

Student Orientation Program

A PASSION FOR BETTER MEDICINE.™



Mission Statement

- **Mission:** We heal, comfort and care for the people of our community by providing advanced and compassionate health care of superior quality and value supported by education and clinical research

Customer Service

In greeting customers in person three components are to be used:

➤ Good Morning/Afternoon/Evening; Mr./Mrs./Name

➤ My name is _____

➤ I am going to be your _____

or

➤ I'm from (Department) and I'm here to

AIDET

Five Fundamentals of Communication

A	Acknowledge
I	Introduce
D	Duration
E	Explanation
T	Thank-You

Advantages of AIDET

- **Decrease Anxiety with Increased Compliance**



HIPAA

What is HIPAA?

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) is a multifaceted piece of legislation that covers three areas.

HIPAA

- The first part of this act covers a person being able to more easily move from one insurance plan to another as they either change jobs or become unemployed.
- The second part addresses the federal government's enforcement of fraud in different areas.
- The third part addresses the person's rights with relation to their privacy and the security of their information.

HIPAA

- The last portion of this act is what greatly concerns us in the healthcare industry, as is the area upon which we place great emphasis. It is vitally important for you to understand that working in a healthcare setting makes you, as well as the facility liable for your actions. The privacy and the confidentiality of our patient's are our top priority.

Parking



- Designated Employee/Student Parking
 - Lots from the heliport down – three tiers
 - Lot to the top left of the Maintenance Building
- Employees/students are not permitted to park in the visitors lot in front of the main building or in the spaces to the upper left of the main building designated for physician and clergy parking.



Parking

- Failure to comply with the policy will result in tickets being issued by security, which may result in disciplinary action to the employees.



Smoking

- Not Permitted on Hospital Grounds
- Must leave hospital property to smoke
- Failure to follow the policy can result in disciplinary action.
- Once you leave hospital property we are no longer responsible for your safety



Emergency Codes

Please refer to the Emergency Management link in the Network-Wide Orientation Module.

Control Team



- Combative or verbally aggressive/hostile person
- Can be anyone
- Responsibilities
 - Try to remain calm – your anger only adds to theirs
 - Keep even tone of voice
 - Call for help – Control Team
 - Try to avoid injuries to person and others as well as staff



Stroke Alert

- Process for notification of the members of the Stroke team of a patient arrival in the Emergency Department will be announced as Stroke Alert ER.
- Only for the members of the Stroke Team and designated Stroke Unit.

Clinical Response

- Team specific for an Inpatient having an acute change of status.
- Designated members
- Will assess and treat, transfer the patient based upon condition.

Trauma Alert

- Level IV trauma center
- Specific team members respond with designated roles and responsibilities

Safe Haven



- Federal and State Law - The Newborn Protection Act (Act 201 of 2002)
- Protect newborns (less than 28 days old, as reasonably determined by a physician) who might otherwise be abandoned or harmed by permitting a parent to leave a newborn at a hospital or police officer at a police station without fear of criminal prosecution when the child has not been a victim of suspected child abuse or other crime.

Safe Haven

- Basinet inside the Emergency Department entrance to the left of the doors.
- Questionnaires are provided, but not required
- Cannot stop or prevent the person from leaving the infant

Safe Haven

- Applies to all hospital property as well as the bassinet
- Cannot refuse to take the child
- Proceed to the Emergency Department with the child
- You personally are not subject to any liability

Cell Phone Policy

- At no time should they be used while providing care for the patient including Text messaging and internet use on the devices
- These devices are only to be used in designated areas and only on approved lunch or break times.
- Taking of photographs of any kind within the facility, especially of patients or visitors, is a violation of patient privacy laws.
- Violation of the policy may be subject to loss of your clinical privileges.

Code of Conduct

- Professionalism.
- Nondiscriminatory
- Ethical
- Violence in the workplace will not be tolerated.
- Harassment of any kind will not be tolerated.
- Zero tolerance for drugs/alcohol in the workplace

Dress Code

- Be well groomed and practice good personal hygiene
- Jewelry should be limited and dangling earrings are not permitted
- Shoes should be closed toes for clinical areas
- ID badges must be worn when on duty.

Infection Control

- Standard Precautions:
 - Followed for all persons in your care regardless of their infectious status
 - Will reduce the risk of bloodborne pathogen transmission
 - Will reduce the risk of disease transmission from body substances

Infection Control

- Standard Precautions apply to:
 - Blood and blood products
 - All body fluids, secretions, excretions (except sweat)
 - Non-intact skin
 - Mucous membranes

Standard Precautions

- What are Standard Precautions?
 - Hand washing – it is the single most important thing you can do to prevent the spread of infection to yourself and others.
 - Use lotion to prevent dry, cracked, or irritated skin.
 - If you wear rings consider removing them as they attract bacteria which become difficult to wash off.
 - Artificial nails are not allowed for direct care staff.

Bloodborne Pathogens

- What are they?
 - Hepatitis B
 - Hepatitis C
 - HIV – AIDS

- How are they transmitted?
 - Through exposure to blood and other infectious body fluids and tissues.
 - Inadvertent needlestick or cut from a contaminated item

Bloodborne Pathogens

- How do I protect myself?
 - Hepatitis B Vaccination
 - Use of personal protective equipment
 - Use of safety equipment
 - Proper handling and disposal of sharps
 - Prompt reporting of any exposure
 - Medical follow up

Back Injuries are the Cumulative Result of:

- Poor posture
- Faulty body mechanics
- Advanced age/loss of flexibility
- General decline in physical fitness
- Poor nutrition
- Stress

General Guidelines for Safe Lifting

- **PLAN THE LIFT**
 - What are you lifting? How heavy is the object/person?
- **ASK FOR HELP/USE EQUIPMENT**
- **PREPARE THE ENVIRONMENT**
- **MAINTAIN SPINAL ALIGNMENT**
- **Know and use proper body mechanics**

Library Information

- Medical Library in the annex first floor
- All are welcome
- Websites/user Id's provided can be used at home as well



Questions?

