



Welcome to the TEAM!

History

- 1957 – Southeast Alabama General Hospital opened its doors.
- 1980s – Reincorporated: The hospital was re-named Southeast Alabama Medical Center and became a not-for-profit organization (no shareholders).
- 2018 – Name changed to Southeast Health to better reflect what we do and who we serve.



- Southeast Health is governed by the Houston County Health Care Authority, which is a voluntary 13-member board made up of 12 members appointed by the Houston County Commissioner and the medical staff president.
- Southeast Health is accredited by **DNV**.
- We are **smoke-free campus**.

Mission & Vision

Southeast Health is a 420-bed regional referral center with approximately 2,800 team members.



Mission

To provide quality healthcare and promote wellness to those we serve

Vision

To be recognized as the healthcare provider of choice in our region.

5 Priorities and 6 Ground Rules

- Team members of Southeast Health uses the 5 Priorities and the 6 Ground Rules to guide us to provide our guests with the best healthcare experience possible.
- All employees, students, and instructors should be familiar with the 5 Priorities & 6 Ground Rules and use them everyday.

Southeast Health's Five Priorities

1. Employee Engagement
2. Patient Satisfaction
3. Quality
4. Physician Friendly
5. Financial Strength

Southeast Health's Five Priorities

1. Employee Engagement

- a. Engagement not satisfaction
- b. Facility appearance (hallways, desks, nurse stations, walls)
- c. Eliminate the tail
- d. Communicate

2. Patient Satisfaction

- a. White boards, scripting, rounding, nurse leader rounding, hourly rounding, discharge phone calls, thank you cards, etc..
- b. Weekly accountability meetings
- c. Staff accountability
- d. 5/10 rule
 - If you walk within 10 feet, make eye contact & smile.
 - If you walk within 5 feet, speak/say hello.



Southeast Health's Five Priorities

3. Quality

- a. Performance improvement plans
- b. "Rome wasn't built in a day"
- c. Strategic initiatives will be met
- d. Accountability for performance measures
- e. Transparency



4. Physician Friendly

- a. Figure out how we can... not why we cannot
- b. Include in our performance improvement initiatives
- c. Our partners

Southeast Health's Five Priorities

5. Financial Strength

- a. Manage expenses appropriately
- b. Look for opportunities
- c. Finances are a result of the other 4 priorities
- d. Growth comes from strong financial performance



Southeast Health's Six Ground Rules

1. No Excuses.
2. We are a team; we sink or swim together.
3. Bring up your ideas.
All ideas will be considered for implementation.
4. Poor performance will be addressed.
5. “That’s not my job” is not acceptable.
6. Manage up.



Corporate Compliance Plan

Compliance

Complying with/adhering to all regulations and laws (federal, state and local). **It effects everyone.**

- Southeast Health ***prohibits retaliation*** against any individual who makes a good faith report.
- Please report any possible violation of any rules and regulations.
- Examples:
 - Billing for a procedure not performed – billing for a service charted but not performed.
 - Double Billing – billing the patient twice for the same services.
- Reporting compliance issues:
 - Compliance drop box at the employee entrance.
 - Mailing address: P.O. Box 5685, Dothan, AL 36302.
 - Call the hot line at 334-793-8029, anyone on the Compliance Committee or the Compliance Officer, Deborah Reif at ext. 8705.
 - You are not required to include your name.

Conflict of Interest

Conflict of Interest

- If you have a conflict of interest, you should tell your supervisor.
- In the event a potential conflict of interest has a direct implication on patient care, the Compliance Committee may be asked to assist in the resolution of the issue. When leaders excuse staff members from a job responsibility, it is their responsibility to see that care, treatment or services are not affected negatively.
- Employees & students working at Southeast Health should NOT accept gifts of any type from patients and/or their families.

