# Table of Contents

- HealthPort Contact Information .............................................................. 3
- Introduction ................................................................................................. 4
- About HealthPort ......................................................................................... 5
- HealthPort’s Vision, Mission and Values ..................................................... 6
- Our Organizational Structure ..................................................................... 7
- Our Organizational Chart ........................................................................... 8
- About the Associate Handbook .................................................................. 9
- Employment at Will & Open Door Policy ................................................... 11
- Policy Against Discrimination .................................................................... 12
- Genetic Information Nondiscrimination Act (GINA) Policy ....................... 14
- Policy Against Harassment ......................................................................... 15
- Policy on Protecting Confidential Information .......................................... 18
- HIPAA Compliance Policy .......................................................................... 19
- Company Information Security Data Exchange Policy ................................ 20
- Business Ethics and Conduct Policy ........................................................... 21
- Purchasing Policy ....................................................................................... 27
- Safety Policy ............................................................................................... 28
- Reporting a Work-Related Injury or Accident Policy .................................. 30
- Workplace Violence Prevention Policy ....................................................... 32
- Company Communications Policy ............................................................... 34
- Company Property and Privacy Issues Policy ............................................ 35
- Company Equipment and Communications Systems Policy ...................... 36
- Personal Appearance Policy ......................................................................... 39
- Tobacco-Free Policy ................................................................................... 42
- Driver Policy ................................................................................................ 44
- Visitors in the Workplace Policy .................................................................. 46
- Retention of Business Record Policy ........................................................... 47
- Recycling Policy .......................................................................................... 48
- Work Schedules and Attendance Policy ...................................................... 49
- Meal and Break Periods Policy ..................................................................... 52
- Discipline Policy .......................................................................................... 55
- Compensation Policy ................................................................................... 57
- Benefits Policy ............................................................................................. 61
- Family and Medical Leave Act Policy ......................................................... 66
- Other Types of Leave Policy ......................................................................... 70
- Employment Policy ....................................................................................... 75
- Training Policy ............................................................................................. 81
- Policies and Procedures are Subject to Change .......................................... 82
- Federal Government Posters ....................................................................... 83
- Equal Employment Opportunity .................................................................. 84
- Fair Labor Standards Act ............................................................................ 86
- Occupational Safety and Health Administration ......................................... 87
- Family Medical Leave Act ........................................................................... 88
- Uniformed Services Employment and Reemployment Rights Act ............ 89
- Employee Polygraph Protection Act ............................................................. 90
- eVerify Participation ..................................................................................... 91
- Right to Work ............................................................................................... 92
- HealthPort Associate Aware Line ............................................................... 93
- Appendix A ................................................................................................ 94
- Associate’s Receipt and Acknowledgement of Associate Handbook ............ 95
HealthPort Contact Information

Website Address:  www.HealthPort.com
Job Postings and Career Opportunities:  www.HealthPort.com/Careers

Company Headquarters:  925 North Point Parkway, Suite 350
                        Alpharetta, GA  30005

ROI Service Center:  120 Bluegrass Valley Parkway
                    Alpharetta, GA  30005

Main Phone:  800-367-1500 or 770-360-1700

Account Information:  770-754-6000

Associate Aware Line:  800-516-9921 *(to report discrimination, harassment, workplace safety concerns, illegal activities, unethical business conduct, or violations of HealthPort’s policies and procedures)*

Benefits:  800-778-6000 ext. 1; Benefits@HealthPort.com

Customer Care Line:  800-367-1500

Expense Reimbursement:  HPworks@HealthPort.com
                        770-360-1834 or 770-689-3307 (Travel Card)

HealthPort University (HPU)  www.CompanyCollege.com/HealthPort
                              800-778-6000

HR Data Changes:  HRDataChange@HealthPort.com
                  Fax:  866-371-1271

Human Resources:  800-778-6000; HR@HealthPort.com

IT Help Desk:  877-358-6939 ; HelpDesk@HealthPort.com
               *(support for laptops, scanners, printers, cell phones and other Company-owned equipment)*

Legal:  770-360-1727

Media Relations:  770-360-1723

Payroll:  800-778-6000 ext. 3; Payroll@HealthPort.com

Recruiting:  800-778-6000 ext. 2 ; Recruiting@HealthPort.com

Severe Weather Line:  770-360-1890 (Alpharetta, GA offices only)

Training:  800-778-6000 ext. 4; Training@HealthPort.com
Introduction

Welcome to HealthPort!

Whether you have recently joined HealthPort Technologies, LLC (“HealthPort” or the “Company”) or have been employed by HealthPort for many years, you are part of an organization that is the nation’s leading provider of innovative release of information technology and superior service.

As with any service industry, our employees are the most important resource to delivering our services with expertise and exceptional care. As such, HealthPort’s philosophy is to partner with its employees, and thus we refer to our employees as associates. As associates, you constantly contribute to our success by supporting the Company’s Vision, Mission and Values. Our hope is that you will find great satisfaction in doing so and take pride in your work here.

About this Handbook

The Associate Handbook provides general information on HealthPort’s policies and procedures. If a policy or procedure is unclear, please discuss the matter with your manager or Human Resources. All HealthPort associates are responsible for reading and understanding the Associate Handbook as well as adhering to all Company policies and procedures. In addition to clarifying responsibilities, we hope this Associate Handbook gives you an indication of HealthPort’s interest in the welfare of all who work at HealthPort.

If you are covered by the provisions of a valid collective bargaining agreement or employment contract, then the provisions of the collective bargaining agreement or employment contract in conflict with the policies listed in this Associate Handbook shall prevail.

The information included in our Associate Handbook may change from time to time. Every effort will be made to keep you informed through suitable lines of communication, including notices sent to you from Company headquarters, postings on Company bulletin boards, or other forms of communication.

Compensation and personal satisfaction gained from doing a job well are just a few of the reasons most people work. Most likely, many other factors count among your reasons for working including pleasant work relationships and working conditions, and career development opportunities. HealthPort is committed to doing its part to foster a satisfying work experience for you.

The entire management team extends its personal best wishes for your success and happiness at HealthPort.
About HealthPort

Our Beginning

HealthPort began its start as the pioneer of the release of information (ROI) industry in 1976. A general lack of in-house resources to manage the growing demand for protected health information prompted the idea of an outsourced solution that would hasten the transfer of medical records and positively impact patient care. Since then, over ten thousand healthcare facilities, including community health centers, physician practices, and hospitals, have realized the many benefits of partnering with HealthPort for their health information technology needs.

HealthPort Today

Today, HealthPort customers have access to a wide range of solutions and services designed to improve the business processes of healthcare and help connect the paper reality of today with the electronic health records of tomorrow including:

- Release of information technology and services, HealthPort ROI
- Electronic health record solution, HealthPort ChartSecure
- Onsite medical record conversion services
- Medical forms completion services
- Additional flexible release of information options

Currently, HealthPort serves over 13,500 healthcare facilities, which includes physician practices, and over 1/3 of the hospitals nationwide. In addition, HealthPort processes over 80,000 medical record requests per day which equals 4.3 million pages of Protected Health Information (PHI) per day and delivers over 60% of those requests electronically.

Our Clients

Currently, HealthPort serves over 13,500 healthcare facilities, which includes physician practices, and over 1/3 of the hospitals nationwide. In addition, HealthPort processes over 80,000 medical record requests per day which equals 4.3 million pages of Protected Health Information (PHI) per day and delivers over 60% of those requests electronically.
# HealthPort’s Vision, Mission and Values

## Overview
At HealthPort®, we believe our company's mission, vision and values are as important to our customers as they are to our associates. These company-wide initiatives give us a foundation for serving our customers in the best way possible. Every day, over 4,100 HealthPort associates across the country work hard towards supporting our vision, carrying out our mission and incorporating our values into the work they do.

## Our Vision
Provide innovative decision making analytics by revolutionizing the electronic connections between requester and provider for the exchange of medical information nationwide.

## Our Mission
Provide the most compliant and secure environment for the transfer of protected health information. Improve ROI workflow efficiency and streamline medical exchange information processes. Consolidate release and distribution management.

## Our Values
- **Honorable** – Acting with integrity, understanding that you are not only an ambassador for the Company, but also for yourself.
- **Proud** – Knowing that your best work makes a difference for the company you work for and the people and facilities you serve.
- **Passionate** – Desire and confidence to exceed expectations.
- **Dedicated** – Committed to your role and driven by success, always in search of a better way.
- **Adaptable** – Thriving in a changing environment, knowing that with change comes new opportunity and knowledge.
Our Organizational Structure

Overview
HealthPort currently is composed of the following areas of responsibility:

- Release of Information
- ChartSecure
- Processing Operations
- IT Development and Operations
- Sales Team
- Marketing and Company Strategy
- Operations Management
- Accounting and Finance
- Credit and Collections
- Human Resources
- Legal Department
- Executive Management

The Key to Member Satisfaction
Release of information is HealthPort’s core competency and flagship service established in 1976. Member and requester satisfaction hinges on our ability to provide superior service with state of the art technology. HealthPort’s ROI Specialists are the face of the organization and the key to establishing and maintaining satisfying customer relationships.

The transmission of digitally captured data to our ROI Processing Center, the security and confidentiality of data, and ultimate receipt of printed or electronic documents are all essential to maintaining and enhancing our reputation for high-quality service.
Our Organizational Chart

Support Services: ROI, ChartSecure, Processing Operations, Sales, IT, Marketing, Accounting, Finance, Credit & Collections, Customer Service, Human Resources, Legal, Executive Mgmt
About the Associate Handbook

Purpose

The purpose of this *Associate Handbook* is to inform our associates and explain the Company’s personnel policies, guidelines and certain procedures and expectations. HealthPort management cannot anticipate or answer every question regarding your employment. It is not intended to be comprehensive or to address all possible applications of, or exceptions to, the general policies and procedures of HealthPort. Rather, this *Associate Handbook* serves as a guide to our current policies and some important procedures.

This *Handbook* provides a summary of HealthPort’s policies and procedures as of April 2014 and supersedes all prior associate handbooks, manuals, and policies, whether written or oral. The content of this *Associate Handbook* should not be construed as a direct, implied, or inferred contract of employment and does not alter the at-will employment relationship.

Modifications and Amendments

HealthPort retains the exclusive right to unilaterally modify, rescind or amend the policies and procedures contained in this *Handbook* at any time, with or without your prior agreement and with or without notice. All statements and policies are subject to interpretations by HealthPort’s Chief Executive Officer, Legal and Human Resources. HealthPort’s policies and procedures will continually be refined to meet the needs of our business as it grows and changes. We welcome your suggestions.

State and Local Laws

HealthPort operates in multiple states and we have not listed every situation when state or local laws and regulations may differ from the policies listed in this *Handbook*. If there is a discrepancy between this *Handbook* and applicable law, the law will generally govern.

Continued on next page
About the Associate Handbook, Continued

Policies and Procedures on HealthPort University

Some of the policies and procedures described in this Handbook are covered in more detail in official policy documents which can be located on HealthPort University (HPU), our online learning center, or are available through your manager or Human Resources. You should refer to these documents for specific information since this Handbook only briefly summarizes those policies and procedures. Any and all policies, legal notices and applicable laws referred to in this Handbook that are made available to you on HPU are hereby incorporated by reference into this Handbook and made a part hereof as if the same were contained herein.

Questions

Instructions on how to access and use HPU were provided to you at the time of hire. Check with your manager or the Training Department at Training@HealthPort.com if you have any questions regarding access and use of HPU. If you have any questions concerning the applicability of a policy or procedure, the information covered in this Handbook, or any aspect of any policy or procedure not covered in this Handbook, please direct your specific questions to your manager or Human Resources.

HealthPort University can be located at: www.companycollege.com/HealthPort
Employment at Will & Open Door Policy

Employment at Will

Employment with HealthPort is at will, which means that either the associate or HealthPort may terminate employment with or without cause, with or without notice, at any time, for any reason not prohibited by law. HealthPort may change any of the terms and conditions of an associate’s employment at any time, in its sole discretion, except that the at-will nature of the employment relationship can only be modified by HealthPort’s Chief Executive Officer or Vice President of Human Resources, in writing, signed by both the Chief Executive Officer or Vice President of Human Resources and the associate.

Open Door Policy

HealthPort welcomes open communication between associates and management. You are encouraged to address questions about your work, the welfare of the Company, and actions that could affect your work environment or employment with the Company to your manager. HealthPort wants to be aware of your questions or concerns and would like to have the opportunity to respond.

Associates should feel free to raise questions or concerns with their managers. If a manager cannot adequately address a question or concern or if you are uncomfortable approaching your manager, you may contact Human Resources or a higher level of management. Of course, any perceived or possible violation of HealthPort’s policy Against Discrimination, policy Against Harassment, Safety policy, or any other Company policy or law should be reported promptly.

As a HealthPort associate, you have the opportunity to contribute to our future success and growth by making suggestions that will benefit HealthPort by solving problems, reducing costs, improving operations or procedures, enhancing service, eliminating waste, and making HealthPort a better and safer place to work. Helpful suggestions should be submitted to your management team or Human Resources.
Policy Against Discrimination

<table>
<thead>
<tr>
<th>Equal Employment Opportunity</th>
</tr>
</thead>
<tbody>
<tr>
<td>HealthPort is an equal opportunity employer. HealthPort provides equal employment opportunity to qualified persons without regard to race, color, religion, sex, sexual orientation, national origin, ancestry, disability, age, veteran’s or active military status, genetics, pregnancy, or other categories protected by applicable law. Our policy relates to all phases of employment including, but not limited to, recruitment, placement, accommodation, training, promotion, demotion, transfer, layoff, termination, rates of pay, associate benefits, and participation in all HealthPort-sponsored activities. Unlawful discrimination of associates or other individuals in the workplace or in other settings in which associates may find themselves in connection with their employment will not be tolerated by HealthPort.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>How to Request an Accommodation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reasonable accommodations are available during the hiring process. If an applicant needs assistance during the hiring process, the applicant should take the following steps: 1) inform HealthPort that an accommodation is needed during the hiring process; 2) if known, request the type of assistance needed to participate in the hiring process, and 3) if the type of assistance is unknown, request additional information about specific aspects of HealthPort’s hiring process to assist the applicant in determining the type of assistance that may be needed. Applicants requesting an accommodation can communicate with HealthPort in their cover letter with their Application for Employment, in a separate email to <a href="mailto:Recruiting@HealthPort.com">Recruiting@HealthPort.com</a>, or by calling HealthPort Recruiting at 1-800-778-6000.</td>
</tr>
</tbody>
</table>

| HealthPort invites any associate who requires an accommodation in order to perform a job function to inform Human Resources of the need for such accommodation and if known, the type of accommodation required. HealthPort will work with the individual to attempt to identify a reasonable accommodation that will not impose an undue hardship on the Company. |

Continued on next page
Policy Against Discrimination, Continued

Reporting Discrimination

HealthPort will not tolerate any form of discrimination and all associates are expected to fully cooperate in implementing this policy. HealthPort takes allegations of discrimination seriously and we will respond promptly to complaints. Where it is determined that inappropriate conduct has occurred, we will act swiftly to eliminate the conduct and impose any necessary corrective action, including disciplinary action.

If you believe that HealthPort’s policy prohibiting discrimination may have been violated, report the matter immediately to your manager or Human Resources or call HealthPort’s toll-free Associate Aware Line at 1-800-516-9921 so that we may promptly address and resolve any violations appropriately. In addition, you may contact the appropriate federal and/or state agency which handles discrimination matters (for further information, you may refer to the federal posters contained herein or your state’s laws on HPU (www.companycollege.com/healthport).
Genetic Information Nondiscrimination Act (GINA) Policy

Introduction
A federal law entitled the Genetic Information Nondiscrimination Act of 2008 (GINA) makes it illegal for an employer and health insurer to discriminate against employees or applicants based on genetic information. Under GINA, it is also illegal to harass a person because of his or her genetic information. Genetic information includes information about an individual’s genetic tests and the genetic tests of an individual’s family members, as well as an individual’s family medical history which includes information about any disease, disorder, or condition of an individual’s family members.

Policy
GINA prohibits employers and other entities covered by GINA Title II from requesting or requiring genetic information of an individual or family member of the individual, except as specifically allowed by this law. To comply with this law, we are asking that you not provide any genetic information when responding to any requests for medical information. ‘Genetic information’ as defined by GINA, includes an individual’s family medical history, the results of an individual's or family member's genetic tests, the fact that an individual or an individual's family member sought or received genetic services, and genetic information of a fetus carried by an individual or an individual's family member or an embryo lawfully held by an individual or family member receiving assistive reproductive services.

In compliance with GINA and similar state laws, HealthPort will not use genetic information for any decisions regarding terms of employment, including hiring, firing, or promotion decisions, regardless of when the information was obtained or collected. Under GINA, retaliation against an employee or applicant for filing a charge of discrimination, participating in a discrimination proceeding or otherwise opposing discrimination is illegal. HealthPort prohibits retaliation against any associate or other individual who has formally or informally complained about discrimination or harassment based on genetic information or who has cooperated with an investigation of discrimination or harassment complaint based on genetic information. Engaging in retaliatory conduct shall be grounds for disciplinary action, up to and including termination of employment.

