

Highland Hospital PGY1 Pharmacy Residency Program

Residency Policy Appendix



MEDICINE *of* THE HIGHEST ORDER

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MEDICINE

HIGHLAND
HOSPITAL

2025

BENEFITS ENROLLMENT GUIDE

BE WELL. SAVE WELL. LIVE WELL.

NEW HIRES, STATUS CHANGES,
QUALIFYING LIFE EVENTS





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NOW IS THE TIME TO FOCUS ON YOU

Your physical, emotional, and financial health are important, especially during challenging times. Highland Hospital cares about you and your overall well-being, that's why we offer a comprehensive benefits package that can help provide you with the stability and security to be prepared for the unexpected.

We understand how important it is to have resources to help make the best decisions for you and your family. Review your options presented in this benefits guide, compare plans, and choose what works best for you.

TAKE ACTION!

Employees are encouraged to review, elect, or waive coverages. Enroll or make changes to your benefits within **30** days from your hire or other qualifying event.



ENROLLMENT INFORMATION

DO I NEED TO ENROLL?

Before deciding whether you need to enroll in Highland Hospital's health and group benefits, take a close look at all the benefits and options we offer you. You may experience changes from year to year, and there likely will be changes to what you pay for coverage each year. It's a good idea to make sure your benefit selections still fit you — and that you're not paying for more coverage than you need.

Enroll if you want to:

- Add or change your medical, dental, or vision coverage
- Contribute to the health care and/or dependent care FSAs or the HSA
- Add or change your voluntary employee life insurance, spouse/domestic partner voluntary life insurance, AD&D insurance, or STD insurance choices

WHEN CAN I ENROLL?

As a new employee, you become eligible for benefits the first of the month following your date of hire and must enroll within 30 days to have coverage for the rest of the plan year.

All full-time employees (regularly scheduled to work 36 or more hours per week) and part-time employees (regularly scheduled to work 20 or more hours per week) have the opportunity to enroll in benefit plans. If you do not enroll at the time of hire or within 30 days of your life qualifying event, then you cannot make changes until next year during Open Enrollment unless you have a life qualified event. The IRS imposed specific rules regarding when you can make a change to benefits that are paid for on a pre-tax basis. Below are examples of life events that can impact your benefit elections:

- Marriage, Divorce, or legal separation
- Birth, adoption, or change in your dependent child's eligibility status under the plan
- Death of spouse or dependent child
- Change in your employment status or that of your spouse or dependent child that affects benefits coverage
- Involuntary loss or gain of other benefits coverage

If you experience a qualifying life event, your online benefit change request must be consistent with the event type and be made within 30 days after the event date. This means that you must go to the enrollment portal and make your changes online no later than the 30th calendar day after the event date.

Additionally, you must upload proof of your Qualifying Life Event no later than 30 calendar days after the event date. In the event of an employee employment status change event, benefits are effective the first of the month following a qualified life status change that is documented in Workday. Benefits are effective the date of the event (or when documentation of the event is provided).

WHAT'S NEW IN 2025?

- The cost of providing health care benefits continues to rise for employers everywhere. Health care costs are driven by a variety of factors, including employee claims and drug utilization, and annual health care inflation. That's why sharing the responsibility of managing health care costs is so important. Highland continues to be committed to offering a competitive benefit package with a focus on making health care coverage affordable to employees and their families. For 2025, we will continue to cover most of the health care premiums, on average contributing 87% of the total cost. Health care contributions will increase between \$5 and \$45 per pay, depending on plan elected.
- Employees who elect the HSA Saver Plan and have a base salary of \$59,999 or less will continue to receive a contribution to their HSA account from Highland in the amount of \$500 or \$1,000, based on individual or family coverage.
- Employees covered under the Healthy Advantage or Healthy Basics Plans will have no copay for generic drugs when using Highland Pharmacies.
- Employees will have access to better voluntary plan coverage for the same or less cost. Plans offered through The Hartford, such as Accident, Critical Illness, and Hospital Indemnity will move to Unum as of 1/1.
- Allstate Identity Protection will be enhanced to include more Cyber protection and unlimited family member coverage, among other additions.

ENROLLMENT INFORMATION (CONTINUED)

FAMILY ELIGIBILITY FOR BENEFITS

In addition to enrolling yourself in Highland Hospital's benefits, you may also enroll eligible family members. Please note that you may not have dual coverage under Highland's benefit plans both as an employee and as a spouse, domestic partner, or child. If you are adding a new dependent, you will need to provide documentation that proves eligibility.

Eligible family members include:

- Spouse/Domestic Partner: Legally married spouses and same or opposite sex domestic partners
- Child*:
 - Medical Insurance: your and/or your domestic partner's child without regard to marital status or household residency to age 26.
 - Dental, Vision, Hospital Indemnity, Critical Illness, Accident Insurance: your and/or your domestic partner's dependent unmarried child who can be claimed on your Federal Income Tax return to age 26.
 - Voluntary Child Life Insurance: your and/or your domestic partner's dependent unmarried child who is primarily financially supported by you to age 26.
 - Medical, Dental, Vision, Hospital Indemnity, Critical Illness, Accident Insurance: your and/or your domestic partner's dependent unmarried child of any age who is incapable of self-sustaining employment by reason of mental illness, developmental or intellectual disability, or physical handicap and who became so incapable prior to attainment of the age at which the child's coverage would otherwise terminate.

*Child refers to your natural children, legally adopted children, step children, and children for whom you are the proposed adoptive parent without regard to financial dependence, residency with you, student status or employment. A proposed adopted child is eligible for coverage on the same basis as a natural child during any waiting period prior to the finalization of the child's adoption. Coverage also includes children for whom you are a legal guardian if the children are chiefly dependent upon you for support and you have been appointed the legal guardian by a court order. Foster children and grandchildren are not covered.

Gather Information

TO VERIFY A:	EMPLOYEE MUST SUBMIT ONE OF THE FOLLOWING VERIFICATION DOCUMENTS:
Spouse	<ul style="list-style-type: none"> Valid legal or religious marriage certificate (must include the date of marriage) Current (within the last 12 months) property tax or utility bill with both employee and spouse's name Current document from a joint bank account or financial institution Current insurance document (homeowner, renter or automobile) with employee and spouse's name Current mortgage document/lease with both employee and spouse's name as joint owners or renters Current, valid vehicle registration or title with both employee and spouse's names as joint owners Most recent Federal or State income tax return with spouse's name and status of married filing jointly or separately
Domestic Partner	<ul style="list-style-type: none"> Highland Hospital Certification of Domestic Partner Status
Child	
Up to Age 26	<ul style="list-style-type: none"> Child's legal or hospital birth certificate or hospital affidavit of parentage Most recent Federal or State income tax return, listing the child as your dependent (daughter, son, or child) Final divorce decree or parental custody agreement Legal adoption papers, legal guardianship papers or custody agreements National Medical Child Support or Income Withholding Support orders showing the employee or the employee's spouse are required to provide medical coverage for the child
Permanently Disabled & Age 26+	<ul style="list-style-type: none"> Document from row above: (birth certificate, legal adoption papers, etc.) AND current statement from physician certifying that the dependent child cannot support themselves because of a physical or mental disability which started prior to the child reaching age 26

ENROLLMENT INFORMATION (CONTINUED)

THREE OPTIONS TO ACCESS THE BENEFITS ENROLLMENT PORTAL (BENEFITPLACE)

1. Highland Intranet (Use Google Chrome as Your Web Browser):

- Navigate to Highland's intranet
- Under HR Resources, click on Benefitplace – Benefits Enrollment
- Enter your URM login information

2. Benefitplace App:

- Download the App from the iTunes App or Google Play App Store
- Enter mobile activation code: Highland
- Enter User ID: HH + Employee ID # (Example: HH20185)
- If your primary work assignment is at a long-term care facility, replace HH + Employee ID # with your long-term care code, HAB, HLC, or HAP + Employee ID # (Example: HAB20185)
- Enter Password: Last Name (first letter capitalized) + last 4 digits of Social Security # (Example: Jones I 234)

3. Your Personal Computer (Use Google Chrome as Your Web Browse):

- Go to <https://highland.hrntouch.com>
- Enter User ID: HH + Employee ID # (Example: HH20185)
- If your primary work assignment is at a long-term care facility, replace HH + Employee ID # with your long-term care code, HAB, HLC, or HAP + Employee ID # (Example: HAB20185).

Enter Password: Last Name (first letter capitalized) + last 4 digits of Social Security # (Example: Jones I 234)

ENROLLMENT SUPPORT

- Contact Highland's HR/Benefit staff - refer to page 16 for contact information
- Contact the benefits carriers/vendors directly - refer to page 16 for contact information

Highland Hospital (Dates To Be Announced)

- In-person support with computer access

Highlands at Brighton, Highlands at Pittsford, Highlands Living Center

- In-person support with computer access - dates to be announced

BENEFITS ENROLLMENT PORTAL APP

Get the most out of your benefits. The Benefitplace™ mobile app can be used to complete enrollment and to access your personal benefits information and helpful resources while on-the-go.

- View plan information that will help you use your benefits.
- Store your ID cards to make completing forms and office visits easier.

Download Benefitplace™ from the iTunes or Google Play App Store and enter the activation code "Highland". Log in using the same username and password that you use to access the enrollment portal.

DID YOU KNOW?

Health care debt currently affects **1 in 3** individuals. Make sure you choose the correct health plan.

Commonwealth Fund, 2023 Health Care Affordability Survey, 2023



MEDICAL BENEFITS

Each person's health care needs are different. That's why our medical plan offers multiple options so that you can choose the coverage best suited for you. Excellus and MVP will continue to serve as insurance carriers for the Highland medical plans. You will continue to have access to providers within the Excellus and MVP national networks, regardless of the tier. The tier refers to the network of providers/physicians/facilities, which affect your out-of-pocket cost:

• Tier 1 benefits apply for Accountable Health Partners (AHP)/URMC providers and facilities. Care received from AHP providers will be subject to lower deductibles, copays, coinsurance and out-of-pocket maximums. AHP is a health provider network that includes more than 1,900 providers from the Rochester area, including those in UR Medicine, Highland and others, as well as a growing number of community physicians. If you are interested in finding out if your current provider is in the AHP Network, you can visit www.ahpnetwork.com and click "Provider Search".

- Tier 2 benefits apply for providers outside of the AHP/URMC network, such as Rochester General, Unity, etc.

BENEFIT	HSA SAVER		HEALTHY BASICS EPO		HEALTHY ADVANTAGE PPO	
	AHP Tier 1	Excellus or MVP Tier 2	AHP Tier 1	Excellus or MVP Tier 2	AHP Tier 1	Excellus or MVP Tier 2
Annual/Calendar Year Deductible (Individual/Family)	\$1,650/\$3,300	\$2,250/\$4,500	\$500/\$1,000	\$1,000/\$2,000	\$500/\$1,000	\$1,000/\$2,000
Out-of-Pocket Maximum (Individual/Family)	\$5,000/\$10,000	\$7,000/\$14,000	\$2,750/\$6,500	\$5,000/\$12,500	\$2,000/\$4,625	\$3,500/\$8,750
Coinsurance	20%	30%	10%	30%	10%	20%
Physician Services						
Doctor's Office Visit	20% after ded.	30% after ded.	\$30 after ded.	30% after ded.	\$30	20% after ded.
Specialist Office Visit	20% after ded.	30% after ded.	\$45 after ded.	30% after ded.	\$45	20% after ded.
Preventive Care	Covered in Full	Covered in Full	Covered in Full	Covered in Full	Covered in Full	Covered in Full
Urgent Care	20% after ded.	30% after ded.	\$50 after ded.	30% after ded.	10%, no ded.	20% after ded.
Hospital Services						
Inpatient	20% after ded.	30% after ded.	10% after ded.	30% after ded.	10% after ded.	20% after ded.
Outpatient	20% after ded.	30% after ded.	10% after ded.	30% after ded.	10% after ded.	20% after ded.
Emergency Care	20% after Tier 1 ded.		\$125 after Tier 1 ded.		\$125	
PAYCHECK DEDUCTIONS (24 PAY PERIODS)						
	Full -Time	Part-Time	Full-Time	Part-Time	Full-Time	Part-Time
Employee Only	\$18.50	\$66.50	\$59.50	\$123.00	\$110.00	\$198.00
Employee + Spouse/ Domestic Partner	\$40.50	\$147.00	\$131.00	\$270.50	\$242.00	\$435.50
Employee + Child(ren)	\$33.50	\$120.00	\$107.00	\$221.00	\$198.00	\$356.50
Family	\$55.50	\$200.00	\$178.50	\$369.00	\$330.00	\$594.00

NOTE: Your medical plan options must offer certain preventive care benefits to you in-network without cost sharing and these preventive care benefits generally are updated annually. Under the Affordable Care Act, the medical plans generally may use reasonable medical management techniques to determine frequency, method, treatment or setting for a recommended preventive care service.