HIPAA

Health Insurance Portability & Accountability Act (HIPAA)

- Patients choose how much of their ***Protected Health Information (PHI)*** can be released.
- HIPAA notices are received upon admission.
- Patient Rights under HIPAA include:
 - Right to receive a ***Notice*** of the privacy practices of Southeast Health the first time he/she present for services.
 - Right to request additional ***privacy protection and confidentiality***.
 - Right to request ***access*** to his/her PHI
 - Right to request an ***amendment*** to his/her PHI
 - Right to know to whom their PHI has been ***disclosed***.
- **Questions? Contact the Privacy Officer at ext. 5872.**

Patient Rights

- All patients at Southeast Health are extended ***rights***.
- They include the right:
 - to be notified of his or her rights
 - to exercise individual rights regarding care
 - to be informed about services available and the charges for these services, charges not covered by the payor and charges not included in the basic room rate
 - to be informed by a ***physician*** of his/her medical condition
 - to be given the opportunity to take part in planning his/her medical treatment
 - to give informed consent prior to the start of any procedure/treatment
 - to formulate advanced directives/living wills/durable power of attorney. If a patient requests information, please contact ***Case Management***.
 - to refuse treatment to the extent permitted by law
 - to privacy and confidentiality. ***Only the people who have “responsibility” for the patient may discuss their information. The only terms you should use to describe a patient are ‘fair’, ‘good’, ‘critical’ or ‘serious’. You may also say, “HIPAA prevents me from releasing patient information.”***
 - to reasonable response to request for services
 - to be transferred if needed/desired

Patient Rights

Patient Rights *continued*

- to refuse to participate in experimental treatment/care
- to a safe environment – free of all forms of abuse, neglect, harassment and exploitation
- to discharge planning (continuity of care)
- to know the identity, professional status and credentials of healthcare personnel
- to be informed of the facility's rules/regulations of patient and visitor conduct
- to examine/receive an explanation of his/her bill
- to be treated with consideration, respect and full recognition of dignity and individuality (including treatment and caring for personal needs)
- to designate a legal representative to act in his/her behalf
- to be free from restraints unless clinically required
- to request protective services if needed
- ***NOT to be photographed or videoed without written permission***
- to report of pain accepted and managed by healthcare professionals
- to be informed (or support person, where appropriate) of his/her visitation rights – can include spouse, domestic partner, family member or friend

Computer Security

- As a student or employee, you may be given a computer user name and password. This will give you access to information needed to perform your job.
 - **Sharing this information is strictly *prohibited* (you will be dismissed).**
 - If you think your information has been compromised, tell your immediate supervisor so it can be changed.
 - You should have a ***strong*** password – minimum of eight letters and/or numbers
- ***It is NOT permissible to copy or remove, in any form, patient information from the hospital.***
 - This includes information from a patient's paper chart, computerized chart or any communication tool with patient data listed.
 - Example: Patient SBAR, vital signs printout, census, admission history, etc.

Computer Security

- Southeast Health has a security program called **Fair Warning** that tracks who is looking at the patient's chart.
- If you look at a patient's record and you are not involved in the care of that patient, the security program (Fair Warning) will see it and you will be disciplined, (up to and including termination).
- If it is discovered that you breached the security of a patient's information, you will be dismissed from your job.



Patient Rights

NEVER post information and/or pictures, etc. about ***any patient*** on social media (Facebook, Twitter, Instagram, Snapchat, etc.)

- *It could be considered a breach of confidentiality.*
- *You can be terminated or dismissed from clinicals for breach of confidentiality.*



Ethics Committee

Mission of the Ethics Committee:

To provide education, help and support for families and care providers facing a difficult situation and decisions. It includes Administration, healthcare professionals (physicians, nurses, a case manager and a social worker), a community leader who assists in pastoral care, others with special training or experience, an ethicist, an attorney and a person acting as a patient advocate.

An example of when the Ethics Committee could be utilized:

Ms. Smith is a patient who has suffered a severe stroke and is now in a coma. She is being kept alive on a respirator. She has no real chance of coming out of her coma. Unfortunately, she has no advance directive. Her son and daughter cannot agree on what to do and need help making a decision.

After obtaining the family's consent, the social worker asks the Ethics Committee to meet with the family and the caregivers. The meeting or "consultation" takes place in a private setting.

The goal is to help the family understand the situation better so they can make an informed and wise decision.

To contact the Ethics Committee, call Medical Staff Services at ext. 8705.

