

OBSERVER ORIENTATION

PURPOSE

The purpose of the Observer/Job Shadow Program is to provide students, physicians and other professionals the opportunity to observe the care and services provided at Infirmarium Health affiliates that include

- Mobile Infirmarium Medical Center
- Mobile Infirmarium
- North Baldwin Infirmarium
- Thomas Hospital
- Infirmarium LTAC Hospital
- Our clinics, physician offices and freestanding emergency departments

Reading and understanding the following information fulfills the requirement that you complete an orientation prior to beginning your observation/job shadow.

The information includes the following topics:

- Introduction to the Organization
- Dress Code
- Observer Role and Rules of Conduct
- HIPAA/Confidentiality
- Safety Procedures
- Infection Prevention
- Anti-Harassment Policy

INTRODUCTION TO THE ORGANIZATION

Mission, Vision and Values

- Our Mission is **LIFE**
- Our Vision is to be “The **FIRST CHOICE** for healthcare in our region”
- Our Values are **Leadership, Integrity, Family and Excellent Service**
 - **Leadership** – Setting the example
 - **Integrity** – Doing the right thing
 - **Family** – Supporting each other along the way
 - **Excellent Service** – Exceeding our customers’ expectations

DRESS CODE

Solid color scrubs – no specific color – are suggested by not required.

Female Business Casual

- Dresses or skirts not to be shorter than 1 inch above the knee.
- Splits in skirts no higher than 4 inches above the knee.
- Dress slacks or khakis (no jeans) with blouse or polo type shirt.
- Sleeveless blouses or tops must be covered by a jacket or business-like blouse.

Male Business Casual

- Slacks or khakis with collared shirt (dress shirt or polo)

School uniforms meeting the above guidelines are acceptable

Light jacket or sweater is suggested for your comfort

Shoes – Female and Male

- Should be business-like and coordinate with the clothing being worn
- Clean, closed-toe, quiet sole athletic shoes are suggested

Fragrances

- For the health and comfort of all who use the facility, kindly avoid using fragrance that is perceptible to others.

ID Badge

- Observers wear Infirmary Health issued badge at all times.

OBSERVER ROLE AND RULES OF CONDUCT

Attendance

- Please be prompt when reporting to the designated area.
- Do not report to the facility if experiencing fever, diarrhea, nausea, vomiting, or coughing. You must be 24 hours free of any of these symptoms without the use of medications such as antipyretics, antidiarrheal meds etc. which can mask or hide symptoms.
- If unable to report due to illness or other reason, please notify your facility contact by phone, text or email.

Conduct

- Be accompanied by your preceptor or your preceptor's designee at all times.
- Be appropriately dressed and act in a professional manner.
- Do not use your cell phone for any reason other than an emergency.
- Be appropriately dressed and act in a professional manner.
- Do not use your cell phone for any reason except an emergency during your observation in a department.
- Do NOT provide any type of patient care nor actively participate in treatments or procedures.

HIPAA/CONFIDENTIALITY

The Health Insurance Portability and Accountability Act 1996 (HIPAA) is a Federal Law that:

- Protects Health Information
- Gives patients more control over their Medical Records
- Holds violators accountable

All information concerning patients is privileged information and should only be shared with individuals who have a need to know for treatment, payment, or operating purposes.

Do not discuss patients outside of your observation area.

What Health Information is Protected?

HIPAA protects an individual's health information and his/her demographic information. This is called "protected health information" or "PHI". Even without the patient's name, information meets the definition of PHI:

- If you look at certain information and you can tell who the person is.
- If it can relate to past, present or future physical or mental health of the individual.
- If it describes a disease, diagnosis, procedure, prognosis, or condition of the individual and can exist in any medium –files, voice mail, email, fax, or verbal communications.

WE ARE ALL RESPONSIBLE FOR PROTECTING THE PRIVACY OF OUR PATIENTS!

Other forms of communication that the Privacy Rule applies:

- Verbal communication –Do not talk with others about patients.
- Patient information should only be discussed with those that need to know.
- Posting on Social Media –Do not post about patients, even in general terms.
- Personal Devices –Do not transmit authorized PHI using personal cell phones or email.
- Snooping into Medical Records – Only access records and patient areas if appropriate to job function.

Violations for HIPAA can result in:

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|---|------------------------|
| • Criminal Penalties | • Tarnished reputation |
| • Monetary Fines | • Loss of license |
| • Exclusion from working in healthcare facilities | • Employee termination |

SAFETY PROCEDURES

If a code is called, look to your Preceptor or other Hospital Staff for guidance.

Code Green	Contaminated Patient. Isolate. Notify. Decon.
Code Gray	Security Situation. Contact Security. De-escalate. Contain.
Active Shooter	Assess. Shelter / Evacuate / Neutralize. Notify
Code Purple	Severe Weather. Notify. Shelter.
Code Orange	External / Internal Disaster. Notify. Support.
Code Yellow	Facility Lockdown. Prevent Entry and exit.
Code Red	Fire. (RACE) Rescue. Alert. Contain. Extinguish/Evacuate
I.T. Outage	Notify Dept. Head. Use Downtime Procedures.
Code Black	Bomb Threat. Notify. Search. Isolate.
Code Adam	Infant Abduction. Observe. Prevent Exit. Notify.
Code White	Hostage Situation. Isolate. Notify.

INFECTION PREVENTION

- Hand washing or hand decontamination is the single most important means of preventing the spread of infections.
- Perform hand hygiene using either a non-antimicrobial soap and water or an alcohol-based hand rub.
- Clean hands when they are visibly dirty or contaminated with blood or other body substances before eating and drinking and after using the restroom.

Hand-washing Technique with non-antimicrobial Soap & Water

- Apply soap to wet hands.
- Lather and vigorously rub hands together, covering all surfaces of hands, fingers and fingernails for at least 20 seconds.
- Rinse thoroughly under a stream of warm water.
- Dry completely with a disposable paper towel.
- Use disposable towel to turn off water.

Alcohol-Based Hand Rub

- If hands are not visibly soiled, hand hygiene may be performed using an alcohol-based hand rub.
- Dispense product into palm of hand.
- Rub until dry, taking care to apply to all surfaces of fingers and hands. INFLUENZA

ANTI- HARASSMENT POLICY

The term “harassment” includes:

- Threats or promises
 - Threats of employment action or promises of employment action linked directly or indirectly (i.e. implied) to submission to:
 - Sexual favors
 - Other verbal or physical sexual behavior(s)
- Unwelcome advances
 - Any unwelcome sexual advances, requests for sexual favors or verbal/physical conduct of a sexual nature that alters an employee’s (or agent’s) working conditions and creates an abusive environment.
- Other potential harassing actions
 - Other forms of intimidation, including racial, ethnic and age-based or disability harassment which alters an employee’s (or agent’s) working conditions and creates an abusive work environment.

Any form of harassment will not be tolerated. It is your responsibility to promptly report any behavior outlined above to your instructor or your observation coordinator.

WELCOME TO INFIRMARY HEALTH!

- We hope you have a great experience!
- If you have any questions, please contact