PRESCRIPTION DRUG BENEFITS

Prescription coverage is included in your medical plan through Express Scripts. Your prescription plan details are as follows:

**NEW FOR 2025 -
\$0 GENERIC DRUGS**

PRESCRIPTION DRUGS	HSA SAVER		HEALTHY BASICS EPO		HEALTHY ADVANTAGE PPO	
	Domestic	Non-Domestic	Domestic	Non-Domestic	Domestic	Non-Domestic
Retail (30-Day Supply)						
Generic	20% after ded.	30% after ded.	\$0	\$10	\$0	\$10
Preferred Brand	20% after ded.	30% after ded.	Not Covered	Not Covered	\$20	\$30
Non-preferred Brand	20% after ded.	30% after ded.	Not Covered	Not Covered	\$40	\$60
Mail Order (90-Day Supply)						
Generic	20% after ded.	30% after ded.	\$0	\$20	\$0	\$20
Preferred Brand	20% after ded.	30% after ded.	Not Covered	Not Covered	\$40	\$60
Non-preferred Brand	20% after ded.	30% after ded.	Not Covered	Not Covered	\$80	\$120

NOTE: Deductibles, copays, and coinsurance accumulate toward the out-of-pocket maximums. Usual, customary, and reasonable charges apply for all out-of-network benefits.

NOTE: Domestic refers to pharmacies at Highland Hospital, Highland South Wedge and Highland Brooks Landing. Non-domestic includes all pharmacies in the ExpressScripts (ESI) network.

HEALTH SAVINGS ACCOUNT (HSA)

Save for future medical costs and reduce your tax bill with this special savings account available to high-deductible health plan (HDHP) participants.

Out-of-pocket medical expenses can add up quickly. Over time, health care likely will be your largest household expense. A health savings account (HSA) allows you to build up protection for future health care expenses.

You can contribute money to your HSA and use it any time for qualified health care expenses. Whatever you don't use rolls over for future years and in some circumstances may be invested. Better yet, HSAs provide tax advantages. If you earn under \$59,999 annually, Highland Hospital will also contribute to your Health Savings Account.

KEYS TO GROWING YOUR HEALTH SAVINGS ACCOUNT (HSA):

- Try not to use your HSA for routine expenses. If you can pay out-of-pocket, leave your HSA funds alone because they may grow for when you need them in the future.
- Consider electing voluntary medical benefits to cover big ticket expenses from unexpected serious illnesses or injuries and to ensure they don't wipe away the money in your HSA.
- Monitor your fund's growth. Like a 401(k), your HSA funds may in some circumstances be invested. Make sure your money is growing at an acceptable and safe pace.
- **The annual IRS contribution limit is \$4,300 for individual coverage and \$8,550 for family coverage. If you are a full-time employee and earn \$59,999 or less, Highland Hospital will contribute \$500/\$1,000 into your Health Savings Account for 2025. The Employer HSA seed goes towards the IRS contribution limit and should be factored in when determining your own HSA contributions.**

*For those earning under \$59,999 annually.

NOTE: If an individual reaches age 55 by the end of the calendar year, they can contribute an additional \$1,000.

NOTE: Amounts change yearly per IRS guidelines.

HSA REMINDERS

- Participation in the HSA Saver plan automatically includes a Health Savings Account (HSA) that may be funded by Highland unless you opt-out during the online enrollment process. You can also elect to make voluntary contributions to your HSA on a pre-tax basis during the online enrollment process.
- Attention age 65 employees: If you are enrolled in Medicare (including Part A), you are not eligible to contribute to a Health Savings Account (HSA). If you would like to contribute to an HSA you can, but you must waive Medicare coverage. If you are turning age 65 in 2025 and you are contributing to an HSA, you must stop your contributions one month prior to your 65th birthday unless you waive Medicare coverage. If you are collecting Social Security benefits due to age, you will not be able to waive Medicare Part A coverage; therefore, you cannot contribute to an HSA. After you turn age 65, you can continue to use your HSA for eligible out-of-pocket expenses, however, you cannot use your HSA to pay for Medicare supplemental plan (Medigap) premiums.
- You can change your HSA contribution amount anytime throughout the year.



HSAs DELIVER TRIPLE TAX SAVINGS

1. You don't pay federal income tax on the money you contribute.
2. You don't pay taxes on the interest you earn in your account.
3. You don't pay taxes when you use the money to pay for qualified medical services.

DENTAL BENEFITS

Your dental health is an important part of your overall wellness. The following dental insurance options are offered offered through Excellus.

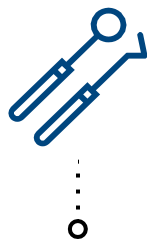
BENEFIT	PREVENTATIVE PLAN	COMPREHENSIVE PLAN	ENHANCED PLAN
Annual/Calendar Year Maximum	\$0	\$1,000	\$2,000
Annual/Calendar Year Ded. (Individual/Family)	\$0	\$0	\$0
Preventive Services	100%	100%	100%
Basic Services	Not Covered	50%	80%
Major Services	Not Covered	50%	50%
Orthodontia Lifetime Maximum	Not Covered	Up to 50%, \$500 Lifetime Max	Up to 50%, \$1,000 Annual Max and \$2,000 Lifetime Max

BI-WEEKLY PAYCHECK DEDUCTIONS (24 PAY PERIODS)

	Full-Time	Part-Time	Full-Time	Part-Time	Full-Time	Part-Time
Employee Only (per pay period)	\$0.00	\$6.31	\$4.00	\$13.25	\$17.94	\$18.84
Employee + Spouse/ Domestic Partner (per pay period)	\$0.00	\$13.25	\$6.00	\$27.83	\$36.31	\$38.13
Family (per pay period)	\$0.00	\$20.19	\$9.00	\$42.40	\$56.48	\$59.31

WHAT DOES PREVENTIVE DENTAL CARE TYPICALLY COVER?

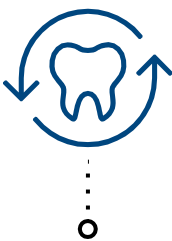
Preventive care can save you money later on procedures that are more urgent, complex, and costly.



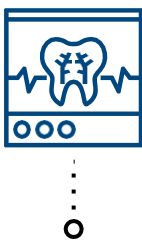
Routine dental checkups and cleanings should be scheduled every six months. Your dentist may recommend more frequent or fewer visits, depending on your dental health history.



Professional fluoride treatments can be a key defense against cavities. Professional fluoride treatments have significantly more fluoride than tap water or toothpaste and take only minutes to apply.



Dental sealants go a step beyond fluoride by providing a thin, coating to the surface of your teeth. Most dental plans cover sealants as preventive care for children under 18 on their first and second molars.



X-ray images of your mouth may be taken to better evaluate your oral health. These images provide a more detailed look inside your teeth and gums.

VISION BENEFITS

Highland Hospital offers vision coverage through EyeMed that includes eye exams, affordable options for prescription glasses or contacts, and discounts for laser vision correction.

IN-NETWORK BENEFIT	EYEMED
Exam	\$10 copay
Lenses	
Standard Plastic	\$25 copay
Progressive	\$90-\$135 (depending on the lens type) copay in addition to Standard Plastic Lenses copay
Frames	\$175 annual allowance plus 20% off balance in excess of allowance
Contact Lenses Instead of Glasses	
Conventional/Disposable	\$150 annual allowance
Medically Necessary	Covered in full
BI-WEEKLY PAYCHECK DEDUCTIONS (24 PAY PERIODS)	
Employee Only	\$3.00
Employee + Spouse/Domestic Partner	\$5.95
Employee + Child(ren)	\$6.37
Family	\$10.17



5 TIPS FOR A LIFETIME OF HEALTHY VISION

1. Schedule yearly eye exams. Visiting your eye doctor regularly helps you see your best, protects your sight, and even detects serious health conditions such as diabetes.
2. Protect your eyes against UV rays. No matter what the season, it is important to wear sunglasses. When selecting and purchasing sunglasses, be sure to confirm they offer 100% UVA/UVB protection.
3. Give your eyes a break from digital devices. Digital screens emit a specific type of blue and violet light which can negatively impact eye health and cause digital eye strain.
4. Quit smoking. Smoking increases your risk of developing macular degeneration, optic nerve damage, and cataracts.
5. Practice safe wear and care of contact lenses. Keep them clean, and follow the recommendations for use and wear.

FLEXIBLE SPENDING ACCOUNTS (FSAs)

Reduce your taxes while putting aside money for health care and dependent care needs.

Flexible spending accounts (FSAs) allow you to put aside money for important expenses and help you reduce your income taxes at the same time. Highland Hospital offers two types of accounts — a health care FSA and a dependent care FSA.



HOW FLEXIBLE SPENDING ACCOUNTS (FSAs) WORK

1. Each year, you decide how much to set aside for health care and dependent care expenses.
2. Your contributions are deducted from your paycheck on a before-tax basis in equal installments throughout the calendar year.
3. You can use your FSA debit card to pay for eligible expenses at the point of sale, or you can pay out-of-pocket and submit a claim form for reimbursement.

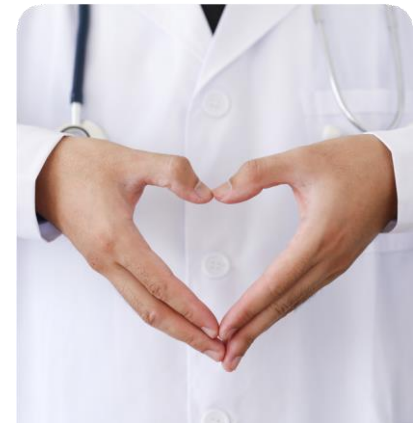
Please note that these accounts are separate — if eligible, you may choose to participate in one, all, or none. You cannot use money from the health care FSA to cover expenses eligible under the dependent care FSA or vice versa.

PLAN	ANNUAL MAXIMUM CONTRIBUTION	EXAMPLES OF COVERED EXPENSES*
Health Care Flexible Spending Account	\$3,200	Copays, ded.s, orthodontia, over-the-counter medications, etc.
Dependent Care Flexible Spending Account	\$5,000 (\$2,500 if married and filing separate tax returns)	Day care, nursery school, etc.

NOTE: See IRS Publications 502 and 503 for a complete list of covered expenses.

