

LVH-POCONO – STUDENT ORIENTATION

610-402-CARE LVHN.org

Overview

- Students should review LVHN-network requirements/expectations
- Additional information specific to each of our hospital sites is also important to review
- In this presentation, you will learn about requirements/resources specific to the **LVH-Pocono site.**

Cafeterias (Ground Floor)

- WEEKDAYS MONDAY-FRIDAY
- BREAKFAST 6:30AM – 10:30AM
- LUNCH 11:15AM – 3:00PM
- LIGHT SERVICE 3:00PM – 4:15PM
- DINNER 4:15PM – 7:00PM

- WEEKEND AND HOLIDAYS
- BREAKFAST 6:30AM – 10:30AM
- CLOSED 10:30AM-11:15AM
- LUNCH 11:15AM – 3:30PM
- CLOSED 3:30PM-4:15PM
- DINNER 4:15PM – 7:00PM

- SUNDAY-THURSDAY
- (NO HOLIDAYS)
- LIMITED SERVICE 11:00PM-1:30AM



Coffee Shop

- First Floor, off main lobby
- Mon-Friday 7AM-8PM
- Sat/Sunday 8AM-5PM



Parking – all non-medical students



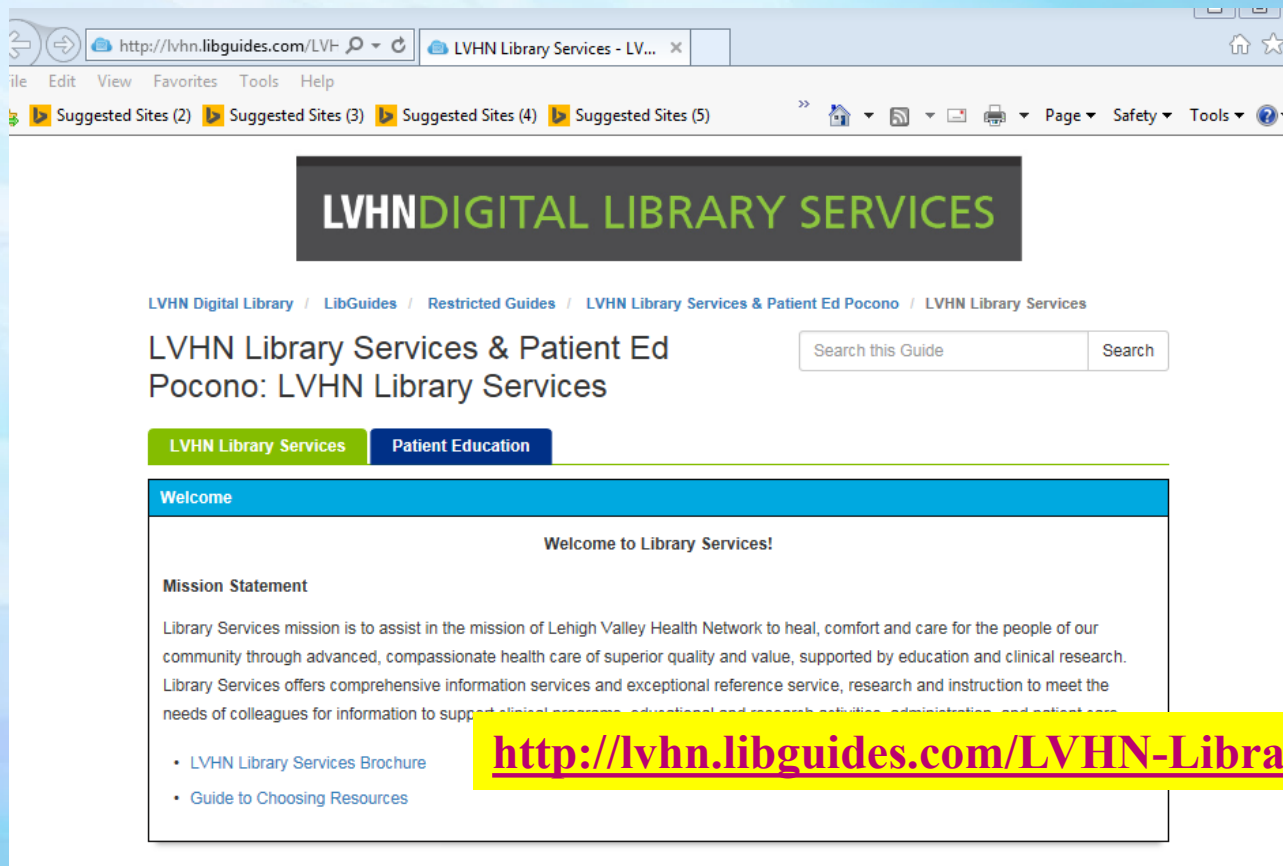
- Parking for all other (non-medical) students is limited and location is dependent on several factors.
- Depending on what type of student you are, you may be able to park in the parking deck. If so, you will be given a temporary parking pass from security. You will need to provide:
 - Vehicle model
 - License plate number
 - Make of car
- Please check with your primary LVH-Pocono point person/student coordinator/preceptor if you have questions.
- A shuttle service may be available.
- Questions about parking should be directed to the Director of Security Troy Serfass
- Students are responsible for any parking fines and/or towing fees. Parking in public areas is not recommended.