Patient Grievance Process

Complaint

- An issue that a patient or family member has that can be resolved at that time.
- Example: Patient complains meal is cold. We can warm it in the microwave.

Grievance

- A formal or informal, written or verbal complaint that can NOT be resolved promptly.
- Example: Patient writes a letter complaining about their care after they leave the hospital.
- **When a grievance is received, you must:**
 - Get your director and the Quality Department involved
 - Report the grievance within 24 hours of receiving it

Cultural Diversity and Language Line

- We are required to use **certified** interpreters in the hospital setting.
- Southeast Health subscribes to a **Language Line** service. This service should be used if the patient does not speak English.
- You can call this service and have a certified interpreter talk to the patient and healthcare providers.
- ***Do not use a co-worker or team member that “says” they speak the language.***
- The House Supervisor has the pin code for the Language Line. Request help from the charge nurse and/or House Supervisor.



Cultural Diversity and Language Line

It is important for team members to be sensitive to our cultural diversity and appreciate their unique elements.

- The concept of culture can be very complicated.
- Culture includes a persons beliefs, behaviors, values, religion, national origin (language), ethnicity, gender, sexual orientation and education.

Any staff or students in our facility should strive to create an environment of **inclusion and **respect**.**

We should take the time to get to know and understand our patients, visitors & coworkers.



Harassment Policy

- Southeast Health has a harassment policy to protect workers.
- ***Southeast Health does NOT tolerate any form of discrimination or harassment.***

Workplace Harassment

includes, but is not limited to, offensive language, jokes or other verbal, graphic or physical conduct; or intimidating, threatening or offensive behavior.

Sexual harassment

is ***unwelcomed*** sexual advances, request for sexual favors or other conduct of a sexual nature.

- Example: flirting; sending personal, sexually suggestive notes or cards; use of derogatory terms, such as referring to women/men as babe, darling, honey, sugar, girl/boy, etc.; nude or suggestive pictures, cartoons, faxes, ads, emails, etc.; blowing kisses; uninvited hugging or kissing; uninvited massaging of neck/shoulders/back.

Harassment Policy

Any employee, student or volunteer who believes they are being harassed should remember the slogan, “***Don’t tolerate, go communicate.***”

- You should **report** *any* incident to one of the following: immediate supervisor, department head, administrative contact, director of Human Resources or Administration.
- Once an incident has been reported, Southeast Health ***will conduct an investigation*** and the person found guilty of harassment will be subject to **disciplinary action up to termination.**

Dress Code

“It only takes 2-3 seconds to make a first impression – make the right one.”

Dress Code/Professional Appearance Policy General Guidelines:

- Hair – no extreme looks or hair colors
- Facial hair – sideburns and mustaches should be neat
- Personal hygiene – good personal and oral hygiene required
- Scents/Odors – ***NO perfume, cologne or scented lotions***
 - * could cause an allergic reaction to patients or employees*
- Makeup – no extremes in makeup
- Jewelry – ***NO visible body piercing, except in the ear***
 - no tongue rings/apparatuses
 - no sunglasses worn inside the building
 - no more than two rings per hand, one necklace, one watch, one bracelet and two earrings per ear

Employees, students and volunteers wear:

- Uniforms
- Business attire

Dress Code

Dress Code/Professional Appearance Policy General Guidelines:

- Attire for women – dresses, slacks, shirts, skirts, blouses, etc.
 - **NO** sleeveless dresses or tops; backless, see-through, tight fitting or revealing tops/dresses; mini skirts or skirts with revealing long slits. **No denim.**
- Attire for men – uniforms or street clothes (trousers/shirts). **No denim.**
- Footwear – appropriate for job, closed-toe shoes in patient areas
 - **NO** sandals or croc style shoes with holes
 - Dress sandals are allowed in non-patient/office areas
- Tattoos – should **NOT** be offensive and should be **covered** as much as possible
- Fingernails – **NO** artificial nails for direct patient care. Fingernails should be neat, clean and of appropriate length
 - Definition: Caregivers must **NOT wear artificial or long natural fingernails** due to Infection Control standards. Artificial nails include, but is not limited to, acrylic nails, all overlays, tips, bonding, extensions or nail jewelry.
 - Nails should be natural or of one solid color – designs/accessories are not allowed
 - Nails should be no longer than ¼ of an inch

Continuous Quality Improvement (LEAN)

Employees working together (teams) to get rid of waste and repetitive work = LEAN

- Submit ideas to help make work easy to see and easy to do.