FSA REMINDERS:

- Your FSA debit card does not expire each year, so do not discard it.
- Choose your election amount carefully, as Federal law dictates that money remaining in an FSA at the end of the plan year will be forfeited (known as the “use-it-or-lose-it rule”). However, Highland has adopted the IRS grace period provision, which allows you to submit claims incurred within 2 1/2 months after the close of the plan year (December 31) against any money you have left in your FSA at that time (i.e., you have until March 15 each year to incur claims that can be reimbursed with the previous plan year’s FSA money).
- You have 120 days following the end of the plan year (April 30) to submit claims from the previous plan year, including those incurred during the grace period. Claims submitted for reimbursement after the April 30 deadline will be denied.
- If you leave Highland during the year, your FSA account balance(s) will be frozen as of your separation date. If you have funds remaining in your FSA, you have 90 days to submit claims for eligible expenses incurred prior to your date of separation. Any remaining balance, by law, will be forfeited.



HEALTH CARE ITEMS YOU MIGHT NOT REALIZE ARE FSA ELIGIBLE:

- Sunscreen
- Heating and cooling pads
- First aid kits
- Shoe inserts and other foot grooming treatments
- Travel pillows
- Motion sickness bands

For a complete list of covered expenses, go to <https://www.irs.gov/publications/p502>.

DISABILITY INSURANCE

Insurance Carrier: New York Life

HIGHLAND HOSPITAL

Enhanced Short-Term Disability (STD)

Highland Hospital provides full-and part-time employees with enhanced STD insurance at no cost.

ELIGIBILITY	Full-and part-time employees after 6 months of employment
WAITING PERIOD	First 7 calendar days of disability
WEEKLY BENEFIT	50% of weekly base pay
MAXIMUM DURATION	26 weeks within a rolling 52-week period of time
PRE-EXISTING CONDITION LIMITATIONS	N/A

HIGHLANDS AT BRIGHTON, HIGHLANDS AT PITTSFORD, HIGHLANDS LIVING CENTER

New York State Disability Insurance

Highlands at Brighton, Highlands at Pittsford and Highlands Living Center provides all employees with NYS disability insurance at no cost.

ELIGIBILITY	All employees
WAITING PERIOD	First 7 calendar days of disability
WEEKLY BENEFIT	50% of weekly earnings up to \$170 per week
MAXIMUM DURATION	26 weeks within a rolling 52-week period of time
PRE-EXISTING CONDITION LIMITATIONS	N/A

Voluntary Short-Term Disability (STD)

Full-time employees can purchase additional STD insurance protection.

ELIGIBILITY	Full-time employees after 6 months of employment
WAITING PERIOD	First 7 calendar days of disability
WEEKLY BENEFIT	16.67% of weekly base pay up to a maximum of \$1,000
MAXIMUM DURATION	26 weeks within a rolling 52-week period of time
PRE-EXISTING CONDITION LIMITATIONS	12-month waiting period with 3-month look back

Voluntary Short-Term Disability (STD)

Full-time employees can purchase additional STD insurance protection.

ELIGIBILITY	Full-time employees on the first of the month coincident with or next following date of hire
WAITING PERIOD	First 7 calendar days of disability
WEEKLY BENEFIT	60% of weekly base pay up to a maximum of \$2,000
MAXIMUM DURATION	26 weeks within a rolling 52-week period of time
PRE-EXISTING CONDITION LIMITATIONS	12-month waiting period with 3-month look back

HIGHLAND HOSPITAL AND HIGHLANDS AT BRIGHTON, HIGHLANDS AT PITTSFORD, HIGHLANDS LIVING CENTER

Long-Term Disability (LTD)

Highland Hospital, Highlands at Brighton, Highlands at Pittsford and Highlands Living Center provides full-time employees with LTD at no cost.

ELIGIBILITY	Full-time employees after 6 months of employment
WAITING PERIOD	180 days
WEEKLY BENEFIT	60% of annual base pay up to a maximum of \$7,500
MAXIMUM DURATION	To age 65 or normal retirement age/24-month own occupation
PRE-EXISTING CONDITION LIMITATIONS	12-month waiting period with 3-month look back

LIFE AND ACCIDENTAL DEATH AND DISMEMBERMENT (AD&D) INSURANCE

Always be there financially for your loved ones.

Your family depends on your income for a comfortable lifestyle and for the resources necessary to make their dreams a reality. Life insurance ensures your family’s future is financially secure if you’re no longer there to provide for them.

Highland Hospital provides basic term life insurance and offers additional options to give you the ability to assemble a complete life insurance portfolio.

BASIC TERM LIFE AND AD&D INSURANCE

Highland Hospital provides eligible full-time employees with basic term life and accidental death and dismemberment (AD&D) coverage at no cost to you, and enrollment is automatic.

- **Basic Term Life:** The benefit is equal to 1 times your salary to a maximum benefit amount of the lesser of 1 times salary or \$500,000 with a guaranteed issue amount of the lesser of 1 times salary or \$500,000.
- **AD&D:** This benefit amount is equal to 1 times your salary with a maximum benefit amount of \$500,000.

VOLUNTARY LIFE AND AD&D INSURANCE

You may also choose to purchase voluntary life insurance coverage in addition to the company-paid benefit. You pay the total cost of this benefit through convenient payroll deductions.

- **Employee:**
 - All active part-time employees working a minimum of 20 hours per week; 1-5 times your salary with a maximum benefit of the lesser of 5 times salary or \$500,000. Guaranteed issue amount of the lesser of 3 times salary or \$500,000.
 - All active full-time employees working a minimum of 36 hours per week; 1-5 times your salary with a maximum benefit of the lesser of 6 times salary or \$1,000,000 when combined with Basic Maximum Benefit Amount. Guaranteed issue amount of the lesser of 3 times salary or \$500,000.
- **Spouse/Domestic Partner:** Benefit amounts available in increments of \$10,000 with a maximum benefit amount of \$100,000, not to exceed 100% of the employee benefit. Guaranteed issue amount of \$50,000.
- **Child(ren) up to age 26.** Benefit amounts available in increments of \$1,000 up to a maximum benefit amount of \$10,000. Guaranteed issue for all amounts.

LIFE INSURANCE PLAN COMPARISON CHART	
Basic Term Life	Voluntary Life
The premiums are fully company-paid.	The premiums increase as you age.
This plan replaces your income so that your family can cover items like mortgage, tuition, and household expenses.	This plan replaces your income so that your family can cover items like mortgage, tuition, and household expenses.
Coverage is portable/convertible if you leave the company.	Coverage is portable/convertible if you leave the company.

VOLUNTARY MEDICAL BENEFITS

Medical insurance does not prevent all of the financial strain of a major illness or injury. Many families don't have enough in their savings to cover the deductibles and coinsurance of a major medical event.

Voluntary medical benefits can help cover this out-of-pocket financial exposure for a reasonable cost.

The benefits are paid directly to you, allowing you to use the funds however you choose. You receive the full benefit even if you have other insurance. Highland Hospital offers specified disease insurance, accident insurance, and hospital indemnity insurance.* **Please note: These plans are not replacements for medical insurance.**

NOTE: The policies/certificates of coverage have exclusions and limitations which may affect any benefits payable. The policies/certificates of coverage or their provisions, as well as covered illnesses, may vary or be unavailable in some states for voluntary medical benefits. Please see your Summary Plan Description (SPD) for complete details.

SPECIFIED DISEASE INSURANCE (CRITICAL ILLNESS)

You can protect yourself from the unexpected costs of a serious illness. Even the most generous medical plan does not cover all of the expenses of a serious medical condition like a heart attack or cancer. Specified disease insurance pays a full lump sum benefit directly to you if you are diagnosed with a covered illness that meets the plan criteria. The benefit is paid in addition to any other insurance coverage you may have.

Covered Illnesses Include:

- Heart attack
- Stroke
- Cancer
- Major organ transplant
- Coronary artery disease

Plan Features

- You do not have to be terminally ill to receive benefits.
- Coverage options are available for your spouse/domestic partner and children as riders to your coverage.
 - You can elect specified disease coverage for yourself. You can enroll your spouse so long as you've purchased coverage for yourself. Children from live birth to age 26 are automatically covered at no extra cost.
- Coverage is portable — you can take your policy with you if you change jobs or retire.

The cost of the benefit will vary depending upon factors such as your age, whether you use tobacco, and the dependent coverage you choose.

NOTE: This plan is not a replacement for medical insurance.

DID YOU KNOW?

U.S. health care spending averaged **\$13,493** per person in 2022.

Centers for Medicare & Medicaid Services, National Health Expenditure Fact Sheet, 2023



BE WELL BENEFIT

The specified disease insurance plan provides a \$50 benefit per covered person per calendar year if you or your covered dependents complete a covered health screening test such as a physical exam, total cholesterol blood test, mammogram, lipid panel, and more.



VOLUNTARY MEDICAL BENEFITS

ACCIDENT INSURANCE

Major injuries are painful. But the financial impact of the medical treatment doesn't have to be.

Accident insurance pays benefits directly to you if you suffer a covered injury such as a fracture, burn, ligament damage, or concussion. Benefits are paid even if you have other coverage.

The benefit amount is calculated based on the type of injury, its severity, and the medical services required in treatment and recovery. The plan covers a wide variety of injuries and accident-related expenses, including:

- Injury treatment (fractures, dislocations, concussions, burns, lacerations, etc.)
- Hospitalization
- Physical therapy
- Emergency room treatment
- Transportation

Plan Features

- **Guaranteed Acceptance:** You will have base coverage without medical underwriting.
- **Family Coverage:** You can elect to cover your spouse/domestic partner and children.*
 - ☐ You can elect accident insurance coverage if you're actively at work. You can enroll your spouse so long as you have purchased coverage for yourself. Dependent children from birth to age 26 can be enrolled, regardless of marital or student status.
- **Portable Coverage:** You may be able to take your policy with you if you change jobs or retire. You'll be billed directly.

*If you elect coverage for your dependent children, you must provide notification to your employer when all of your dependent children exceed the dependent child age limit or no longer otherwise meet the definition of a dependent child. If you elect coverage for your spouse, you must provide notification to your employer if your spouse no longer meets the definition of a spouse.

NOTE: This plan is not a replacement for medical insurance.

HOSPITAL INDEMNITY INSURANCE

Receive payments to help cover the cost of a hospital stay.

If you are admitted into a hospital, it doesn't take long for the out-of-pocket costs to add up. Hospital Indemnity insurance pays benefits directly to you if you are admitted into a hospital for care or childbirth. Benefits are paid even if you have other coverage.

You receive a benefit as soon as you are admitted and then an additional benefit based on the number of days you are confined to the hospital. The benefit increases if you are admitted and confined to an intensive care unit or inpatient rehabilitation.

Plan Features

- **Family Coverage:** You can elect to cover your spouse/domestic partner and children.*
 - ☐ You can elect hospital insurance coverage if you're actively at work. You can enroll your spouse as long as you have purchased coverage for yourself. Dependent children from birth to age 26 can be enrolled, regardless of marital or student status.
- **Payroll Deduction:** Premiums are paid through convenient payroll deductions.
- **Portable Coverage:** You may be able to take your policy with you if you change jobs or retire. You'll be billed directly.

*If you elect coverage for your dependent children, you must provide notification to your employer when all of your dependent children exceed the dependent child age limit or no longer otherwise meet the definition of a dependent child. If you elect coverage for your spouse, you must provide notification to your employer if your spouse no longer meets the definition of a spouse.

NOTE: This plan is not a replacement for medical insurance.

DID YOU KNOW?

A child's Social Security number gives ID thieves a fraudulent "clean slate."

Monitor your child's credit report as often as your own.



ADDITIONAL BENEFITS

We offer a variety of additional benefits that give you options beyond health care and income protection.

