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 570-421-2222.

- 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
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

- Laurie Canala, OR Interim Director.
- AORN video available to provide an overview of scrub/gown/glove procedures.
- Additional scrub training/tour of the OR can be scheduled, as needed, and as staff are available.
Codes/Alerts

- Code STAT-Cardiac Arrest
- Code 88: Stroke
- Rapid Response Team
- Trauma Alert
- STEMI
- Code Red: Fire
- Code Yellow: Bomb
- Code Orange: Disaster

- Code Adam: Infant abduct
- Code Pink: Infant arrest
- Code Purple: Danger area
- Code H: Patient concern
- Control Team: Violent Patient
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

<table>
<thead>
<tr>
<th>Department</th>
<th>Reason for Calling</th>
<th>Phone/Ext.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main Hospital Number</td>
<td>All Campuses</td>
<td>570-421-4000 (operator)</td>
</tr>
<tr>
<td>Department of Education</td>
<td>General Education Questions</td>
<td>610-402-2554</td>
</tr>
<tr>
<td>Facilities</td>
<td>Housing Issues (24 hours)</td>
<td>570-420-5396</td>
</tr>
<tr>
<td>Environmental Services</td>
<td>House Cleaning Needs</td>
<td>570-421-4000 (operator)</td>
</tr>
<tr>
<td>IS / Helpdesk</td>
<td>Computer Access and Wifi Questions</td>
<td>610-402-8303</td>
</tr>
<tr>
<td>Materials Management</td>
<td>Linen Services</td>
<td>570-421-4000 (operator)</td>
</tr>
<tr>
<td>Security</td>
<td>Non-Emergency</td>
<td>570-421-4000 (operator)</td>
</tr>
</tbody>
</table>
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
INFECTION PREVENTION

Jennifer Hess, RN
570-476-3692 or x 3692
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
570-421-3787
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

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 – Aboloff 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 4:30 PM are available in the Cancer Center Main Lobby
- **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