

## Student Orientation Manual

### **Welcome**

Welcome to Regional Medical Center. Our goal is to provide you with a variety of experiences and expose you to services of rural health care.

### **Mission Statement:**

RMC is dedicated to improving the health of our communities through professional and personalized care.

### **RMC Values:**

- Be Present
- Show Compassion
- Respect Others
- Ignite Kindness

### **RMC Vision:**

Accepting the challenge to achieve optimal wellness through the continuum of life.

***RMC can at any time request the student withdraw from their time at RMC due to conduct that may have a detrimental effect on its patients or personnel. RMC may also deny student placement to any person previously discharged from employment at RMC.***

### **HIPAA/Confidential Information**

In the course of your work, you may have access to confidential information regarding patient records, personnel records and/or hospital business records. The Health Insurance Portability and Accountability Act (HIPAA) governs the privacy and security of personal health records. It is one of your most important responsibilities to protect the privacy and confidence of patients, employees and the organization. Any confidential information should be used only in the performance of your duties.

When it is necessary to discuss the patient's condition, as it relates to the routine care of the patient, every effort must be made to do so in a private area. Students will be required to sign a Confidentiality and Security Agreement. Any questions regarding privacy should be forwarded to the RMC Privacy Officer, Carmen Grawe.

### **Safety**

Your safety is a major concern, and we make every reasonable effort to provide you with a safe place to work. Safety is the responsibility of each individual and you are expected to work as safely as possible in the performance of your duties. It is important that you help maintain safe working conditions by observing the following:

- Report all injuries and seek first aid at once.
- Walk; do not run, in halls and on stairs. Keep to the right, especially at corners or intersections.
- Swinging doors can be dangerous--be sure the other side is clear before opening them.
- Horse-play and practical jokes often result in injury and have no place in a hospital.
- Observe carefully the rules and instructions for care and exposure to contagious and infectious diseases.
- Be especially careful in handling broken glass, needles, knives and other sharp objects.
- Be alert to faulty electrical equipment, cords, plugs, and outlets. Report them for repair or replacement at

- once.
- Learn the mechanics of safe lifting and use them. Remember, if the load is too heavy, get help.
- Take time to be safe.
- Follow infection control procedures in handling chemotherapy, blood and body fluids.

Immediately report to your preceptor any potential dangers, unsafe conditions or any accident/injury which adversely affects or threatens to affect the comfort, health or life of any patient, visitor or employee.

### **Universal Precautions**

Regional Medical Center adheres to the OSHA Bloodborne Pathogen ruling to protect all staff from possible exposures. Personal Protective Equipment (PPE) is available to all clinical areas, including facemasks, gloves and gowns. All personnel who are at risk of exposure to blood and body fluids must use PPE. Biohazard (red) containers are available at all clinical units for disposal of hazardous waste. Sinks are available for hand washing after removal of PPE. All personnel must follow the OSHA Bloodborne Pathogen procedure to protect against disease transmission. An exposure to blood borne pathogens must be reported immediately to the supervising staff person for follow-up and evaluation.

### **Injury**

Should you become injured during your rotation, you may be directed to seek medical attention at once in the Emergency Department. Report the incident to your preceptor or a supervisor in your area, for further direction.

### **Illness**

Any illnesses shall be reported to your preceptor immediately and they will refer to our illness policy to determine if and how long you should be excluded from being on site.

### **Emergency Preparedness**

Each student should familiarize themselves with RMC's emergency procedures to follow in the event of an emergency. Best practice is to review procedures with your preceptor for awareness of response procedures. Please refer to the Emergency Procedures posted on Regional Medical Center's intranet or in a red binder found in most work areas.

### **Fire Regulations**

1. Know the fire instructions for areas of the facility where you generally operate
2. Know the location of the fire alarm stations.
3. Know how to operate fire alarms.
4. "Fire" is paged to signify a drill or fire.
5. Be calm and quiet.
6. Follow prompts of overhead page instructions

No open flames (i.e. candles) are allowed in the facility.

### **Smoking**

Regional Medical Center buildings and grounds are "tobacco free". No tobacco use is permitted on the premises.

### **Alcohol & Illegal Drugs**

Possessing, selling, distributing, purchasing, using or being under the influence of alcohol or any illegal drug while on hospital premises or while conducting hospital business is not allowed.

“Hospital premises” means hospital property, including parking lots and various hospital locations, and driving or riding as a passenger in a hospital vehicle, at any time.