IDENTITY THEFT INSURANCE

Digital thieves constantly discover new ways to extract your personal information, open credit accounts in your name, sell your sensitive data on the dark web, and take over your financial accounts.

We offer identity theft insurance through Allstate Identity Protection that delivers comprehensive fraud monitoring and powerful mobile and desktop cybersecurity to help protect you, your family, and your finances from emerging threats.

Protection Services Include:

- Family protection such as senior family coverage and family digital safety tools
- Cyber protection such as personal device security and password management
- Privacy and data monitoring such as sex offender alerts and data breach notifications
- Identity and financial monitoring such as a social media account takeover monitoring and financial account monitoring
- Credit monitoring such as credit score tracking and credit freeze assistance

LEGAL SERVICES INSURANCE

MetLife Legal insurance provides access to a network of participating attorneys for help with a wide range of legal matters, such as:

- Court appearances
- Document review and preparation
- Debt collection defense
- Will preparation
- Family law
- Real estate matters

For more information visit members.legalplans.com or call (800) 821-6400.

PET INSURANCE

Get coverage for every member of the family. With pet insurance offered through Nationwide, you'll have peace of mind knowing you can get help with some of your pet's medical bills, including treatments, surgeries, lab fees, X-rays, prescriptions, and more.

For more information visit PetBenefitsPortal.com or call (844) 208-1108.

EMPLOYEE ASSISTANCE PROGRAM (EAP)

Balancing the demands of work, family, and personal needs can be challenging, especially during uncertain times. Highland Hospital knows how important it is to have support when you need it most. Our employee assistance program (EAP) through URMIC is available at no cost to you and your family members and provides confidential counseling and resources to help you with concerns such as:

- Anxiety and depression
- Grief and loss
- Substance abuse
- Relationship and family matters
- Parenting
- Work-related issues

You are automatically enrolled in EAP coverage.

Plan Features

- Provided at no cost to you and your household members
- Includes up to 5 counseling sessions
- Confidential services provided by licensed professionals
- Available 24/7/365

To access the EAP, call (585) 276-9110 or visit www.urmc.rochester.edu/eap.aspx.

2025 HIGHLAND HOSPITAL BENEFITS-AT-A-GLANCE

EMPLOYER CONTRIBUTION/SPONSORED BENEFITS						
PLAN DESCRIPTION	FULL-TIME		PART-TIME		PER DIEM	
Vacation (Policy #298)	No waiting period. Number of weeks varies with job classification. Accrues each pay period based on standard work hours. After four years of service an additional day accrues each year up to 25 days.		No waiting period. Number of weeks varies with job classification. Accrues each pay period based on standard work hours.		N/A	
Holidays (Policy #300)	No waiting period for eligibility. Nine observed holidays each year: Martin Luther King Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving Day, Friday after Thanksgiving, Christmas Day, New Year's Day. Holiday pay is based on standard work hours. Two-times pay for non-exempt employees who work on a holiday.			Two-times pay if work is on a holiday.		
Sick Leave (Policy #299)	No waiting period to use accrued time. May use up to 56 hours of job-protected sick time each plan year.					
	Full-time non-exempt (hourly) employees receive 56 hours sick time at the beginning of each plan year. Newly hired employees receive prorated sick time based on the pay period that they enter the plan during their first year of service.		Part-time non-exempt (hourly) and Per Diem employees accrue one hour of sick time for every 30 hours worked each plan year.			
	Full-time exempt (salaried) employees accrue sick time each pay period and may use up to 56 hours each plan year.		Part-time exempt (salaried) employees accrue sick time at a prorated rate based on their standard work hours and may use up to 56 hours each plan year.		N/A	
Workers' Compensation (Policy #238)	After eight days of work-related disability, eligible for two-thirds pay up to a weekly maximum of \$966.78, if approved by carrier.					
Adoption Leave (Policy #295)	Paid leave of absence available for adoption of a child after 2,080 hours of service.			N/A		
Paid Family Leave (Policy #302)	After 26 weeks of employment, eligible for up to 12 weeks of job-protected paid leave. Benefit amount is 67% of the Statewide Average Weekly Wage (SAWW) of \$1,718.15 up to a maximum of \$1,151.16 per week in 2024. Can be taken to bond with new child, care for seriously ill family member, or military family support.			Eligible after 175 days worked.	May be eligible based on schedule and length of employment.	
Tuition Assistance (Policy #250)	Participation in the Tuition Assistance Program must be approved in advance by the Policy Committee. Two-year service commitment upon completion of coursework.			N/A		
	Undergraduate FT: Receive \$700 per credit hour reimbursement up to 24 credits per year (8 credit hour maximum per semester).		Undergraduate PT: Receive \$700 per credit hour reimbursement up to 12 credits per year (4 credit hour maximum per semester).			
	Graduate FT: Receive 90% reimbursement up to 24 credits per year (8 credit hour maximum per semester).		Graduate PT: Receive 90% reimbursement up to 12 credits per year (4 credit hour maximum per semester).			
Shift Differential (Policy #179)	\$1.00/hour - evenings. \$1.25/hour - nights.					
Travel/Accident Insurance	Additional life insurance coverage for work-related travel. Applies to travel for hospital-related business as well as commuting to and from work.			N/A		
Malpractice Insurance	\$2,000,000 per claim/no annual aggregate.					
Employee Allowances Dental and Pharmacy Discounts	Dental Discounts available for visits at the University Dental Faculty Group. Pharmacy discounts, including over-the-counter drugs, available at the Highland Outpatient Pharmacy.					
My Better Benefits	Discount card program for employees to obtain significant discounts for local and regional events, attractions, and services. Additional details and a full listing of participating vendors available at www.mybetterbenefits.org . 100% employer paid. Discount cards are available in HR.					
Parking (Policy #254)	Employees designated to appropriate parking either on-site or off-site. Contact Support Services for specific parking rates.					
Wellness - Icare	Highland offers a variety of wellness classes and events focusing on a healthy lifestyle as well as access to the new UofR fitness center located on Celebration Drive in Collegetown. Highland offers free Care.com memberships to eligible employees. Highland also offers Personal Health Assessments/Biometric Screenings and Wellness Coaching. See the ICare page on Highland's intranet for more details.					

ADDITIONAL BENEFITS

EMPLOYEE ASSISTANCE PROGRAM (EAP)

Life-Work Connections is a free, confidential service that provides support to Highland employees and their family.

COMMONBOND STUDENT LOAN REFINANCING

Student Loan Refinancing provides employees the opportunity to lower the cost of existing student loans and/or take out new student loans to cover current educational expenses.

HOME OWNERSHIP INCENTIVE PROGRAM

- New homeowners in the city of Rochester, Sectors 4 and 5, can receive a \$3,000 incentive from Highland Hospital, a \$3,000 incentive from the city of Rochester, and up to a \$3,000 incentive from the Advantage Federal Credit Union.
- There are no minimum or maximum income requirements.
- The plan requires a 5-year occupancy and employment commitments from the buyer.

HIGHLAND CAFETERIA DISCOUNT

- 10% discount on any purchases made in the Cafeteria.

QUICK CHARGE

- Purchases may be made in Highland’s cafeteria, coffee house, gift shop, or lobby pharmacy by swiping your Highland ID badge.
- Charges made using your ID badge are considered a payroll deduction.
- Payroll deductions may be authorized in \$10 increments up to a maximum of \$100 per pay period for full-time employees and \$50 per pay period for part-time employees.
- You can start and stop payroll deductions at any time.
- Enroll using the “Payroll Deduction Purchase Authorization Form” available on the Highland intranet under “HR Forms”.

HIGHLAND HOSPITAL RETIREMENT 403(b) PLAN

To be eligible for Highland’s annual employer contribution, employees must first complete twelve months of service (or six months of service in the same year as hire date) and work at least 1,000 hours of service in a calendar year. After this eligibility is met, employees become eligible for the annual employer contribution beginning in the following January or July. Upon meeting the eligibility requirements, employees must also work at least 1,000 hours in a plan year and be employed on December 31 of the plan year to receive the employer contribution. Employer contributions are made annually each March, for the previous plan year. For example, the 2024 plan year contribution is made in March of 2025.

EMPLOYER CONTRIBUTION

YEARS OF SERVICE* AS OF JANUARY 1 OF EACH YEAR	HIGHLAND AUTOMATIC CONTRIBUTION PERCENTAGE
Less than 5	3.3% of your pay up to \$50,000 6% of your pay over \$50,000
5 to 9	5% of your pay up to \$50,000 8% of your pay over \$50,000
10 or more	7% of your pay up to \$50,000 10% of your pay over \$50,000

* A year of service is any year in which you work at least 1,000 hours.

Highland Automatic Contribution Percentage

The Plan offers an automatic enrollment feature for newly eligible participants.

Newly eligible participants who do not elect a specific percentage or dollar amount within 60 days of becoming eligible will be automatically enrolled, and will begin contributing 3% of their eligible compensation. You do not need to do anything if you would like to contribute this automatic contribution. To change the contributed amount to a different percentage of your compensation, you will need to make an election by visiting the TIAA website (www.tiaa.org).

A TIAA representative is available for Highland employees to assist with questions regarding their 403(b) account. If you would like to schedule a one-on-one counseling session with a TIAA representative, please use the TIAA link to schedule an appointment online or call **(800) 732-8353** to schedule an appointment.

GET MORE INFORMATION

BENEFIT	WHO TO CALL	WEBSITE/EMAIL	PHONE NUMBER
Medical	Excellus	ExcellusBCBS.com/highlandhospital	(877) 253-4797
	MVP	mvphealthcare.com	(800) 229-5851
Prescription Drug	Express Scripts (ESI)	www.express-scripts.com	(866) 544-9223
Health Savings Account	HSA Bank	hsabank.com/HSABank/Members	(800) 357-6246
Dental	Excellus – Dental	ExcellusBCBS.com	(800) 724-1675
Vision	EyeMed	eyemed.com	(866) 723-0513
Flexible Spending Accounts	Lifetime Benefit Solutions	lifetimebenefitsolutions.com	(800) 327-7130
Short- & Long-Term Disability Claims	New York Life	myNYLGBS.com	(888) 842-4462
Basic Life & Accidental Death & Dismemberment Claims	New York Life	myNYLGBS.com	(888) 842-4462
Voluntary Life Claims	New York Life	myNYLGBS.com	(888) 842-4462
Specified Disease Insurance	Unum	www.unum.com	(800) 635-5597
Accident Insurance	Unum	www.unum.com	(800) 635-5597
Hospital Indemnity Insurance	Unum	www.unum.com	(800) 635-5597
Identity Theft Insurance	Allstate	myaip.com	(800) 789-2720
Legal Insurance	MetLife	www.metlife.com	(800) 821 6400
Pet Insurance	Nationwide Insurance	PetBenefitsPortal.com	(844) 208-1108
Employee Assistance Program	Life-Work Connections	eap@urmc.rochester.edu	(585) 276-9110
Highland Hospital	Lori Chatterton Benefits Coordinator	Lori_Chatterton@urmc.rochester.edu	(585) 341-9844
Highland Hospital	Kim Chesher Benefits Coordinator	Kim_Cheshernguyen@urmc.rochester.edu	(585) 341-6479
Highland Hospital	Jan Stedge HR Specialist	Janette_Stedge@URMC.rochester.edu	(585) 341-9518
Benefits Email Box	HHEmployeeBenefits@URMC.rochester.edu		
Internal Benefits Webpage	<ul style="list-style-type: none"> • Navigate to Highland's intranet • Click on HR Resources near the bottom of the page • Click on Benefits 		
Highlands at Brighton	Lorrie Conrow HR/Recruiter	Lorrie_Conrow@urmc.rochester.edu	(585) 442-7960
	Kara Johnson HR Generalist	Kara_Johnson@urmc.rochester.edu	(585) 442-7960 X214
Highlands at Pittsford	Christy Anderson HR Generalist	Christy_Anderson@urmc.rochester.edu	(585) 641-6325
	Mike Tarantino HR Business Partner	Mike_Tarantino@urmc.rochester.edu	(585) 641-6244
Highlands Living Center	Amanda Scheib HR Generalist	Amanda_Scheib@URMC.rochester.edu	(585) 641-6242
	Mike Tarantino HR Business Partner	Mike_Tarantino@urmc.rochester.edu	(585) 641-6244

ABOUT THIS GUIDE: Actual plan provisions for Highland Hospital ("the Company") benefits are contained in the appropriate plan documents, including the Summary Plan Description (SPD) and incorporated benefit/carrier booklets. The Benefit Enrollment Guide is a summary only and does not describe each benefit option. This Benefit Enrollment Guide provides updates to your existing SPD as of the first day of plan year, which describes your health and welfare benefits in greater detail. Until the Company provides you with an updated SPD, this guide is intended to be a Summary of Material Modification (SMM) and should be retained with your records along with your SPD. As always, the official plan documents determine what benefits are available to you. If any discrepancy exists between this guide and the official documents, the official documents will prevail. The Company reserves the right to amend or terminate any of its plans or policies, make changes to the benefits, costs, and other provisions relative to benefits at any time with or without notice, subject to applicable law.

