Orientation Guide for Contract Staff, Volunteers, and Students

Introduction

In an effort to ensure that all staff, volunteers, and students assigned to University of Kentucky Hospital have the information necessary to perform their job within this environment, the Hospital provides a general orientation and reference guide.

A representative of the Hospital Department to which you are assigned will provide an orientation. This written guide outlines general information and basic procedures and is designed as a supplement to the general orientation session.

Please read this information carefully. If you have additional questions, please notify the your supervisor.

Hospital Mission, Vision, Critical Success Factors

The mission of the University of Kentucky Hospital is to help people of the Commonwealth and beyond to gain and retain good health through creative leadership and quality initiatives in patient care, education and research

The vision of the UK Hospital is to be a Top 20 academic health center recognized nationally and internationally for excellence in patient care, education and research.

The UK Hospital defines quality as continuous improvement in the processes by which we provide services to meet and exceed the needs and expectations of our customers—patients, physicians, co-workers, and members of our community.

Critical Success Factors:

1. Achieve customer loyalty
2. Attract, develop and retain the best and brightest staff
3. Create and use evidence-based knowledge to optimize resource utilization to improve patient care processes and outcomes
4. Reduce cycle time to development of new services
5. Become the premier provider of quaternary care in the commonwealth and beyond

Patient Rights

University of Kentucky Hospital treats each patient as a whole, irreplaceable, unique, and worthy person.

Patient Confidentiality and Privacy

The Hospital treats patient information as confidential. In recognition of the patient’s rights, the Hospital treats operating room logs, schedules, and all medical records as confidential information. Unless otherwise authorized, they are available only to Hospital staffs who are involved in the patient’s course of treatment. You will be asked to sign a confidentiality agreement when you are assigned to work in the Medical Records area.

Unless you have specific authorization from your supervisor:
• Do not discuss the diagnosis, condition, treatment, or prognosis, of any patient within the Hospital.
• Do not ask staff members for patient information.
• Do not read the patient’s medical record or otherwise access patient information.

Hospital Policies and Procedures

Dress Code and Identification

The Hospital has a dress code, designed to ensure that appropriate image, infection control, and safety are maintained. Your department has established a dress code that is consistent with Hospital policy and the needs of the department.

Departmental/Area Dress Code: Business attire. May wear scrubs if working in charts.

Identification:
• You have been issued an identification badge by Medical Center Security. Wear this badge whenever you are on duty.
• If you report to duty without your badge, you must report to the Security Officer, H105A, to purchase a temporary identification badge.
• If your badge is lost or stolen, report it to Security, 3-6156, immediately.
• When you terminate your relationship with the Hospital, return your identification badge to your supervisor.

Smoking Restrictions

Smoking is prohibited within the Hospital. Smoke outside the Hospital in designated areas only.

Appropriate Behavior

The Hospital values its patients, visitors, employees, volunteers, and students.

As a result, sexual harassment and/or abusive, obscene, derogatory, or profane language is prohibited. In addition, please refrain from jokes or other behavior that may be offensive to others.

The Hospital has a procedure for appropriately dealing with problems that may arise in the course of your association with the Hospital. Consult your supervisor for information. As a result, the Hospital asks that you refrain from expressing personal problems, frustrations, or negative comments about your colleagues, supervisors, or institution to or in the presence of staff, patients, or visitors.

Depending on your assignment at the Hospital, you may be asked to abide by the Behavioral Standards in Patient Care. If appropriate, your supervisor will provide you with a copy and will answer any questions that you may have. If you are asked to abide by these standards, you will be asked to sign an acknowledgment of your understanding of the Hospital’s expectations for your behavior and your willingness to abide by these standards.
Communication Channels

Each department/area has developed channels of communication that allow staff to access and exchange essential information. The information outlined below is designed to facilitate communication during your assignment at the Hospital. Your first line of communication is to the supervisor who is coordinating your orientation and training. You may reach her in the Medical Records Department by calling 323-6626.

Employee Health Requirements

All contract staff, students, and volunteers are required to meet employee health requirements as outlined for hospital employees.

