

WELCOME OBSERVERS

Welcome to Nicklaus Children's Hospital! All Observers are asked to read, understand and answer the questions following this orientation module prior to your rotation at the Hospital.

The Medical Education Office will need the following from you prior to starting your rotation:

1. Application Form
2. All required documents listed on the Credential Checklist
3. Approval of your requested rotation(s)
4. Questions answered (80% passing rate required) and signed acknowledgment from this on-line orientation

Upon receipt of the above documents, you will receive an NCH badge. Please return your badge to the Medical Education Department upon your departure.

We welcome you to Nicklaus Children's Hospital and wish you a worthwhile learning experience on campus.

1. GENERAL GUIDELINES FOR OBSERVERS

- An Observer must sign in with the Department of Medical Education the first day of the rotation.
- An Observer must comply with the hospital dress code and NCH I.D. badges must be visible at all times. Failure to wear NCH identification may lead to you being questioned by security and/or asked to leave the Hospital premises.
- An Observer may not participate in any patient contact activities.
- An Observer will remain under the supervision of the Preceptor.
- Observers may attend conferences, sit in with teams during rounds in the conference room, and use the library (with approval from the Medical Education Department).
- All planned Observer activities pertinent to care of a patient will be shared with the designated Preceptor.
- An Observer must report any incident/accident to the Preceptor.
- Free parking is available in the visitor's parking lot; you may park in any space available.
- At the end of your rotation, please return your ID badge to the Medical Education office.

2. CUSTOMER SERVICE

In keeping with Nicklaus Children's Hospital mission, vision and values, the hospital places the needs of customers above all. Customer service is a key element for success in all businesses, including healthcare providers. Outstanding customer service is our goal to all our customers, both internal and external.

3. INFORMATION MANAGEMENT

Information Management is the process of obtaining, managing and using information to improve patient outcomes and Hospital-wide performance.

Access to information is based on a need-to-know basis in order to safeguard the confidentiality of the data at all times. Security codes and/or passwords are given to management and staff with appropriate levels of access assigned. Your password and/or code is extremely confidential.

4. PATIENT BILL OF RIGHTS

Nicklaus Children's Hospital has a responsibility to give every patient child appropriate medical care. The Patient Bill of Rights is a set of guiding principles of patient care. The Bill of Rights is displayed in every department and is provided to them to educate them about their rights in patient care.

The Patient/Family Services Department is responsible for pursuing any questions, concerns, or formal complaints patients/families may have about your rights or the quality of care and service provided by Miami Children's Hospital. You may contact the Patient/Family Services staff directly at extension 4400.

5. PATIENT CONFIDENTIALITY - HIPAA

Patient confidentiality is a conscious effort by every healthcare worker to keep private all personal information revealed by patients and their families and/or medical records during a hospital visit. You may have access to confidential information about patients and their families. You must never discuss, disclose or review any information about a patient's medical condition with any other person unless they have proper authorization.

Patients and their families are entitled to privacy and it is your ethical and professional obligation to respect that privacy at all times. All are responsible for patient confidentiality.

General Guidelines

- Medical record information can only be released with a proper consent signed by the parent or legal guardian, or in accordance with state or federal law.
- Refrain from having verbal conversations regarding patient information in hallways, elevators and other public places.
- Any questions regarding release of information should be directed to the HIM department
- All patient medical information must be discarded in 1) an approved confidential disposal bin, or 2) an approved shredder, as provided by the Hospital to prevent the information from being disclosed to unauthorized individuals.

All must follow the HIPAA (Health Insurance Portability and Accountability Act) regulations, which cover three areas:

- Insurance Portability: ensures individuals moving from one health plan to another will have continuity of coverage and will not be denied coverage.
- Fraud enforcement (accountability): increases the federal government's fraud enforcement authority
- Administrative simplification: policy changes in healthcare organizations in order to protect patient's privacy and the confidentiality of identifiable protected health information (PHI).