2025 Highland Hospital Benefits-At-A-Glance			
EMPLOYER CONTRIBUTION / SPONSORED BENEFITS			
Plan Description	Full-Time	Part-Time	Per Diem
Vacation (Policy #298)	No waiting period. Number of weeks varies with job classification. Accrues each pay period based on standard work hours. After four years of service an additional day accrues each year up to 25 days.	No waiting period. Number of weeks varies with job classification. Accrues each pay period based on standard work hours.	N/A
Holidays (Policy #300)	No waiting period for eligibility. Nine observed holidays each year: Martin Luther King Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving Day, Friday after Thanksgiving, Christmas Day, New Year's Day. Holiday pay is based on standard work hours. Two-times pay for non-exempt employees who work on a holiday.		Two-times pay if work is on a holiday.
Sick Leave (Policy #299)	No waiting period to use accrued time. May use up to 56 hours of job-protected sick time each plan year.		
	Full-time non-exempt (hourly) employees receive 56 hours sick time at the beginning of each plan year. Newly hired employees receive prorated sick time based on the pay period that they enter the plan during their first year of service.	Part-time non-exempt (hourly) and Per Diem employees accrue one hour of sick time for every 30 hours worked each plan year.	
	Full-time exempt (salaried) employees accrue sick time each pay period and may use up to 56 hours each plan year.	Part-time exempt (salaried) employees accrue sick time at a prorated rate based on their standard work hours and may use up to 56 hours each plan year.	N/A
Workers' Compensation (Policy #238)	After eight days of work-related disability, eligible for two-thirds pay up to a weekly maximum of \$966.78, if approved by carrier.		
Adoption Leave (Policy #295)	Paid leave of absence available for adoption of a child after 2,080 hours of service.		N/A
Paid Family Leave (Policy #302)	After 26 weeks of employment, eligible for up to 12 weeks of job-protected paid leave. Benefit amount is 67% of the Statewide Average Weekly Wage (SAWW) of \$1,718.15 up to a maximum of \$1,151.16 per week in 2024. Can be taken to bond with new child, care for seriously ill family member, or military family support. Employees pay the premium through weekly payroll deductions which are equal to 0.511% of gross annualized wages up to an annual		Eligible after 175 days worked. May be eligible based on schedule and length of employment.
Tuition Assistance (Policy #250)	Participation in the Tuition Assistance Program must be approved in advance by the Policy Committee. Two-year service commitment upon completion of coursework.		N/A
	Undergraduate FT: Receive \$700 per credit hour reimbursement up to 24 credits per year (8 credit hour maximum per semester).	Undergraduate PT: Receive \$700 per credit hour reimbursement up to 12 credits per year (4 credit hour maximum per semester).	
	Graduate FT: Receive 90% reimbursement up to 24 credits per year (8 credit hour maximum per semester).	Graduate PT: Receive 90% reimbursement up to 12 credits per year (4 credit hour maximum per semester).	
Shift Differential (Policy #179)	\$1.00/hour - evenings. \$1.25/hour - nights.		
Travel/Accident Insurance	Additional life insurance coverage for work-related travel. Applies to travel for hospital-related business as well as commuting to and from work.		N/A
Malpractice Insurance	\$2,000,000 per claim/no annual aggregate.		
Employee Allowances Dental and Pharmacy Discounts	Dental Discounts available for visits at the University Dental Faculty Group. Pharmacy discounts, including over-the-counter drugs, available at the Highland Outpatient Pharmacy.		
My Better Benefits	Discount card program for employees to obtain significant discounts for local and regional events, attractions, and services. Additional details and a full listing of participating vendors available at www.mybetterbenefits.org. 100% employer paid. Discount cards are available in HR.		
Parking (Policy #254)	Employees designated to appropriate parking either on-site or off-site. Contact Support Services for specific parking rates.		
Wellness - Icare	Highland offers a variety of wellness classes and events focusing on a healthy lifestyle as well as access to the new UofR fitness center located on Celebration Drive in Collegetown. Highland offers free Care.com memberships to eligible employees. Highland also offers Personal Health Assessments/Biometric Screenings and Wellness Coaching. See the ICare page on Highland's intranet for more details.		

1000 South Avenue • Rochester, NY 14620 • highland.urmc.edu





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 Last Approved 05/2023
 Effective 05/2023
 Last Revised 02/2020
 Next Review 05/2026

Owner Rebecca Testa
 Policy Area Human Resources Policies
 Applicability University of Rochester - Highland Hospital

Disciplinary Action, 123

POLICY:

The primary purpose of these employee conduct and disciplinary guidelines is to encourage positive, productive conduct by employees and to provide for an appropriate response by the hospital when employee performance issues arise or when employees violate the hospital's policies and/or workplace conduct rules. Under these guidelines, the hospital will take disciplinary action that it deems appropriate in response to employee performance issues or violations of the Hospital's policies and workplace conduct rules.

A. Employee Conduct and Disciplinary Guidelines

When taking disciplinary action, a supervisor should consider the nature and seriousness of the infraction, all relevant facts and information, and any mitigating circumstances. In addition, it is recommended that a supervisor discuss the proposed corrective action with Human Resources prior to implementation to ensure appropriate applicability, documentation, and process. While the hospital generally aims to implement disciplinary action on a progressive basis, there is no guarantee that any particular type of disciplinary action will necessarily precede another. There are times when immediate and serious disciplinary action, such as suspension or dismissal, is warranted. Likewise, there are times when minor performance issues and/or minor violations of policies/rules issues can be handled without formal discipline through an informal counseling discussion with the employee.

Repeated or more serious performance issues and/or violations of policies/rules and/or workplace conduct issues may require a stronger initial response. Depending upon the infraction, disciplinary actions may take the form of a written or verbal warning, written reprimand, unpaid suspension, or immediate termination, among others. The following is some additional guidance on these forms of discipline:

Warning

A verbal discussion or a written warning may be given when a problem occurs meriting corrective action. Whether verbal discussion or written warning is given depends on the nature and severity of the infraction. For example, a written warning may be appropriate when there is a re-occurrence of a performance issue about which an employee has previously been informally counseled. If a verbal discussion takes place, Human Resources recommends that the supervisor document the fact that such a warning was given, noting, at a minimum, the date, circumstances, and what was conveyed to the employee and keep that record in the department's employee file.

Written Warning

A written warning is a formal statement that will become part of the employee's permanent personnel file. Examples of problems that may result in a written warning include, but are not limited to, disruptions and/or misconduct in the workplace, failure to follow proper work procedure or business practice, chronic tardiness or absenteeism, continued problems not remedied by verbal discussion or written warning, or where problems could lead to suspension or dismissal if repeated. A written warning may affect the employee's ability to apply for an intra- or inter- departmental transfer. (refer to HR Policy 104, Transfer/Promotion/Demotion.)

It is recommended that the statement describe the specific circumstances that prompted the disciplinary action, the plan of action to correct and resolve the situation, the time period in which the employee must implement the necessary steps for corrective action, and the consequences for failure to resolve the problem. Written warnings should be reviewed by the department's Human Resources Business Partner prior to being presented to the employee.

Suspension

Suspension (with or without pay) may be imposed when there is a need to remove the employee from the workplace while an investigation is conducted or to protect the health, safety, or welfare of others, or for failure to comply with mandatory Employee Health requirements..

Termination

Termination may be imposed when the problem is sufficiently severe or where other courses of action have been attempted or where there is no reasonable expectation of future improvement. However, it should be noted that termination may occur for reasons not related to disciplinary action as New York is an employment-at-will state. Prior to any termination, a supervisor must first review the termination with Human Resources.

The following examples illustrate situations that could result in immediate suspension or termination of employment; however, the list is not exhaustive and there are other circumstances not listed here that may result in immediate suspension and/or termination of employment. The list below is intended merely to provide guidance with respect to some of the forms of misconduct that may result in disciplinary action.

- Violation of the Highland Promise, Behaviors, and/or Values.
- Negligence, carelessness, rudeness, abuse, and/or inconsiderate treatment in care of patients.

- Inappropriate disclosure of confidential patient, employee or organization information.
- Falsifying records, reports or information of any kind.
- Displacing, tampering with or otherwise manipulating medications, supplies and other patient care equipment unless within the scope of practice or job requirements.
- Engaging in the unauthorized or inappropriate access or utilization of confidential or proprietary computer data.
- Excessive/repeat absenteeism or tardiness.
- Failure or refusal to perform assigned duties and/or infraction of work rules.
- Failure to complete mandatory requirements including, but not limited to: care Learning, departmental and health.
- Insubordination.
- Badging in or out for another employee or any other falsification of time records.
- Theft, misuse, or unauthorized possession of property belonging to hospital patients, visitors, or other employees.
- Illegal or unauthorized use or possession of a weapon on hospital premises.
- Soliciting tips from patients or visitors.
- Immoral, rude, indecent or disorderly conduct.
- Disruptive or harassing conduct, such as the use of or threat of violence, horseplay, practical jokes, physical abuse or unlawful discrimination.
- Willful or careless destruction, mishandling, alteration, defacing or waste of hospital equipment or property or of another employee's property.
- Gambling on hospital property during work hours.
- Inappropriately interfering with the work of another employee.
- Threatening, intimidating, or coercing another employee, a patient or a patient's family member
- Violence or threat of violence.
- Willful or careless violation of hospital safety, fire or security regulations.
- Sleeping, watching television, reading or loitering on duty.
- Abuse of sick leave or other time off privileges.
- Walking off the job or unauthorized absence from assigned work area.
- Repeated failure to report to work with photo ID.
- Repeated failure to badge in or out.
- Smoking on work time or in unauthorized area.
- Inappropriate use of the hospital's information resources and/or business equipment.

- Offensive use of abusive, indecent, foul, or vulgar speech.
- Violation of the hospital's prohibition of discrimination and harassment.
- Violation of the hospital's Alcohol and Drug Policy.
- Willfully ignoring hospital rules and regulations
- Dishonesty.
- Time reporting misrepresentations.
- Theft or inappropriate removal or possession of property.
- Unsatisfactory work performance that has no reasonable expectation of improving.
- Accessing pornography.
- Any conduct reasonably deemed by supervision to be detrimental to the hospital's interests
- Any grossly negligent or willful act that results in personal injury, property damage, or loss to the hospital.
- Criminal activity of any kind.

