



**Deaconess
Health System**

**Medical Student
HANDBOOK**

2018

Deaconess Hospital has a strong commitment to medical student education and teaching. Our goal is to provide students with opportunities to acquire and utilize skills which will be helpful in their next phase of clinical training and beyond. Students focused on family medicine as a career and interested in learning more about our program are encouraged to apply for a visiting elective.

Your experience as a medical student at Deaconess Hospital will include:

- Clinical management and hands on exposure to patient care as appropriate to your specific rotation and level of training
- Limited housing located on Deaconess Midtown campus at the Health Science building
- Orientation and tour with the Academic Coordinator
- Didactic Program, which includes: morning report, noon conference and grand rounds
- Exposure to Deaconess Family Medicine Residency program
- Wireless internet
- Free Parking
- 24/7 access to Health Science Library
- 24/7 access to Fitness Center, after a brief orientation to the equipment
- Numerous resources available to you including: Access Medicine, PubMed, Up-to-Date, MICROMEDEX Healthcare Series, Journals A-Z, OVID Journals

Contact Information:

Residency Coordinator:

Suzanne Seibert
suzanne.seibert@deaconess.com
Phone: (812) 450-6068, fax (812) 450-5052

Medical Student Coordinator:

Kelsey Blankenberger
Kelsey.blankenberger@deaconess.com
Phone: (812) 450-2895, fax (812) 450-5052

Application Guidelines:

Indiana University School of Medicine- Family Medicine IU Jr Clerkship Program

We are pleased to be a Family Medicine Clerkship site for third year medical students from Indiana University School of Medicine. Students who are placed at our site are paired with one of our community preceptors for the month. Students are encouraged to attend Grand Rounds and Noon Conferences during their core rotation, as time permits. Interested students should contact the Indiana University Department of Family Medicine to be matched with our site.

Miranda Benson, Clerkship Coordinator
FMCLerk@iupui.edu
317-278-0330

Elective rotations are scheduled regularly & are based on availability. To be considered for an elective rotation:

- A student's medical school must be LCME or AOA accredited. For international medical schools, the school must be listed on the "Indiana's Approved Medical Schools" list as found on the Indiana Professional Licensing website. Students of schools listed on the "Indiana's Disapproved Medical Schools" list will not be approved under any circumstances. Any other schools will be considered on a case by case basis.
- Medical student must be a US citizen or a permanent resident
- Must be actively enrolled as a 3rd/4th year student of an approved medical school
- Students must pass Step 1 USMLE/ COMLEX prior to acceptance, others will be reviewed on a case by case basis
- Rotations must be requested at least 60 days in advance

Rotation Requirements

All required documents must be sent to the Academic Coordinator by email, fax or mail.
Send Rotation Application and supporting documentation to:

Deaconess Family Medicine Residency
Attn: Kelsey Blankenberger
415 W Columbia Street, Suite 110
Evansville, IN 47710
812-450-6066 (Fax)
Kelsey.blankenberger@deaconess.com

Rotation Application

The medical student will complete the rotation application and send it to the Academic Coordinator. Please indicate on the rotation application the preferred rotation and dates you are available. **Deaconess reserves the right to limit the number of students on-site and to decline rotation requests.**

Certificate of Medical Malpractice Insurance

Most medical schools will provide a certificate of malpractice insurance. If your school does not provide malpractice insurance for you on "away" rotations, be sure to provide proof of insurance. You will not be approved until you have malpractice insurance coverage for your rotation.

Health Requirements

- Proof of Flu Vaccine- (October to March), evidence of vaccination must be presented
- Proof of Hepatitis B immunity
- Proof of Varicella Rubella
- Recent documented PPD in last 12 months OR negative chest x-ray in last 90 days, if known PPD positive
- Proof of Tdap

All students must provide health documentation in order to begin a scheduled rotation at Deaconess.

Health Insurance

Proof of Health Insurance must be provided before the student can start his/her rotation. Deaconess Hospital does not provide health insurance to students.

Letter of Good Standing

Please have your school forward a letter of good academic standing from the Dean's office of your medical school indicating you are in the final year, good academic standing and meet all requirements to complete an elective rotation for academic credit. Letter must state this clinical experience is being used as part of your medical education.

Signed Affiliation Agreement

An affiliation agreement is required for all student placements, when the student will perform direct patient care or have direct contact with patients. The relationship between the medical school and the hospital must be spelled out in a formal affiliation agreement that guides the hospital in both general and specific rules related to medical education. Our affiliation agreement at Deaconess must be signed by both hospital and medical school before a medical student can begin their rotation.

Confidentiality Statement

All medical students will be required to sign a confidentiality statement for HIPPA.

Medical Student Handbook

All medical students will be given a handbook and they will be required to sign a handbook acknowledgement form. The student handbook covers the following topics: confidentiality, infection control, emergency management, safety, attendance, parking and other human resource guidelines.

Background Check

A documented criminal background check that results in student not being prohibited from participation in the rotation or performing duties hereunder at Deaconess Hospital.

Drug Screen

Satisfactory evidence of urinalysis drug screen indicating that a student is negative for the presence of illegal drugs or the abuse of prescription or non-prescription drugs in accordance with parameters of Hospital's Drug Free Work Place Policy.

Photo of student

Please send a photo of student, preferably a head-shot in professional attire. This photo will be used for their ID badge. Medical students will be required to wear their ID badge at all times during their rotation.

