



Orientation Manual

Welcome

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

The success of the hospital in achieving excellence in patient services depends upon the contribution of every department.

Statement of Philosophy

We believe that everyone has a right to care regardless of race, color, age, religion, sex, sexual orientation, gender identity, national origin, disability or any other characteristic protected by law.

We believe that the primary objective of the institution is to promote health and provide primary healthcare services to the community.

We believe that our employees are persons of dignity and worth and must be given the opportunity to develop both personally and professionally.

We believe promotion of health and provision of healthcare services requires leadership and cooperative action in the area of meeting community needs.

Mission Statement

Regional Medical Center is dedicated to providing excellent, personalized health care, putting the needs of the patient first and striving for complete patient satisfaction. We believe this is best accomplished in a community-oriented, family-centered, primary care setting.

We believe that quality healthcare and cost effectiveness are compatible goals and accept this responsibility in managing our services. We welcome the challenge that competition brings to serving healthcare needs of the community.

We work in association with physicians and other professionals to provide a state-of-the-art facility and an environment that promotes professional healthcare excellence. We continually search for innovative and alternative care delivery methods that are mutually beneficial to our physicians, employees, and ultimately, our patients.

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.

Providers, Administration, and Supervisory Nursing Personnel may give information concerning the condition of the patient to the newspaper, radio, television or any other outside interest, with authorization from the provider. 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, Rose Mary Hunt.

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 supervisor 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 on the job, you may be directed to seek medical attention at once in the Emergency Department. Report the incident to your supervisor.

Fire Regulations

You must be informed to insure safety and minimize the danger of damage to persons or property in the event of a fire. Fire drills shall be held four times annually on each shift. Every drill shall be responded to the same as an actual fire.

FAMILIARIZE YOURSELF WITH THESE RULES:

1. Know the fire instructions for the area in which you are working.
2. Know the location of the fire alarm stations.
3. Know how to operate fire alarms.
4. "Code Red" is paged to signify a drill or fire.
5. Be calm and quiet.
6. Do not shout "FIRE".

Please refer to the Emergency Procedures posted on Regional Medical Center's intranet for current instructions. No open flames (i.e. candles) are allowed in sleep rooms.

Smoking

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

Emergency Preparedness

As with the Fire Plan, your knowledge and immediate compliance is necessary for your safety and our patient's safety. Each student should thoroughly familiarize themselves with the procedure to follow in the event of an emergency. Please refer to the Emergency Procedures posted on Regional Medical Center's intranet.

In the event of a major local disaster, such as a fire or tornado, or when a large influx of patients is to be expected, the hospital has an Emergency Preparedness Plan that will be implemented.

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 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, keys, linens, etc.) issued to you must be returned to the hospital at the time your student clerkship is completed.

Control of Noise

Every employee should realize that noise is a disturbing factor, especially in a professional hospital environment. Quiet administration of duties is very important. Avoid loud talking or laughter in patient rooms, sleep rooms, corridor, elevator, stairway and/or work areas.

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 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. Excessive make-up is not compatible with a professional image.
5. Any jewelry worn should be in good taste, and/or comply with department policy.
6. Laundry and cleaning of personal clothing are the responsibility of each student.
7. To minimize contamination within the hospital, uniformed students should not wear uniforms other than while on duty.
8. Body Piercings - the number and type of piercings should be appropriate to the work environment and will be monitored for safety and aesthetic reasons.
9. 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.
10. 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.

Gifts and Gratuities

The hospital recognizes that staff members encounter occasions when gifts or money are offered by patients or their relatives. It represents a possible situation when both you and the hospital are unjustly accused of accepting gratuities to perform necessary services. Therefore, you are asked to refuse any gratuities with the exception of inexpensive gifts from patients to staff (i.e. candy, flowers,). Any salesperson or vendor offering gifts should be referred to Administration.

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.

Harassment

Harassment of or by employees (including supervisory and non-supervisory personnel); patients; medical staff members; and others based on age, disability, marital status, race or color, national origin, religion, sex, sexual orientation, or gender identity is unlawful and will not be tolerated at Regional Medical Center (RMC).

Age, disability, marital status, race or color, national origin, religion, sexual orientation or gender identity harassment:

This prohibited harassment includes verbal abuse; derogatory or demeaning comments; unwanted physical conduct; intimidating remarks, gestures or actions; slurs; graffiti; or any other offensive comments or conduct based on a person's age, disability, marital status, race or color, national origin, religion, sexual orientation, or gender identity.

Sexual Harassment:

Sexual harassment may be verbal (e.g. innuendo, suggestive comments, insults, humor and jokes, sexual propositions, threats), non-verbal (e.g. leering, whistling, obscene gestures), or physical (e.g. touching, pinching, brushing the body, assault).

Unwelcome sexual advances, request for sexual favors, or other verbal or physical conduct based on sex constitutes sexual harassment when:

- *Submission to the conduct is made either as an explicit or implicit condition of employment.*
- *Submission to or rejection of the conduct is used as the basis for an employment decision affecting the harassed employee.*
- *The harassment substantially interferes with an employee's work performance or creates an intimidating, hostile, or offensive work environment.*

Reporting Harassment

If you believe you have been the subject of harassment prohibited by this policy, you should report the incident promptly (within 48-hours after the alleged harassment occurs, if possible) to your immediate Supervisor or to the Human Resources (HR) Director. An investigation of all complaints will be undertaken immediately. Confidentiality will be maintained to the extent consistent with an effective investigation. There will be no retaliation based on the filing of a complaint or participation in the investigation. Following an investigation by the hospital, any Supervisor, employee, or other individual who is found to have harassed an employee, in violation of this policy, will be subject to appropriate sanctions depending upon the circumstances. RMC considers prohibited harassment to be a major offense that can result in the suspension or discharge of the offender.

Reporting the Facts

RMC recognizes that the question of whether a particular action or incident is harassment or a personal, social relationship without discriminatory employment effect requires a factual determination based on all facts in the matter. Given the nature of this type of discrimination, the hospital also recognizes that false accusations of harassment can have serious effects on

innocent individuals. We trust that all employees will strive for the establishment of a pleasant working environment free of discrimination.

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 Information Systems at extension # 7707.

Meals/Dining Services:

Jerry's Place

Jerry's place is an employee and public dining area (opened in December of 2015). The dining room is open daily from 6:30 am – 6:30 pm. With access to microwaves, Water, Coffee and Vending Machines anytime.

Facility Information

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

Wellness Center: The Bob Holtz Wellness Center (BHWC) is available for use by employees who have completed equipment orientation. Any employee who has previously completed the orientation, but has not utilized the BHWC in two (2) years, must be reoriented to the equipment by a BHWC staff member.

Authorized employees may utilize the BHWC during closed hours by utilizing your security badge.

Students may also be allowed to use the Wellness Center, if interested please contact Medical Services @ 563-927-7698 to inquire.