



**Deaconess Family Medicine Residency
Medical Student Handbook
2011-2012**

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Medical Student Handbook

Welcome

Welcome to Deaconess Health System! Medical Students are and integral part of the future workforce at Deaconess. By showing interest in the healthcare field, you make a significant choice to work in an area that continues to grow in patient care and customer service.

Mission & Values of Deaconess Hospital

Our mission, in keeping with Deaconess' Christian heritage and tradition of service, is to provide quality health care services with a compassionate and caring spirit to persons, families and communities of the Tri-State.

Our values:

- Quality in everything we do
- Respect for all people
- Efficiency and effectiveness in the use of resources
- Innovation toward continuous systems improvement
- Partnership with those we serve and with suppliers
- Education for continuous growth and knowledge
- Pride in workmanship

Application & Orientation Process

- You must complete a Medical Student Rotation Request form.
- You must complete and sign Confidentiality/HIPAA forms.
- Medical Students must provide immunization records with proof of two TB skin tests within the past 12 months, proof of malpractice, letter of good standing from medical school, and rotation evaluation form.

Medical Student Guidelines

1. Photo ID Badges

The hospital will provide all medical students with a photo ID badge (name tag). The Deaconess ID badge must be worn, in plain and obvious view, at all times when you are on rotation. **Please note this badge must be returned on the last day of your rotation at the Deaconess Family Medicine Center.**

2. Personal Appearance

Lab coats and professional dress (i.e. neckties for males) must be worn at all times by medical students.

Your appearance will greatly influence the impression the hospital makes on others. No denim, mini skirts, shorts, Capri's or sandals are allowed. Employees and medical students are asked not to wear perfume, cologne or any scents due to the respiratory conditions of some of our patients. This is to comply with Indiana State Department of Health regulations.

3. Attendance

If you are unable to observe at your scheduled date/time, please contact your preceptor.

4. Meals/Snacks
Food and drinks are not allowed in the department or unit, except in the break room, unless approved by the manager.
5. Personal Items
Please keep all personal items at home. The hospital cannot be responsible for lost or stolen items.
6. No-Smoking
Smoking is not allowed on hospital premises or within 100 yards of hospital property.
7. Telephone Calls
In order to show respect to our patients, please turn off cell phones. Avoid personal calls and dealing with personal affairs while on your rotation assignment.
8. Rotation Assignment
Deaconess has the right to end a clinical assignment as a result of inappropriate behavior. Examples include, but are not limited to, the following:
 - Not following Deaconess' rules, regulations, policies and procedures (including violation of confidentiality)
 - Unsatisfactory performance, appearance, or attitude toward your duties; or
 - Any other situations that are not in the best interest of the hospital.
9. Housing
Housing *may* be available on a limited basis. If you need housing, check with the academic coordinator when scheduling your rotation.

Housing is located in the Health Sciences Building (located on Deaconess Hospital Campus), 600 Edgar Street, Evansville, IN 47710 (812)450-7200. A receptionist is on duty for check-in from 5am to 11pm. Between the hours of 11pm and 5am, you can gain access to housing by contacting Deaconess Hospital Security at 812-450-7500. There is also a kitchenette onsite. Towels, sheets and weekly housekeeping are provided. Past students recommend bringing your own pillow and blanket. You may also access the Deaconess Fitness Center, including the swimming pool and exercise room, which is also located in the Health Science Building. Orientation is required; call 812-450-7251 to schedule. Pets are prohibited.

10. Parking
Daily parking is available in the physician's lot next to the main parking lot in front of the hospital. A DH name badge will be provided, giving you access to the physician parking lots. You may also park in the bottom floor of the parking garage.

Customer Service

We define a customer as anyone with whom we come in contact (e.g., patients, their families, physicians, visitors, employees and volunteers, vendors, and contractors). We expect all employees and observers to follow the Deaconess Credo when relating to customers:

We are ambassadors of Deaconess, cultivating a nurturing atmosphere of:

Courtesy
Respect
Empathy
Dignity
Optimism

Confidentiality

Deaconess Hospital is required by various laws and professional ethics to maintain the privacy and confidentiality of information about patients. All medical students who use or share patient information must follow Deaconess' policies. Failure to do so will result in termination and can also expose observers to various penalties imposed by the federal or state government.

Deaconess' policies regarding patient confidentiality are contained in the Health Information Protection Standard Manual, which is online in the HIPAA section of D-Web. Staff members can assist you in accessing this information. For questions, contact the privacy officer at 450-7223.

