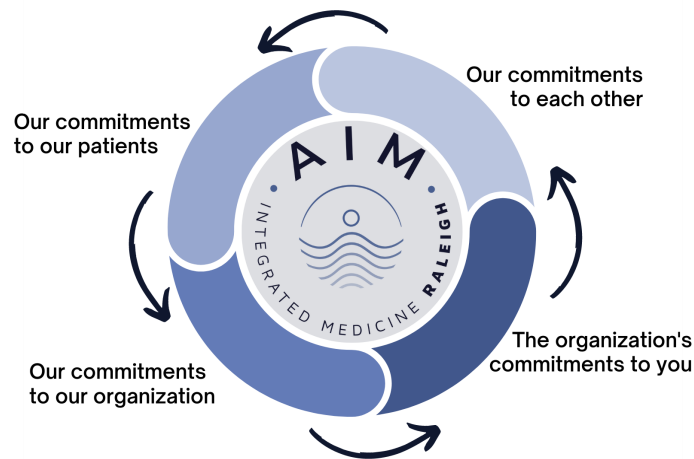


Provider Agreements Template

Advaita Core Value: “Transparency: Vulnerable, honest interactions build trust. We communicate with radical candor.” We must be honest with ourselves and others about what we can and can’t do. If we make agreements, we’ve got to uphold them—the system depends on it. When we don’t keep our agreements, it creates more work, stress, and anxiety for others.



The goal of having agreements isn’t to create an uptight culture or to run people ragged. The goal is to have YOU and everyone else feel good about the role they play in the organization. If you have a clear understanding of what is expected of you, then you easily know when you are “doing a good job”. You can walk away from your work at the end of the day knowing that you upheld your agreements to your team, your patients, the organization as a whole, and yourself.

Within clear, structured agreements, you find satisfaction with your work.

Upholding agreements applies to all of us, and to our organization as a whole. For example, we’ll never ask you to do less than 30-minute appointments, and in return, you have to work with our admin team to ensure you’re hitting the required number of clinical hours.

Provider Name:

Role:

Weekly Schedule: TBD

Type of Patients: TBD

Exclusions: TBD

Patient-Facing Hours Per 40-Hour Week: leave blank

Admin Hours Per 40-Hour Week: leave blank

Intake Appointments: New intakes will be limited to two per day

Administrative time = approximately 20% of your patient-facing/clinical hours (for medical positions). Your administrative time is proportionate to your patient-facing hours. This is particularly critical when taking PTO.

Examples

Normal work week	32 patient hours + 8 admin hours = 40 hours
Half day off	30 patient hours + 6 admin hours + 4 hours PTO = 40 hours
1 day off	27 patient hours + 5 admin hours + 8 hours PTO = 40 hours
2 days off	20 patient hours + 4 admin hours + 16 hours PTO = 40 hours
3 days off	13.5 patient hours + 2.5 admin hours + 24 hours PTO = 40 hours
4 days off	6.5 patient hours + 1.5 admin hours + 32 hours PTO = 40 hours

If you took 1 day (8 hours) of PTO, and for the remainder of the week you spent 3 days patient-facing and spent 1 whole day for admin, you are not upholding your agreements to your patients or to your organization. By not taking admin hours that are proportionate to your patient-facing hours, you are limiting the number of patients that can receive care in a timely manner (Delaying some till other days).

Within your agreements to the organization and to team members, it is asked that you participate in regularly scheduled clinical meetings, team events, and other items as needed and within reason. These items are expected to be counted as part of your admin time, and not as clinical or patient-facing hours.

Performance + Productivity

If there are any issues regarding patient care agreements, the Company's process is to first have a conversation between the supervisee and supervisor, second to have a written counseling, and third to implement a performance improvement plan.