General notes about HIPAA:

- Confidentiality and privacy mean that patients have the right to control who will see their protected health information (PHI). PHI includes, but is not limited to: name, relative's name, address, social security number, account numbers, date of birth, telephone number, fax numbers, voice or finger prints, photos, and other personal identifying information.
- Communication about patient health information should be limited to those who need the information in order to provide treatment, payment, and healthcare operations (TPO).
- When faxing patient information, double check the number. If necessary, call to ensure the fax was delivered to the correct person. Do not fax sensitive, highly protected health information (e.g., information about a patient's drug or alcohol dependency, psychotherapy notes, HIV status, sexual assault)
- Patient privacy can be violated when PHI and patient names are left on voicemail messages or telephone answering machines.
- In a semi-private area, pull the curtain around the patient's bed, and lower your voice before speaking about medical information.
- Computer printouts, and other paper records containing patient information, must be kept in a secure place and shredded when no longer needed.
- You must never discuss, disclose or review any information about a patient's medical condition with any other person unless they have proper authorization.
- HIPAA violations may include both civil and criminal penalties for the individual as well as the hospital.

Patients and their families are entitled to privacy and it is your ethical and professional obligation to respect that privacy at all times. Generally speaking, all members involved in patient care, including physicians, nurses, residents, and other staff, as well as students and observers are responsible for patient confidentiality.

6. ENVIRONMENT OF CARE

I. Emergency Preparedness

This section prepares you to safely respond to an emergency situation at work as well as at home. This section will help you learn how to respond to unexpected events and emergencies, as your actions could have an impact on patients, parents and coworkers. Following these procedures may ensure safety for yourself, our patients and their families.

A. Code Red = Fire

Code Red means there is a fire somewhere at the hospital. If there is a fire, remember the term "RACE". RACE is a national acronym used to help you remember what you must do in case of a fire:

- R - Rescue** Your first priority is to remove patients from immediate danger.
- A - Alarm** Pull the red pull box in your work area to activate the alarm. The pull station activates the Code Red procedure which informs the whole Hospital of the location of the fire.
- C - Contain** Close all doors and prepare for evacuation. The response team will contain the fire.
- E - Evacuate** Go to the next fire zone. Evacuate horizontally following your unit's evacuation plan. Do not use elevators, use only stairs. Remember to Close ALL doors.

B. Code 13 = Bomb Threat

Report to your work area right away and look around the work area for anything unusual, such as unattended bag or box. If you find something unusual, do not touch it and report it to the unit secretary or call ext 4911 immediately to report the object. If you answer a phone and it is a bomb threat, write down the time of the call. Try to keep the caller on the line and collect information about the caller such as age, race and gender. Listen for background noise. Make a signal to someone near you to call Security at 4911 immediately.

C. Code Blue = Cardiac Arrest

If a patient, visitor or employee has cardiac or respiratory arrest, call for help:

- If you are in a patient's room, press the Code Blue Button near the bed and dial 555 on the telephone.
- If you are in another area, dial 555 and give the operator your location. The Code Blue team will arrive immediately.
- Begin CPR if you are certified to do so. If you are not, wait for the team.

D. Code D = Disaster

Report to your unit right away. Use only the Hospital's Main Entrance; all other doors will be locked. Do not talk to any media people; refer them to the Public Relations Department. If you hear "CODE NBC", this means the disaster is Nuclear, Biological or Chemical related.

E. Code Orange = Trauma case arriving to the hospital

Often, a helicopter brings the trauma victim. The Trauma Team reports to the Emergency Department right away. During a Code Orange, stay away from the helicopter landing area!

F. Code Lindbergh = Kidnapping

If you are suspicious, get a description of the person you suspect and call Security at ext 4911. Give a detailed description to help them catch the suspect. As soon as a Code Lindbergh is announced, the Hospital Lock-Down System goes into effect.



G. Code 36 = Lost Child

If you find a lost child, call Security immediately at ext. 4911. Give a detailed description of the child. If a Code 36 is announced, please check your area for a lost child with the description provided.

H. Code Water = No Water

Code Water can mean two things: a) there is no water or b) the water is contaminated. Use water that is delivered to your area and do not use the sinks, showers, tubs, ice machines, or water fountains. Do not flush the toilet. Use alcohol rinse to wash your hands.

I. Code Blackout = Blackout

Code Blackout means that there is no power from Florida Power & Light Company (FPL) and the Hospital is using its last generator. In a Code Blackout, only the red electrical outlets can be used; electricity should be saved only for the life support machines, critical equipment, and communications equipment. Unplug everything else.

J. Communication Failure

Communication failure means that the telephone system is not working. When this happens, we need to use other communication methods –you will be provided with proper direction.

