Following the introduction and general guidelines for use of this document, the remainder will be organized alphabetically and coded numerically. Policy and Procedures will be organized in the following manner:

## Section Category

1. General
2. Communications
3. Operations
4. Clinical Services
5. Administrative and Support Services (Mgt level only)
6. Appendix

## Purpose

The policies have been created to establish a "base-line" overview of the expectations of Amerimed associates, general operations, and day-to-day functioning of the organization.

The policies are written to emphasize safety issues, provide reasonable and fair guidelines for associate work expectations and conduct, areas of high liability, and the overall efficiency, and the effectiveness of general operations. Additional information and/or requirements pertaining to specialty areas within a section or department of the company will be addressed at a divisional level.

### **Responsibility**

Associates are responsible to maintain knowledge of and compliance with all policies and procedures contained herein. Any variance from the expectations detailed herein may result in coaching, mentorship, and/or progressive corrective actions, up to and including, dismissal.

### **Access**

Each associate will be given the necessary credentials to access these policies at the time of employment and as such, shall be responsible for reading and periodically reviewing even if not prompted to do so.

### **Updates, Revisions and/or Modifications**

It is incumbent upon each associate to periodically review the policies and procedures from time to time. The Office of Chief Executive reserves the right to edit, add and/or remove policies and procedures, with or without notice, as dictated by company need.