As a medical student, all information you learn regarding patients, their families, and any aspect of their care is confidential. This includes all information about a patient and family, including name, diagnosis, address, financial information, family relationships, and any information learned from the staff, patient, or family. If a patient or family member shares information with you that you believe should be brought to the attention of the patient's care team, you should discuss this with your supervisor. Discussions involving confidential information should never occur in elevators, the cafeteria, lobbies or other locations where it may be overheard by others.

No photographs or videotapes of any kind are permitted without a signed release from a patient or parent/guardian and notification of a manager. Please contact the Public Relations Department at 450-3199 for additional information.

All inquiries from newspaper, magazine, television, and radio reporters should be referred to the Public Relations Department for a response.

Only authorized staff may keep journals or written reports, and permission must first be received from a staff supervisor. Names and information that could identify a specific patient or family may not be used under any circumstances.

Corporate Compliance

Compliance is the process of doing business in an ethical way. Compliance involves preventing, detecting and correcting possible violations of laws, regulations, and policies and procedures. Everyone is responsible for complying with rules and regulations, and

we have a duty to identify and report unethical business practices or possible failures to comply with federal, state or local laws.

For guidance regarding an ethics or compliance concern or to report a possible violation of our standards:

- Discuss the situation with your supervisor or manager
- Contact the Corporate Compliance Officer at 450-2361; or
- Call the Compliance Anonymous Legal Line (CALL) at 1-800-808-3198

Cultural & Spiritual Sensitivity

Deaconess is committed to respecting and being sensitive to the cultural, ethnic, and spiritual traditions of all people. Not only is this a regulatory requirement, but it is simply the right thing to do. The United States has always been a culturally diverse nation, and this trend is continuing. In Evansville, diversity of the population is increasing as people from nearly all parts of the world come to this community to live, work and participate in all aspects of life. It is vital that staff and observers become sensitive to the diverse cultures and traditions of those who come to Deaconess for care and comfort. This is especially important because cultural and spiritual practices influence all areas of life, including the meaning of one's tone of voice; the nature of symbolic objects; the meaning of non-verbal expressions and cues; how time is understood; the structure of the family and who has the authority to make decisions; dietary needs/restrictions; and spiritual/religious practices.

Cultural sensitivity begins when we adopt an attitude of "cultural humility". That is, while we value and appreciate our own cultural, spiritual and ethnic traditions and practices, we realize that these are not the only ones. Other traditions and practices are equally valued and appreciated by persons of other cultures. Maintaining a sense of humility, which includes a willingness to learn and the ability to recognize that "different is just different" rather than good or bad, is important. Although few individuals, if any, can ever hope to become familiar with all of the cultures of the world, we can adopt an attitude of openness and interest towards others, becoming better informed in the process. As we become more familiar with the cultural and spiritual practices of others, we will be able to respond to them appropriately.

As we adopt an attitude of "spiritual humility", we need to remember three things:

1. We need to respect difference: "Different is just different." When we acknowledge and celebrate differences, we avoid judgment.
2. We need to be open to learning about other cultures and cultural practices. If we don't know or are not sure what to do, it is okay to ask in a tactful manner. In fact, this can be a good way to become better informed.
3. We need to accept that there are many ways to live in the world. The better we are able to enter another person's "frame of reference", the better we will understand them and more effectively meet their needs.

While practices and traditions different from our own may cause us to be uncomfortable or puzzled, with the right attitude and a sense of humility, we can discover the richness and depth that diversity brings to our community and our lives as we serve the people of the Tri-state area.

Emergency Management

The following are codes used for specific emergency situations. All medical students should be knowledgeable of these codes:

CODE	MEANING
RED	Fire
GREEN	Evacuation
YELLOW	Bomb Threat
BLACK	Mass Casualty
ORANGE	Haz Mat Event
BLUE	Medical Emergency
GREY	Security Alert
WHITE	Infant/Child Abduction
Severe Weather WATCH	Prepare For Action
Severe Weather WARNING	Take Action Immediately
Operation Snowflake	Snow or Ice Emergency

The proper response to fire or smoke is **R.A.C.E.**

- R= Rescue patients immediately from fire or smoke area.
- A= Pull fire alarm station
- C= Contain the smoke or fire by closing all doors to rooms and corridors.
- E= Extinguish the fire if it is safe to do so and you have been trained in the use of the extinguisher.