“Under the influence” means that the employee is affected by a drug or alcohol in any detectable manner, whereby the safety of the employee, co-workers, patients or members of the public, or the employee’s job performance, or the safe and efficient operation of the hospital or the property of the hospital are threatened or impaired. For purposes of this policy, an employee who emits an odor of alcohol or illegal drugs shall be considered to be “under the influence.” Under no circumstances should a student who delivers patient care, meets the public, or performs essential services consume alcoholic beverages before reporting to work or during a shift.

### **Respect of Property**

*Hospital Property:* You will be expected to exercise due care in the use of hospital property and to utilize such property only for authorized purposes. Negligence in the care and use of hospital property and/or unauthorized removal of hospital property or its conversion to personal use will be considered cause for disciplinary actions.

*Patient Property:* It is expected that a patient's personal belongings will be handled with consideration and care.

*Personal Property:* The hospital assumes no responsibility for loss or damage to your personal property.

*Return of Hospital Property:* Hospital property (badges, laptops, keys, linens, etc.) issued to you must be returned to the hospital at the time your student clerkship is completed.

### **Personal Appearance**

Patients and visitors often judge the care given by the appearance of the personnel in the hospital. The following suggestions are to be considered to enhance our professional image:

1. Clothing should be appropriate, clean and neat at all times. Business casual attire is required, unless the department specifies otherwise.
2. Appropriate shoes that are clean and in good repair should be worn. Rubber or soft-soled shoes are recommended for safety purposes, and noise control.  
**No open-toed shoes in patient care areas.**
3. Hair should be kept clean and well groomed. If long, it should be pulled back or worn up if required by your department.
4. Any jewelry worn should be in good taste, and/or comply with department policy.
5. Laundry and cleaning of personal clothing are the responsibility of each student.
6. To minimize contamination within the hospital, uniformed students should not wear uniforms other than while on duty.
7. Body Piercings - the number and type of piercings should be appropriate to the work environment and will be monitored for safety and aesthetic reasons.
8. Tattoos -will be allowed as long as they are not on the face and not considered offensive or sexually explicit. Tattoos of questionable nature will require approval by RMC to leave visible.
9. Identification badge, either of your school/employer or RMC-issued, must be worn at all times, while on RMC premises. The badge should be visible and located on the upper region of the body.

### **Distribution or Solicitation Activities**

Individuals who are not employed by the hospital are not permitted to distribute any material or to solicit for any purpose, either inside the facility or on our grounds outside, except as approved in advance by Administration for activities sponsored or endorsed by the hospital for its benefit or further its purposes. You will be expected to report any such activities either to your supervisor or to a member of Administration.

### **Reporting Harassment**

If you believe you have been the subject of harassment, you should report the incident promptly (within 48-hours after the alleged harassment occurs, if possible) to your preceptor or Amy Mensen, compliance officer. An investigation of all complaints will be undertaken immediately.

### **Housing**

MECO students will take precedence over all other students for housing. All housing must be scheduled through Medical Services. A room is furnished with a bed, dresser, TV, refrigerator and telephone. Students are asked to remove any food items at the end of their rotation. The student will receive a key to this room. Linens are provided and are property of RMC. The student is responsible for any damage to linens during the clerkship. These linens will be laundered on a weekly basis. Regional Medical Center staff has the right to enter sleeping rooms for safety and security reasons. Overnight guests are **not** permitted in the sleep rooms. Housekeeping will clean the room weekly.

### **Wireless Internet:**

Wireless Internet service is available throughout the hospital and clinics. Anyone using the free Wi-Fi service will need to connect to the Network Name: **RMC\_GUEST** and use the password: **welcometormc!** If you have any issues with connecting please contact IT Department at extension # 7707.

### **Meals/Dining Services:**

#### ***Jerry's Place***

Jerry's place is an employee and public dining area. The dining room is open daily from 6:30 am – 6:30 pm. With access to microwaves, Water, Coffee and Vending Machines anytime.

### **The Bob Holtz Wellness Center**

The Bob Holtz Wellness Center (BHWC) is available for use by students, if interested, please contact Medical Services @ 563-927- 7457 to inquire. Students will be required to complete orientation provided by BHWC Staff prior to use.

Authorized students may utilize the BHWC during closed hours by utilizing their security badge.

## Facility Information

Parking: Employees and Students are asked to park in the north parking lot(5 or 6). Reserved parking areas are not to be used as they are intended for specific staff members only.