Human Resource Guidelines**Dress Code**

All medical students are expected to dress in a manner appropriate to a professional setting. Jeans, shorts, capri pants, tee shirts, tank tops, tops exposing midriff or that are low-cut, and flip-flop shoes are not appropriate. Clothing should be clean and in good condition.

ID Badge

Medical students will be required to wear at all times while on-site at Deaconess Health System locations, an ID badge printed with student's picture, name and MEDICAL STUDENT. Badges must be returned to Academic Coordinator at the end of his/her rotation. Failure to return ID badge may result in withholding of rotation evaluation until ID badge is returned.

Electronic Medical Records

Deaconess Hospital utilizes EPIC for our electronic medical records. If you need help logging into EPIC, please call 812-450-HELP. **Reminder: medical students are not permitted to place orders for any patients under any circumstance.**

Didactics

Students are encouraged to attend daily Noon Conferences with the Family Medicine residents and Grand Rounds on Tuesday mornings, as time permits.

Library

Health Science Library is located on the first floor of Deaconess Midtown Hospital. You will have access 24/7 with your ID badge. Numerous resources are available to you including: Access Medicine, PubMed, Up-to-Date, MICROMEDEX Healthcare Series, Journals A-Z, OVID Journals, etc.

Medical Librarian: Gail Lee. 812-450-3885

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Immunization Records

Medical students must provide evidence of immunization records identical to that required of employees, which is at the medical school or medical student's expense. Medical students may not enter in close proximity of patients until TB results have been read. From October 1st through March 31st proof of a flu shot given the current year is required.

Patient Consent

Before a medical student enters an area to observe a patient process, the sponsor or preceptor (or designee) must obtain permission from the patient or the patient's personal representative. Medical students may not enter into a patient room if permission cannot be obtained or is denied.

Food/Drinks

Food and drinks are not allowed in the clinic or hospital, except in the break room, unless you have approval from a manager.

Attendance

Medical students are responsible to adhere to their school rules & regulations for attendance. However, if it becomes necessary to "miss" a scheduled date/time, please contact both the Academic Coordinator and your attending preceptor directly.

Personal Items

We have lockers available to students in the hospital. Please keep all personal items at home. The hospital cannot be responsible for lost or stolen items.

No-Smoking

Smoking is not allowed on hospital premises or within 100 yards of hospital property.

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 observation assignment. This also includes texting and social media.

Rotation Assignments

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

Housing at Health Science Building

Housing is available, but on a very limited basis. If you require housing while on rotation, please check with the academic coordinator when scheduling your rotation.

Directions to Health Science Building

Address: 600 Edgar Street, Evansville, IN 47710
Phone: 812-450-7200

From 41 South:

- Turn right on Virginia Street (If you get to Lloyd Expressway, you have gone too far)
- Pass Deaconess Midtown Hospital
- Turn right on Edgar Street (This is past the parking garage on Mary Street)
- Health Science Building is on your left

Parking:

There is no parking at the Health Science Building. Across the street, we have free parking at the Mary Street Parking Garage. Please park on the 3rd or 4th floor.

General Information on housing:

There are 2 twin beds in the room. Linens and towels are provided, but you will probably want to bring a comforter. You can obtain new linens downstairs in the linen closet. There is a kitchenette which is shared by everyone on the floor with pots/pans, refrigerator, and lounge. There is limited space in the refrigerator, but an additional refrigerator is located on the 5th floor with more room. Most people bring their own kitchen supplies (bowl for microwaving, skillet, pot for boiling/ cooking, paper plates, plastic ware, etc.) Your bathroom is located in your room, so you will not have to share it. There is a TV with cable, but no remote. You may bring a universal remote, if you prefer. Pets and overnight guests are prohibited.

When you arrive at the Health Science building, there will only be one door you can enter. This will lead you to the receptionist who will give you your room key and show you to your room. The receptionist is there 24/7.

Advice from former students:

- There is minimal lighting, so a desk lamp would make it easier to work at the desk.
- Bring some sort of bath mat or shower shoes.
- A pillow is provided, but I suggest bringing your own pillow. One month is too long not to love your pillow!

- Bring an “egg crate type” mattress pad to make bed more comfortable.

Parking

Free parking is available at Deaconess Midtown Hospital at the Mary Street Parking Garage, please park on 3rd or 4th floor. **You are not allowed to park in physician parking at Deaconess Hospital.**

Medical Student Handbook

Welcome

Welcome to Deaconess Health System! Medical students are an 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.

A Brief History of Deaconess

Founded in 1892 by a group of Protestant ministers and laymen, Deaconess is an acute care, teaching hospital, serving residents of Indiana, Southeastern Illinois and Western Kentucky. One of the largest hospitals in this region, Deaconess offers a broad range of inpatient and outpatient medical surgical and diagnostic services.

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

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 regarding patient information. All students/interns 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 on-line in the HIPAA section of DWeb. Staff members can assist you in accessing this information. For questions, contact the privacy officer at (812) 450-7223.

As a student/intern, 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 (812) 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 obtained 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 (812) 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 toward 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 students/interns should be knowledgeable of these codes:

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

Fire Safety Acronyms

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 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.

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 kind. 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 (812) 450-3840, or Safety and Risk Management at the Deaconess Gateway campus at (812) 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 manager(s) and/or Human Resources. This includes inappropriate remarks, gestures, innuendoes, uninvited touching and visual conduct that creates an 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

If you are on duty after hours or on weekends/holidays, please call Security to escort you to your car (812) 450-7500. Security of patients, visitors and staff is everyone's responsibility. If you see someone or something that looks suspicious, do not hesitate to call Security and report to the department/unit manager.