To use a fire extinguisher, follow the **P.A.S.S.** system:

- P= Pull the pin at the top of the extinguisher out. This is the pin that keeps the handle from being accidentally pressed when not needed.
- A= Aim the nozzle of the hose toward the base of the fire.
- S= Squeeze the handle to discharge from the extinguisher while standing approximately eight (8) feet away from the fire. If you release the handle, the discharge from the extinguisher will stop.
- S= Sweep the hose and nozzle back and forth at the base of the fire. You must watch the fire carefully to assure it is completely extinguished, as fires may re-ignite.

If fire or water threatens your area, initiate the following procedures:

- Turn off all equipment.
- Leave lights on.
- Keep telephone lines clear.
- Close all doors and windows.
- Notify the Call Center when you are ready to evacuate.
- Evacuate to an area of safety.

All hazardous materials have a Material Safety Data Sheet (MSDS). The MSDS contains information about the hazardous materials such as special precautions and first aid treatment. See the department/unit manager for the location of the MSDS book.

All containers must be labeled. If you see a container that does not have a label, let the department manager know.

Infection Control

What is infection control? An infection is a disease caused by germs that enter the body and cause illness. Infection control is preventing the spread of illness. Some of the illnesses that can be prevented are: Urinary tract infections; postoperative infections; respiratory infections; food borne illnesses; pneumonia; Hepatitis B, C and HIV; and antibiotic resistant infections.

Infections can spread to others if proper infection control measures are not taken. The main reason that infections occur in health care facilities is many sick people are in close quarters, which results in the presence of many harmful microorganisms. There is frequent contact between people who have or can spread illness. Additionally, large amounts of contaminated wastes are handled and processed.

Those at risk for infection include:

- Newborns and the elderly
- Those who have had major surgery within the last 6-12 months.
- Seriously ill patients and those in poor physical or nutritional health.
- People receiving certain types of drugs.
- Healthcare personnel who have direct contact with many patients.
- Lab workers who handle infectious specimens, blood, etc.
- Patients who have had a transplant.
- Chemotherapy and radiation patients.
- People whose systems are weakened by chronic illness, asthma, diabetes, or use of steroids.

Procedures that can increase the risk of infection include inhalation therapy, catheterization, and surgery. Some antibiotics can be harmful because they may kill helpful bacteria as well.

An infection is spread when the microorganism finds a way out of the carrier (such as sneezing). The germs travel through the air by either direct physical contact or by contaminated hands or items. Another person who doesn't have resistance will then become infected by breathing the contaminated air or touching the contaminated object.

Steps of prevention:

- Wash your hands frequently with soap and water, especially after shaking hands or playing with children and always before eating.
- Use gloves when coming in contact with fecal matter of any kinds. Always wash hands afterwards.
- Keep hands away from the eyes, nose, and mouth to avoid carrying germs to your mucous membranes.
- Get flu and pneumonia shots.
- Consult a physician if a fever higher than 100.5 is present or for any sinus or lung infection.

Hand washing is the most important measure in preventing infection. Wash your hands several times a day. Always wash your hands after:

- Using the bathroom;
- Coughing;
- Sneezing;
- Blowing your nose;
- Touching blood or other body substances (even if wearing gloves); and
- Before and after giving patient care to a family member.

To properly wash your hands:

- Wet your hands under warm running water.
- Use liquid soap to lather hands and wrists. Scrub for at least 15 seconds. Wash front and back of hands, wrists, and fingernails.
- Rinse well under running water with hands pointed down.
- Dry hands with a paper towel
- Use elbows or a new paper towel to turn faucets off.

After washing your hands, use only hospital supplied lotion, which is available on nursing units.

Safety

Always be aware of your surroundings. If you see something that is unsafe, please report it to your department/unit manager, the safety officer at the main campus at 450-3840, or Safety and Risk Management at the Deaconess Gateway campus at 842-3970 immediately. The safety of our patients, visitors, staff and observers is of utmost importance.

For your safety, always use proper body mechanics when lifting or moving objects.

Accident/Injury

If you experience any type of accident or injury, please tell the department/unit manager or the Human Resources office immediately. He/she will help you complete an Incident Report Form. If needed, you will be referred for treatment to the Comp Center (during business hours) or the Emergency Department (after business hours).

Harassment

Deaconess does not tolerate any form of harassment, sexual or otherwise. It is the responsibility of all staff members to report such occurrences to their department/unit managers and/or Human Resources. This includes inappropriate remarks, gestures, innuendoes, uninvited touching and visual conduct that creates and intimidating or hostile working environment or interferes with work performance. Examples include, but are not limited to, jokes, slurs, gestures, pictures or cartoons based upon sex, role, age, religion, disability, sexual orientation, ancestry or marital status. Documented occurrences will result in actions being taken by Administration.