Neither the above list nor the hospital's decision to use or not to use progressive discipline in a particular case, as it sees fit, will alter the at-will nature of an employee's employment status.

Approval Signatures

Step Description	Approver	Date
Human Resources Policy Committee	Rebecca Jones	05/2023

Applicability

University of Rochester - Highland Hospital



Origination 08/1985
 Last Approved 12/2023
 Effective 12/2023
 Last Revised 12/2023
 Next Review 12/2026

Owner Rebecca Testa
 Policy Area Human Resources Policies
 Applicability University of Rochester - Highland Hospital

Termination of Employment, 124

POLICY:

Highland has established uniform procedures regarding the termination of employees to ensure: (1) The employee's rights and the best interest of the organization are fully protected; (2) Proper computation of final wages due, including any vacation accrual due; (3) Provision for the return and crediting of company property; and (4) Timely and orderly processing of personnel records.

I. VOLUNTARY RESIGNATION

- A. Appropriate prior notice in writing must be given to the Department Manager by employees resigning for personal reasons. Appropriate notice is generally considered to be equal to one year's vacation allotment. Reasons for voluntary resignation may include, but are not limited to:
 1. Personal Reasons
 2. Retirement
 3. Failure to report to work for three consecutive work days with no call to supervisor is voluntary.
 4. Failure to return from an approved leave of absence within designated period.
 5. Not working one shift within a department's specified time frames may be cause for termination at the discretion of the department manager.
- B. Procedure
 1. It is the Manager's responsibility to process the employee's resignation(date must be actual last day worked) in MyHR **prior** to the employee's resignation date. The employee's written resignation should

be uploaded into MyHR.

- a. Employees cannot end their employment with Highland Hospital by using vacation or sick time.
 - b. If the department requires replacement, the manager should follow the recruitment procedures for requisition approval and posting.
2. The employee will receive any worked hours in the regular pay date following their date of termination. If applicable, vacation payment due to termination will be made in the next regular scheduled payroll check run, following the completion of the termination process in MyHR.

II. REDUCTION OF WORKFORCE DISMISSAL:

- A. This type of termination is generally considered to be applied in cases involving circumstances beyond the control of the employee (Reference Layoff and Recall Policy #127).
 1. Specific reasons for dismissal include, but are not limited to:
 - a. Reduction in work force.
 - b. Discontinuance of department, service or specific position.
 2. In all dismissal cases, every effort will be made to relocate the employee into an appropriate available position. If this is not possible, the employee maybe given two weeks notice prior to the position ending. If it is determined to be in the best interest of Highland, the Department Manager may recommend that the employee does not work out the remaining notice period. In cases where this takes place the employee may be paid the remaining notice period in lieu of notice.
 3. All proposed dismissals must be reviewed by Human Resources prior to any action being taken.

III. INVOLUNTARY TERMINATION:

- A. This type of termination is applied in circumstances that are within the control of the employee.
 1. Work rules: Every employee is expected to observe certain rules of conduct in dealing with fellow employees, management and with patients. Failure to do so may result in immediate termination. Specific reasons for discharge include, but are not limited to:
 - Violation of the Promise Standards, Behaviors, and/or Values
 - Violation of HIPAA
 - Negligence, carelessness, rudeness, abuse, and/or inconsiderate treatment in care of patients
 - Inappropriate disclosure of confidential patient, employee or organization information
 - Falsifying records, reports or information of any kind

- Engaging in the unauthorized or inappropriate access or utilization of confidential or proprietary computer data
- Excessive/repeat absenteeism or tardiness; failure to report unexcused absences to supervisor and/or unexcused absence, or three occurrences over the course of employment may be considered
- Failure or refusal to perform assigned duties and/or infraction of work rules
- Failure to complete mandatory requirements including, but not limited to: careLearning, departmental and health.
- Insubordination
- Badging in or out for another employee or any other falsification of time records
- Theft, misuse, or unauthorized possession of property belonging to hospital patients, visitors, or other employees
- Illegal or unauthorized use or possession of a weapon on hospital premises
- Soliciting tips from patients or visitors
- Immoral, rude, indecent or disorderly conduct
- Disruptive or harassing conduct, such as the use of or threat of violence, horseplay, practical jokes, physical abuse or unlawful discrimination
- Willful or careless destruction, mishandling, alteration, defacing or waste of hospital equipment or property or of another employee's property
- Gambling on hospital property during work hours
- Inappropriately interfering with the work of another employee
- Threatening, intimidating, or coercing another employee, a patient or a patient's family member
- Violence or threat of violence
- Willful or careless violation of hospital safety, fire or security regulations
- Sleeping, watching television, reading or loitering on duty
- Abuse of sick leave or other time off privileges
- Walking off the job or unauthorized absence from assigned work area
- Repeated failure to report to work with photo ID
- Repeated failure to badge in or out
- Smoking on work time or in unauthorized area

- Inappropriate use of the hospital's information resources and/or business equipment
 - Offensive use of abusive, indecent, foul, or vulgar speech
 - Violation of the hospital's prohibition of discrimination and harassment
 - Violation of the hospital's Alcohol and Drug Policy
 - Willfully ignoring hospital rules and regulations
 - Dishonesty
 - Time reporting misrepresentations
 - Theft or inappropriate removal or possession of property
 - Unsatisfactory work performance that has no reasonable expectation of improving
 - Accessing pornography
 - Any conduct reasonably deemed by supervision to be detrimental to the hospital's interests
 - Any grossly negligent or willful act that results in personal injury, property damage, or loss to the hospital
 - Criminal activity of any kind
2. The discharge of an employee should be reviewed with department's Human Resources Business Partner (or designee) before any action taken. Immediate suspension of the employee from duty may be taken by a Department Manager or Supervisor when further investigation is needed.
 3. The employee is to be presented with a copy of a full statement of cause that must be signed by the Department Manager or Supervisor.
 - a. The employee must be asked to sign and be allowed to make comments; if he/she refuses, the manager should indicate, "refused to sign".
 4. Unless otherwise instructed, it is the manager's responsibility to process the employee's termination in MyHR. The employee's termination document must be uploaded in MyHR. Timely submission is expected.
 5. The final paycheck will be issued to employees discharged at the time of the next regular paycheck. Only employees who voluntarily resign, who are out on an approved leave of absence and Highland can no longer continue to hold a position or are dismissed, as stated in Section II-A, will receive their vacation payout. Those employees who were terminated involuntarily and employees who resign in lieu of termination are not entitled to receive their vacation payout.

IV. RETURN OF HIGHLAND PROPERTY

- A. All Highland property (i.e., photo ID, pagers and other electronic devices, uniforms,

keys, ramp garage card, etc.) must be returned to the appropriate source on the employee's last day of work.

V. **EXIT INTERVIEW**

- A. Exit Interviews will be conducted online for employees who terminate employment voluntarily. In-person exit interviews will be conducted by a Human Resources Business Partner when requested or as deemed necessary.
- B. Exit interviews will not be scheduled for involuntarily terminated employees except at the discretion of the Human Resources Department.

VI. **PRESENCE ON HOSPITAL GROUNDS**

Former employees should be present on hospital grounds only when seeking medical attention, visiting a registered patient, or when needing to conduct business with the hospital.

Approval Signatures

Step Description	Approver	Date
Human Resources Policy Committee	Rebecca Jones	12/2023
Applicability		
University of Rochester - Highland Hospital		



Origination 12/2019
 Last Approved 11/2023
 Effective 11/2023
 Last Revised 11/2023
 Next Review 11/2026

Owner Jeff Huntress
 Policy Area HH Pharmacy Policies
 Applicability University of Rochester - Highland Hospital

Personnel: Travel and CE Reimbursement

Policy:

Travel to and participation at scientific and professional meetings is an important component of staff development, and is also recognized as being important for the growth and recognition of the department regionally and nationally. However, there are also finite resources available to support the cost of travel and meeting participation. The purpose of this policy is to define criteria for approval of travel and meeting attendance, define allowable costs, and establish a process of equity and fairness concerning meeting participation by members of the department. All departmental travel will conform to the [Highland Hospital policy on Meetings and Seminars](#) with the contents of this policy to be considered department-specific clarifications or restrictions.

All requests for travel and meeting attendance should be made using the [Travel/Conference Approval Request Form](#), which may be found on the Accounts Payable Intranet Forms Page and must include documentation of the purpose of meeting attendance consistent with the criteria for approval listed below. All requests for travel and meeting attendance must be approved by the Director of Pharmacy Operations or Director of Clinical Pharmacy Services. Approval of all travel and meeting attendance is at the discretion of the Director(s), and is contingent upon budgeted travel funds being available.

Travel and Conference Budget Planning

Prior to the start of the new fiscal year, senior leadership for the department will meet to plan and establish a budget for travel and conferences for the coming year. This budget will be based upon specific advance travel requests from staff, anticipated travel for trainees, and other departmental priorities for training, education, recruitment and presentation. In January of each year, this group will readdress the travel plans and budget for the balance of the fiscal year to consider changes in departmental needs or funding availability.

Criteria for Approval

The purpose for meeting attendance that meets one or more of the following criteria will be given priority for approval:

- **Recruiting.** Active involvement in resident or staff recruiting activities as a primary component of the purpose for meeting attendance are consistent with departmental mission and will be given high priority.
- **Presentation.** Presentation of original research or invited presentations due to recognized expertise of a staff member contribute to the recognition goals of the department and will be given high priority.
 - Abstract accepted for poster or platform presentation.
 - Invited presentation or moderation at a meeting symposium or session.
- **Organizational Business.** Serving as a board member, officer, delegate or committee chair where attendance at the meeting is expected in order to conduct the business of the professional organization.
- **Continuing Education.** Attendance at local or regional meetings with minimal travel expenses will be considered for approval, however national meetings or regional meetings with significant expenses for the primary purpose of obtaining CE will be given a low priority for approval.

Post-Conference Departmental Expectations

At the discretion of the Directors of Pharmacy, upon return from the event, attendees may be expected to prepare and present a summary of covered topics and knowledge gained during the conference. This will be scheduled within a reasonable timeframe following the conference.

Reimbursement Guidelines

Reimbursement of conference expenses will be limited to those reasonable, necessary, approved expenses which are to be reported on the [Travel/Conference Expense Reimbursement Form](#), found on the Accounts Payable Intranet Forms Page with supporting original receipts or documentation of payment. To assure efficient use of resources available to support staff travel and meeting attendance the following guidelines will be used to grant final approval of expenses.

Airline Travel: Airline travel must be approved in advance of the meeting. Flights booked independent of approval may not be reimbursed in full, and is at the discretion of department administration.

Automobile Travel. Automobile travel beyond 50 miles round trip will be reimbursed utilizing the current federal mileage rate pursuant to Highland Hospital Department of Finance policy. Local travel for CE or local programs will not be reimbursed.

Meeting Registration. Meeting registration rates will be paid at the member rate. Reimbursement at a nonmember rate must be approved in advance.

Hotel Accommodations. Hotel costs will be reimbursed at the convention or meeting rate based upon double occupancy. Reimbursement at the single occupancy rate or at alternative hotel sites must be approved prior to attending the meeting.

Meals. The cost of meals will be considered reasonable and will be reimbursed based upon a maximum per diem rate of \$35.00/day according to [Highland Hospital Policy for Meetings and Seminars](#). Meal expenses exceeding the per diem rate are the responsibility of the staff member. Notations should include the names and organizations of persons whose meals or beverages are being claimed for reimbursement.

Ground Transportation/Parking. All reasonable costs for ground transportation and parking will be reimbursed per receipt. Car rental expenses must be approved in advance of the meeting.