Shuttle

- Runs every 15 minutes to parking deck
- Can be picked up from Shipping/Receiving area
- Call Security if shuttle is needed off hours



Library



http://lvhn.libguides.com/LVH... LVHN Library Services - LV... x

file Edit View Favorites Tools Help

Suggested Sites (2) Suggested Sites (3) Suggested Sites (4) Suggested Sites (5)

» Home RSS Print Page Safety Tools ?

LVHNDIGITAL LIBRARY SERVICES

LVHN Digital Library / LibGuides / Restricted Guides / LVHN Library Services & Patient Ed Pocono / LVHN Library Services

LVHN Library Services & Patient Ed Pocono: LVHN Library Services

Search this Guide Search

LVHN Library Services Patient Education

Welcome

Welcome to Library Services!

Mission Statement

Library Services mission is to assist in the mission of Lehigh Valley Health Network to heal, comfort and care for the people of our community through advanced, compassionate health care of superior quality and value, supported by education and clinical research. Library Services offers comprehensive information services and exceptional reference service, research and instruction to meet the needs of colleagues for information to support clinical programs, educational and research activities, administration, and patient care.

- LVHN Library Services Brochure
- Guide to Choosing Resources

<http://lvhn.libguides.com/LVHN-Library-Pocono>

Emergency Care

- Report the incident immediately to the department manager or preceptor
- Report directly to the Emergency Room for immediate treatment
- Notify medical school student health office
- Notify LVHN Department of Education 610-402-2554 or 610-402-2475

Blood & Body Fluid Exposures

- Wash immediately with soap and water
- Follow same steps as Emergency Care

Surgical Scrubbing

- Completed with Laurie Canala, OR Nurse Manager.
- A scrubbing session can be scheduled, as needed, by your preceptor, by contacting Laurie.

Emergency Codes

Please refer to the Network-Wide Orientation Module (Emergency Management link) for network-wide emergency codes.

Documentation

- All documentation must be: dated, timed, signed, legible
- Supervising Physicians: must co-sign all admit orders and H&P's for all Medicare cases before the patient is discharged.
- History and Physical completed within 24 hours
- Consents signed by patient and physician, dated and timed before procedure
- Operative and all high risk procedures documented
- Time-Out before all procedures
- Always use two patient identifiers: Full name and Date of Birth
- Electronic Medical Record Documentation: An EMR documents the date and time upon entry of information. If an event or treatment occurred earlier, please note actual time and date of treatment in your entry.