The EEOC enforces Title II of GINA which deals with genetic discrimination in employment. If you believe that HealthPort’s policy prohibiting discrimination or harassment based upon genetic information may have been violated, you should follow the reporting procedures set forth above in the section on Reporting Discrimination or set forth in the following section on Reporting Harassment.
Policy Against Harassment

Introduction
HealthPort believes in respecting the dignity of every associate and expects every associate to show respect for all of our colleagues, members, vendors, and other parties who do business with HealthPort. Respectful, professional conduct furthers HealthPort's Mission, promotes productivity, minimizes disputes, and enhances our reputation. Accordingly, this policy forbids any unwelcome conduct that is based on an individual’s race, color, religion, gender, national origin, age, disability, veteran status, or any other protected status. This policy forbids any HealthPort associate, applicant, supervisor, manager, contractor, member, vendor or agent from harassing any HealthPort associate, applicant, supervisor, manager, contractor, member, vendor, agent or other party with whom HealthPort has a business relationship. HealthPort is committed to providing a work environment that is free from unlawful discrimination, including harassment that is based on any legally-protected status. HealthPort will not tolerate any form of harassment that violates this policy.

Prohibited Conduct
The conduct prohibited by this policy, whether verbal, physical, or visual, includes any discriminatory employment action and any unwelcome conduct that is inflicted upon someone because of that individual’s protected status. Among the types of unwelcome conduct prohibited by this policy are epithets, slurs, negative stereotyping, intimidating acts and the circulation or posting of written or graphic materials that show hostility toward individuals because of their protected status. Such conduct is prohibited in the workplace, even if the conduct is not sufficiently severe or pervasive to constitute unlawful harassment.

Sexual Harassment
Sexual harassment is a problem that deserves special mention. Harassing conduct based on gender often is sexual in nature, but sometimes it is not. This policy forbids harassment based on gender regardless of whether the offensive conduct is sexual in nature. Any unwelcome conduct based on gender is also forbidden by this policy regardless of whether the individual who engaged in harassment and the individual being harassed are of the same or are of different genders.

Unwelcome sexual advances, requests for sexual favors, and other verbal, physical or visual conduct based on sex constitute unlawful sexual harassment when: (1) submission to such conduct becomes an implicit or explicit term or condition of employment;
Policy Against Harassment, Continued

Sexual Harassment, continued

(2) submission to or rejection of the conduct is used as the basis for any employment decision; or (3) the conduct has the purpose or effect of unreasonably interfering with an individual’s work performance or creating an intimidating, hostile or offensive working environment.

HealthPort’s policy also forbids harassment based on gender regardless of whether it rises to the level of a legal violation. Examples of gender-based harassment forbidden by this policy include: (1) offensive sex-oriented verbal kidding, teasing or jokes; (2) repeated unwanted sexual flirtations, advances or propositions; (3) verbal abuse of a sexual nature; (4) graphic or degrading comments about an individual’s appearance or sexual activity; (5) offensive visual conduct, including leering, making sexual gestures, the display of offensive sexually suggestive objects or pictures, cartoons or posters; (6) unwelcome pressure for sexual activity; (7) offensively suggestive or obscene letters, notes or invitations; or (8) offensive physical contact such as patting, grabbing, pinching, or intentional brushing against another’s body.

Reporting Harassment

Our policy at HealthPort requires immediate reporting of violations of our harassment policy, suspected violations, or unwelcome conduct to HealthPort officials so that we may address and resolve any problems appropriately and in a timely manner.

Everyone at HealthPort can help assure that our workplace is free from prohibited discrimination or harassment. If you feel you have experienced, witnessed or been informed of any conduct that is inconsistent with HealthPort’s harassment policy, you are to immediately notify your manager or Human Resources, or call HealthPort’s toll-free Associate Aware Line at 1-800-516-9921. This policy does not require reporting conduct that violates this policy to any individual who is engaging in the objectionable conduct.

Possible harassment by others with whom HealthPort has a business relationship, including members and vendors, should also be reported as set forth above and as soon as possible so that appropriate action can be taken.

Investigation of Reported Violations of Discrimination or Harassment

When investigating reported violations of HealthPort’s discrimination or harassment policies and imposing any discipline, HealthPort will attempt to preserve confidentiality to the extent possible under the circumstances and will attempt to investigate any reported violations as thoroughly and as swiftly as possible.

Continued on next page
### Policy Against Harassment, Continued

#### Associate Responsibility
All HealthPort associates have a personal responsibility to conduct themselves in compliance with HealthPort’s discrimination and harassment policies and to report any observations of conduct inconsistent with these policies. The requirements of this policy apply to every associate employed by HealthPort. Each associate is expected to avoid any behavior or conduct that can reasonably be interpreted as prohibited discrimination or harassment.

If you have any questions regarding these policies, please speak with your manager or contact Human Resources. Any supervisor or manager who is aware of conduct inconsistent with this policy or who receives a report of such conduct is to report it immediately to Human Resources or to his or her manager who in turn is to notify Human Resources.

#### Mandatory Training on Discrimination or Harassment
Every associate at HealthPort is required to attend training in discrimination and harassment, including the prevention of sexual harassment in the workplace, in accordance with Company policy and applicable law. Supervisors and managers are required to complete additional training requirements in preventing sexual harassment in the workplace. Depending upon your job function, other mandatory training may be required. Refer to HPU (www.companycollege.com/healthport) or the Training Department for a list of required courses or ask your manager should you have any questions on required training.

#### Policy Against Retaliation
HealthPort prohibits retaliation against any associate or other individual who has formally or informally complained about discrimination or harassment or who has cooperated with an investigation of a discrimination or harassment complaint. HealthPort forbids any associate from treating another associate, former associate or applicant adversely for reporting discrimination or harassment, for assisting another associate or applicant in making a report, for cooperating in a discrimination or harassment investigation, or for filing an administrative claim with the EEOC or other federal, state or local governmental agency. All associates who experience or witness any conduct they believe to be retaliatory should immediately follow the reporting procedures stated above. Engaging in retaliatory conduct shall be grounds for discipline, up to and including termination of employment.
Policy on Protecting Confidential Information

Introduction

The protection of HealthPort’s confidential business information, proprietary information and trade secrets (collectively, “HealthPort Confidential Business Information”) is vital to the interests and success of HealthPort. HealthPort Confidential Business Information may include the following:

- Sales and profit data
- Marketing strategies
- New materials research
- Pending projects and proposals
- Product development materials
- Proprietary production processes
- Pricing lists
- Technological data and prototypes
- Facilities’ services, usage, and preferences
- Customer lists and billing records
- Strategic and business plans (for instance, possible mergers and acquisitions)

HealthPort’s Confidential Business Information must be held in strictest confidence by all associates and may not be disclosed to any person or utilized for any purpose whatsoever except as required by law or as required to perform job functions.

Policy

No associate is permitted to remove HealthPort Confidential Business Information from HealthPort’s premises unless approved by management.

Any violation of this policy shall be grounds for discipline, up to and including termination of employment. In addition, HealthPort reserves all of its legal rights and remedies with respect to HealthPort Confidential Business Information.

All associates are required to sign a non-disclosure agreement as a prerequisite of employment. Associates who have not signed such an agreement should notify their manager or Human Resources immediately.
## HIPAA Compliance Policy

### HIPAA Compliance
HealthPort complies with all federal, state, and local laws, including the Health Insurance Portability and Accountability Act (HIPAA) regulating the confidentiality and release of medical information and, therefore, takes reasonable precautions to protect Protected Health Information (PHI) from inappropriate disclosure.

### Confidentiality of Medical Records
All HealthPort associates have a responsibility to respect and maintain the confidentiality of PHI and other Personal Information (PI) regardless of its form (i.e., oral, written or electronic). This responsibility includes compliance with the electronic data interchange, security and privacy regulations and the use and disclosure of PHI, including adding [secure] to the subject line of all emails that contain PHI or other sensitive information to ensure encryption. No associate is permitted to remove any records from any work site except as expressly permitted by a facility or HealthPort supervisor in the performance of work for HealthPort.

### HIPAA Sanctions Policy
It is the policy of HealthPort to comply fully with the requirements of the HIPAA and to apply appropriate sanctions against any member of its workforce who violates or fails to comply with HealthPort’s policies and procedures and/or HIPAA’s Privacy Standards ("Privacy Standards").

The unauthorized disclosure of confidential information, whether intentional or resulting from carelessness, may result in disciplinary action, up to and including termination of employment. HealthPort will provide a copy of an associate’s written disciplinary action(s) to a healthcare facility at the facility’s request.

### Reporting HIPAA Violations
Any associate who feels that a violation of confidentiality has occurred should immediately report the matter to the associate’s manager or to Human Resources. No associate will suffer retaliation or adverse employment consequences as a result of making a good faith complaint or taking part in the investigation of a complaint. Good faith means that you actually believe or perceive the information that you report to be true. HealthPort will investigate all instances of unauthorized disclosure of confidential information.

### Mandatory HIPAA Training
All HealthPort associates are required to complete HIPAA training within five (5) days of employment and annual thereafter. Additional HIPAA Essentials training may also be required during the course of your employment. Refer to HPU (www.companycollege.com/healthport) or the Training Department for information on the required courses or ask your manager should you have any questions on required training.
Company Information Security Data Exchange Policy

**Introduction**

HealthPort houses large volumes of information relating to, used by, or used for the benefit of, its associates, members and other parties, and the proper use and protection of such information is of primary importance to the Company. All associates are expected to give full support to Company policies and procedures designed to ensure that all data, information and information systems that are used to house and manage these assets are properly protected from a variety of threats, including but not limited to, improper disclosure, misuse, sabotage, terrorism, service/audit interruption, and natural disaster.

It is the intent of HealthPort to provide appropriate care and due diligence to protect all Company-held information, including member information, from all reasonably foreseeable threats, whether internal or external, deliberate or accidental. This includes all facets of information and system security including but not limited to:

- Protecting client information against unauthorized access
- Assuring the confidentiality of information
- Maintaining the integrity of information
- Meeting regulatory and legislative requirements
- Making information security training available to all pertinent staff
- Investigating all information security breaches, actual or suspected

**Policy**

For detailed information on this policy and HealthPort’s requirements for protection of all data, information and information systems, refer to the Company Information Security Data Exchange Policy located on HPU (www.companycollege.com/healthport). Any questions on this policy should be addressed to your manager, Human Resources or Vice President, Network and Security.

Any violation of this policy may result in disciplinary action, up to and including termination of employment. Violations of this policy are required to be reported immediately to HealthPort management.

**Mandatory Security Training**

All HealthPort associates are required to complete security training in the first 30 days of hire and annually thereafter. Refer to HPU (www.companycollege.com/healthport) or the Training Department for information on the required courses or ask your manager should you have any questions on required training.
Business Ethics and Conduct Policy

Introduction
The successful business operation and reputation of HealthPort is built upon the principles of fair dealing and ethical conduct. Our reputation for integrity and excellence requires scrupulous regard for the highest standards of professional conduct and personal integrity from all associates.

The continued success of HealthPort is dependent upon our members’ trust, and we are dedicated to earning that trust. Associates owe a duty to HealthPort and its members to act in a way that will merit the continued trust and confidence of the public.

Policy
HealthPort complies with all applicable laws and regulations and expects all HealthPort associates to conduct business in accordance with the letter, spirit, and intent of all applicable laws and to refrain from any illegal, dishonest, or unethical conduct.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine a proper course of action, discuss the matter openly with your manager or Human Resources.

Every associate is responsible for complying with this policy of business ethics and conduct. Disregarding or failing to comply with this standard of business ethics and conduct may lead to disciplinary action, up to and including termination of employment.

If you are aware of any unethical conduct on the part of a peer, supervisor, manager, agent, member, vendor or other third party with whom HealthPort does business, you are required to immediately contact Human Resources, a member of the Senior Management team, or call HealthPort’s Associate Aware Line at 1-800-516-9921 so that the issue can be addressed in a timely manner.

Associate Conduct and Work Rules
To ensure orderly operations and to provide a safe, comfortable work environment, all associates are expected to follow work rules and general standards of appropriate, acceptable conduct. Associates are expected to exercise common sense and reasonable judgment in connection with their employment, including at member facilities.
A violation of any work rule, acceptable standard of conduct, or HealthPort policy will result in disciplinary action, up to and including termination of employment at the Company’s sole discretion. While it is not possible to list all possible inappropriate behavior, the following list is not all inclusive and represents some examples of serious violations which could result in immediate termination of employment:

- Theft or inappropriate removal or possession of property;
- Misrepresentation, withholding or omission of information on an employment application, resume, or other Company record;
- Dishonest behavior, conduct or statements;
- Forging documents or falsely altering information;
- Intentional breach or unauthorized disclosure of Personal Information (PI), Protected Health Information (PHI), Company trade secrets or other confidential records;
- Falsification of timekeeping records or tampering with time records;
- Falsification of Company reports and records such as financial reports, employment applications, benefits enrollment information, dependent information, etc.;
- Completion of another associate’s time record unless requested in writing to do so by management in an associate’s absence;
- Sharing of passwords or system login information (including posting of passwords in clear public view);
- Failure to obey safety rules or guidelines;
- Working or appearing for work under the influence of alcohol or illegal drugs or other controlled substances, including legally-prescribed medical marijuana;
- Unauthorized possession, distribution, sale, transfer, or use of alcohol while on duty, while operating Company-owned equipment, or in such a manner as to pose a serious conflict of interest or liability for the Company;
- Possession, distribution, sale, transfer, or use of illegal drugs in the workplace, at a member site, during work hours, while operating Company-owned vehicles or equipment, or while otherwise engaged in HealthPort business or Company/member sponsored events;
• Failure to submit to a background check or drug test request or failure to submit to a health screening when requested or scheduled by a member;
• Fighting or threatening violence in the workplace, on member sites or in other work-related settings, including Company-sponsored events and after-hours settings;
• Disorderly, disruptive or inappropriate conduct in the workplace, on member sites or in other work-related settings, including Company-sponsored events and after-hours settings;
• Negligence or improper conduct leading to damage of Company-owned property, member-owned property or property owned by others including associates and visitors to the workplace;
• Insubordination;
• Refusal or blatant disregard to perform clearly assigned duties;
• Disrespectful or inappropriate conduct towards associates, members, vendors, or other parties who do business with HealthPort;
• Sexual or other unlawful or unwelcome harassment, discrimination, workplace bullying or any conduct that violates HealthPort’s policies against discrimination and harassment and other workplace policies;
• Possession of dangerous or unauthorized or illegal materials or weapons, such as explosives, knives, or firearms, in the workplace or on a member site;
• Improper or illegal use of Company or member equipment, electronic property, phone, mail, email, or other Company or member systems;
• Sleeping on Company time;
• Excessive absenteeism or tardiness; or
• Recording work conversations without obtaining the prior consent of management and all participants.

Continued on next page
Customer Service 24-Hour Rule

All HealthPort associates should make every effort to acknowledge and return all voicemail messages and emails received during normal business hours (8AM to 5PM) within twenty-four hours of receipt or on the next business day. An answer or solution may not be readily available within twenty-four hours, but an acknowledgement that the message has been received and is being researched should be made. For more information on the detailed procedures required by this policy, refer to HealthPort’s Customer Service 24-Hour Rule which can be located on HPU (www.companycollege.com/healthport).

Conflicts of Interest

Associates have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. An actual or potential conflict of interest occurs when an associate is in a position to influence a decision that may result in a personal financial gain personally for that associate or for the associate’s friend, business associate, or the associate’s immediate family member or other person who resides in the associate’s household as a result of HealthPort’s business dealings. For the purposes of this policy, “immediate family member” includes the associate’s spouse, fiancé, domestic partner, brother, sister, mother, father, stepmother, stepfather, stepbrother, stepsister, children, stepchildren, father-in-law, mother-in-law, sister-in-law, brother-in-law, daughter-in-law, or son-in-law.

HealthPort associates will exercise good faith and fair dealing in all transactions that involve their responsibilities to HealthPort. Associates will not 1) misuse their position with HealthPort for personal gain, 2) offer, accept or provide gifts or favors including, without limitation, cash, meals, transportation, or entertainment, from members, vendors or others with whom HealthPort does business that might be interpreted as a conflict of interest, 3) be employed by a member facility, competitor of HealthPort, or potential competitor of HealthPort while employed by HealthPort unless otherwise agreed to by HealthPort, or 4) have any financial interest in any member facility, competitor or potential competitor of HealthPort, other than in the form of securities listed on a recognized national stock exchange.

You should report any actual or perceived conflicts of interest or discuss any questions you have regarding an actual or perceived conflict of interest with your manager or Human Resources. No disciplinary action or retaliation will be taken against you when you report in good faith to your manager or Human Resources any actual or perceived conflict, problem or concern. Good faith means that you actually believe or perceive the information that you report is true.

Continued on next page
Business Ethics and Conduct Policy, Continued

Hiring of Relatives and Close Friends

Employing close relatives and close friends who report to one another or who are within the same chain of command within HealthPort can adversely affect individual and team performance. Therefore, close relatives and close friends of HealthPort associates may be employed by HealthPort only when the Company determines that their employment will not:

- Create either a direct reporting relationship or an indirect reporting relationship in the same chain of command;
- Cause an adverse impact on individual or team performance; or
- Cause an actual or perceived notion of favoritism.