Reimbursement Cap. It is expected that staff will be taking all reasonable measures to keep the cost of travel and meeting participation at a reasonable level. Due to limited resources to support travel and a large number of staff eligible for travel, a maximum of \$2500 will be allocated for an individual meeting expense. This maximum must include all costs associated with the meeting including registration, travel, accommodations and food. Exceptions to this maximum reimbursable cost must be reviewed and approved in advance of the meeting.

Attachments

[travel-conference-education-expense-reimbursement-calc.doc](#)

[travelconferenceeducationapprovalrequestcalc.doc](#)

Approval Signatures

Step Description	Approver	Date
Pharmacy	Chris Dailey	11/2023
Pharmacy	Jeff Huntress	11/2023

Applicability

University of Rochester - Highland Hospital



Origination 04/2020
Last Approved 01/2025
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Next Review 01/2028

Owner Michelle Oipari
Policy Area HH Pharmacy Residency Program
Applicability University of Rochester - Highland Hospital

Appointment or Re-Appointment of PGY1 Pharmacy Residency Program Preceptors

Policy:

The following policy outlines a formal process by which appointment or re-appointment is made for PGY1 residency program preceptors and by which appointment is made for the Residency and Student Advisory Committee (RAC).

Definitions:

Preceptor-in-Training - Any pharmacist who **DOES NOT** meet the definition of a preceptor as defined below.

PGY1 Preceptor - Any pharmacist who has an up-to-date and completed Preceptor Academic and Professional Record (PAPR) form on file with the department, meets criteria outlined in Standard 4 of the ASHP Accreditation Standard for Postgraduate Pharmacy Residency, and approved by the Residency Program Director (RPD).

Residency Advisory Committee (RAC) - Provides oversight for the Highland Hospital PGY1 residency program, contributes to resident progress, and ensures continuous program improvement, development, and perpetual compliance with the American Society of Health System Pharmacists (ASHP) accreditation standards. It is composed of a group of clinical, operational, and administrative preceptors for the PGY1 residency program. In addition to discussions held at each RAC meeting throughout the year, the RAC will hold an annual retreat or meetings prior to the conclusion of each residency year to discuss areas of program strength, opportunities for improvement, and strategies to improve the residency program. Residents will participate in these end of year meetings in order to provide their

feedback and input.

Procedures:

Appointment of preceptors:

- Pharmacist to submit completed PAPR form electronically through PharmAcademic for RPD to confirm eligibility. Preceptors are expected to meet all parts of the APR, including standard 4.3d (if RPD)/Standard 4.6c (if Preceptor) - role models ongoing professional engagement.
 - If a Highland-based resident completes an elective at another affiliate, including Strong Memorial Hospital, those elective preceptors must be qualified according to their respective residency program.
- RPD will meet with the individual to discuss and review the overall purpose and structure of the residency program, determine the individual's willingness and interest in serving as a residency preceptor, and provide an orientation to PharmAcademic (Refer to **ADDENDUM A** for the Initial Residency Preceptor Overview Checklist).
- Completed PAPR form to be reviewed by RAC and vote to instate as full preceptor with final approval by the RPD.
- For those pharmacists who do not meet the qualifications for residency preceptors according to Section 4.6 of the [Guidance Document for the ASHP Accreditation Standard for Postgraduate Year One \(PGY1\) Pharmacy Residency Programs](#), refer to procedure in the [Residency Preceptor in Training Policy](#)

Re-appointment of preceptors:

- RPD to review and co-sign all submitted learning experience evaluations by the preceptor and resident evaluations of the preceptor. During this review, if any preceptor deficiencies are identified, this will warrant a meeting with the RPD and preceptor for further discussion and a subsequent development plan put into place if necessary.
- The RPD (Director of Clinical Pharmacy Services) will discuss with each preceptor during their annual performance evaluation the number of residents precepted over that past year, feedback provided by residents, compliance with meeting preceptor education requirements and qualifications, and any other activities of the preceptor relative to the residency program. Please refer to the [Preceptor Development Plan policy](#) for additional information on the assessment of preceptor skills. All of these issues will contribute to consideration for preceptor re-appointment.
- Fully instated preceptors are expected to be compliant with the institution's standards according to the [Preceptor Requirements, Expectations and Development Policy](#).
- Preceptors are expected to review/update their PAPR electronically via PharmAcademic annually to ensure compliance on a yearly basis. Annual review by the preceptor should be done no later than the preceptor's annual performance evaluation date. If found non-compliant

during an annual review, a plan to meet compliance will be discussed with the RPD at the time of their annual performance evaluation or another specified time.

- Preceptor PAPR forms to be formally reviewed every 3 years by RPD or designee to confirm preceptor qualifications according to Section 4.6 of the [Guidance Document for the ASHP Accreditation Standard for Postgraduate Year One \(PGY1\) Pharmacy Residency Programs](#).
- For those pharmacists once instated as a full preceptor, however upon review of PAPR form, it is determined no longer meet qualifications according to Section 4.6 of the [Guidance Document for the ASHP Accreditation Standard for Postgraduate Year One \(PGY1\) Pharmacy Residency Programs](#), the RPD will meet with the preceptor to discuss areas of deficiency and collaboratively develop a plan to meet criteria.
 - The RPD and pharmacist will meet no later than 3 months from the date that a development plan was put into place to re-assess qualifications and develop a further plan if necessary. If it is determined that the pharmacist is eligible for preceptor, repeat procedure above for the appointment of preceptors.

Appointment of RAC members:

Implementation:

- The RAC is chaired by the RPD.
- Meeting minutes to be maintained by the Residency Coordinator or other designee.
- Appointment is made by the RPD and includes all PGY1 residency program preceptors, as approved by the RPD and who meet the requirements outlined in Standard 4 of the ASHP Accreditation Standard for Postgraduate Pharmacy Residency. Preceptors-in-training also qualify for membership. Refer to the [Highland Hospital Residency Preceptor in Training Policy](#) for further preceptor-in-training requirements.
- The pharmacy residents may be periodically asked to attend to provide updates to the Committee.
- An up-to-date email distribution list to be kept as a roster of current RAC members.

ADDENDUM A

Initial Residency Preceptor Overview Checklist

- Coordinator/RPD To Do Checklist For New Resident Preceptors
 - Add preceptor in as a preceptor in PharmAcademic and update preceptor list for their respective Learning Experience
 - Create bio and upload photo for website
 - Add preceptor to the Residency Program Handbook listed under Highland Hospital Residency Program Faculty and Contact Information

- Department secretary to add preceptor to email distribution lists (Pharmacy HH RAC and Pharmacy HH Residency Preceptors) and ensure preceptor is sent RAC calendar invites
- Add preceptor to the Preceptor Development Topic Assignment Excel file located on URM Box
- Send preceptor Achieve instructions for uploading preceptor development topics & instructions for preceptor development topics
- Set up a learning experience for them with the resident if possible for current year or next year

Initial Meeting With Resident Preceptor Checklist:

- Handbook Review
 - Overview of Purpose Statement and structure of the program
 - Review definitions of evaluation rating scales – NI for example, needs to have a plan for improvement documented if you are selecting this
 - Brief review of the entire handbook, including licensure requirements and requirements for successful completion of the residency program
 - RPD/Coordinator yearly review for updates – handbook available on ShareDrive and on [Highland Hospital Pharmacy Residency Internet Website](#).
- Review all current residency program guidelines published on PolicySTAT
- PharmAcademic Overview
 - Review Academic and Professional Record (APR) tab for maintaining APR electronically
 - Expectation is to meet with resident right in the beginning of rotation to go over the learning experience including the objectives taught and evaluated
 - Review all tabs of their Learning Experience(s) including, Overview, Learning Objectives, Activities, and Evaluations for their Learning Experience
 - Evaluations
 - Expectation is to include strengths and improvements and a specific plan for how to improve
- Review “Provide Feedback To Resident” functionality
 - Examples include journal clubs, presentations, and any assignments ect.
- Review rotation hand-off process (if applicable)

- Preceptor role examples (instruction, modeling, coaching, facilitating)
- RAC Overview
 - Student and resident preceptors attend
 - Time of meeting/frequency
 - Review preceptor development requirements – complete at least 5 per year and add to Achieve/Pharmacist Addendum for yearly tracking
- ShareDrive Review
 - Master schedule
 - Resident Folder (“Binders”)
 - RAC Info folder
 - Meeting minutes
 - Preceptor development

Approval Signatures

Step Description

Approver

Date

Pharmacy

Jeff Huntress

01/2025

Residency Program
Coordinator

Michelle Opipari

01/2025

Applicability

University of Rochester - Highland Hospital



Origination 10/2020
Last Approved 01/2025
Effective 01/2025
Last Revised 01/2025
Next Review 01/2028

Owner Michelle Opirari
Policy Area HH Pharmacy Residency Program
Applicability University of Rochester - Highland Hospital

Highland Hospital's Process for the Selection and Evaluation of Resident Candidates

Policy:

The following procedures formalize a process by which pharmacy residency candidates will undergo an evaluation and selection process to obtain a PGY1 residency position at the institution.

Scope:

This policy applies to all interested residency candidates who wish to apply to the PGY1 residency program at Highland Hospital.

Implementation:

The Pharmacy Department will recruit based on an equal employment opportunity basis and be nondiscriminatory in nature. Parallel to Highland Hospital policies, the PGY1 residency program values diversity. The Pharmacy Department will participate in the following for recruitment efforts on an annual basis. These will serve as opportunities to promote our programs to potential candidates:

- Residency Showcase at the ASHP Midyear Clinical Meeting (pending available of funding for travel)
- Virtual Residency Informational Sessions and Showcases including but not limited to those advertised through ASHP and ACCP Residency Program Directories, Highland Hospital PGY1 Residency Program Internet Website and Social Media Platforms, and the New York State Council of Health-system Pharmacists
- Brochure advertisement sent to pharmacy schools identified based on a reference from the

[ASHP Diversity Resource Guide](#), targeting schools with a percent minority of >40%.

Necessary qualifications of the resident candidate:

- The candidate must have graduated or anticipated graduation from an ACPE-accredited Doctor of Pharmacy degree program.
- The candidate must be licensed in or eligible for pharmacist licensure in New York State.
- The candidate must be considered authorized to legally work in the United States for the duration of the residency program

The application process for resident candidates will include the following:

- Utilizing PhorCAS, the candidate must submit their application by the deadline assigned by the program
- Curriculum vitae
- Letter of intent
- Official university or college of pharmacy transcripts
- Three letters of recommendation utilizing the standardized PhorCAS format.
 - Note: If more than three letters are submitted, the RPD or designee will determine the three most relevant for official review/scoring.

Upon receipt and review of application materials, a panel consisting of the Residency Program Director (RPD), Coordinator, and residency preceptors will screen and evaluate candidates for an interview utilizing a program-specific applicant screening tool that is reviewed/updated annually and maintained on an internal Pharmacy ShareDrive. Each applicant will receive a total score for his/her application as well as an overall remark of either "Recommend Interview", "Recommend Further Review" or "Do Not Recommend Interview". All candidates are considered for an interview, with preference placed on those with the highest score and a consistent overall remark of either "Recommend Interview" or "Recommend Further Review". The number of applicants selected for an interview will vary each year depending on the number of positions available and applications received, as determined by the RPD. Generally, no more than 8 candidates are interviewed per each open position. The RPD has final authority over the selection of those candidates for invited for interviews.

As part of the time slot interview confirmation, candidates are provided a link and encouraged to review the Highland Hospital PGY1 Pharmacy Residency Program Handbook available on our Internet website. The handbook includes the program's requirements for successful completion of the residency program and additional policies.

The RPD may approve the reimbursement of candidates invited to interview traveling from outside the region no more than the cost of one night hotel accommodations in order to facilitate participation if applicable.