Medication Safety Problems

❖ Dangerous “Do Not Use” Abbreviations:

❖ MS, MSO₄, MgSO₄, Q.D., QD, q.d., qd, Q.O.D., QOD, q.o.d., qod, U, u, IU, no trailing zero

- Illegible handwriting-including signature
- Altered/Corrected orders
- Range orders
- Complete medication order including reason for PRN

Medication Reconciliation

- The Joint Commission requires that hospitals have a process in place to reconcile patient medications across the continuum of care.
 - **Admission Medication Reconciliation**
 - **Transfer Review**
 - **Discharge Medication Reconciliation**



LVH-Pocono Contact Information


Department	Reason for Calling	Phone/Ext.
Main Hospital Number	All Campuses	570-421-4000 (operator)
Department of Education	General Education Questions	610-402-2554
Employee Health	Blood/Body Fluid Exposures	570-476-3779
Facilities	Housing Issues (24 hours)	570-420-5396
Environmental Services	House Cleaning Needs	570-421-4000 (operator)
IS / Helpdesk	Computer Access and Wifi Qs	610-402-8303
Materials Management	Linen Services	570-421-4000 (operator)
Security	Non-Emergency	570-421-4000 (operator)


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Occurrence & Incident Reporting

- Quantros Event Reporting
- How can you report something?
 - Direct entry using the link on the intranet
 - Hotline #3555
 - Call Quality Management (ext 3783)
 - Tell your director, manager, or supervisor
 - Can identify yourself or report anonymously
- What to report?
 - Actual events &/or concerning 'near misses'
 - Falls
 - Medication errors & adverse drug reactions
 - Patient complaints
 - Care issues that result or could result in patient or staff harm
 - Behavioral issues



OCCURRENCE HOTLINE  **POCONO MEDICAL CENTER**

Prompts for Reporting an Incident Via the Occurrence Hotline
476-3555

- Identify Yourself or Anonymous as the Reporter.
- Patient/Staff/MD Name
- DOB (Pt. Only)
- MRA (Pt. Only)
- Where Occurrence Happened (Nursing Unit, Hallway, Elevator, etc.)
- Occurrence Type (Fall/Medication Error/Behavior Issue/Communication Breakdown)
- Who Discovered the Incident?
- Did Occurrence Cause New Orders or Increased Testing for Patient?
- Any Witnesses-Who?
- Identify if Occurrence Caused Harm to the Patient. (If Yes-What Harm)
- Reported Incident to

INFECTION PREVENTION

Jennifer Hess, RN

570-476-3692 or x 3692

Hand Hygiene

Hand Hygiene

The single most important way to prevent hospital related infections.

Soap and Water

Wash your hand vigorously with soap and water for 20 seconds (WHO guidelines) required for: C. diff/norovirus and grossly soiled hands.

Alcohol Foam/hand rub

Use alcohol foam or equivalent rub.

“Foam in/Foam out” practice is required upon entering a patient’s room, even if gloves have been worn and regardless of whether the patient was touched or not.