For purposes of this policy, a “close relative” is any person related by blood or marriage, members of the same household, or a person who has a relationship with an associate similar to that of persons related by blood or marriage (such as common law spouses, domestic partners, or same-sex partners). A “close friend” is any person who lives in the same household as the associate or any person who is deemed to be a close friend by the associate whereby individual and team performance could be adversely affected if they report to one another or are in the same chain of command.

If associates become close relatives or members of the same household after employment commences, the associates must disclose the relationship to their managers and Human Resources. If the relationship violates one of the categories above, the Company will discuss the matter with those involved and attempt to transfer one of the associates to a comparable position. If no comparable position exists, then one of the closely related associates must resign. If the associates cannot decide which of them will resign, the Company will make the decision based on business and member needs as well as job performance and other relevant factors.

Non-Fraternization

Dating relationships can be disruptive to the work environment, create a conflict of interest or the appearance of a conflict of interest, or lead to charges of favoritism, discrimination, or claims of direct or indirect sexual harassment. To avoid these potential situations, HealthPort associates are not permitted to be engaged in a dating or romantic relationship with a subordinate associate.

Continued on next page
Business Ethics and Conduct Policy, Continued

Non-Fraternization continued

Associates who are involved or become involved in a dating or romantic relationship with a subordinate are required to report the relationship to Human Resources immediately. The Company will attempt to move one of the involved individuals to a comparable position. If no comparable position exists, then the Company will take the appropriate action taking into consideration the wishes of the involved parties, business and member needs, job performance, and other relevant factors. Such appropriate action may include termination of either or both associates.

Outside Employment

An associate may hold an outside job as long as no conflict of interest is created and the associate meets the performance and other standards of his or her job with HealthPort. All associates will be judged by the performance standards for their position and will be subject to HealthPort’s scheduling demands, regardless of any outside work requirements or commitments.

If HealthPort determines that an associate’s outside work is a conflict of interest, interferes with the associate’s performance or ability to meet the requirements of the associate’s job with HealthPort, as may be modified from time to time, the associate may be subject to disciplinary action, up to and including termination of employment.

Solicitation and Distribution

In an effort to ensure a productive and harmonious work environment, persons not employed by HealthPort may not solicit or distribute literature in the workplace or on Company property. Outside entities such as groups, clubs, restaurants, service providers, etc. are not allowed to solicit or to distribute information to HealthPort associates without prior Company review and approval from Human Resources and Legal.

HealthPort recognizes that associates may have interests in events and organizations outside the workplace. However, associates may not solicit or distribute any literature during working hours. (Working hours does not include meal periods, break periods, or any other periods in which associates are not on duty.)

Bulletin boards and other posting areas in the workplace such as email, intranet sites and Company Web pages are reserved for HealthPort information, announcements and postings only. Associates are not permitted to post personal or community postings such as events, items for sale or rent, etc. in these or any other work locations.
## Purchasing Policy

### General Purchasing Policy

HealthPort generally requires a minimum of three bids when negotiating with vendors and suppliers for the purchase of materials, supplies, equipment and services. All purchases made on behalf of HealthPort must be approved in advance by the associate’s manager. Most purchases require a Purchase Order (PO) number which must be issued through the HealthPort Purchasing Agent. Associates may not receive any income or material gain from vendors, suppliers or other third parties who do business with HealthPort.

### Licensing, Support and Maintenance New or Renewal Policy

HealthPort requires that specific procedures be followed for procurement of new or renewed licenses, or support and/or maintenance contracts by all associates who are responsible for obtaining any new or renewed repetitive fees for support, licenses or maintenance in accordance with HealthPort’s License, Support and Maintenance New or Renewal policy. The policy is available on HPU (www.companycollege.com/healthport) or check with your manager to obtain a copy of the policy or to clarify the required procedures.
Safety Policy

Introduction
HealthPort strives to provide a safe and healthy work environment. The Company may provide information about workplace safety during safety and other training, meetings, paycheck memos, system messages, email, bulletin board postings, general memos, and other written and verbal communications. Although HealthPort strives to always provide a safe work environment, it is everyone’s responsibility at HealthPort to maintain awareness and contribute to safe working conditions.

Policy
Associates are expected to attend safety training classes as directed by management, comply with all safety laws, rules and regulations, including but not limited to Occupational and Safety Hazard Act (OSHA) laws and regulations, obey safety rules, and to exercise caution in all work activities.

All associates must wear protective equipment appropriate for their job positions or job functions. Associates are required to wear low-heeled, closed-toed, and closed-heeled shoes when handling or moving heavy equipment or other materials. Associates must also use safe lifting techniques (including, but not limited to, lifting with leg strength rather than back strength). Contact your manager or Human Resources (HR@HealthPort.com) if you need more information about safety laws, rules, regulations, policies, techniques, standards, or proper safety apparel.

Associates should be aware of where a facility’s fire alarms and fire extinguishers are located and should keep such devices free from obstructions. Also, be aware of emergency exits near your work station and the location of emergency exit doors. At all times, emergency exits should be free from any obstructions that would prevent clear passage.

Continued on next page
Safety Policy, Continued

Policy, continued

Associates must immediately report any unsafe condition to their manager and/or the facility manager, if applicable. Associates should also report any damage to property they cause or discover. Associates who violate HealthPort’s safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including, termination of employment.

Mandatory Safety Training

All HealthPort associates are required to complete safety training during the course of your employment. Refer to HPU (www.companycollege.com/healthport) or the Training Department for information on the required courses or ask your manager should you have any questions on required training.
Reporting a Work-Related Injury or Accident Policy

Policy

If you are involved in a work-related injury or accident, you must report the incident to your manager immediately. If you are unable to make contact with your manager, please contact Human Resources at HR@HealthPort.com. When an accident causes damage to HealthPort or member equipment or property, it must be reported regardless of how insignificant the injury or accident may appear at the time.

In addition, managers and associates must each complete a written report of injury/workplace accident form within twenty-four (24) hours of the incident and forward the report to Human Resources. You may contact your manager (or Human Resources) to obtain any applicable or required forms.

These reports of injury are necessary to comply with state and federal laws and to initiate timely insurance and workers’ compensation reporting procedures. HealthPort reserves the right to conduct post-injury or post-accident drug testing in accordance with Company policy and applicable law.

HealthPort strictly prohibits retaliation against any associate who either files a workers’ compensation claim or reports an on-the-job injury to HealthPort management, a health care provider or a government agency.

Return to Work

HealthPort has developed a Return-to-Work policy to return associates back to work at the earliest possible date following a work-related injury or an occupational-related disease that is covered by applicable workers’ compensation law. The Return-to-Work policy applies to all associates and will be followed whenever appropriate and in accordance with applicable law. The focus of HealthPort’s Return-to-Work policy is to meet the needs of HealthPort and the associate by modifying, whenever possible, the associate’s existing position and/or work schedule in order to minimize or eliminate time lost. HealthPort’s Return-to-Work policy can be located in HPU (www.companycollege.com/healthport) and provides detailed information on the requirements and procedure for an associate to qualify to return to work.

HealthPort cannot guarantee that an associate can return to work and is under no obligation to offer, create a job or impede upon any specific position for purposes of offering a position.

Continued on next page
HealthPort's Return-to-Work policy is not intended to be a substitute for associates who are eligible for leave benefits under the Family Medical Leave Act (FMLA), who are covered under the Americans with Disabilities Amendments Act (ADAAA), or who may otherwise be eligible for leave under other applicable federal, state or local laws.
Workplace Violence Prevention Policy

Introduction

HealthPort is committed to preventing workplace violence and to maintaining a safe work environment and all employees have the right to expect a place of employment that is free from behavior that can be considered harassing, abusive, disorderly, or disruptive. Therefore, HealthPort has adopted the following guidelines to minimize the potential for violent acts that may occur in connection with your employment at HealthPort including on HealthPort premises, at member facilities, or at any HealthPort-sponsored or work-related events. Any violent behavior or behavior that creates a climate of violence, hostility, or intimidation will not be tolerated.

Prohibited Conduct

All associates are expected to refrain from fighting (including “horseplay”) or other conduct that may be abusive or dangerous to others. Also, workplace or work-related conduct that threatens, harasses, or bullies another associate, healthcare facility member, or member of the public will not be tolerated at any time. Prohibited conduct includes, but is not limited to, the following behaviors and situations:

- Violent or threatening physical contact (including fights, pushing, and physical intimidation)
- Direct or indirect threats
- Threatening, abusive or harassing phone calls
- Possession of a weapon on company property
- Destructive or sabotaging actions against HealthPort’s or its employees’ personal property
- Stalking
- Violation of a restraining order
- Threatening acts or abusive language that leads to tension within the work environment

Firearms and other weapons, and other dangerous or hazardous devices or substances, are strictly prohibited from the premises of HealthPort, member sites, or at any HealthPort-sponsored or work-related events, unless otherwise permitted by law (such as by law enforcement personnel).

Any associate who engages in the above conduct is subject to disciplinary action, up to and including immediate termination of employment.

Continued on next page
**Workplace Violence Prevention Policy**, Continued

### Reporting Procedures

All violence or threats of violence must be reported to your immediate supervisor or manager, any other member of management or the Human Resources staff. Reportable events include violence or threats of violence by associates, contractors, guests, vendors, healthcare facility members, or other members of the public.

All suspicious individuals or activities should be reported as soon as possible to your manager and, if appropriate, to facility management and security. No associate should attempt to handle a dangerous situation.

Any conduct that violates HealthPort’s Policy Against Harassment should be promptly reported in accordance with that Policy.

### Investigation and Enforcement

Reporting procedures have been developed to encourage early reporting and to provide support and stress reduction for employees as well as the prevention of violence. Upon receipt of a report describing conduct covered by this policy, HealthPort will immediately initiate an appropriate response. Because HealthPort understands the sensitivity inherent in reporting conduct covered by this policy, the identity of the individual making a report will be protected to the extent possible given the circumstances.

### Assistance Program

Various assistance programs may be available to assist associates with issues such as depression, anger, job pressures, tobacco cessation, drug and alcohol abuse, child and elder care, marital and family concerns, financial and legal issues, grief and loss. The availability of such assistance programs is based upon each associate’s benefits eligibility and community resources. HealthPort encourages any associate who wishes to utilize an assistance program to check with the associate’s health insurance company or with Human Resources/Benefits to determine availability, eligibility and any additional community resources.

### Training on the Prevention of Workplace Violence

Every associate at HealthPort is required to attend annual training in the prevention of violence in the workplace. Depending upon your job function, other mandatory training may be required. Refer to HPU (www.companycollege.com/healthport) or the Training Department for a list of required courses or ask your manager should you have any questions on required training.
Company Communications Policy

Introduction
In order to maintain HealthPort branding and communication standards, all Company-wide or large group communications must be reviewed and approved by the Marketing Department in accordance with HealthPort's Communications Protocol and Procedures policy, a copy of which can be obtained on HPU (www.companycollege.com/healthport).

Media Relations
HealthPort policy requires that all media relations be handled by the Marketing Department. If an associate receives a call from a member of the media, the associate may not respond on behalf of the Company. The associate should get the reporter’s or caller’s contact information, notify the reporter or caller that the information will be provided to the appropriate Company spokesperson, and forward the information to his or her manager, who should promptly contact the Vice President of Marketing.

Associates must decline all interviews and refrain from comments related to HealthPort or its business, members or other Company interests.
Company Property and Privacy Issues Policy

Use of Social Media

HealthPort has created guidelines to regulate or block the use of social media such as Internet forums, weblogs, social blogs, wikis, podcasts, pictures, video, rating and bookmarking, and social media Web sites such as Facebook, Twitter, and LinkedIn, to protect the confidentiality of our information and to ensure that the participation of HealthPort associates in online forums is respectful and conducted in a way that protects our reputations, brand and follows the rules and regulations established by social media outlets.

Any official HealthPort social media activity will be carried out by an official HealthPort spokesperson. The people who are permitted to speak on HealthPort’s behalf have been identified.

To ensure that all associates are aware of the Social Media policy and what it encompasses, the complete Social Media Policy is available on HealthPort University. If you have any questions about HealthPort’s Social Media guidelines or if you wish to report inappropriate content, contact your manager, Human Resources or email the Marketing Department at Marketing@HealthPort.com.
Company Equipment and Communications Systems Policy

Introduction
HealthPort's electronic media, computer equipment, and communication systems, including, but not limited to, computers, computer networks, electronic mail (email), web-based password-protected emails accessed on Company equipment, instant messaging, Internet access and systems, phone systems and equipment, Company-issued PDAs, Smartphone’s, and other similar devices, voicemail, fax equipment, scanners, copy machines, postage meters and equipment, hardware, software, user identifications, passwords, and all data, files and other applications (“Company equipment and systems”), are the property of HealthPort. HealthPort associates have NO EXPECTATION OF PRIVACY in their use of Company equipment and systems or other HealthPort materials and information.

Policy
Company equipment and systems are to be used primarily for HealthPort official and authorized business purposes. Personal use of Company equipment and systems should be kept to a reasonable minimum. Associates are not allowed to keep online retail auction boards or news streaming sites open continuously while working. This includes, but is not limited eBay, Craigslist and other such retail auction sites and also CNN and other such news sites. Personal phone usage should occur during meal and break periods away from other associates’ work stations to the extent possible. Associates are not permitted to make long distance phone calls at the Company’s expense. Personal use of HealthPort’s postage and overnight shipping is not permitted.

Unauthorized access or use of Company equipment and systems including the sharing of log-ins and passwords is strictly prohibited. When using Company equipment and systems, associates are expected to exercise care, perform required maintenance, and follow operating and safety instructions and guidelines. The unauthorized use, installation, copying, or distribution of copyrighted, trademarked, or patented material on the Internet is expressly prohibited.

All materials and information created, transmitted, accessed or stored on or through Company equipment and systems are the property of HealthPort and may be accessed or monitored by authorized personnel at any time without notice. HealthPort has the right to enter and access any and all Company equipment and systems at any time without notice in order to inspect or review any and all data. HealthPort has the right to randomly monitor Company equipment and systems. Any misuse may subject an associate to disciplinary action, up to and including termination of employment.

Continued on next page
Company Equipment and Communications Systems Policy, Continued

No Expectation of Privacy

All Company equipment and systems and all Company emails and personal emails; including web-based password-protected emails accessed on Company equipment and systems, can be accessed and monitored at any time without warning or notice. To protect the assets, reputation and productivity of HealthPort and to ensure compliance with legitimate Company policies, HealthPort associates have **NO EXPECTATION OF PRIVACY** in their use of Company equipment and systems or other HealthPort materials and information.

Data is Subject to Disclosure and Monitoring

All data, including internet data, which is composed, transmitted, or received via HealthPort equipment and systems, may be subject to disclosure to law enforcement or other third parties. Consequently, associates should always ensure that the business information contained in Internet email messages and other transmissions is accurate, appropriate, ethical, and lawful. HealthPort has access to all email communications created, transmitted, accessed or stored on Company equipment and systems, including all Internet sites visited by each associate and all web-based password-protected emails, and may review email messages in connection with internal audits or investigations, random monitoring or for other business purposes.

Associates may not use Company equipment or systems in any way that may be disruptive, embarrassing, or offensive to others, including, but not limited to, the transmission of materials or information that violates any law or HealthPort policy, including the Company’s policy Against Harassment.

Failure to Report Discovery of or Accessing Child Pornography is a Crime

Any discovery of pornography, including child pornography, found anywhere on HealthPort’s premises, including Company equipment and systems, must be immediately reported to the associate’s manager, Human Resources, or to the Vice President of Network and Security. HealthPort officials will investigate the activity and take prompt and effective action, including notifying the proper authorities. Failure to report the discovery of child pornography or use of Company equipment and systems to access child pornography is a **crime** and will result in disciplinary action, up to and including termination of employment.
# Company Equipment and Communications Systems Policy, Continued

**Need Additional Information?**

For further information regarding the acceptable use of Company equipment and systems, associates should refer to HealthPort’s Acceptable Use policy and Email policy which can be accessed on HPU (www.companycollege.com/healthport). Associates who violate HealthPort’s policies on Company equipment and communications systems will be subject to disciplinary action, up to and including termination of employment.

**Other Workplace Property**

All other Company-provided property on HealthPort premises remains the property of the Company at all times. During an investigation, it may be necessary for the Company or enforcement officials to search Company property and, unless otherwise prohibited by law, any other property brought into the workplace or on other Company premises, including parking lots and the vehicles parked therein. HealthPort reserves the right to conduct such searches, subject to applicable law.

Associates should have **NO EXPECTATION OF PRIVACY** with respect to any HealthPort property with which they are provided for use in the course of their employment.

**Return of Property**

Associates are responsible for all HealthPort property, materials, or written information issued to them or in their possession or control. All HealthPort property must be surrendered upon management request or returned by departing associates on or before their last day of work. Where permitted by applicable laws, HealthPort may withhold from the associate’s check or final paycheck the cost of any items that are not returned when required and in accordance with applicable law. HealthPort may also take all action deemed appropriate to recover or protect Company property.
Personal Appearance Policy

Introduction

Each associate’s demeanor and appearance should reinforce HealthPort’s culture of professionalism. During business hours and when representing HealthPort, all HealthPort associates are expected to present a clean, neat, professional appearance, avoid distractions in appearance, ensure good personal hygiene, and maintain appropriately groomed hair, including facial hair.