• If you are a contract employee or student, your agency or institution must ensure that you meet these requirements.

• If you are a volunteer, the Director of Volunteer Services will provide you with information and instructions about employee health requirements.

Life Safety Information

The Hospital has a life safety program to protect patients, visitors, and staff from the dangers of fire. As a part of your orientation, your supervisor will provide you with information about location of fire alarms and extinguishers and evacuation routes specific to the area to which you are assigned. You will be asked to identify those alarms, extinguishers and the evacuation routes for the Medical Records department.

Fire Notification

If fire, smoke, or excessive heat is detected within the Hospital, the fire notification system is activated. You will hear chimes over the paging system, followed by the code Green Grass and the location of alarm. In addition, the alarm system is activated periodically for fire drills and system testing.

When an alarm is activated, smoke and fire doors throughout the building close. In addition, staff will close doors to patient rooms or offices in the area, clear corridors, and implement other response procedures.

Your Role in Fire Response

During your assignment at the Hospital, you have a role in fire response. In all cases, your primary role is to ensure the safety of yourself and others in the area.

If you discover a fire in the area:

1. **Rescue** anyone in immediate danger, if possible.
2. **Activate** the fire alarm and call 911.
3. **Close** all doors that lead to corridors.
4. **Extinguish** the fire, if possible, and evacuate (leave the area), if necessary. If a full or partial evacuation is necessary, you will be issued instructions over the paging system or by runner.
Interim Life Safety Measures

The Hospital constantly is undergoing construction or renovation. Whenever a construction or renovation project compromises the life safety systems or poses a significant increase in safety hazards, the Hospital implements temporary systems or interim life safety measures (ILSM) to help ensure the safety of its occupants. When an area is operating under ILSM, a sign will be posted.

If you are assigned to or will pass through an area that is undergoing construction or renovation, ask your supervisor about interim life safety measures specific to the area and your site.

Other Safety Issues

Hazardous Materials

Depending on your assignment at the Hospital, you may use or work around hazardous materials, such as cleaning supplies and chemicals. These materials may adversely affect your health if they are not handled safely and properly.

In the Hospital, hazardous materials are labeled to alert staff to the potential dangers. In addition, Material Safety Data Sheets (MSDS), which provide more detailed information and emergency response and spill procedures, are filed in the Hazard Communications Manual. Your supervisor will provide you with information about the hazardous materials with which you may come in contact before your begin your duties. In the Medical Records department, those MSDS sheets are located on top of the file in the main corridor.

Paging Codes

The Hospital uses specific codes to alert staff about hazards or potential hazards in the area or call designated staff to action. These codes are designed to communicate information to those that need it without unduly alarming patients and visitors.

For your information and convenience, a list of pertinent codes is outlined below:

- Green Grass--Fire or fire alarm
- Code 500--Cardiac Arrest.
- Alert 1--Community or mass casualty disaster
- Assistance Please--Combative patient
- Tornado Plan, Phase II--Tornado has been spotted in area.

Designated staff members have assigned roles in response to these codes. Ask your supervisor about your role in these and other response procedures. If your supervisor provides you with additional instructions, please follow them to ensure your safety and the safety of others.

Additional Information and Instruction

Depending on your assignment, you may receive additional information. That information may include, but is not limited to:

- Map of appropriate parking areas
- HIV/ AIDS education
- TB prevention education
Behavioral Standards in Patient Care

**Contact Numbers**

Your supervisor
Medical Center Security 323-6156
UK Police 911
UK Parking 257-5757
Hospital Switchboard 323-5200
Hospital Safety 323-5734 or Pager 259-6690
Acknowledge of Orientation

I have read the orientation guide and received additional information and instruction, as it pertains to my assignment, about Hospital policy, procedure, and practice.

I understand the expectations, and I agree to abide by Hospital policy, procedure, and practice during my assignment at University of Kentucky Hospital.

________________________________________________________________
Name Date
________________________________________________________________
Agency (If applicable)
________________________________________________________________
Supervisor/ Preceptor Date