



ATTENDANCE AND DO NOT RETURN POLICY

Prepared By: Chelsea Williams	Title: Director of Credentialing & HR
Effective Date: January 1, 2020	Revision Dates: 9/3/2020, 1/10/2022

CANCELATION, NO-SHOW, INCOMPLETE SHIFTS

Dependability, punctuality, and a commitment to the job are essential. When you accept a shift, you are committing to follow through with showing up to the shift on time and to complete the entire shift.

We understand that emergencies happen, and you may need to cancel an accepted shift, in that situation please cancel the shift in the FleetNurse app by clicking the three dots in the top right-hand corner of an accept shift. If your shift was not on the FleetNurse mobile app please text the Scheduling department at **(832) 280-9363** immediately with the following information:

- Facility you accepted the shift at
- Date and time of the shift
- Reason for cancelation

Canceling a shift, being a no-show, and not completing a shift should only happen for an emergency. The following repercussions will occur for cancelations, no-shows, and not completing a shift:

No-show to an accepted shift without notifying FleetNurse	Account will be blocked immediately, and you will be notified via email
Leaving a shift prior to completion, walking off the job	Account will be blocked immediately, and you will be notified via email
Canceling an accepted shift with less than 12-hour notice of shift start time	First occurrence: warning Second occurrence: final warning Third occurrence: account will be blocked, and you will be notified via email

If you receive a Warning for an attendance violation you have the right to dispute the violation warning and have it removed from your FleetNurse attendance violation record. To do so, respond to the violation email you receive at the time of canceling the shift and provide a written response as to why you canceled the shift. You will be notified via email if the warning is removed from your attendance violation record.

DO NOT RETURN (DNR)

Facilities have the right to request a Do Not Return for either Clinical or Professional reasons. If a facility requests a DNR it is because there were areas of concern on their part based on performance or professionalism and the provider will no longer be eligible for shifts/work at that specific facility. The provider will be notified via email of any DNRs reported and that facility will be blocked on their profile in the FleetNurse mobile app.

FleetNurse reserves the right to Block the profile of any Independent Contractor based on the severity of DNR requests and number of facilities who have requested a DNR.