A dress code must be followed that is appropriate to the work environment and that is free of safety hazards, offensive behavior, discrimination, and harassment of any kind. HealthPort will make every effort to accommodate an associate’s religious beliefs unless the accommodation creates an undue hardship, violation of law or Company policy, interference in the workplace, or safety hazard in the work environment.

Business Casual Dress Code

HealthPort has adopted a business casual dress code, for associates working in member facilities. All associates must carry and clearly display their HealthPort identification badge and if applicable, member identification badge, at all times while at work and surrender their badge or badges upon request by management or upon termination of employment.

Business casual clothing includes but is not limited to:

- Dress slacks
- Corduroy slacks
- Sport shirts
- Cotton shirts
- Skirts
- Sweaters
- Sport coats
- Dress boots
- Sandals

- Khakis
- Dress shirts
- Polo shirts
- Blouses
- Dresses
- Blazers
- Dress shoes
- Loafers

Continued on next page
Personal Appearance Policy, Continued

Situations Requiring More Formal Attire

While HealthPort observes a business casual and casual dress environment, there may be situations requiring more formal attire. Associates with routine face-to-face member and client contact should maintain appearance standards more professional than business casual. HealthPort Logo Wear shirts are appropriate when combined with other professional attire. HealthPort Logo Wear shirts and other shirts with tails should be worn tucked in. When in doubt, associates should err on the side of caution in selecting appropriate attire.

If you are conducting or attending meetings where you come in contact with other business professionals, you are expected to represent HealthPort in a professional manner and dress appropriately for conducting such business. Know your audience, remember that you are a professional who represents HealthPort, and dress accordingly. If you are unsure of the appropriate attire for a meeting, you should call the meeting organizer or consult with your manager.

Casual Dress Code

HealthPort has adopted a casual dress code for the three Home Office locations in Georgia. Associates working in these locations must dress in business casual attire when visiting a member facility.

Associates should exercise good judgment when selecting casual attire. Casual attire such as jeans, t-shirts, sweatshirts and athletic shoes are permissible. However, not all casual clothing is appropriate for the office. For example, the following items are not appropriate for the office at any time:

- stained, wrinkled, or frayed clothing
- tight-fitting, distracting, offensive, revealing, short, or transparent attire
- tank tops, halter tops, crop tops, midriffs, or tops or dress with spaghetti straps
- clothing with inappropriate pictures, slogans or other writing
- workout clothing such as sweatpants, stretch pants, or yoga pants
- shorts or skorts
- hats other than protective gear
- unsafe footwear (such as flip flops or Crocs) or bare feet
- tights worn as pants, including leggings or jeggings

Continued on next page
## Personal Appearance Policy, Continued

### Fragrant Products
HealthPort recognizes that certain individuals may have sensitivities or allergic reactions to various fragrant products such as colognes, perfumes, lotions, powders, scented candles, potpourri and other similar items. HealthPort requests associates to respect another individual’s sensitivities to fragrances and to refrain from the use of such products in the event of a request or to avoid a complaint by another individual including an associate, member, visitor or other third party with whom HealthPort has a business relationship.

Associates should use good judgment when utilizing fragrant products within the workplace. Please be considerate of your co-workers and member facility associates.

### Manager Responsibility
Managers are responsible for interpreting and consistently enforcing dress and grooming standards in their areas of responsibility. HealthPort management reserves the right to determine appropriateness in accordance with HealthPort policy and applicable law. Associates who are not appropriately groomed or dressed may be sent home to change and will be required to return to work properly attired. The associate will not be compensated during the time of this absence. Associates who repeatedly violate this policy may be subject to discipline, up to and including termination of employment.

### Reporting Non-Compliance
An associate who wishes to report a non-compliance with HealthPort’s dress code policy should report it to the associate’s manager or Human Resources.

### Any Questions?
Associates should consult with their managers or Human Resources with any questions about this policy or appropriate workplace attire.
Tobacco-Free Policy

Overview

In keeping with HealthPort's intent to provide a safe and healthy work environment and in compliance with applicable law, HealthPort requires all associates to observe the following policy:

- The use of tobacco or tobacco-like products (examples include but are not limited to cigarettes, e-cigarettes, cigars, chewing tobacco, snuff, pipes, etc.) within HealthPort facilities is strictly prohibited.
- All forms of smoking (including cigarettes, e-cigarettes, cigars, pipes) in all enclosed areas of the workplace and on Company premises is prohibited, except in designated outdoor areas (such as the outdoor patio area at the ROI Center in Alpharetta). Enclosed areas of the workplace include common work areas, conference and meeting rooms, private offices, elevators, hallways, cafeterias, employee lounges, stairs, restrooms, and all other enclosed facilities.
- Smoking shall be permitted outdoors only at a reasonable distance of more than fifteen (15) feet away from any outside entrances, operable windows, and ventilation systems of enclosed areas where smoking is prohibited, so as to ensure that tobacco smoke (or any other smoke) does not enter those areas.
- Cigarette vending machines are prohibited on Company premises.

Meal and break periods may be utilized for smoking in accordance with HealthPort’s Meal and Break Periods policy, but smokers should have no expectation for additional meal and break periods.

All cigarettes and other tobacco or tobacco-like products should be disposed of carefully in appropriate outdoor receptacles. Smoking may occur only within HealthPort’s designated outdoor smoking areas. It is the responsibility of HealthPort Field Associates to determine where assigned smoking areas are located at their own work facility. Violation of HealthPort’s Tobacco-Free policy may result in disciplinary action up to and including termination. HealthPort prohibits retaliation against any individual who complains about a violation of HealthPort’s Tobacco-Free policy or a violation of any federal, state or local law which prohibits the use of tobacco and tobacco-like products in the workplace.
## Tobacco-Free Policy, Continued

### Associate Compliance
All associates are required to comply with HealthPort’s Tobacco-Free policy and all applicable federal, state and local laws which prohibit the use of tobacco and tobacco-like products in the workplace. Associates who work at healthcare facilities which have policies prohibiting the use of tobacco or tobacco-like products are required to comply with the policies of the facilities.

The success of HealthPort’s Tobacco-Free policy will depend on the thoughtfulness, consideration, and cooperation of both tobacco users and non-users. This policy applies to all HealthPort associates, members, contractors, and visitors in all of our HealthPort facilities. All associates share in the responsibility for adhering to and enforcing this policy.

### Assistance Programs
Various assistance programs may be available to associates who use tobacco or tobacco-like products and would like to take this opportunity to quit. The availability of such assistance programs are based upon each associate’s benefits eligibility. HealthPort encourages any associate who wishes to utilize an assistance program to check with the associate’s health insurance company or with Human Resources/Benefits to determine availability and eligibility. The associate’s work state may also offer resources for tobacco cessation.
Driver Policy

All associates who drive vehicles for business use in the performance of their duties for HealthPort must:

- observe all vehicle and traffic regulations at all times
- operate any vehicle in a safe, courteous, and responsible manner
- maintain current automobile insurance and a valid driver’s license, including proper class of license for the vehicle driven
- ensure that their vehicles are properly maintained and serviced
- wear seat belts at all times while a vehicle is in motion and ensure that passengers also wear seat belts

For additional safety reasons and in accordance with applicable law, drivers must also refrain from using handheld devices such as cell phones, pagers, laptops, GPAs, BlackBerry’s or other Smartphone’s or PDAs, and other similar devices while driving a vehicle for business use. Texting, sending emails, keying in security code to unlock a BlackBerry or other device, updating an address book, and other similar distractions that interfere with safe driving are strictly prohibited while driving and are prohibited by law in some states.

HealthPort is committed to the safety and security of our associates and our client members. HealthPort has developed a Background Check and Motor Vehicle (MVR) process that strives to protect the interests of our company, associates, and client members. For associates who are in a position that requires driving to different sites, an acceptable MVR and verification of a valid drivers’ license and auto insurance coverage is also required. HealthPort reserves the right to review the MVR of any associate at any time after obtaining an appropriate release, if required by state law. Associates must notify their supervisors or managers immediately in the event of any moving violations, automobile accidents, suspension or revocation of driver’s licenses, or other driving-related incidents.

No associate who has a suspended or revoked license is allowed to drive for HealthPort on Company business at any time. No associate may operate a vehicle under the influence of alcohol, illegal drugs, or any other drug or substance that may affect their driving ability. During employment, an associate who has been convicted of or has pled guilty to a moving violation or to a violation of a drug, alcohol or substance abuse law such as driving under the influence or possession of drugs or alcohol must have prior Human Resources approval to continue to drive for HealthPort on Company business.

Continued on next page
**Driver Policy.** Continued

<table>
<thead>
<tr>
<th>Policy Violation</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Violations of this policy may result in disciplinary action, up to and including, termination of employment. This policy will be modified if so required by applicable law. For purposes of this policy, driving for HealthPort includes driving a Company-owned vehicle, a Company rented vehicle or an associate’s personal vehicle while on Company business.</td>
</tr>
</tbody>
</table>
Visitors in the Workplace Policy

Introduction
To provide for the safety and security of associates at HealthPort facilities and member sites, and due to the unique nature of our business, only authorized visitors are allowed on the premises.

Policy
Associates may not bring or allow unauthorized visitors (including children, spouses, other family members, or friends) to accompany them to work on HealthPort premises or any member facility’s premises or to visit during working hours without prior authorization. Authorization will be granted at the Company’s sole discretion for legitimate purposes only and must be approved by management. Visitors shall not be permitted to have access to confidential information.
Retention of Business Record Policy

Policy

HealthPort’s Retention of Business Records policy sets and maintains the standards for protecting, storing, and having central access to all stored HealthPort business records. This policy applies to all associates of HealthPort who have or are responsible for any hard-copy file containing HealthPort information that must be retained after the associate is finished working on the file. For tax and auditing purposes, and for legal reasons, HealthPort is required to keep some of its business records longer than others.

Files That Should Be Kept

The following files should always be kept:

- Personnel files
- Sales-by-site reports or information
- Facility files of closed accounts (including protocols and agreements)
- Invoice and correspondence copies
- Contracts / Agreements

If you have any questions about the particular records that must be retained or how long such records must be retained, refer to the Retention of Business Records policy on HPU (www.companycollege.com/healthport) or check with your manager.
# Recycling Policy

## Introduction

HealthPort supports environmental awareness by encouraging recycling and waste management in its business practices. This support includes a commitment to the purchase, use, and disposal of products and materials in a manner that will best utilize natural resources and minimize any negative impact on the environment. Special receptacles have been set up in HealthPort’s main offices for recycling. We encourage all associates to take advantage of any recycling opportunities available at their assigned worksite(s).

## Policy

HealthPort-owned equipment such as desktop PCs, laptops, storage devices, printers, fax machines, scanners, copiers, cell phones, postage meters, Internet air cards, etc. should not be disposed of at a facility or location other than at HealthPort’s office located at 120 Bluegrass Valley Parkway, Alpharetta, GA 30005. HealthPort must properly account for each asset and ensure that certified disposal of the equipment is performed. Therefore, managers must ensure that all such equipment is returned to the attention of HealthPort’s Equipment Support Department, 120 Bluegrass Valley Parkway, Alpharetta, GA 30005 for proper disposal.
Work Schedules and Attendance Policy

Work Schedules
Associate work schedules are established, coordinated, and modified according to member and other business needs, which may necessitate variations in scheduling from time to time. Associates must be available for weekend work as required from time to time. While managers and supervisors should provide as much advance notice as possible for schedule changes, HealthPort reserves the right to modify any associate’s schedule at any time in order to meet the production needs of our business.

Attendance
HealthPort depends on our associates to meet our business and members’ needs. Attendance is essential to the success of the Company. Due to the services provided by HealthPort, an exceptional record of attendance, promptness and dependability is required for all associates. Associates are expected to arrive to work prepared and ready to begin work at their assigned location as scheduled. Although sickness and other emergencies cannot always be anticipated, unexpected and excessive tardiness and/or absences impede HealthPort’s ability to meet business requirements and could lead to disciplinary action, up to and including termination of employment.

Punctuality
HealthPort expects associates to be reliable and to be punctual in reporting for scheduled work. Absenteeism and tardiness place an undue hardship on other associates and on the Company. In the rare instances when an associate cannot avoid tardiness or absence, the associate should notify his or her manager as soon as possible in advance before shift start time of the tardiness or absence.

Absenteeism
An associate may notify his or her manager by calling the manager or by other means of communication approved by the manager prior to shift start time. The appropriate means of communication is at the manager’s discretion and as the manager directs. It is not acceptable to call or leave a message with a co-worker (unless the manager has specifically designated a person to contact if the manager cannot be reached). An associate must make every effort to speak directly with the associate’s manager.

Time Off
When possible, associates are expected to request time off at least two (2) weeks in advance or as otherwise directed by the associate’s manager for scheduling and coverage reasons. Time off is subject to management approval. Poor attendance and/or excessive tardiness may lead to disciplinary action, up to and including termination of employment.

Continued on next page
Work Schedules and Attendance Policy, Continued

Job Abandonment

If an associate who is scheduled to report for work fails to report for work and fails to communicate with his or her manager regarding the absence (referred to as a no-call, no-show), the associate is deemed, after one day of such absence, to have voluntarily resigned from his or her position as a result of job abandonment.

The associate’s termination will become effective the day following the scheduled workday that the associate was expected to report to work and failed to report. Upon termination being processed, direct deposit pay is cancelled and any compensation due will be mailed to the associate’s mailing address on file in accordance with state-specific regulations.

HealthPort recognizes that there may be unforeseen circumstances from time to time which may require an exception to this policy. Any such exception will require a review of the unforeseen circumstances and approval of an exception to this policy by the associate’s manager and Human Resources.

Resignation

Although advance notice is not required when an associate resigns, HealthPort requests at least two (2) weeks’ written notice of resignation from all associates. Upon termination being processed, direct deposit pay is cancelled and any compensation due will be mailed to the associate’s mailing address on file in accordance with state-specific regulations. All HealthPort-owned equipment, Company credit cards, HealthPort or member identification badges, and Company supplies, equipment, files, reports, data, materials or other information in an associate’s possession or control must be returned to HealthPort prior to or upon termination, in accordance with the manager’s or Human Resource’s instructions.

Continued on next page
Work Schedules and Attendance Policy, Continued

Emergency Closings and Inclement Weather

At times, unanticipated emergencies such as severe weather, fire, power failure, or natural disasters such as earthquakes, hurricanes, tornadoes, or other such natural disasters, can disrupt Company operations. In extreme cases, these circumstances may result in the temporary closing of a HealthPort office or member facility. Senior Management will work with Human Resources to determine consistent pay practices and return to work strategies.

Associates who work in the Alpharetta, Georgia offices should call HealthPort’s Weather Line 770-360-1890 to determine if there is a delayed opening or closing of the offices.

Associates who work at other locations affected by severe weather should follow the guidelines of the member facilities at which they work to determine whether a facility is closed or will have a delayed opening or early closing. Field managers are responsible for complying with member facilities’ policies and procedures to determine whether a facility is closed or is conducting business as usual.

Associates will not be paid for time off due to unanticipated emergencies or inclement weather unless approved by Senior Management or required by applicable law. Associates may, with management approval, utilize accrued paid time off (such as vacation time) to receive compensation for such time away from work. Associates are encouraged to be responsible for their personal safety and to use their own judgment to determine whether or not conditions are safe enough for travel.
Meal and Break Periods Policy

Introduction
HealthPort recognizes that meal and break periods are important to workplace productivity and the wellbeing and health of HealthPort’s associates. It is the policy of HealthPort to provide meal and rest breaks and to comply with federal, state and local laws regarding meal and break periods. If any law conflicts with HealthPort’s Meal and Break Periods policy, then the provisions of the applicable law shall apply unless HealthPort’s Meal and Break Periods policy exceeds the applicable law’s minimum requirements and is more beneficial to the associate, in which case HealthPort’s policy will apply.

Policy
HealthPort’s Meal and Break Periods policy provides for the following meal and break periods:

<table>
<thead>
<tr>
<th>Hours Worked Per Day</th>
<th>Meal Period</th>
<th>Break Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 5 hours</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td>At least 5 hours, but less than 8 hours</td>
<td>None</td>
<td>One 15-minute paid break</td>
</tr>
<tr>
<td>At least 8 hours</td>
<td>30, 45 or 60 minutes (unpaid)</td>
<td>Two 15-minute paid breaks</td>
</tr>
<tr>
<td>More than 8 hours</td>
<td>30, 45 or 60 minutes (unpaid) (Any additional meal periods require manager’s approval)</td>
<td>Two 15-minute paid breaks (Any additional break periods require manager’s approval)</td>
</tr>
</tbody>
</table>

Continued on next page
Meal and Break Periods Policy, Continued

All associates are entitled to reasonable additional meal and break periods when shifts are extended past normal work periods or when circumstances necessitate the need for additional meal and break periods, subject to the prior approval of the associate's scheduling manager or supervisor.

HealthPort reasonably accommodates associates who are protected by the Americans with Disabilities Act and reasonably grants or occasionally extends meal or break periods for disabled workers covered by the Act. Associates who require such accommodation should request an accommodation from their manager and Human Resources for review and approval.

HealthPort shall provide reasonable daily paid break periods to an associate who needs to express breast milk for the associate’s child in accordance with applicable law. The break periods must, if possible, run concurrently with any break periods already provided to the associate. An associate who requires such break periods should contact her manager or Human Resources to make appropriate arrangements.