BEFORE



AFTER



News - Media

News/Media should ***always be escorted by someone from Public Relations.***

Employees can only give the following information if the person inquiring provides the patient's full name:

- Room number
- Condition
 - Terms you can use: ***Undetermined, Good, Fair, Serious or Critical***

Photos can only be taken with a ***patient's written permission.***

Occurrence Reports

If you discover an occurrence (incident):

- **First – Get help for the individual**
- Second – Report the incident to your supervisor
- Third - Documentation must be completed. (Complete an Occurrence Report. See the charge person or supervisor if you have questions or need help.

Occurrence Reports should be completed for any event that outside of the normal work day. This could include events such as a patient or visitor fall, a patient threatens a staff member, any emergency code that is called.

Report of Injury

Staff members, students and/or instructors injured on the job must ***report*** the incident to their supervisor ***IMMEDIATELY***.

- Go to the Emergency Department for care.
- If you had a needle stick, let the triage nurse know.
- You should start treatment **within two hours** of your injury.

Hostile Work Environment

Southeast Health has zero tolerance for intimidating and/or disruptive behaviors that cause a hostile work environment.

Hostile behaviors could include:

- verbal outbursts
- physical threats
- refusing to perform assigned tasks
- quietly exhibiting uncooperative attitudes during routine activities
- reluctance of refusal to answer questions, return phone calls or pages; or condescending language or voice tone

If you feel you are in a hostile work environment, report it to your supervisor and/or H.R.

Workplace Violence

Overview of Workplace Violence

- Workers in healthcare settings face increased risk of workplace violence.
- Violence in healthcare settings is on the rise.
- Front-line healthcare workers should be educated on how to handle upset, angry, disruptive patients and visitors.
- Prevention is best, but knowing how to handle a violent (or potentially violent) situation is just as important!



Workplace Violence

- Violent behavior shall not be tolerated.
 - Individuals who commit such acts may be removed from the premises and may be subject to criminal penalties.
 - Employees may also be subject to disciplinary action up to and including termination.
- Each Southeast Health employee or representatives (such as students and instructors) have the responsibility of maintaining a non-violent work environment by refraining from engaging in any violent behavior and reporting any occurrence that would be considered inappropriate under this policy.
- No behavior, implied or actual, that violates this policy will be tolerated.

Workplace Violence

Reporting Workplace Violence

- If an employee believes they have been subjected to workplace violence **they should report it to their manager/supervisor**, who will immediately report the situation to security.
- If an employee/student/instructor believes they may be at risk for violence at work as a result of a domestic dispute should report the situation to their manager/supervisor, who will report the situation to security.
- **Workplace violence and/or threats should be documented/recorded on an Occurrence Report.**

Workplace Violence

Recognizing a Problem

- Many times there are **WARNING SIGNS** before a person becomes angry or violent.
 - Staff should be alert and **LISTEN** to their patients, family members, & visitors.
 - Preventing a frustrated patient or visitor from escalating into to a disruptive, yelling, threatening, angry patient is always best.
 - **BE ALERT, LISTEN, and REPORT** any warning signs to the nurse, such as:
 - Someone using verbally aggressive language
 - Patient/visitor/staff that seems angry about everything
 - You see family members arguing
 - Threatening lawsuits
 - Someone appears to be under the influence of alcohol or drugs
 - Patient or visitor that seems agitated. Pacing the floor.

Identity Theft

Identity Theft

- Definition: using fraud to steal the identity of another person.
- Southeast Health protects our patient/customer information.
- We have **RED FLAGS** rules (alerts) because we have patient accounts (their bill) and medical records (their health information).
- Southeast Health does **NOT** delay treatment (we will investigate further). Get your supervisor involved.

