



For more information, please contact LaNee Reynolds at (800) 421-1834, ext. 6057 or via email at lreynolds@copic.com



**COPIC's
HR HOTLINE**

(844) 208-4680

State regulations and legal environments may limit the scope or availability of certain programs/resources. Please contact COPIC for details about your specific state.

Managing human resources (HR) in health care comes with unique challenges. That's why COPIC offers our expertise through trainings and an HR Hotline at no cost to insureds. We also provide HR consulting and tools (a fee-for-service applies) to support your needs.

TRAININGS

We host an array of trainings for office staff who are responsible for handling HR-related functions in your organization.

Risky Practices is an all-day seminar (scheduled every other year) that aims to reduce the risk of employment practice litigation. Topics include written policies, employment law, record keeping, job descriptions, and salary administration plans. All participants receive:

- A model employee handbook
- Current salary ranges and job descriptions for typical medical office staff positions
- Summary of pertinent federal and state employment laws
- Sample HR forms

Other HR trainings that COPIC can provide:

- Managing Performance
- HR Roundtable
- Employment Case Law: Post-mortem
- Team Member Motivation
- Employee Handbook: Friend or Foe?

We also offer on-site trainings that focus on key topics such as harassment prevention, respectful workplace, and customer service.

HR HOTLINE

Practice managers encounter a variety of HR challenges, from dealing with complex employee management issues to establishing administrative procedures. Regardless of the situation, it may be helpful to talk through the issue with an expert. COPIC's HR department is available as a resource or sounding board to help practice managers resolve employment-related issues. We can help answer all types of questions, from "how much bereavement time should I offer to my staff?" to "what should I do if my employee is not performing?" And, we can help identify resources for practices to contact directly if we are unable to provide the appropriate guidance.

HR CONSULTING AND TOOLS (fee-for-service)

COPIC can offer more in-depth HR services or serve as an outsourced HR department (on retainer or for an hourly fee). Practices receive access to an HR professional to help on- or off-site with work geared toward employee relations, benefits enrollment and administration assistance (including FMLA administration assistance), compensation structure development, wellness programs, and performance management structure.