Additional Meal and Break Periods policy guidelines include the following:

- Associates must take meal and break periods as outlined in HealthPort’s Meal and Break Period policy or to which they are legally entitled and may not perform work during such times.

- Managers are strictly prohibited from requesting or permitting an associate to work during meal and break periods.

- The scheduling of meal and break periods is set and approved by the associate’s immediate manager or supervisor, with the goal of providing maximum coverage and the least possible disruption to HealthPort’s operations and quality of customer service.

- On a daily basis, non-exempt (hourly) associates must accurately enter the time they begin and end each meal period in HealthPort's timekeeping system (UltiPro).
Associates are strongly encouraged and may be required by their manager or facility, site or location policy to take their meal and break periods away from their work station or work area to fully realize the intended benefit of the meal or break period.

- Approved break periods will be compensated.
- Approved meal periods will not be compensated, absent contrary applicable law.
- Neither meal nor break periods may be used to account for an associate’s late arrival or early departure or to cover time off for other purposes – for example, break periods may not be accumulated to extend meal periods, and break periods cannot be combined to allow a one-half hour (30-minute) break.
- Neither meal nor break periods may be divided into smaller increments of time – for example, a fifteen minute break period cannot be used for three five-minute breaks.

Failure of an associate to return on time from a meal or break period or to accurately keep time records on a daily basis, or any other violation of this policy or applicable law governing this policy, may subject the associate to disciplinary action.

For more detailed information about your work state’s requirements for meal and break periods, refer to the Meal and Break Periods Chart located in the HealthPort Policies folder or your work state’s folder on HPU (www.companycollege.com/healthport), or contact your manager or Human Resources.
Discipline Policy

Discipline

HealthPort strives to prevent the need for associate discipline by clearly communicating expectations and policies while adhering to its Open Door policy so associates can express concerns or seek clarification constructively. When necessary, HealthPort administers discipline for unsatisfactory workplace or work-related conduct equitably and consistently.

The major purpose of any disciplinary action is to correct the problem, to prevent recurrence, and to prepare the associate for satisfactory service in the future. HealthPort does not have a progressive disciplinary policy. Appropriate disciplinary action will be administered by the Company in its sole discretion on a case-by-case basis, taking into consideration the nature of the infraction, the extent to which an associate has engaged in other infractions, and other circumstances relevant to any given situation. HealthPort may utilize some or all of the following types of associate discipline: verbal counseling, written warnings, final written warnings, termination of employment.

Employment with HealthPort is at will, based on mutual consent, and both the associate and HealthPort have the right to terminate employment at any time, with or without cause or advance notice, for any reason not prohibited by law.

Arrest or Indictment

If an associate of HealthPort is arrested or indicted on criminal charges that may be job-related and provided that applicable federal, state or local law permits, the following process will apply:

- The associate is required to notify HealthPort management within twenty-four (24) hours of the arrest or indictment;

Continued on next page
Discipline Policy, Continued

- The associate may be suspended pending the outcome or conclusion of the charges. HealthPort will consider the nature and gravity of the offense and how the job relates to the type of crime alleged to have been committed. In certain situations involving less-serious, non-felony offenses, an associate may, in lieu of suspension, be reassigned to a position that does not jeopardize the Company in terms of liability or loss of goodwill and/or protects the Company’s assets.

- The suspended associate may continue to be paid if applicable law requires continued compensation while on suspension. If the charges are dismissed and the suspended associate has not continued to be compensated during the suspension period, the suspended associate may be compensated for the suspension period based on the associate’s standard or typical pay preceding the arrest or indictment and in accordance with applicable law.

- An admission of guilt, a conviction, or failure to notify HealthPort management within twenty-four (24) hours of the arrest or indictment may result in termination of employment.

- HealthPort retains the discretion to make exceptions or adjustments to this policy as it deems appropriate. At no time will HealthPort take any action in connection with this policy that is discriminatory or that violates applicable law.
**Compensation Policy**

**Your Paycheck**
HealthPort associates are paid in accordance with all applicable federal and state regulations. It is the associate’s responsibility to review each check for accuracy and report any discrepancies with their paychecks to their manager or Payroll in a timely manner. Any errors with the W2 form must also be reported in a timely manner.

**Pay Schedule**
HealthPort pays associates in accordance with its regular pay practices, which may be modified from time to time in the Company’s sole discretion and in accordance with applicable law. Every calendar year, Payroll publishes pay schedules for each pay group. These pay schedules can be obtained in (www.companycollege.com/healthport), from your manager or directly from the Payroll Department. You should contact your manager if you have questions about your pay schedule.

**Direct Deposit and Electronic Pay Statements**
HealthPort requests that all associates utilize Direct Deposit. When you enroll in Direct Deposit, your paychecks will be automatically deposited in the bank account(s) of your choice. You can utilize UltiPro to view your pay statements. Instructions for enrolling in Direct Deposit and can be found in HPU (www.companycollege.com/healthport).

To enroll in Direct Deposit, you must complete the electronic form via UltiPro. Upon enrolling in Direct Deposit, your first one to two paychecks will be manual or “live” paychecks. Direct Deposit will become effective one to two pay periods from the date of enrollment and your pay will thereafter automatically be deposited in the bank account(s) that you selected at the time of your enrollment. You may cancel or change your Direct Deposit(s) through UltiPro as well. Please note that if your employment relationship with HealthPort ends, Direct Deposit is immediately cancelled. Your final paycheck will not be automatically deposited in your account and instead will be issued as a manual or “live” paycheck.

*Continued on next page*
Compensation Policy, Continued

**Pay Advances**

HealthPort does not grant pay advances

---

**Timekeeping and Overtime**

Altering, falsifying, or tampering with time records, or recording time on behalf of another associate, is strictly prohibited and will result in immediate termination of employment. It is each associate’s responsibility to approve his or her time records and to certify the accuracy of all time recorded. Managers must review and approve each associate’s time record at the end of each pay period to submit the associate’s hours for payroll processing.

All non-exempt associates' time is recorded on an electronic timesheet system called UltiPro. Accurately recording time worked is the responsibility of every non-exempt associate. HealthPort must keep an accurate record of time worked to comply with the law and to calculate associate pay, benefits, and, when applicable, overtime pay. Time worked is all of the time actually spent on the job performing assigned duties.

Non-exempt associates must accurately record the time they start and end their work on a daily basis, as well as the beginning and ending time of each meal period. They must also record the beginning and ending time of any split shift or departure from work for personal reasons. Overtime work must always be pre-approved before it is performed. All worked hours, including overtime hours, must be recorded in UltiPro. Exempt associates must accurately record in UltiPro their paid time off, including vacation, sick time, and floating holidays.

Non-exempt associates should report to work no more than fifteen (15) minutes prior to their scheduled starting time nor stay more than fifteen (15) minutes after their scheduled stop time. Any exceptions require express prior authorization from their supervisor.

---

**Pay Deductions**

Associates should review all deductions on their pay stubs for accuracy and understanding. Any errors in deductions from your paycheck should be immediately reported to your manager or the Payroll Department.

Federal and state laws, and some localities, require that HealthPort make certain deductions from every associate’s compensation. Among these are applicable federal, state, and local income taxes, including Social Security and Medicare taxes. All supplemental wages (i.e., bonuses) must be taxed at the supplemental tax rate determined by state and federal laws.

Continued on next page
Compensation Policy, Continued

Pay Deductions, continued

HealthPort offers programs and benefits beyond those required by law. Eligible associates may voluntarily authorize deductions from their paychecks to cover the costs of participation in these programs.

Other pay deductions may be taken by HealthPort, usually to help pay off a debt or obligation to HealthPort or to others such as garnishments required by law. The Payroll Department will garnish wages only when required by law. A legal garnishment document must be submitted to the Payroll Department for this purpose. Please note that there is a processing fee charged by HealthPort for each garnishment. The garnishment will begin immediately after receipt on the next pay cycle. Involuntary deductions will be withheld before voluntary deductions.

Fair Labor Standards Act Compliance

HealthPort is committed to compliance with the Fair Labor Standards Act. HealthPort, as employer, intends to pay its exempt employees on a salary basis and will not make any deductions from their salaries that are prohibited under the Fair Labor Standards Act.

Should you have a complaint or concern about an improper deduction, please immediately notify your manager or Human Resources. HealthPort will reimburse associates for any improper deductions.

Reissued Checks and Stop Payment Requests

If a paycheck has not been received at least five business days after the pay date, an associate must complete a Paycheck Replacement Request Form (PR-13) to request the Payroll Department to issue a stop payment on the missing paycheck and to issue a replacement paycheck. The associate and the associate's manager must both sign the PR-13 form before a stop payment can be executed.

The PR-13 can only be used if a paycheck has not been received five business days after the pay date. Stop payments are issued five days after the pay date, provided the Payroll Department has received the properly completed and signed PR-13. The Payroll Department can issue a replacement check only after a 24-hour waiting period following the issuance of a stop payment.

The PR-13 form is also available in HPU (www.companycollege.com/healthport).
Compensation Policy, Continued

Administrative Pay Corrections
HealthPort takes all reasonable steps to ensure that associates receive the correct amount of pay in each paycheck and that associates are paid promptly on each scheduled payday. Non-exempt associates must accurately record their time on a daily basis and review their recorded hours at the end of each week for accuracy and to avoid unnecessary errors. Recorded hours must be approved at the end of each pay period by the associate and the associate’s manager to submit accurate hours for processing through payroll.

If you have any questions about the amount of any paycheck, please contact your manager.

Business Travel Expenses
HealthPort will pay for reasonable business travel expenses incurred by an associate in connection with approved Company business travel, but not for commuting to and from work, as outlined in HealthPort’s Travel and Entertainment policy which may be modified from time to time. A copy of HealthPort’s Travel and Entertainment policy can be found on HPU (www.companycollege.com/healthport).

All business travel must be approved in advance by the associate’s manager.

Associates with pre-approved travel plans should make all travel arrangements as cost effectively as possible through HealthPort’s preferred travel portal as set forth in the Travel and Entertainment policy. Questions regarding HealthPort’s expense reimbursement guidelines should be directed to an associate’s manager.

For those associates who do not have Company-sponsored Associate-Paid travel cards and need to be reimbursed for approved expenses, expenses should be submitted online through Concur. The training manual and course for Concur are available in HPU (www.companycollege.com/healthport).

If you have any questions about business travel expenses and reimbursement at any time, please initially contact your manager. Should you require further assistance, please contact Accounts Payable or review the Travel and Entertainment policy.
Benefits Policy

Associate Benefits

HealthPort associates may be eligible for a wide range of benefits. A number of the programs (such as Social Security, Workers' Compensation, COBRA, and Unemployment Insurance) cover all associates in the manner applicable by law. Other benefits may be available to regular part-time and/or full-time associates based on their job position and benefit classification. The available benefits are subject to change, with advance notice as may be required by law.

At the time of publication of this Associate Handbook, associates may be eligible for some or all of the following benefits:

- Medical Insurance, including Prescription Drugs
- Dental Insurance
- Vision Insurance
- Short-Term Disability
- Long-Term Disability
- Associate Assistance Program (EAP)
- Life Insurance
- Flexible Spending Accounts (FSA)
- Health Savings Accounts (HSA)
- Paid time off benefits such as vacation, sick time, holidays
- Education Assistance & 529 College Savings Plan
- Health Advocate
- Associate Referral Bonuses
- 401(K)
- Leave Benefits such as FMLA, Bereavement, Military, Jury Duty, Voting Leave, Personal or other types of leave pursuant to applicable law.

Detailed Benefits Summary

A complete and detailed Benefits Summary is available through your manager and through HPU (www.companycollege.com/healthport). Your Benefits Summary will provide you with the relevant information about the benefits you are eligible for or may become eligible for based on your job position and benefit classification, including your eligibility for vacation, holiday pay and paid sick time. Associates and managers should partner with Human Resources/Benefits to review and approve any leave requests. Associates may be required to provide notice and documentation required by law.
Benefits Policy, Continued

Vacation

Vacation is a time for you to rest, relax, pursue special interests, and enjoy your family and friends. HealthPort provides paid vacation to eligible full-time HealthPort associates who are regularly scheduled to work thirty (30) hours or more per week as one of the many ways in which we show our appreciation for your knowledge, skills, talents and performance. Associates are encouraged to use their vacation to take regular time off each year. HealthPort will try to let you use your vacation time when you desire, but vacations cannot interfere with the Company’s business operations. Therefore, your vacation must be approved by your manager according to established departmental procedures and advance notice requirements of at least two (2) weeks’ advance notice or as otherwise required by your manager.

Vacation is accrued on an anniversary year basis. Vacation accruals are reported on each paycheck. Accrued vacation hours are not carried over to the following anniversary year, unless as required by law in some states. Vacation hours re-set at the end of the pay period in which your anniversary date falls. Upon termination of employment, associates will be paid for any accrued, unused vacation time. If an associate resigns from employment, vacation may not be used from the date that advance notice is provided through the last day worked. You do not earn or accrue vacation time while on leave of absence. Pay in lieu of vacation will not be granted. Please direct any questions regarding vacation to your manager or the Payroll Department. Following are some of the provisions of HealthPort’s vacation policy:

- No vacation may be taken during the first ninety (90) days of employment. For example, an associate hired on June 4th may request accrued vacation after September 4th.
- Although associates begin accruing vacation upon their hire date, vacation is not considered as accrued until after ninety (90) days of employment. If an associate’s employment terminates during the first ninety (90) days, vacation is not paid out, unless otherwise required by applicable law.
- Vacation hours reset to zero at the end of the pay period in which the associate’s anniversary date falls. Therefore unused hours cannot be carried over from year to year, unless otherwise required by applicable law.
- Vacation time is paid based on the associate’s base rate at the time the vacation is taken. It does not include overtime or any special forms of compensation, such as incentives, commissions, or bonuses.

Continued on next page
Benefits Policy, Continued

**Vacation, continued**

Associates must request time off at least two (2) weeks in advance from their manager or as otherwise directed by the associate’s manager. Requests will be reviewed, and approval will be based on a number of factors, including business needs and staffing requirements. Associates must utilize HealthPort’s Time Off Request form to request any vacation time.

Upon termination of employment, associates will be paid for earned, unused vacation time that was earned through the last full pay period of work.

Vacation time may be taken in advance of being earned, up to forty (40) hours in advance. All vacation advances must be approved by the associate’s manager. This only applies to associates actively working and not on any leave of any kind.

**Eligibility for Paid Vacation**

Your eligibility for paid vacation is based on your job position and benefit classification. Additional information on paid vacation is available in your Benefits Summary or contact Human Resources.

**Holidays**

Paid time off for designated holidays ("Holiday Pay") is calculated based on the eligible associate’s base pay rate as of the date of the holiday multiplied by eight (8) hours if the holiday is a full day, or if the holiday is for a partial day, then multiplied by the number of hours of Holiday Pay as shown on HealthPort’s annual holiday schedule. The list of annual paid holidays is subject to change each year at the sole discretion of management.

To be compensated for Holiday Pay, an eligible associate must work the last scheduled day immediately preceding and the first scheduled day immediately following the holiday, unless an absence on either day is approved by the associate’s manager. If a recognized holiday falls during an eligible associate’s pre-approved absence (such as vacation or other paid time off), Holiday Pay will be provided instead of the paid time off benefit that would otherwise have applied.

Full-time hourly (non-exempt) and salaried (exempt) new hires are eligible for Holiday Pay immediately upon hire. If a non-exempt associate is eligible for Holiday Pay and is authorized to work on a HealthPort-paid holiday, the associate will receive Holiday Pay plus wages at the regular base pay rate for the hours worked on the holiday (plus overtime at one and one-half times the base pay rate, if applicable).

Continued on next page
## Benefits Policy, Continued

### Holidays, continued

Holiday pay is **not** counted as “hours worked” for the purposes of determining overtime.

### Eligibility for Holiday Pay

Your eligibility for holiday pay is based on your job position and benefit classification. Additional information on holiday pay is available in your Benefits Summary or contact Human Resources.

### Floating Holidays

Floating holidays may be taken by an eligible associate at any time during the anniversary year after the first ninety (90) days of employment with the manager’s prior approval. As with vacation requests, it is important for the associate to request each floating holiday early, with at least two (2) week’s notice. If the request for a floating holiday presents a hardship on the associate’s department or the business of HealthPort, the request may be denied.

Floating holiday hours reset to **zero** at the end of the pay period in which the associate’s anniversary date falls. Therefore, unused hours are not carried over from year-to-year.

If an associate resigns from employment, floating holidays may not be used from the date that advance notice is provided through the last day worked.

### Eligibility for Floating Holiday Pay

Your eligibility for floating holiday pay is based on your job position and benefit classification. Additional information on holiday pay is available in your Benefits Summary or contact Human Resources.

### Paid Sick Time

HealthPort provides paid sick time to eligible full-time HealthPort associates who work thirty (30) hours or more a week for periods of brief absence due to illness or injury. The amount of paid sick time that HealthPort provides depends upon an associate’s eligibility.