The offended staff member will be notified of any actions taken and will not be persecuted for reporting such occurrences. Staff members making charges without just cause will be disciplined and may be responsible for any legal fees incurred. Administration retains final responsibility for the resolution of all sexual harassment complaints. Disciplinary action for a violation of this policy can range from a verbal or written warning, up to and including immediate termination.

Security

Security of patients, visitors and staff is the responsibility of everyone. If you see someone or something that looks suspicious, do not hesitate to call Security and report to the department/unit manager. If you are observing outside regular business hours or on the weekends and holidays, please call security to escort you to your car.

We hope you will find your clinical experience both rewarding and enjoyable. If you need assistance at any time, please contact the Deaconess Family Medicine Residency Center, 450-6068

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Visiting Observer and Student Handbook Acknowledgement

Name: _____

School: _____

Department: _____

Date(s): _____

Topics covered in the handbook for visiting observers and students include:

- DH Mission and Values
- Student Guidelines
- Customer Service
- Confidentiality
- Corporate Compliance
- Cultural and Spiritual Sensitivity
- Emergency Management
- Infection Control
- Safety
- Accident/Injury
- Harassment
- Security

I acknowledge that I have received information on the above topics. I understand that it is my responsibility to know and abide by the rules set forth by Deaconess Hospital.

Before any observation, I acknowledge I must successfully complete the application process and provide the necessary information to the Deaconess Family Medicine Residency coordinator.

I understand that failure to adhere to the rules and standards of Deaconess Hospital may lead to disciplinary action, up to dismissal from the observation or clinical.

Signature: _____

Date: _____

NON-EMPLOYEE'S STATEMENT OF CONFIDENTIALITY

Confidential information is defined as information not to be disclosed to persons outside Deaconess Health System except as permitted by applicable law, facility policy and/or written agreement. Confidential information includes but is not limited to: all information pertaining to patients; all information pertaining to employee performance, wages, benefits; information used for business processing and decision support. Confidential information may appear on paper, appear on a computer system, or occur in conversation.

I acknowledge that in the performance of the work for which I have been given computer system/network access by Deaconess Health System or an entity of Deaconess Health System, I may have occasion to see or hear information deemed as confidential. Accordingly

1. I will not disclose confidential information to any person or entity other than as necessary to perform the work for which I have been retained.
2. I will not access confidential information unless I have a need to know this information in order to perform my job.
3. I will not take confidential information from the premises without permission of the appropriate information owner.
4. I understand these additional responsibilities apply if my duties require computer system access:
 - a. I understand that the **user identification number and password** issued to me is a unique code that identifies me to the Deaconess Health System, Inc.¹ computer systems. All system entries that I make will reference my identity with this code. This code replaces my handwritten signature and is, in fact, within the computer system, equal to a handwritten signature in legal terms.
 - b. I understand that I am legally responsible for all entries that are made using my **user identification number and password**. I further understand that any information I access from the Deaconess Health System, Inc. computer network is strictly confidential and to be used only in the performance of my necessary duties.
 - c. I will notify the Information Systems Department immediately if at any time I feel that the confidentiality of my code has been broken, so that my old **user identification number and password** are canceled and a new one issued.
 - d. I understand that if I disregard the confidentiality of my password and system accesses, use the user identification or passwords of another person, allow another person to use mine, or fail to comply with these policies, I will be subject to the actions as outlined below.
5. I understand that if I disregard the responsibilities as outlined here:
 - a. My work at the Deaconess entity will be terminated.
 - b. The Deaconess Health System, Inc. is entitled to all remedies available at law or in equity, including but not limited to monetary damages, temporary restraining orders and injunctions, to recover damages from and/or enjoin any such violation.

I have read and agree to abide with the above Statement of Confidentiality.

Signature	Printed Name	Last Four Digits SSN	Assigned User ID	Date
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Employer (print)	Immediate Supervisor (print)
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¹ For purposes of this Statement of Confidentiality, "Deaconess Health System, Inc." shall be defined to include Deaconess Health System, Inc., and any and all of its subsidiaries, affiliates, and related entities, including but not limited to Deaconess Hospital, Inc., Deaconess Women's Hospital of Southern Indiana, LLC, Deaconess/MEC Medical Centers, LLC, Deaconess Cross Pointe, LLC, and Tri-State Medical Management, Inc.