Isolation

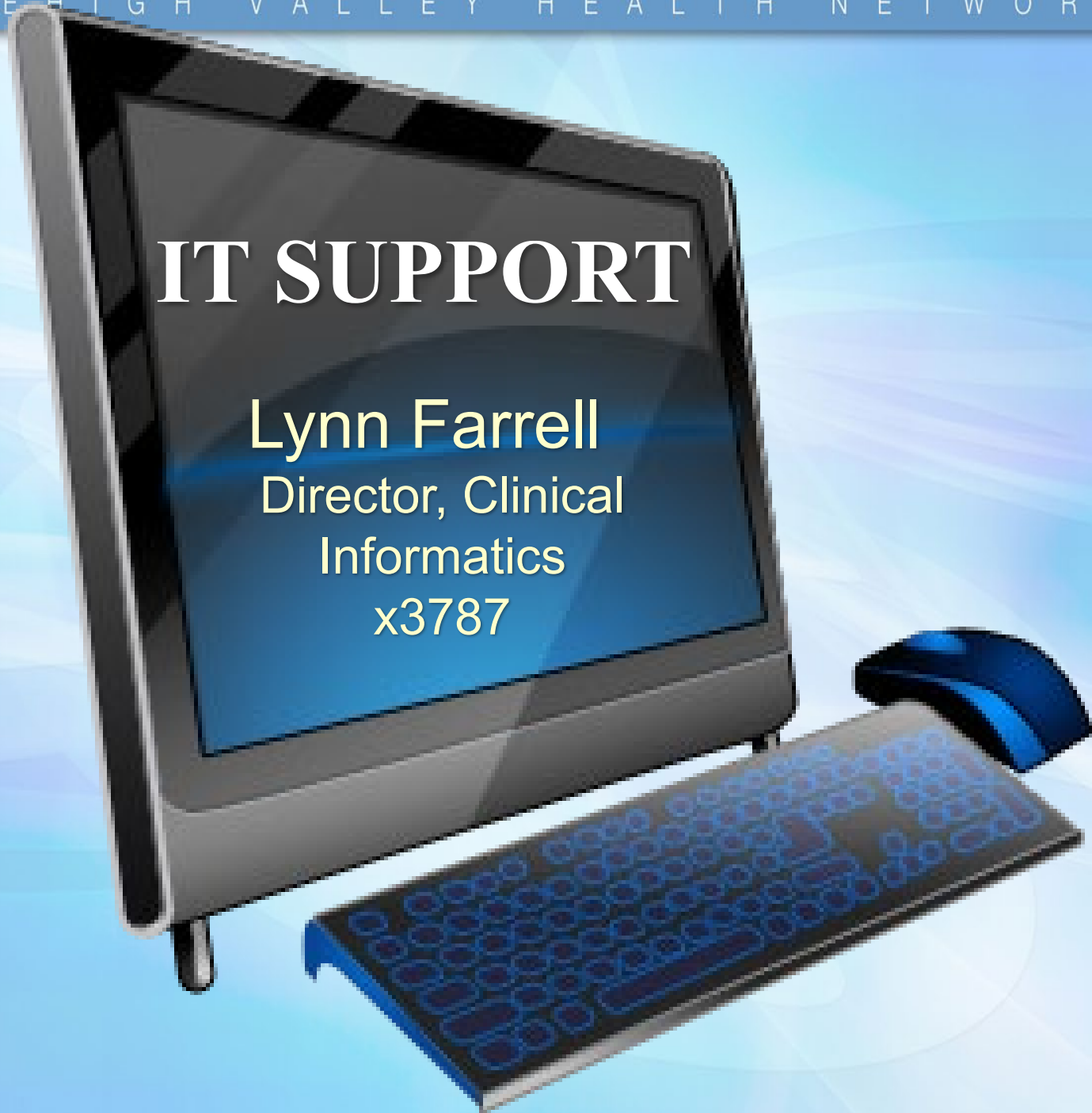
- PMC isolates colonized as well as infectious patients.
- Signs outside door list the PPE (gloves, gowns and masks) that need to be worn in the room. PPE are located in the isolation cabinet outside each room.
- PPE is never worn in the hallways.
- You must wear PPE in all rooms deemed to be on isolation.
NO EXCEPTIONS!
- The Infection Prevention department has protocols for discontinuation of isolation precautions. Please do not write orders to discontinue isolation without consulting with them

SECURITY

Troy Serfass
Director Safety and Security
570-421-2222

IT SUPPORT

Lynn Farrell
Director, Clinical
Informatics
x3787



EMR systems at LVH-Pocono

- McKesson-Inpatient
- EClinicalWorks (ECW)-Outpatient
- OB Trace View-OB
- Ibex-Emergency Dept



Support Systems

- PORTAL
- HEO ACCESS
- INTRANET
- MEDICAL RECORDS
- E-CLINICAL (PMC PHYSICIAN OFFICES)-
Training by Lisa Prator
- Please remember to lock your computer when not in use.