However, sick pay is not an entitlement and should only be used for legitimate medical needs. Sick time is accrued on an **anniversary year basis** and reset to **zero** at the end of the pay period in which the associate’s anniversary date falls. Therefore, unused sick time cannot be carried over from year-to-year, unless otherwise required by applicable law. If an associate resigns from employment, paid sick time may not be used from the date that advance notice is provided through the last day worked. Sick time hour balance will not be paid out on the final paycheck.
Benefits Policy, Continued

Sick Pay for Illness or Injury

Sick pay is intended solely to provide pay in the event of illness or injury of an associate or of an associate’s immediate family member, and may not be used for any other absence. Sick pay will be calculated based on the associate’s base pay rate at the time of absence and will not include any special forms of compensation, such as incentives, sales commissions, or bonuses. As an additional condition of eligibility for sick pay, an associate on an extended absence must apply for any other available compensation and benefits. Sick pay may be used to supplement any payments that an associate is eligible to receive from state disability insurance, workers’ compensation, or HealthPort-provided disability insurance programs. The combination of any such disability payments and sick pay cannot exceed the associate’s normal weekly earnings.

Eligibility for Paid Sick Time

Your eligibility for paid sick time is based on your job position and benefit classification. Sick time may be taken by an eligible associate at any time during the anniversary year after the first ninety (90) days of employment. Additional information on paid sick time is available in your Benefits Summary or contact Human Resources.

Educational Assistance

HealthPort recognizes that the skills and knowledge of its associates are critical to the success of the organization in achieving its business objectives. Therefore, the Company provides an educational assistance program to eligible associates for approved educational or certification programs from accredited institutions to encourage personal development through formal education so associates can maintain and improve job-related skills and reach their greatest potential at HealthPort.

Contact your manager or Human Resources if you would like additional information concerning HealthPort’s educational assistance program or your eligibility for participation in the program.

Educational Assistance may be considered taxable wages according to the Internal Revenue Service. Please check with the IRS for the current ruling. Additional information on Educational Assistance is available in your Benefits Summary or contact Human Resources.
Family and Medical Leave Act Policy

Eligibility
HealthPort may provide up to twelve (12) weeks of unpaid leave to eligible associates pursuant to the Family and Medical Leave Act (“FMLA”). To be eligible for a Family or Medical Leave, an associate must: (1) have worked for the Company for at least twelve (12) months prior to the start of the leave; (2) have worked at least 1,250 hours during the twelve (12) months before the leave begins. Any leave taken pursuant to this policy, other Company policies, or law which qualifies as leave under the FMLA will be counted against an associate’s available leave under the applicable HealthPort policy(s) and law, as well as the available leave under the FMLA, to the extent permitted by applicable law.

HealthPort uses the rolling backward method to calculate the applicable twelve-month (12) period which means that the rolling twelve-month (12) period is measured backward from the date an associate uses any FMLA leave.

Leave requests by associates who are not eligible for FMLA leave under this policy will be considered on a case-by-case basis and will be granted at HealthPort’s sole discretion, or as required by applicable law.

Reasons for Leave
An associate may request FMLA leave for the following reasons:

- The birth of a child;
- The placement of a child for adoption or foster care;
- To care for a spouse, child or parent with a serious health condition; or
- Because of the associate’s own serious health condition which makes the associate unable to perform one or more of the essential functions of the associate’s job.
- Military family leave entitlements for qualifying exigencies or special leave entitlements for an eligible associate to care for a covered service member. Eligible members may take an additional fourteen (14) work weeks of leave in addition to the twelve (12) work weeks through FMLA.

Leave taken for the birth, adoption, or foster care placement of a child must be concluded within one (1) year following the child’s birth or placement. Associates and their spouses who are both employed by HealthPort will be limited to a combined total of twelve (12) work weeks within a twelve (12) month period for leave for the birth, adoption or foster care placement of their child or to care for a parent with a serious health condition.
**Family and Medical Leave Act Policy, Continued**

### Reasons for Leave, continued

An associate may not be granted FMLA leave to gain employment or work elsewhere, including self-employment. If an associate misrepresents facts in order to be granted FMLA leave, the associate will be subject to disciplinary action up to and including immediate termination.

For purposes of this policy, a serious health condition includes:

- Conditions requiring an overnight stay in a hospital or other medical care facility;
- Conditions that incapacitate you or your family member (for example, unable to work or attend school) for more than three consecutive days and have ongoing medical treatment (either multiple appointments with a health care provider, or a single appointment and follow-up care such as prescription medication);
- Chronic conditions that cause occasional periods when you or your family member are incapacitated and require treatment by a healthcare provider at least twice a year; and
- Pregnancy (including prenatal medical appointments, incapacity due to morning sickness, and medically required bed rest).

Any questions about whether a situation is covered by the FMLA, please contact the leave administrator.

### Notice of Leave

If the need for FMLA leave is foreseeable, associates must give HealthPort at least thirty (30) days prior notice by contacting The Standard at 1-866-756-8116. Failure to provide such notice may be grounds for denying the leave. If the need for leave is not foreseeable, associates are expected to notify the leave administrator* as soon as practicable, generally within one (1) to two (2) business days of learning of the need for leave. Associates should submit a FMLA leave form, which includes the anticipated date(s) and duration of the requested leave and this will be sent from The Standard once the leave has been initiated. Associates are required to make reasonable efforts to schedule a foreseeable leave to avoid disruption of HealthPort’s operations, subject to the approval of the appropriate health care provider.

*Leave administration is processed through The Standard. Contact the Benefits department at Benefits@HealthPort.com to inquire about leave of absence.

Continued on next page
### Family and Medical Leave Act Policy, Continued

#### Medical Certification

If a leave is requested because of an associate’s or a covered family member’s serious health condition, the associate and the relevant health care provider must supply appropriate medical certification supporting the need for leave. The medical certification must be provided to the leave administrator prior to the commencement of the leave or within fifteen (15) days after it is requested or as soon as reasonably possible under the circumstances. Failure to provide requested medical certification in a timely manner may result in denial of FMLA leave until it is provided. Under certain circumstances, HealthPort, at its expense, may require a second and third medical opinion. HealthPort may also require medical certification periodically during the leave. Any changes in to previously submitted certification information should be promptly reported to the leave administrator.

#### Reporting While on Leave

During an approved leave of absence, associates may be required to contact their supervisors or managers periodically to report on their status and intention to return to work.

#### Leave is Unpaid

FMLA leave is unpaid leave. However, any accrued paid time off, such as vacation and sick time, will be used during any otherwise unpaid FMLA leave. In addition, associates may be eligible for disability or workers’ compensation benefits during all or part of the twelve (12) week leave period.

#### Medical and Other Benefits

During an approved Family/Medical Leave, HealthPort will maintain an associate’s group health benefits as if the associate had continued to be actively employed, up to a total of twelve (12) weeks (26 weeks for eligible military leave) in a twelve (12) month period. If an associate takes more than twelve (12) weeks (26 weeks for eligible military leave) of leave in a twelve (12) month rolling back period, then the associate may elect to continue coverage at the associate’s sole expense for the remainder of the FMLA leave.

If paid leave is substituted for unpaid Family/Medical Leave, HealthPort will deduct the associate’s share of the health plan premium as a regular payroll deduction. If the associate’s leave is unpaid, the associate must timely pay the associate’s share of the premium to continue benefits during leave. The associate’s total contribution amount due for that period must be paid by mail or in person on or before each by the end of each month.

---

*Continued on next page*
Family and Medical Leave Act Policy, Continued

Medical and Other Benefits, continued

Group health care coverage may be back dated to the last day of the month in which last payment was made for health coverage if the associate fails to make timely payments while on an unpaid leave of absence. If HealthPort pays the missed associate premium contributions, an associate will be required to reimburse HealthPort for the delinquent payments.

If the associate receives disability pay while on leave, health premiums will be taken from the associate’s disability pay in order to continue health coverage while on leave.

Intermittent and Reduced Schedule Leave

FMLA leave may be taken intermittently (in separate blocks of time due to a single covered health condition) or on a reduced leave schedule (reducing the usual number of hours you work per workweek or workday). Associates are required to make a reasonable effort to schedule medical treatment so as not to unduly disrupt HealthPort’s business operations, subject to health care provider approval, as appropriate. If an associate is on an intermittent or reduced schedule leave that is foreseeable due to planned medical treatment, HealthPort may temporarily transfer the associate to an available alternative position with equivalent pay and benefits which better accommodates the recurring leave. An associate who abuses intermittent FMLA leave is subject to discipline, up to and including termination of employment.

Returning from Leave

The associate must notify their immediate supervisor and the leave administrator at least two (2) weeks prior to returning from a leave of absence. When a medical leave ends, the associate will be reinstated to the same position, if it is available, or to an equivalent position for which the associate is qualified, in accordance with applicable law. However, if an associate qualifies as a key associate, HealthPort may not be able to return that associate to his or her former or equivalent position. If an associate fails to report to work promptly at the end of the medical leave, HealthPort will assume that the associate has resigned and the associate’s employment will voluntarily terminate due to job abandonment.
Other Types of Leave Policy

| Leave Provided by Applicable State Law | A number of states have laws which provide for individual or family leave beyond that provided by FMLA. Accrued paid time off must be used during unpaid leave. HealthPort complies with all such applicable state laws. Please contact your manager or leave of absence administrator for more information on your state’s leave laws and the requirements for requesting such additional leave. |
| Americans with Disabilities Amendments Act (ADA) | An associate who is a qualified individual with a disability as defined under the Americans with Disabilities Act Amendments Act (ADAAA) may be eligible for leave that would be provided as a reasonable accommodation, provided such leave does not create an undue hardship on the Company. Contact Human Resources if you have questions regarding your eligibility for leave under ADAAA. Reasonable accommodations may be considered under this leave type. |
| Personal Leave | HealthPort does provide up to two (2) consecutive weeks of Personal Leave in a rolling twelve-month period. This policy allows a HealthPort associate to take a leave from work that does not otherwise qualify under FMLA. Requests for such leave must be made within 30 days of a foreseeable absence or within one (1) to two (2) business days of learning of the need for leave. HealthPort employees must meet the following criteria to qualify for a Personal Leave of Absence: |
| | • Any regular full time or part time employee |
| | • Must be employed for a minimum of 90 days |
| | • Cannot have received a Corrective Action Plan (CAP) within the past six (6) months |
| | HealthPort Personal Leave will be granted on a case by case basis provided it does not place an undue hardship on the company. All Personal Leave of Absence requests must be approved by the associates’ Manager, Human Resources and The Benefits Department prior to the requested leave start date. Failure to return to work at the end of an approved personal leave may be treated as a voluntary resignation unless an extension has been requested, agreed upon, and approved in writing by HealthPort prior to the end of the initial approved leave. |
| | HealthPort Personal Leave cannot be used to gain employment elsewhere or to cover periods of incarceration. If an associate misrepresents facts in order to obtain a personal leave of absence, the associate will be subject to disciplinary action up to and including immediate termination. |
Other Types of Leave Policy, Continued

**HealthPort Medical Leave**

For those associates who are not eligible for Family Medical Leave (FMLA) or who have exhausted their twelve (12) week FMLA availability, they may qualify for HealthPort Medical Leave. Associates can only take leave under this policy for their own serious health condition. Eligible associates are those who are regular full time or regular part time. Requests for such leave must be made within 30 days of a foreseeable absence or within one (1) to two (2) business days of learning of the need for leave. Associates should contact leave administration to obtain paperwork to have the leave approved under HealthPort Medical Leave.

**HealthPort Maternity Leave Policy**

HealthPort provides up to eight (8) weeks of unpaid leave, depending on method of delivery, for associates who do not qualify for maternity leave under FMLA. Associates can take leave under this policy for pregnancy and related conditions only. Bonding time will not be covered under this leave. If a male associate wishes to take time off for the birth of a child, such leave will be granted under FMLA or HealthPort Personal Leave Policy. Any regular full time or regular part time associate is eligible for leave under the Maternity Leave Policy. Requests for such leave must be made within 30 days of a foreseeable absence or within one (1) to two (2) business days of learning of the need for leave. Associates should contact leave administration to obtain paperwork to have the leave approved under HealthPort Maternity Leave.

If an associate fails to report to work promptly at the end of the maternity leave, HealthPort will assume that the associate has resigned and the associate’s employment will voluntarily terminate due to job abandonment.

**Bereavement Leave**

Regular full-time active associates who work thirty (30) hours or more per week are eligible for up to five (5) days paid bereavement leave for the death of an associate’s parent, spouse, child, stepchild or foster child. Two (2) days of bereavement leave may be awarded for death of a brother, sister, stepbrother, stepsister, grandparent, grandchild, father-in-law, mother-in-law, daughter-in-law, son-in-law, brother-in-law, sister-in-law, grandparent-in-law, legal guardian or domestic partner, unless superseded by applicable law.

One (1) day paid bereavement leave may be provided for extended family members not covered above.

Continued on next page
**Other Types of Leave Policy**, Continued

**Bereavement Leave, continued**

Bereavement leave is designed to pay an associate for lost work time. If you are already out on another qualified leave of absence, you are not eligible to receive bereavement leave pay. Bereavement leave is calculated based on the base pay rate at the time of absence and does not include any special forms of compensation, such as incentives, commissions, bonuses, or overtime.

Associates who would like to request time off for bereavement leave should notify their supervisor or manager immediately and may be required to provide documentation or additional information upon request. Associates may also request to use any available paid time off benefits (such as vacation or paid sick time) for additional bereavement leave beyond this policy. In the absence of any paid time off benefits, associates may request unpaid personal leave time. Managers may approve additional time off for bereavement purposes based on the needs of the business.

**Military Leave**

HealthPort has the deepest respect for our associates who serve in the uniformed services and is appreciative of their service to our country. The Company provides associates with unpaid military leave in accordance with federal and state law for their service in the uniformed services.

HealthPort will comply with all provisions of the National Defense Authorization Act as each provision becomes effective, including exigency leave and injured service member leave. Associates should request military leave as soon as possible and should present their supervisors or managers and leave of absence administrator with a copy of their orders, if possible, as soon as they receive their orders, or the contact information for their commander, or other such notification. Associates may elect to use accrued vacation during unpaid military leave.

Associates on military leave will be reinstated following military leave in accordance with applicable federal and state law. The Uniformed Services Employment and Reemployment Rights Act (USERRA) protect the job rights of individuals who voluntarily or involuntarily leave employment positions to undertake military service or certain types of service in the National Disaster Medical System. USERRA also prohibits employers from discriminating against past and present members of the uniformed services, and applicants to the uniformed services.

If you have questions about the types of military leave available, please contact the Benefits department.

*Continued on next page*
### Other Types of Leave Policy, Continued

#### Jury Duty Leave
An associate summoned to serve on jury duty must submit a copy of the jury duty summons to his or her manager within two (2) days after receipt so that arrangements may be made to cover assigned work duties during the scheduled jury duty. Jury duty is considered an approved absence and is not counted with regard to the absence policy.

Associates are required to produce jury duty receipts upon request from their manager or Human Resources.

Unless otherwise required by applicable state law, HealthPort will compensate associates at their regular rate of pay for the time spent serving on a jury, including grand jury service, for up to five (5) days. Payment for jury duty or grand jury duty service beyond five (5) days will be made in accordance with applicable law. Associates may keep any jury pay received from the Court.

An associate is expected to report for work whenever the Court does not require the associate’s presence and at least one-half or more of the associate’s regular scheduled workday remains.

#### Necessities Leave and Other Types of Leave Provided by State Law
Certain states provide for unpaid leave due to family or domestic violence, sexual assault, stalking and for victims of certain crimes to attend court proceedings or participate in a police investigation relating to the crime. Some states have enacted parental leave or necessities laws that may provide unpaid leave to parents who need to attend a school meeting or school function, for student suspensions, or to accompany children and elderly relatives on routine appointments such as medical, dental, or elder care. The laws vary from state to state. Contact your manager or the Benefits department if you have any questions about the types of leave that may be available in your state.

#### Witness Time Off
HealthPort will provide associates with time off to appear in court for witness duty pursuant to a legally valid subpoena. An associate requesting time off to testify pursuant to a subpoena must provide a copy of the subpoena order to report to his or her manager and a copy to Human Resources.

Associates may use any available paid time off benefit (such as vacation or paid sick time) to receive compensation for time off under this policy; otherwise, time off will be unpaid. Associates may keep any witness fees paid.

Continued on next page
Other Types of Leave Policy, Continued

**Witness Time Off Involving HealthPort**

If an associate is subpoenaed or otherwise requested to testify as a witness in litigation involving HealthPort, he or she will receive paid time off for the entire period of witness duty. Associates may keep any witness fees paid as well.

The associate should promptly provide a copy of the subpoena to Human Resources and the associate’s manager so that operating requirements can be adjusted, where necessary, to accommodate the associate’s absence and business needs. The associate is expected to report for work whenever the court does not require the associate’s presence and at least one-half or more of the scheduled workday remains.

**Time Off to Vote**

HealthPort encourages associates to fulfill their civic responsibilities by participating in elections. Generally, associates are able to find time to vote either before or after their regular work schedule. Full-time exempt and non-exempt associates are allowed time off to vote if they are required to work from poll opening until poll closing. Only in this event will HealthPort grant up to three (3) hours of paid time off to vote.