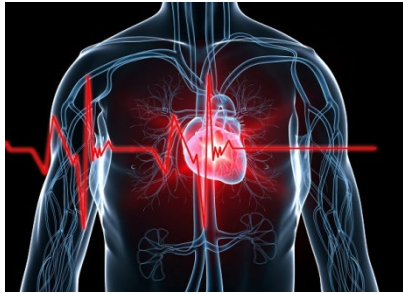
Chest Pain Center & Stroke Center

Southeast Health is a Chest Pain Center and a Stroke Center.

- If you see someone having signs and symptoms of a heart attack or stroke, be an AMBASSADOR for the programs by ***getting help quickly.***
 - If you are outside of the hospital, call 911.
 - If you are inside the hospital, call 5555 or get a nurse.



Chest Pain Center & Stroke Center



Heart Attack Signs & Symptoms	Stroke Signs & Symptoms
Pain in the jaw, neck arm or shoulder, tingling in the left arm	Sudden numbness or weakness of face, arm or leg
Pressure or heaviness in their chest, sweating profusely	Trouble seeing in one or both eyes. Sudden severe headache with no known cause
Shortness of breath with or without chest discomfort, dizziness or passing out	Sudden confusion, difficulty understanding or trouble speaking
Pain in upper stomach area or indigestion, nausea or light headedness	Sudden trouble walking, dizziness, loss of balance or coordination

Emergency Codes

The in-house emergency phone number is **5555**.

Dial **5555** when you have any of these emergencies.

Code Able/5000.....	External Disaster
Code Alert.....	Weapon Involved
Code Alert II.....	Verification of Weapon
Code Gray.....	Radiation Accident
Code H.....	Hostage Incident Plan
Code R.....	Robbery Alert
Code One.....	Bomb Threat
Code Four.....	Cardiac Arrest
Code Nine.....	Visitor help/Fall
Code D (Disruption).....	Key Staff Recall
Code Lockdown.....	Secure Facility
Code Weather Alert.....	Severe Weather
Code E.....	Ebola Team Respond
Code Stroke.....	Stroke Team Respond
Code Plume.....	Toxic External Atmosphere
Code Green.....	Eloping/Missing Patient
Code Help.....	Help Needed/Short Term
Dr. Red Outage.....	Fire Alarm Outage
Dr. Red.....	Fire
Dr. Stork.....	Infant Kidnapping
Dr. Spill.....	Hazardous Material
Mr. Brubaker.....	Frightening, Threatening
Operation W.....	Water Outage
Trauma Alert.....	Trauma Team Respond to ED
I.S. Alert.....	Information System Alert

Infection Control

Handwashing is a simple thing to do and it is the best way to prevent infection and illness.

– U.S. Centers for Disease Control & Prevention (CDC)



- Good handwashing = warm water, soap and FRICTION
- Southeast Health provides hand sanitizers for staff, students and visitors to use.
 - Hand sanitizers kills 99 percent of germs.
 - They do NOT kill clostridium difficile (C-diff) or anthrax
 - Only use about a nickel size amount on the hands and rub it in. Let dry 30 seconds.
- Safety tip: **NEVER** recap needles
- ***Southeast Health employees and students are required to take a flu shot each year.***
 - If you have an allergy or religious objection to taking the flu shot, you must apply for an exclusion through the Employee Health and Wellness Department, Extension 8005.

Infection Control

Isolation Precautions

- When patients have certain types of infections we must place them on isolation precautions based on the type of germ they have. This keeps the germs contained to their room and protects the staff and other patients.
- These are called “transmission-based precautions”.
- READ the sign on the door for instructions.**
- ANYONE** entering the room **MUST** follow the instructions on the sign.
- Ask your supervisor if you have ANY questions before entering these rooms.

Types of Precautions:

STOP

CONTACT
PRECAUTIONS
PRECAUCIONES DE CONTACTO

ALTO

To prevent the spread of infection, ANYONE* ENTERING THIS ROOM **MUST**:

Para prevenir el esparcimiento de infecciones, TODAS LAS PERSONAS* QUE ENTREN EN ESTA HABITACION **TIENEN QUE USAR**:



Hand Hygiene
Higiene De Las Manos
Gloves
Gautes
Gown
Delantal



Applies whether or not contact with the patient or the patient's environment is anticipated.

*Patient visitors must wash hands, wear gloves, and gown upon entering and leaving this room.