Final slides (for medical students only)

- **The following slides are for medical students only.**

Medical Staff Lounge (for medical students only)

- **By the Medical Staff Office (First Floor):**
 - **Computers**
 - **Printers**
 - **Refrigerator-soda, water, juice, yogurt**
 - **TV**
 - **Breakfast**
 - **Radiology Conference, Noon on Wednesdays**

Call Rooms (for medical students only)

- 5 located about hospital
- Call nursing supervisor if one is needed
- First come, first served




Parking (medical students only)


- During your rotations, you will be permitted to park behind the Dale and Frances Hughes Cancer Center in the parking spots marked “**Temporary Physician Parking Area**” (wayfinding map on next slide).
- All parking tags must be displayed in your car window to avoid being towed.
- The Parking Deck on E Brown Street is also available for parking any time of the day. Shuttle service to/from the parking deck is available and runs every 15 minutes.
- Students are responsible for any parking fines and/or towing fees. Parking in public areas is not recommended.

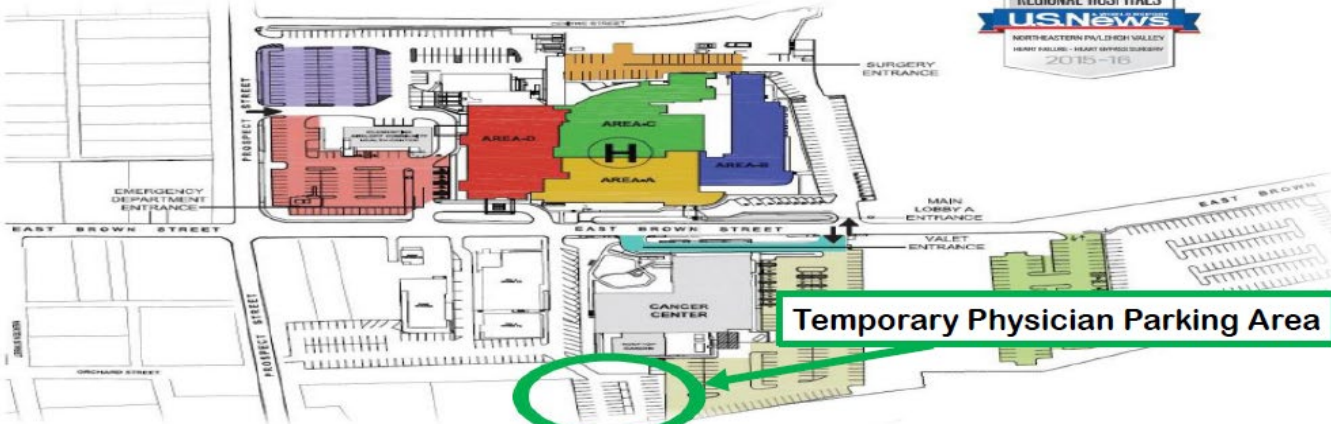


Temporary Physician Parking Area

TO BETTER SERVE YOU







Temporary Physician Parking Area

As part of our commitment to improve the patient experience, we provide this map as a means to help you navigate the hospital campus in the most convenient, direct way to ensure you have access to all of our excellent services. We thank you for your support and patience throughout this process as we work diligently to enhance your experience at Pocono Medical Center and work to create new, additional patient treatment areas in minor care.

- **PMC Immediate Care – Abeloff Community Health Center:** Enter from Prospect Street
- **Emergency Department (Patient and Ambulance Parking):** Enter from Prospect Street
- **FREE Valet Parking:** Open 8:00AM – 4:30PM through Cancer Center Entrance off of East Brown Street
 - After 4:30 PM keys are available on the 1st Floor of the Main Lobby Area A
 - Cancer Center patient valet keys after 4:30PM are available in the Cancer Center Main Lobby
- **Hospital and Cancer Center (Patient Parking):** Enter from East Brown Street
- **Visitor Parking:** Enter Visitor Parking Lot off of East Brown Street across from ESU Stadium and Softball Field
 - 15-minute patient pick-up/drop-off is available through the valet parking entrance
- **Same-Day Surgery:** Enter lot off of East Brown Street across from Cancer Center Parking

Contact Information – for medical students only

- Jonathan Goldner, DO , Associate Senior Medical Director, 570-620-8070
jonathan.goldner@lvhn.org
- Katina Castera, Adm. Asst. 570-476-3686, katina.castera@lvhn.org
- Sally Wenner, Medical Staff Sec. 570-476-3659, sally.wenner@lvhn.org