The interview will primarily consist of the following:

- Interviewing with the RPD, Pharmacy Operations Director, Coordinator, residency preceptors, and current residents
- Providing a 15 minute PowerPoint-style presentation on a clinical topic of the candidate's

choosing (candidate will be informed of this at the time of the interview invitation)

- Reviewing a brief patient case and answer questions based on a few clinical scenarios
- An overview of the requirements for successful completion and expectations of the residency program will be provided to candidates invited to interview. This overview will include policies for professional, family, and sick leave and the consequences of such leave on the residents' ability to complete the program and for dismissal from the program.

Upon completion of all resident candidate interviews, the RPD, Coordinator or designee will summarize all evaluation forms received for each candidate. All evaluation tools are developed in and submitted via WebAdmit.

A meeting will be held for the RPD, Coordinator, residency preceptors, and current residents for the purpose of evaluating and ranking the candidates prior to the deadline for rank order list submission to the National Matching Service. Interview evaluation form summaries will be reviewed and the group will discuss their observations and assessment of each candidate. The residency program will participate in the ASHP Resident Matching Program, and after a consensus is reached within the group, the rank list will be entered with the National Matching Service by the RPD. The RPD has final authority over the order of the rank list. Candidate selection/ranking procedures will strictly abide by the rules outlined by the [Rules for the ASHP Pharmacy Residency Matching Program](#).

After obtaining the Match results, the residents will be contacted by the RPD as soon as possible. Residents will be asked to sign a written statement formally accepting the position within 30 days of the Match results release date.

In the case of a program not matching a resident, the program may enter Phase II of the Match. Applicants who did not obtain a position in Phase I of the Match will undergo a similar screening and interview process as outlined above during Phase II of the Match. Alternatively, the interview and selection process may be modified at the discretion of the RPD, Coordinator and residency preceptors during Phase II as warranted based on the needs of the program. In the case of a candidate not being able to attend their scheduled interview due to reasons out of the candidate's control (i.e. travel issues), it will be at the discretion of the RPD whether or not to offer an alternative interview time in lieu of time constraints, consideration of other applicants available for interview, and organizational resources.

Upon release of the Phase II Match results, the resident will be asked to sign a written statement formally accepting the position within 30 days of the Phase II Match results release date.

In the case of a program not matching a resident after Phase II of the Match, the program may enter a Post-Match Process or otherwise may be referred to a Post-Match Scramble in accordance with ASHP Match Rules. These applicants within the Post-Match or Post-Match Scramble will undergo a similar screening and interview process as outlined above. Alternatively, the interview and selection process may be modified at the discretion of the RPD and preceptors based on the needs of the program. In the case of a candidate not being able to attend their scheduled interview due to reasons out of the candidate's control (i.e. travel issues), it will be at the discretion of the RPD whether or not to offer an alternative interview time in lieu of time constraints, consideration of other applicants available for interview, and organizational resources.

Following interviews during the Post-Match Process, a written offer will be sent to residents directly by

the RPD. The resident will be asked to sign a written statement formally accepting the position within 30 days of the position offer or by the residency start date, whichever is sooner.

Approval:

Highland Hospital Resident and Student Advisory Committee

Approval Signatures

Step Description	Approver	Date
Pharmacy	Jeff Huntress	01/2025
Residency Program Coordinator	Michelle Opipari	12/2024

Applicability

University of Rochester - Highland Hospital



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 Effective 01/2025
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 Next Review 01/2028

Owner Michelle Opipari
 Policy Area HH Pharmacy Residency Program
 Applicability University of Rochester - Highland Hospital

PGY2 Early Commitment Policy

There are multiple PGY2 Pharmacy Residency Programs established within the University of Rochester Medical Center/ Strong Memorial Hospital. The Highland Hospital PGY1 residency program collaborates with the Strong Memorial residency programs in multiple settings throughout the residency year including but not limited to ACLS training, research programs, presentations of conferences and CE programs, and several other aspects of orientation training. The Highland Hospital PGY1 Residency Program Director and Coordinator are members of the URMH Residency Directors and Coordinators group which meets routinely throughout the year.

Due to Highland Hospital's affiliation with URMH/Strong Memorial Hospital, Highland Hospital's PGY1 Pharmacy residents may be eligible for early commitment to no more than one of the PGY2 Pharmacy Residency Programs. A complete listing of PGY2 Pharmacy Residency Programs can be found on the [University of Rochester Medical Center Department of Pharmacy Residency Programs](http://urmc-hh.policystat.com/policy/17252851/) website.

Highland PGY1 resident candidates and residents will be informed of the early commitment opportunities and policies each year during the residency interviews, following the match, and at orientation.

Criteria to be met for eligibility:

- The resident must be in good standing to successfully complete their PGY1 residency program requirements.

- The resident should schedule a meeting with the PGY2 Residency Program Director as soon as possible and no later than October 10th to discuss their interest and learn more about the program.
- The resident must submit a letter of intent and curriculum vitae to the PGY2 RPD by November 1st.
- As schedule/availability allows, it will be the goal, although not required, to have the resident complete at least one elective rotation in the PGY2 area of interest prior to the interview.
- The interview process will occur in November (prior to the ASHP Midyear Clinical Meeting) and include interviewing with the PGY2 RPD, PGY2 Coordinator, core preceptors, and currently PGY2 resident(s) in the specific program.
- The resident must meet all requirements of the PGY2 program for early commitment in order to be eligible for consideration. PGY2 Residency Program Directors or Coordinators can be contacted at any time for detailed requirements.
- After all early commitment interviews are completed by the PGY2 program, those that interviewed candidates will meet to discuss each candidate and interview evaluations. The PGY2 RPD will inform the candidate of their decision prior to the ASHP Midyear and Clinical Meeting and National Matching Service deadline for participating residency programs (early December).

If an offer is made, a letter confirming the offer will be provided and both the early commitment PGY1 and PGY2 RPD will follow the steps outlined here: [ASHP Match - Early Commitment](#) that commits the PGY2 position to the PGY1 resident. This will remove the position from the formal ASHP matching process in March. The resident will transition into the PGY2 residency position following completion of the PGY1 residency.

Decisions to not offer a PGY1 candidate a PGY2 position during the early commitment process does not preclude the resident(s) from applying for the same position during the ASHP PGY2 residency Match process.

Approval Signatures

Step Description	Approver	Date
Pharmacy	Jeff Huntress	01/2025

Applicability

University of Rochester - Highland Hospital

COPY



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Next Review 01/2028

Owner Michelle Opipari
Policy Area HH Pharmacy Residency Program
Applicability University of Rochester - Highland Hospital

Preceptor Requirements, Expectations and Development

Policy

The following policy outlines requirements, expectations and development for PGY1 residency program preceptors at the institution.

Scope

This policy applies to all PGY1 residency program preceptors at Highland Hospital.

Preceptor Requirements

Refer to the [Appointment or Re-Appointment of PGY1 Pharmacy Residency Program Preceptors](#) policy for preceptor requirements.

Preceptor Expectations

- Preceptors must create and maintain a description of their learning experience (LE) with a list of activities to be performed by residents in the learning experience that correlate with the goals and objectives of the LE.
- Preceptors must be committed to devoting the time necessary to provide a quality educational experience for the resident.
- Preceptors must follow the residency program's assessment strategies:
 - Preceptors must review the LE descriptions and expectations with the resident on or before the first day of the LE.
 - Preceptors must provide regular constructive feedback to residents that includes

specific examples as to how they can improve.

- Timely completion of LE evaluations either prior to the end or no later than 7 days after the end of the LE.
 - Preceptors must have verbal discussion with the resident to review the LE evaluation and their progress toward achievement of assigned educational goals and objectives.
- Preceptors should use the four preceptor roles (direct instruction, modeling, coaching, and facilitation) as appropriate.
 - Preceptors should attend the monthly Highland Hospital Resident and Student Advisory Committee (RAC) meetings.
 - Preceptors should contribute to the educational environment of the Pharmacy Department; this should include instruction and lectures during resident rotations as well as attendance at resident journal clubs and presentations.
 - Preceptors interested in precepting resident research projects should have adequate experience in research as determined by the RPD and complete/maintain [CITI training](#). The preceptor will be responsible for guiding the residents in all phases of the research project (e.g. study concept, study proposal, IRB approval, data collection, data analysis, project presentation, and manuscript preparation).

Preceptor Development Plan

Assessment of needs

- Distribute a biannual needs assessment survey to all preceptors.
- An annual group plan for improvement will be developed based on identified needs according to the biannual needs assessment survey, the annual Highland Hospital residency retreat with residents, and during individual annual preceptor performance evaluations.

Schedule of activities to address identified needs

- A portion of the monthly RAC meeting will be dedicated to preceptor development initiatives.
- Preceptors are required to complete a minimum of 5 preceptor development activities per year. The preceptor development initiatives presented at RAC meetings can count towards this number. It is expected that preceptors document their preceptor development activities on Achieve as part of their portfolio.

Review of effectiveness of development plan

- Yearly, as a component of each preceptor's annual performance evaluation, all resident preceptor and learning experience evaluations completed for their specific learning experience(s) will be reviewed. Plans for further improvement will be made based on this review.
- Include this as a yearly topic of discussion at the annual Highland Hospital Preceptor Retreat.
- Each preceptor's Achieve transcript will be reviewed during their annual performance evaluation to confirm completion of a minimum of 5 preceptor development activities per year.

Approval History

April 2024 Highland Hospital Resident and Student Advisory Committee

Approval Signatures

Step Description	Approver	Date
Pharmacy	Jeff Huntress	01/2025

Applicability

University of Rochester - Highland Hospital

COPY



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Owner Michelle Opipari
Policy Area HH Pharmacy Residency Program
Applicability University of Rochester - Highland Hospital

Residency Preceptor in Training

Purpose:

The purpose of this document is to define the process and parameters for the minimum necessary requirements to transition from a Preceptor in-Training to a preceptor.

Scope

This document applies to all full and part time staff who will precept a pharmacy resident.

Exceptions

No Exceptions

Procedure:

1. Pharmacists new to residency precepting who do not meet the qualifications for residency preceptors according to Section 4.6 of the Guidance Document for the ASHP Accreditation Standard for Postgraduate Year One (PGY1) Pharmacy Residency Programs must:
 - a. Establish a mentor who is a qualified preceptor
 - b. Have a documented preceptor development plan to meet the qualification for becoming a residency preceptor within two years (Refer to attachment)
 - i. The preceptor development plan will be saved on the Residency Share drive for review
 - c. Complete an electronic Preceptor Academic and Professional Record (PAPR) form within PharmAcademic and update as required

- d. Assign learning experiences for the Preceptor-in-Training within Pharmacademic. It is expected that learning experience evaluations are reviewed with the mentor
- 2. The Preceptor-in-Training and their mentor will contact the chair of the Resident & Student Advisory Committee (RAC) once the Preceptor-in-Training meets criteria for a residency preceptor.
 - a. The RAC will review the Preceptor-in-Training's preceptor development plan and PAPR form
 - i. If incomplete the RAC will provide the Preceptor-in-Training and their mentor with feedback
 - ii. If complete the RAC will vote to instate the Preceptor-in-Training as a full preceptor
- 3. Preceptors are required to maintain a complete and up-to-date PAPR form and provide it as requested by the RAC

Resources:

[ASHP Accreditation Standard for PGY1 Pharmacy Residency Programs](#)

Attachments

[📎 2022 Preceptor-in-Training Development Plan Template.docx](#)

Approval Signatures

Step Description	Approver	Date
Pharmacy	Jeff Huntress	01/2025

Applicability

University of Rochester - Highland Hospital