K. Personal Safety Tips

You can help us make this Hospital a safer place by taking steps to protect yourself:

- Report any suspicious person or unauthorized persons to Security immediately.
- Do not leave your purse or wallet unattended. Keep them out of view.
- Watch drug containers and packages for signs of tampering.

L. Hazardous Materials

Hazardous Materials are chemical products that can harm your eyes, lungs or skin. Be sure to protect yourself when handling chemical products at Miami Children's Hospital. Use Personal Protective Equipment including gloves, mask, gown, and/or boots. If you discover a chemical spill, contain the spill and notify Environmental Services at 4040. The Environmental Services staff is trained to handle chemical spills.

Waste Disposal: There are several types of waste at the Hospital. Each type of waste has its own type of waste container:

1. **Biohazardous Waste:** All items contaminated with blood, drainage, or infectious secretions are discarded in red bags for incineration. These containers have the Biohazard symbol.
2. **Sharps** are disposed of into a hard, plastic Sharps Box.
3. **Paper**, soda cans and cardboard boxes are recycled at NCH. Your role is very important in the recycling process. Put cans and paper in designated blue bins in your area.
4. **All other waste** is considered regular waste.

M. Security

1. The Security Services department full time, professionally trained security officers. Officers are on duty 24 hours a day, 7 days a week, every day of the year. They patrol inside and outside the Hospital.

For general information, you may contact the Security office at 4945. In case of an emergency, call Security at 4911. The security staff on duty will respond immediately to the call.

N. Workplace Violence

If you witness or experience a verbal, physical or sexual harassment on hospital premises, please report it immediately to Security at x: 4911. All allegations of physical or verbal abuse shall be fully investigated and corrective or disciplinary action up to and including dismissal from employment or revocation of staff privileges will be taken as warranted.

O. Patient Care (universal) Precautions:

Universal or Standard Precautions are a set of standardized precautions to be used for all patients, regardless of illness or medical condition. These procedures were originally designed to manage possible exposures to blood borne viruses such as HIV or Hepatitis B, but have evolved to include procedures that will reduce exposures to other pathogens as well.

P. Infection Control

To contact the office, call ext. 2399.

The Pediatric Health Care environment has special infection control risks for both patients and personnel. Children are more likely to have a communicable illness present on admission (approximately 40% of pediatric admissions). Policies of particular concern are available on the nCH Portal.

General Infection Control Guidelines

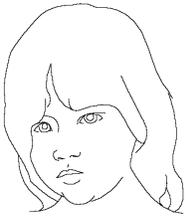
All observers need to follow a basic level of caution during their visit. These include:

- Clean uniforms/clothing; long hair should be restrained or tied back
- Avoid touching eyes or mouth during patient contact activities.
- No eating or drinking in areas where patient contact activities
- Routine hand washing whenever contamination might have occurred and in-between all patient contact.

Work Exclusions

In general, any time you have symptoms of an acute infection, fever, cough, vomiting, diarrhea, or skin infections, you should not be at the hospital until cleared by the Employee Health Office or your private physician. For more information, please contact the Employee Health Office at 2636.

1. CORPORATE COMPLIANCE



EMTALA stands for the **E**mergency **M**edical **T**reatment **A**ctive **L**abor **A**ct. You may also hear it referred to as COBRA or the Anti-Patient Dumping Statute.

Important Things to Remember

EMTALA prohibits hospital EDs from delaying care, refusing treatment, or transferring patients to another hospital based on their inability to pay for services. Hospitals and physicians cannot delay medical screening (examination) or treatment to inquire about the patient's method of payment or insurance status. Anyone (child or adult) on the Hospital grounds/property, who needs to be examined or who requests a medical examination, receive a medical screening by a doctor. We do not refuse anyone who needs or requests medical treatment.

Your Role Is Very Important : If anyone comes up to you and asks you or tells you that they want to be seen by a doctor, or needs to be seen for medical care, take them to the Emergency room right away.

Corporate Compliance

Healthcare corporate compliance refers to an organization's ability to operate within the rules, regulations, and policies created by the facility, government, regulatory agencies or payers.

We are committed to the delivery of high quality health care through the ability and professionalism of the NCH family, including you. Each of you has a hand in compliance and can help ensure that NCH maintains the highest standards of legal and ethical excellence by asking questions and/or informing your supervisor of any suspected compliance violations.