Patient Transport: Clean patient hands, clean patient gown, empty/contain all drainage, secretions, and excretions.

Isolation shall not be discontinued without the notification of Infection Prevention & Control
Extension 5680

Preguntas? Llame al Departamento de Prevención y Control de Infecciones al
Extension 5680

STOP

CONTACT
PRECAUTIONS
PRECAUCIONES DE CONTACTO

ALTO

To prevent the spread of infection, ANYONE* ENTERING THIS ROOM **MUST**:

Para prevenir el esparcimiento de infecciones, TODAS LAS PERSONAS* QUE ENTREN EN ESTA HABITACION **TIENEN QUE USAR**:



Hand Hygiene
Higiene De Las Manos
Gloves
Gautes
Gown
Delantal





SPECIAL ENTERIC
Perform hand hygiene before entering room AND wash hands with "soap and water only" before leaving room.
Precaución Orogastrintestinal
Lávese las manos antes de entrar al cuarto y lávese las manos con agua y jabón cuando salga del cuarto.



EVS: Special Cleaning Indicated

Applies whether or not contact with the patient or the patient's environment is anticipated.

*Patient visitors must wash hands, wear gloves, and gown upon entering and leaving this room.

Patient Transport: Clean patient hands, clean patient gown, empty/contain all drainage, secretions, and excretions.

Isolation shall not be discontinued without the notification of Infection Prevention & Control
Extension 5680

Preguntas? Llame al Departamento de Prevención y Control de Infecciones al
Extension 5680

STOP

DROPLET
PRECAUTIONS
PRECAUCIONES CONTRA PARTICULAS O GOTITAS

ALTO

To prevent the spread of infection, ANYONE ENTERING THIS ROOM **MUST**:

Para prevenir el esparcimiento de infecciones, TODAS LAS PERSONAS QUE ENTREN EN ESTA HABITACION **TIENEN QUE USAR**:



Hand Hygiene
Higiene De Las Manos
Surgical Mask
Mascara Quirurgica
Gloves
Gautes



N-95 Respirators should not be used for personal protection for patients on droplet precautions.

Los Respiradores N-95 no se deben utilizar para la protección personal de pacientes con precauciones contra partículas o gotitas.

Isolation shall not be discontinued without the notification of Infection Prevention & Control
Extension 5680

Preguntas? Llame al Departamento de Prevención y Control de Infecciones al
Extension 5680


STOP

AIRBORNE
PRECAUTIONS
PRECAUCIONES CONTRA ORGANISMOS QUE SE MANTIENEN EN EL AIRE


ALTO

To prevent the spread of infection, ANYONE* ENTERING THIS ROOM **MUST**:

Para prevenir el esparcimiento de infecciones, TODAS LAS PERSONAS* QUE ENTREN EN ESTA HABITACION **TIENEN QUE USAR**:



Hand Hygiene
Higiene De Las Manos
N-95 Respirator
Respirador N-95



Ensure that the door to the patient's room remains closed at all times.

Asegúrese de mantener la puerta de esta habitación cerrada todo el tiempo.

*Patient wears surgical mask during transport. Check with Nurse for assistance.

*Paciente lleva mascarilla quirúrgica durante el transporte. Consulte con la enfermera para asistencia.

Isolation shall not be discontinued without the notification of Infection Prevention & Control
Extension 5680

Preguntas? Llame al Departamento de Prevención y Control de Infecciones al
Extension 5680

Infection Control



Linen Guidelines

- Soiled (dirty) linen is placed in yellow bags.
- Linen bags should be tied and placed in the laundry chute.
- Do not place dirty linen on the floor.
- Do not drag yellow bags down the hall.

Trash



- Regular trash should be placed in regular trash bags that are brown or clear in color.
- Contaminated trash should be placed in RED BAGS.
- Red bags should be placed in the red bins on your unit. (Usually found in the Soiled Utility Room).

Sharps

- Place all sharps (needles, syringes, scalpels, anything with a sharp edge or point) in a sharps container.



Safety

In case of a FIRE, remember RACE:

Remove anyone in immediate danger

Activate the alarm

Contain the fire

Extinguish the fire and/or evacuate

Do NOT panic or shout, “FIRE!”