Associates should request time off to vote from their manager at least two working days prior to the Election Day. This advance notice is required so that the necessary time off can be scheduled at the beginning or end of the workday to provide the least disruption to the normal work schedule.
Employment Policy

Employment Classifications

Associates are classified as either non-exempt (eligible for overtime pay) or exempt (not eligible for overtime pay) in accordance with the Federal Labor Standards Act (FLSA) and other federal, state and local wage and hour laws. An associate’s non-exempt or exempt classification may be changed only upon written notification by HealthPort’s Human Resources Department.

Each associate is included in one of the following HealthPort employment classifications:

1. **REGULAR** personnel are those whose employment is not limited to a specific period of time or purpose.
2. **TEMPORARY** personnel are those who are hired for a finite period of time or who are contracted through an approved staffing agency by HealthPort’s Recruiting Department to temporarily supplement the work force or to assist in the completion of a specific project and include independent contractors.

Employment Status

1. **Full-time** associates are those who are regularly scheduled to work thirty (30) hours per week. Regular full-time associates are eligible for certain benefits, subject to the terms, conditions, and limitations of each benefit program which are based on job position and benefit classification.

2. **Part-time** associates are those who are regularly scheduled to work less than thirty (30) hours per week. Regular part-time associates are eligible for certain benefits, subject to the terms, conditions, and limitations of each benefit program which are based on job position and benefit classification.

Continued on next page
Job Postings

HealthPort encourages associates to pursue career advancement with the Company by applying for open positions for which they are qualified based on skills and experience. In general, job openings are posted on Company-sponsored bulletin boards or online at http://www.HealthPort.com/careers. Job postings typically include the dates of the posting period, job title, department, location, and information on applying for a posted job.

To apply for an open position, associates must apply directly to the position of interest online at http://www.HealthPort.com/careers. ROI associates must have been employed in their current position for at least six (6) months, and other associates, including associates in regional offices, must have been employed in their current position for at least one (1) year in order to apply for an open position. An applicant must have no corrective action plans on file within the previous six (6) month period. HealthPort Recruiting will reach out to current manager to inform them of the internal application. Associates’ current supervisors or managers may be contacted to verify performance, skills, attendance, or any other relevant qualifications for the position. Managers should be prepared to release the applicant within thirty (30) business days of the job offer. If additional time is needed, approval is required by the Vice President of the Department to which the associate is transferring. HealthPort recognizes the benefit of career development and encourages associates to discuss their career plans with their managers.

Verification of Employment

All Verification of Employment requests are processed utilizing the Work Number through Equifax. Verifiers (such as lenders, pre-employment screeners, and social services agencies) can obtain accurate, dependable verifications in seconds. Information and details on how to use the Work Number can be found on HPU (www.companycollege.com/healthport).

Reference Checks

HealthPort does not provide verbal or written employment references. Managers are prohibited from providing employment references for current or former associates. Managers who violate this policy may be subject to disciplinary action up to and including termination of employment and may be personally liable for their statements or actions.

Continued on next page
Employment Policy, Continued

**Background Checks**

HealthPort is committed to the safety and security of our associates and our member facilities. This includes physical safety as well as the security of information entrusted to our care. HealthPort has developed a Background Check process that strives to protect the interest of our Company, its associates and members. HealthPort does not have a blanket policy against hiring anyone with a criminal record and requires that there be a correlation between the results of a background check and the job itself. HealthPort does not discriminate regarding the background check process and ensures that the process does not routinely or unknowingly result in discrimination.

Offers of employment at HealthPort are contingent upon an acceptable background check. There must be a correlation between the background check and the suitability for the job position and job function. Background checks must be completed for internal promotions, elevated title changes, temporary personnel, contractors, re-hires, and all new associates. Background check results are valid for thirty (30) days prior to employment, promotion, elevated title change or transfer date. After thirty (30) days, the associate or perspective new hire must re-submit.

When deemed appropriate or at the request of a member, HealthPort may request or re-run background checks on active associates during the course of their employment as long as the proper consent is on file. In some HealthPort departments, background checks are completed on a regular and recurring basis. HealthPort reserves the ability to review criminal histories at the time of hire and throughout employment, at HealthPort’s sole discretion.

*Continued on next page*
Employment Policy, Continued

Drug Testing

HealthPort’s policy is to maintain a workplace free from drugs, including marijuana, alcohol and similar substances. HealthPort has no duty to accommodate an associate who legally uses medical marijuana. Various assistance programs may be available through the associate’s health insurance company or through community resources to assist associates with drug, alcohol or substance abuse. We encourage applicants who need assistance with drug, alcohol or substance abuse and wish to utilize an assistance program to check with the associate’s health insurance company or with Human Resources/Benefits to determine availability, eligibility and any additional community resources.

Some member facilities and HealthPort departments may require drug testing and health screening as a condition of employment. Applicants will be notified if a drug test or health screening will be required as a condition of employment. If drug testing is required, an applicant will receive a copy of HealthPort’s Drug Testing policy and will be required to sign a consent form, as well as a chain-of-custody form. If an applicant tests positive and is determined to be in violation of this policy, that applicant will be ineligible for employment.

When a candidate is required to take a drug test as a condition of employment, the candidate must be tested and have acceptable results reported back prior to reporting for work. However, if a member facility allows a new associate to start prior to the drug test results being known, the associate’s continued employment is contingent on passing the drug test. Failure to submit to a drug test within twenty-four (24) hours of request will result in the candidate being ineligible for employment and any offer of employment previously made will be rescinded. If the new associate has already commenced work, the associate will be terminated.

Continued on next page
Employment Policy, Continued

Drug Testing, continued

Subsequently, each associate, as a condition of employment, is subject to drug testing, at the determination of HealthPort management and in concurrence with HealthPort Human Resources. Following are examples of circumstances when drug testing may be required:

- If a HealthPort or member facility manager has reasonable cause to suspect that the associate is in violation of this policy; or
- If the associate’s conduct, behavior or job performance is deficient in a manner which suggests a possible violation of this policy; or
- If the associate is involved in a workplace accident and requires immediate medical attention or emergency treatment; or
- If the associate causes a workplace accident injuring others or resulting in property damage determined by management to be significant or disruptive to business operations.

Access to Personnel Files

HealthPort Human Resources maintains a personnel file on each associate. The personnel files include some or all of the following: employment applications, resumes, training records, documentation of performance appraisals and salary increases (if applicable), and various other employment records.

Personnel files are the property of HealthPort, and access to the information they contain is restricted to those who have a legitimate reason to review information in a file. Access to personnel files will be granted to active and terminated associates in accordance with applicable law.

Associates who wish to review their own personnel files should contact the Human Resources Department in writing to make arrangements. A written request or authorization to release personnel records signed by the associate is required as a condition to release copies of an associate’s personnel records from an associate’s personnel files.

Personal Data Changes

HealthPort utilizes personal contact information to share important announcements, provide benefit offerings, and communicate other Company information to associates. It is the responsibility of each associate to promptly notify HealthPort of any changes in personal data such as changes in name, address, phone number, personal email address, and emergency contact information. Changes can be made directly in UltiPro.

Continued on next page
**Employment Policy**, Continued

**Personal Data Changes, continued**

It is HealthPort’s policy to comply with applicable law regarding personal data and to safeguard personal data. HealthPort will ensure all collection, storage, transmission, and/or usage of personal data by HealthPort shall be done in accordance with applicable law. HealthPort will, at all times, respect the confidentiality of and safeguard any and all personal data collected, stored, transmitted and/or used for, or on behalf, of HealthPort. Associates are expected to take the same care and precautions when communicating personal data.

**Performance Evaluations**

Supervisors and managers should discuss job performance and goals with associates on a periodic basis, and shall make every effort to do so on at least an annual basis when possible. Formal performance evaluations may be conducted to provide supervisors, managers and associates with the opportunity to acknowledge, encourage and recognize performance strengths, identify and correct performance weaknesses or areas that require improvement, and to discuss positive, purposeful approaches for meeting performance and career goals. All associates are encouraged to discuss their job performance with their supervisors and managers at any time to clarify job expectations and measures of performance.

**Binding Arbitration Policy**

HealthPort has adopted a binding arbitration policy which means that if a legally cognizable dispute arises out of or relates to the employment relationship between a HealthPort associate and HealthPort, including, but not limited to, compensation, promotion, demotion, discipline, discharge or terms and conditions of employment, and if the dispute cannot be settled through direct discussions, the associate and HealthPort will resolve all such disputes, claims, or controversies by binding arbitration in accordance with the American Arbitration Association’s Employment Arbitration Rules.
Training Policy

Overview
Training is provided to associates and managers through a variety of sources whether it be classroom, online via HealthPort’s online learning management system which is known as HealthPort University (HPU) or other online resources, conference calls, webinars, seminars, training manuals or other training materials. Training is provided to educate and advance an associate’s or manager’s knowledge, skills and abilities and ensure compliance with Company policies and procedures and applicable laws and regulations. Some training provided by HealthPort is mandatory, such as HIPAA Compliance, Security Awareness, Workplace Harassment, etc and other training may be on a voluntary basis.

HealthPort recognizes the importance and value of training and fully expects all associates and managers to take training obligations and assignments seriously and to complete training as required or requested. Associates and managers who do not complete mandatory training within the required time frame may be subject to disciplinary action, up to and including termination of employment.

Questions
If you have any questions about training requirements or the availability of training, you should check with your manager, Human Resources or Training. You may also email Training@HealthPort.com.

If a healthcare facility to which you are assigned does not provide access to HPU, contact your manager to arrange for obtaining access to HPU in order to complete your training requirements.

The HealthPort University website can be located at: www.companycollege.com/HealthPort
Policies and Procedures are Subject to Change

As a reminder, this Associate Handbook provides general information on HealthPort’s policies and procedures. If a policy or procedure is unclear, it is your responsibility to discuss the matter with your manager or Human Resources.

The policies and procedures contained in this Handbook may change from time to time in HealthPort’s sole discretion to meet the needs of our business as it grows and changes or in accordance with applicable law. Every effort will be made to keep you informed through suitable lines of communication, including notices sent to you from our Company headquarters, postings on Company bulletin boards, or other forms of communication.

Our associates are the most important resource to delivering our services with expertise and exceptional care. We appreciate your contribution to HealthPort’s success by supporting our Vision, carrying out our Mission, and incorporating our Values into the work you do for HealthPort.
Federal Government Posters

Overview
At the time of distribution of this Associate Handbook, the Federal Government posters contained herein are those required by federal law to be posted by HealthPort. Copies of these posters and applicable state posters are also posted in the break rooms and applicant areas at facilities owned and managed by HealthPort.

As laws are amended or when new legislation is passed, HealthPort will make every effort to make required information available in the applicable catalogs in HPU (www.companycollege.com/healthport) as quickly as possible.

For copies of your work state’s posters and other relevant laws in your work state or locality, please refer to HealthPort University (HPU), HealthPort’s Learning Management System, or your work state’s or locality’s government website.

Federal Government Posters

The posters following this section are:

- Equal Employment Opportunity
- Fair Labor Standards Act
- Occupational Safety and Health Administration
- Family and Medical Leave Act
- Uniformed Services Employment and Reemployment Rights Act
- Employee Polygraph Protection Act
- E-Verify Participation
- Right to Work
Equal Employment Opportunity is THE LAW

Private Employers, State and Local Governments, Educational Institutions, Employment Agencies and Labor Organizations

Applicants to and employees of most private employers, state and local governments, educational institutions, employment agencies and labor organizations are protected under Federal law from discrimination on the following bases:

RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN
Title VII of the Civil Rights Act of 1964, as amended, protects applicants and employees from discrimination in hiring, promotion, discharge, pay, fringe benefits, job training, classification, referral, and other aspects of employment, on the basis of race, color, religion, sex (including pregnancy), or national origin. Religious accommodations includes failing to reasonably accommodate an employee’s religious practices where the accommodation does not impose undue hardship.

DISABILITY
Title I and Title V of the Americans with Disabilities Act of 1990, as amended, protect qualified individuals from discrimination on the basis of disability in hiring, promotion, discharge, pay, fringe benefits, job training, classification, referral, and other aspects of employment. Disability discrimination includes not making reasonable accommodation to the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or employee, barring undue hardship.

AGE
The Age Discrimination in Employment Act of 1967, as amended, protects applicants and employees 40 years of age or older from discrimination based on age in hiring, promotion, discharge, pay, fringe benefits, job training, classification, referral, and other aspects of employment.

SEX (WAGES)
In addition to sex discrimination prohibited by Title VII of the Civil Rights Act, as amended, the Equal Pay Act of 1963, as amended, prohibits sex discrimination in the payment of wages to women and men performing substantially equal work, as jobs that require equal skill, effort, and responsibility, under similar working conditions, in the same establishment.

GENETICS
Title II of the Genetic Information Nondiscrimination Act of 2008 protects applicants and employees from discrimination based on genetic information in hiring, promotion, discharge, pay, fringe benefits, job training, classification, referral, and other aspects of employment. GINA also restricts employers’ acquisition of genetic information and strictly limits disclosure of genetic information. Genetic information includes information about genetic tests of applicants, employees, or their family members; the manifestation of diseases or disorders in family members (family medical history); and requests for or receipt of genetic services by applicants, employees, or their family members.

RETAIATION
All of these Federal laws prohibit covered entities from retaliating against a person who files a charge of discrimination, participates in a discrimination proceeding, or otherwise opposes an unlawful employment practice.

WHAT TO DO IF YOU BELIEVE DISCRIMINATION HAS OCCURRED
There are strict time limits for filing charges of employment discrimination. To preserve the ability of EEOC to act on your behalf and to protect your right to file a private lawsuit, you should immediately report any practices that potentially discriminate. The U.S. Equal Employment Opportunity Commission (EEOC) 1-800-669-4000 (toll-free) or 1-800-669-6520 (toll-free TTY number for individuals with hearing impairments). EEOC field office information is available at www.eeoc.gov or in most telephone directories in the U.S. Government or Federal Government section. Additional information about EEOC, including information about charge filing, is available at www.eeoc.gov.

Continued on next page
Equal Employment Opportunity, Continued

Employers Holding Federal Contracts or Subcontracts

Applicants to and employees of companies with a Federal government contract or subcontract are protected under Federal law from discrimination on the following bases:

RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN
Executive Order 11246, as amended, prohibits job discrimination on the basis of race, color, religion, sex or national origin, and requires affirmative action to ensure equality of opportunity in all aspects of employment.

INDIVIDUALS WITH DISABILITIES
Section 503 of the Rehabilitation Act of 1973, as amended, protects qualified individuals from discrimination on the basis of disability; in hiring, promotion, discharge, pay, fringe benefits, job training, classification, referral, and other aspects of employment. Disability discrimination includes not making reasonable accommodation to the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or employee, barring undue hardship. Section 503 also requires that Federal contractors take affirmative action to employ and advance in employment qualified individuals with disabilities at all levels of employment, including the executive level.

DISABLED, RECENTLY SEPARATED, OTHER PROTECTED, AND ARMED FORCES SERVICE MEDAL VETERANS
The Vietnam Era Veterans Reemployment Readjustment Assistance Act of 1974, as amended, 38 U.S.C. 4212, prohibits job discrimination and requires affirmative action to employ and advance in employment disabled veterans, recently separated veterans (within three years of discharge or release from active duty), other protected veterans (veterans who served during a war or in a campaign or expedition for which a campaign badge has been authorized), and Armed Forces service medal veterans (veterans who, while on active duty, participated in a U.S. military operation for which an Armed Forces service medal was awarded).

RETIATION
Retaliation is prohibited against a person who files a complaint of discrimination, participates in an OFCCP proceeding, or otherwise opposes discrimination under these Federal laws.

Any person who believes a contractor has violated its nondiscrimination or affirmative action obligations under the authorities above should contact immediately:
The Office of Federal Contract Compliance Programs (OFCCP), U.S. Department of Labor, 200 Constitution Avenue, N.W., Washington, D.C. 20210, 1-800-393-6251 (toll-free) or (202) 695-1327 (TTY). OFCCP may also be contacted by e-mail at OFCCPPublicInfo@ dol.gov. or by calling an OFCCP regional or district office, listed in most telephone directories under U.S. Government, Department of Labor.

Programs or Activities Receiving Federal Financial Assistance

RACE, COLOR, NATIONAL ORIGIN, SEX
In addition to the protections of Title VII of the Civil Rights Act of 1964, as amended, Title VI of the Civil Rights Act of 1964, as amended, prohibits discrimination on the basis of race, color or national origin in programs or activities receiving Federal financial assistance. Employment discrimination is covered by Title VI if the primary objective of the financial assistance is provision of employment, or where employment discrimination causes or may cause discrimination in providing services under such programs. Title IX of the Education Amendments of 1972 prohibits employment discrimination on the basis of sex in educational programs or activities which receive Federal financial assistance.

INDIVIDUALS WITH DISABILITIES
Section 504 of the Rehabilitation Act of 1973, as amended, prohibits employment discrimination on the basis of disability in any program or activity which receives Federal financial assistance. Discrimination is prohibited in all aspects of employment against persons with disabilities who, with or without reasonable accommodation, can perform the essential functions of the job.

If you believe you have been discriminated against in a program of any institution which receives Federal financial assistance, you should immediately contact the Federal agency providing such assistance.