8. LIBRARY GUIDELINES FOR OBSERVERS

During your clinical experience at Nicklaus Children's Hospital you are granted limited library privileges for the Medical Library. The library is located on the first floor of the south corridor and is open Monday – Friday 8 am - 5 pm.

Please follow these guidelines when using the library:

- Your name, signature and contact phone number needs to be on file in the library. The Medical Education Department will submit your name after orientation is completed.
- You are required to wear your NCH hospital ID badge.
- Books and periodicals are only available in the library for your research and review.
- Use of computers is permitted, however, priority to use the computers is granted to NCH employees.
- Noise in the library is held to a minimal level.

General Medical Observer Orientation - Test Questions

1. While you are on your way to the cafeteria, a mother with two children asks you where she can find the Neuroscience Center. You have only been in the hospital for one day and do not know your way around. Your best response is:
 - a. "I don't know."
 - b. "That's a good question; let me find out for you."
 - c. "You should go to the information desk to ask."
 - d. "You need to ask someone else; I'm not an NCH employee."

2. Which statement is **not true** about HIPAA?
 - a. HIPAA violations may include both civil and criminal penalties for the individual as well as the hospital.
 - b. Privacy is a patient's right. Medical information must be shared only with those who need to know.
 - c. All protected health information may be faxed as long as a cover page informs the recipients about confidential information.
 - d. In a semi-private area, pull the curtain around the patient's bed and lower your voice before speaking about medical information.

3. What should you do if you see someone suspicious or witness an act of violence on hospital premises?
 - a. Call your supervisor
 - b. Call the Operator at ext: 0
 - c. Call Security at 4911
 - d. Call Code Blue at 555

4. In case of a Code Red, circle the response that corresponds to the acronym **RACE**:
 - a. Run Away and Clear the Exits
 - b. Run, Alarm, Clear, and Evacuate
 - c. Rescue, Alarm, Contain, and Evacuate
 - d. Rescue, Ask for help, Contain, and Extinguish

5. What should you do in case of a Code Blue?
 - a. Get the crash cart, open the airway, start ventilations with a barrier device, and call 555.
 - b. Call 555, begin chest compressions, start ventilations with a barrier device, open the airway, and yell for help.
 - c. Call 555. If a phone is not available, press the Code Blue Button or call for help. If you know CPR, open the airway, assess for breathing, and start ventilations.
 - d. Leave the victim and look for help. Ask a staff member call a code.

6. Select the code information that is **false**:
- Code 13 means a bomb threat.
 - Code Orange means there is a lost child.
 - Code Red means fire.
 - Code Lindbergh means child abduction.
7. Circle the **false** statement about EMTALA:
- A grandparent coming to visit her grandchild is in the parking lot, feels short of breath and says that she needs to see a doctor – she should be taken to the emergency room at once.
 - Since we are a children's hospital, we can refer an adult to another hospital without being seen first by a physician.
 - We must screen and stabilize all patients before transporting them to another hospital.
 - NCH cannot refuse any patient asking for treatment.
8. Choose the **true** statement.
- As a Medical Student at NCH, you only have to wear the badge of your sponsoring hospital as a means of identification.
 - You don't have to check out at the Medical Education Office on your last day of rotation as long as you checked in at the beginning of your stay.
 - You should park in the visitor's parking lot.
 - You can use the pharmacy abbreviations from your institution of employment instead of those approved at NCH.
9. Circle the **false** statement.
- Information Management is the process of obtaining, managing, and using information to improve patient outcomes and hospital-wide performance. To maintain the security of patient information:
- Do not release medical information without proper consent signed by the parent or legal guardian.
 - Do not share or ask to share computer passwords.
 - Only explain procedures and answer questions for the patient or their family.
 - Discard patient medical information in the regular trash.
10. Circle the **false** statement:
- In case of a chemical or body fluid spill on floor, call Environmental Services.
 - Discard needles and scalpels in a red biohazardous bag.
 - You cannot report to your work area until cleared by the MCH Employee Health Office or with a physician's note if you have a skin infection or other symptoms of infection, such as diarrhea.
 - Hand washing is not necessary in-between patient visits if you wear gloves when seeing them.

ACKNOWLEDGEMENT

I, _____, have read and understand the orientation page for Observership at Nicklaus Children's Hospital and I abide by the principles outlined in the document.

Name (please print)

Signature

Date