Security

Security direct line: 793-8014 In-House Extension = 8014

Security issues parking decals for employees.

Security Information:

- Weapons are prohibited.
- Valuables – contact Security to log in patient valuables and secure them to avoid theft.
- Workplace Violence – acts or threats of physical violence, including intimidation, harassment or coercion, will **NOT** be tolerated on hospital property.
- Personal Package Inspection – any package or bag can be inspected by Security.

It takes everyone to keep us safe.

If you see something, say something!

Parking

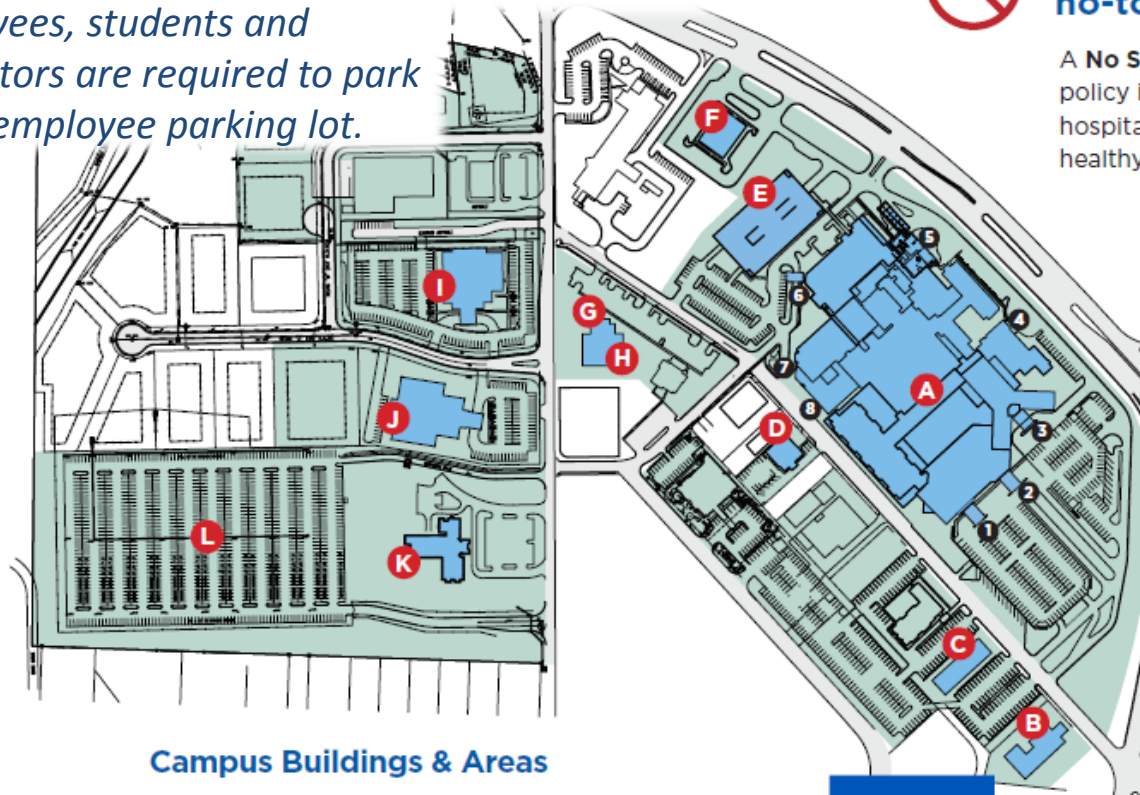
The employee parking lot (**L**) is off Haven Drive behind the Child Development Center (**K**).

Employees, students and instructors are required to park in the employee parking lot.



Southeast Health is a no-tobacco campus

A **No Smoking / No Tobacco** policy is enforced on the entire hospital campus to provide a healthy environment.