EEOC 5/02 and OFCCP 8/08 Versions Usable With 11/09 Supplement

EEOC-GE-1 (Revised 11/09)
**EMPLOYEE RIGHTS**

**UNDER THE FAIR LABOR STANDARDS ACT**

**THE UNITED STATES DEPARTMENT OF LABOR WAGE AND HOUR DIVISION**

**FEDERAL MINIMUM WAGE**

$7.25 PER HOUR

**BEGINNING JULY 24, 2009**

**OVERTIME PAY**

At least 1½ times your regular rate of pay for all hours worked over 40 in a workweek.

**CHILD LABOR**

- An employee must be at least 16 years old to work in most non-farm jobs and at least 18 to work in non-farm jobs declared hazardous by the Secretary of Labor.
- Youths 14 and 15 years old may work outside school hours in various non-manufacturing, non-mining, non-hazardous jobs under the following conditions:
  - No more than
    - 3 hours on a school day or 18 hours in a school week.
    - 8 hours on a non-school day or 40 hours in a non-school week.
- Also, work may not begin before 7 a.m. or end after 7 p.m., except from June 1 through Labor Day, when evening hours are extended to 9 p.m. Different rules apply in agricultural employment.

**TIP CREDIT**

Employers of “tipped employees” must pay a cash wage of at least $2.13 per hour if they claim a tip credit against their minimum wage obligation. If an employee’s tips combined with the employer’s cash wage of at least $2.13 per hour do not equal the minimum hourly wage, the employer must make up the difference. Certain other conditions must also be met.

**ENFORCEMENT**

The Department of Labor may recover back wages either administratively or through court action, for the employees that have been underpaid in violation of the law. Violations may result in civil or criminal action.

**ADDITIONAL INFORMATION**

- Certain occupations and establishments are exempt from the minimum wage and/or overtime pay provisions.
- Special provisions apply to workers in American Samoa and the Commonwealth of the Northern Mariana Islands.
- Some state laws provide greater employee protections; employers must comply with both.
- The law requires employers to display this poster where employees can readily see it.
- Employees under 20 years of age may be paid $4.25 per hour during their first 90 consecutive calendar days of employment with an employer.
- Certain full-time students, student interns, apprentices, and workers with disabilities may be paid less than the minimum wage under special certificates issued by the Department of Labor.

For additional information:

1-866-4-USWAGE
(1-866-487-9243) TTY: 1-877-889-5627

WWW.WAGEHOUR.DOL.GOV

© 2015, HealthPort Technologies, LLC. All Rights Reserved.
Job Safety and Health
It's the law!

EMPLOYEES:
- You have the right to notify your employer or OSHA about workplace hazards. You may ask OSHA to keep your name confidential.
- You have the right to request an OSHA inspection if you believe that there are unsafe and unhealthful conditions in your workplace. You or your representative may participate in that inspection.
- You can file a complaint with OSHA within 30 days of retaliation or discrimination by your employer for making safety and health complaints or for exercising your rights under the OSH Act.
- You have the right to see OSHA citations issued to your employer. Your employer must post the citations at or near the place of the alleged violations.
- Your employer must correct workplace hazards by the date indicated on the citation and must certify that these hazards have been reduced or eliminated.
- You have the right to copies of your medical records and records of your exposures to toxic and harmful substances or conditions.
- Your employer must post this notice in your workplace.
- You must comply with all occupational safety and health standards issued under the OSH Act that apply to your own actions and conduct on the job.

EMPLOYERS:
- You must furnish your employees a place of employment free from recognized hazards.
- You must comply with the occupational safety and health standards issued under the OSH Act.

This free poster available from OSHA – The Best Resource for Safety and Health
EMPLOYEE RIGHTS AND RESPONSIBILITIES UNDER THE FAMILY AND MEDICAL LEAVE ACT

Basic Leave Entitlement
FMLA requires covered employers to provide up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons:

- for the birth of a child to the employee;
- for the care of a new family member who has a serious health condition;
- for serious health conditions that make the employee unable to perform the employee's job; or
- for the employee's own serious health condition.

Military Family Leave Entitlements

Eligible employees whose spouse, son, daughter or parent is on covered active duty or call to covered active duty status may use their 12-week leave entitlements for care of the military member. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered service member during a single 12-month period. A covered service member includes a member of the National Guard or Reserves, who is undergoing medical treatment, recuperating or therapy, or is otherwise otherwise in outpatient status, or is otherwise otherwise under the supervisory control of a military department or agency.

Use of FMLA leave cannot result in the loss of any employer benefit that accrued prior to the start of an employee’s leave.

Eligibility Requirements

Employees are eligible if they have worked for the covered employer for at least 12 months, have worked for the employer for at least 1,250 hours in the previous 12 months, and if at least 50 employees are employed by the employer within 75 miles.

Special hours of service eligibility requirements apply to airline flight crew employees.

Definition of Serious Health Condition

A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee’s job, or prevents the qualified family member from participating in school or other daily activities.

Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than 3 consecutive calendar days combined with at least two visits to a health care provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

Use of Leave

An employee does not have to use this leave entitlement in use block. Leave can be taken intermittently or on a reduced leave schedule when medically necessary. Employees must make reasonable efforts to schedule leave for unplanned medical treatment so as not to unduly disrupt the employee’s operations. Leave due to qualifying exigencies may also be taken on an intermittent basis.

Substitution of Paid Leave for Unpaid Leave

Employees may choose or receive paid leave or unpaid leave if the employee has used all of their paid leave policies.

Employee Responsibilities

Employees must provide 30 days advance notice of the need to take FMLA leave before the leave is used. When 30 days notice is not possible, they must provide notice at the first reasonable opportunity.

Employees must provide sufficient information for the employer to determine if the leave may qualify for FMLA protection and the anticipated start and duration of the leave. Sufficient information may include that the employee is a covered employee, who is eligible for leave, and the employer may require additional information such as a medical certification detailing the need for leave.

Benefits and Protections

During FMLA leave, the employer must maintain the employee’s health coverage under any “group health plan” on the same terms as if the employee had continued to work. Upon return from FMLA leave, employees must be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms. Use of FMLA leave cannot result in the loss of any employer benefit that accrued prior to the start of an employee’s leave.

Unlawful Acts by Employers

FMLA makes it unlawful for any employer to:

- interfere with, restrain, or deny the exercise of any right provided under FMLA
- discharge or discriminate against any person for opposing any practice made unlawful by FMLA or for involvement in any proceeding under or relating to FMLA.

Enforcement

An employee may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against an employer.

FMLA does not affect any Federal or state law prohibiting discrimination or separation of any kind or local law or collective bargaining agreement which provides greater family or medical leave rights.

For additional information:

WWW.WAGEOURDOL.GOV

© 2015, HealthPort Technologies, LLC. All Rights Reserved.
Uniformed Services Employment and Reemployment Rights Act

YOUR RIGHTS UNDER USERRA
THE UNIFORMED SERVICES EMPLOYMENT AND REEMPLOYMENT RIGHTS ACT

USERRA protects the job rights of individuals who voluntarily or involuntarily leave employment positions to undertake military service or certain types of service in the National Disaster Medical System. USERRA also prohibits employers from discriminating against past and present members of the uniformed services, and applicants to the uniformed services.

REEMPLOYMENT RIGHTS

You have the right to be reemployed in your civilian job if you leave that job to perform service in the uniformed service and:

- you ensure that your employer receives advance written or verbal notice of your service;
- you have five years or less of cumulative service in the uniformed services while with that particular employer;
- you return to work or apply for reemployment in a timely manner after conclusion of service; and
- you have not been separated from service with a disqualifying discharge or under other than honorable conditions.

If you are eligible to be reemployed, you must be restored to the job and benefits you would have attained if you had not been absent due to military service or, in some cases, a comparable job.

RIGHT TO BE FREE FROM DISCRIMINATION AND RETALIATION

If you:

- are a past or present member of the uniformed service;
- have applied for membership in the uniformed service or
- are obligated to serve in the uniformed service;

then an employer may not deny you:

- initial employment;
- reemployment;
- retention in employment;
- promotion; or
- any benefit of employment

because of this status.

In addition, an employer may not retaliate against anyone assisting in the enforcement of USERRA rights, including testifying or making a statement in connection with a proceeding under USERRA, even if that person has no service connection.

HEALTH INSURANCE PROTECTION

- If you leave your job to perform military service, you have the right to elect to continue your existing employer-based health plan coverage for you and your dependents for up to 24 months while in the military.

- Even if you don’t elect to continue coverage during your military service, you have the right to be reinstated in your employer’s health plan when you are reemployed, generally without any waiting periods or exclusions (e.g., pre-existing condition exclusions) except for service-connected illnesses or injuries.

ENFORCEMENT

- The U.S. Department of Labor, Veterans Employment and Training Service (VETS) is authorized to investigate and resolve complaints of USERRA violations.

- For assistance in filing a complaint, or for any other information on USERRA, contact VETS at 1-866-4-VETS-001 or visit its website at http://www.dol.gov/vets. An interactive online USERRA Advisor can be viewed at http://www.dol.gov/vets/userva.htm.

- If you file a complaint with VETS and VETS is unable to resolve it, you may request that your case be referred to the Department of Justice or the Office of Special Counsel, as applicable, for representation.

- You may also bypass the VETS process and bring a civil action against an employer for violations of USERRA.
The Employee Polygraph Protection Act prohibits most private employers from using lie detector tests either for pre-employment screening or during the course of employment.

**PROHIBITIONS**

Employers are generally prohibited from requiring or requesting any employee or job applicant to take a lie detector test, and from discharging, disciplining, or discriminating against an employee or prospective employee for refusing to take a test or for exercising other rights under the Act.

**EXEMPTIONS**

Federal, State and local governments are not affected by the law. Also, the law does not apply to tests given by the Federal Government to certain private individuals engaged in national security-related activities.

The Act permits polygraph (a kind of lie detector) tests to be administered in the private sector, subject to restrictions, to certain prospective employees of security service firms (armed car, alarm, and guard), and of pharmaceutical manufacturers, distributors and dispensers.

The Act also permits polygraph testing, subject to restrictions, of certain employees of private firms who are reasonably suspected of involvement in a workplace incident (theft, embezzlement, etc.) that resulted in economic loss to the employer.

The law does not preempt any provision of any State or local law or any collective bargaining agreement which is more restrictive with respect to lie detector tests.

**EXAMINEE RIGHTS**

Where polygraph tests are permitted, they are subject to numerous strict standards concerning the conduct and length of the test. Examinees have a number of specific rights, including the right to a written notice before testing, the right to refuse or discontinue a test, and the right not to have test results disclosed to unauthorized persons.

**ENFORCEMENT**

The Secretary of Labor may bring court actions to restrain violations and assess civil penalties up to $10,000 against violators. Employees or job applicants may also bring their own court actions.

**THE LAW REQUIRES EMPLOYERS TO DISPLAY THIS POSTER WHERE EMPLOYEES AND JOB APPLICANTS CAN READILY SEE IT.**

For additional information:

1-866-4-USWAGE

TTY: 1-877-869-5627

WWW.WAGEHOUR.DOL.GOV
This employer participates in E-Verify

This employer will provide the Social Security Administration (SSA) and, if necessary, the Department of Homeland Security (DHS), with information from each new employee’s Form I-9 to confirm work authorization.

IMPORTANT: If the Government cannot confirm that you are authorized to work, this employer is required to provide you written instructions and an opportunity to contact SSA and/or DHS before taking adverse action against you, including terminating your employment.

Employers may not use E-Verify to pre-screen job applicants or to re-verify current employees and may not limit or influence the choice of documents presented for use on the Form I-9.

NOTICE:
Federal law requires all employers to verify the identity and employment eligibility of all persons hired to work in the United States.

In order to determine whether Form I-9 documentation is valid, this employer uses E-Verify’s photo screening tool to match the photograph appearing on some permanent resident and employment authorization cards with the official U.S. Citizenship and Immigration Services (USCIS) photograph.

If you believe that your employer has violated its responsibilities under this program or has discriminated against you during the verification process based upon your national origin or citizenship status, please call the Office of Special Counsel at 1-800-255-7565 (TDD: 1-800-227-7565).

For more information on E-Verify, please contact DHS at 1-888-464-4218.
Right to Work

IF YOU HAVE THE RIGHT TO WORK,
Don’t let anyone take it away.

If you have the legal right to work in the United States, there are laws to protect you against discrimination in the workplace.

You should know that –

- In most cases, employers cannot deny you a job or fire you because of your national origin or citizenship status or refuse to accept your legally acceptable documents.
- Employers cannot reject documents because they have a future expiration date.
- Employers cannot terminate you because of E-Verify without giving you an opportunity to resolve the problem.
- In most cases, employers cannot require you to be a U.S. citizen or a lawful permanent resident.

For assistance in your own language:
Phone: 1-800-255-7888 or (202) 616-5594
For the hearing impaired:
TTY 1-800-237-2515 or (202) 616-5555
E-mail: esocr@usdoj.gov

U.S. Department of Justice
Civil Rights Division
Office of Special Counsel for Immigration-Related Unfair Employment Practices

www.justice.gov/crt/aboutosc
HealthPort Associate Aware Line

Toll free at 1-800-516-9921

The toll-free Associate Aware Line has been established for associates to quickly, easily, and discreetly report violations, or suspected violations, of policy or unwelcomed conduct such as:

- Discrimination
- Harassment
- Workplace safety concerns
- Illegal activities
- Unethical business conduct
- Violations of HealthPort's policies and procedures

HealthPort is committed to providing a work environment that is free from unlawful discrimination and harassment, safety hazards, or any other possible violations of HealthPort's policies and procedures or applicable law. With this in mind, all associates are encouraged to report any workplace concerns immediately to management or Human Resources or call the Associate Aware Line.
Appendix A

Leave for California Associates Under FMLA, CFRA and CPDL

If you work in California, you may have the right to request leave under the California Family Rights Act (CFRA) or the California Pregnancy Disability Leave Act (CPDL). This notice is an overview of your rights and obligations under FMLA, CFRA and CPDL. If you are eligible and the leave you have requested qualifies as family care and medical leave, you will receive up to twelve (12) weeks in a calendar year. Leave granted under FMLA runs concurrently with CFRA, CPDL, Workers’ Compensation and other leaves as appropriate and sanctioned by law.

If you have been employed with HealthPort at least twelve (12) months of and if you have worked at least 1,250 actual hours during the twelve (12) months prior to the requested leave, you are covered by the provisions of FMLA and CFRA. FMLA and CFRA provide up to twelve (12) work weeks for the following reasons:

- an associate’s own serious health condition;
- care of a newborn child, newly adopted child, or care of a child newly placed in foster care; or
- the care of a spouse, child, or parent with a serious health condition.

Time taken to care for a domestic partner is covered by CFRA, but not FMLA. Disabilities due to pregnancy or pregnancy-related conditions are covered under FMLA, but not the CFRA. In California, pregnancy and pregnancy-related disabilities are covered under CPDL.

When medically necessary, you are entitled to up to twelve (12) work weeks of family and medical leave during a calendar year, for your own or another’s serious health condition, as well as for “baby bonding.” If medically necessary, you may take leave on an intermittent or reduced leave schedule. Leave taken for bonding with a child, whether after birth, adoption, or foster care placement of a child with the employee, shall be concluded within one (1) year of the birth or placement of the child. The usual minimum duration of the leave shall be two (2) weeks. However, California associate may take leave of less than two (2) weeks’ duration on any two (2) occasions during the year.

Your leave under FMLA and CFRA may not extend beyond an established separation date. For additional information regarding your rights in California under FMLA, CFRA, CPDL and other leave laws, please contact Human Resources/Benefits.
Associate’s Receipt and Acknowledgement of Associate Handbook

Below are the statements contained in the “HealthPort Associate Handbook” course on HPU. These statements are electronically acknowledged by clicking each statement listed. The below is for your reference only.

The Associate Handbook is an important document intended to help you become acquainted with HealthPort. The Associate Handbook will serve as a guide and is subject to change at any time at the discretion of HealthPort. Click the button below to begin the acknowledgement. You will acknowledge each of the statements to indicate your receipt and acknowledgement of the HealthPort Associate Handbook.

☐ I have received and read a copy of the HealthPort Associate Handbook. I understand the policies, procedures, and other provisions described within this Handbook and that I should consult with my manager or Human Resources regarding any questions not answered in this Associate Handbook. I understand that this Associate Handbook supersedes all prior handbooks, manuals and policies for HealthPort, whether oral or written.

☐ I understand that by distributing this Handbook, HealthPort expressly revokes any and all previous policies and procedures which are inconsistent with those contained herein, and that HealthPort reserves the right to change its policies and procedures at any time, at HealthPort’s sole discretion, with or without my agreement or prior notice.

☐ I understand that my employment with HealthPort is at-will which means that my employment with HealthPort can be terminated at any time, by HealthPort or by me, with or without notice, with or without cause, and regardless of the length of my employment or the granting of benefits of any kind. I understand that no contract of employment has been expressed or implied, and that no circumstances arising out of my employment will alter my “at will” employment relationship, unless expressed in writing signed by both the Chief Executive Officer of HealthPort and me.

☐ I understand that by clicking the checkbox indicates that I have read and understand the above statements and have been given an opportunity to review the HealthPort Associate Handbook through HealthPort University, also referred to as HPU, HealthPort’s Learning Management System which is accessible during my employment at www.companycollege.com/healthport, and/or I have received a printed copy of the Associate Handbook.