Campus Buildings & Areas

- | | |
|------------------------------|-----------------------------------|
| A Medical Center | G Maternity Care |
| B Fitness | H Employee Wellness |
| C Foundation | I NeuroSpine Center |
| D Wound Care | J Pain Management Center |
| E West Parking Garage | K Child Development Center |
| F Surgery Clinic | L Employee Parking Lot |

Medical Center Entrances

- 1** Doctors Building
- 2** Main Entrance
- 3** Patient Tower
- 4** Cancer Center
- 5** Heart & Vascular / Women's Center
- 6** Emergency Department
- 7** Outpatient Center
- 8** Employee Entrance



The Student Role

Reports to: College Instructor or Southeast Health assigned preceptor/personnel

Role Summary: Under the direct supervision of an assigned faculty member or preceptor the student is responsible for providing limited care to those patients assigned by the faculty or preceptor.

Student Responsibilities

Students:

- should notify their clinical instructor if they are unable to meet their scheduled clinical rotation.
- **MUST** sign a confidentiality statement and **MUST** always maintain patient confidentiality.
- must have their school identification badges visible at all times while on hospital premises.
- must verify procedures/treatments with the nurse/Southeast Health preceptor prior to implementing the procedure or treatment.
- must inform the nurse/Southeast Health preceptor whenever they are off the unit/floor for breaks, meals, classes or any other reason.
- must inform the nurse/Southeast Health preceptor when they leave for the day/shift.
- must wear lab coats and name tags on non-clinical days when gathering patient information. Jeans are NOT allowed.
- should identify the patient prior to the implementation of ANY procedure (use patient's name and account number).
- adhere to Southeast Health policies and procedures, including dress code, personal hygiene and impaired healthcare provider)
- maintain professional conduct and exhibit Southeast Health 5 Priorities and 6 Ground Rules at all times while on clinical rotation within the hospital or on hospital property
- immediately notify faculty or preceptor of any personal illness, injury or accident while performing clinicals.

The Student Role

Student Restrictions

The student **CANNOT**:

- Witness any legal documents
- Ask nursing staff to enter their codes to perform CBGs or to chart in our computerized charting system
- Confirm medication orders
- ***Write verbal/telephone/Appropriate Physician (APO) orders***
- Discontinue medications
- Set up or refill PCA/Epidural equipment
- Administer chemotherapy agents
- Take verbal or phone orders
- Administer or discontinue blood or blood products
- Be a witness to the wasting of medications
- ***Give a medication unless they are in the presence of their college instructor or a Southeast Health licensed employee***
- ***Perform a procedure unless supervised by their college instructor, Southeast Health licensed personnel or Southeast Health assigned preceptor***

Note: Southeast Health will make every effort to meet clinical rotations/preceptor requests; however, we reserve the right to grant or deny schedule requests based on, but not limited to, patient census, staff assignments or the Director's discretion.

The Student Role

Student Description

Student Qualification

Currently enrolled in an education program to attain a health care or related degree/certificate.

Typical Working Conditions

The student must be able to function in a variety of environmental conditions which include: biohazards, infectious diseases, electrical hazards associated with patient care equipment, working with hands in water, and working with or near the deceased.

Typical Physical Requirements

Requires full range of body motion including handling and lifting patients, manual and finger dexterity/sensation, and reaching and hand-eye coordination. Requires standing and walking for an extensive period of time. Occasionally lifts, carries and pushes items weighing up to 50 pounds. Requires corrected vision and hearing to normal range. Requires working under stressful conditions or working irregular hours.

The student must meet the essential physical demands of the assigned job.

The Student Role

Student/Instructor Health Record

The following health information ***should be on record with the college/school.***

It should be available within a four (4) hour period upon request from Southeast Health:

- Copy of student's professional liability insurance
- Immunization record (Tdap, rubella, measles, mumps)
- TB Skin Testing (proof it was administered within one year)
- Hepatitis B vaccination or waiver
- Statement from physician attesting to physical fitness
- Criminal background check (within one year)
- Drug test clearance (within one year)
- Flu shot verification

The Student Role

Summary - Agreement

While working or having a clinical experience at Southeast Health, I understand that I will be expected to follow the policies, procedures and guidelines of the organization.

If I violate any of these expectations I could be dismissed from clinical rotations or work at Southeast Health and this could impact future employment opportunities.

Questions?

Please contact Training and Development at 793-8008 or Human Resources at 793-8001.



Welcome to the team!

