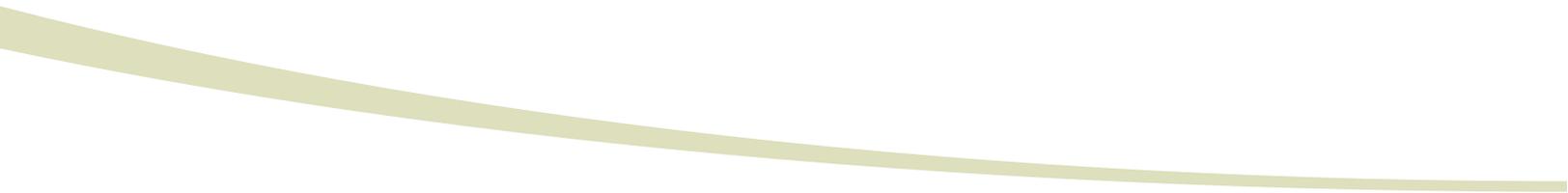




Volunteers

Improving the health of our community in all we do

VOLUNTEER MANUAL



Service: Demonstrate that we can always be more and be better; we will be exceptionally responsive.

We will:

- Create a courteous, welcoming, helpful environment.
- Anticipate needs and respond with timely, effective action and/or communication.
- Present a professional image.
- Strive for personal, professional, and clinical excellence.

Teamwork: Embrace partnership as the guiding principle in all we do.

We will:

- Work cooperatively as members of a team.
- Practice effective conflict resolution.
- Address negativity and redirect inappropriate conversation.
- Trust, respect and support each other.
- Welcome new employees by sharing information and knowledge.

Attitude: Make a great first impression.

We will:

- Choose a positive attitude.
- Display a “can do” spirit.
- Practice empathy and reflective listening.
- Accept accountability without excuse or blame.

Respect: Recognize the dignity of each person.

We will:

- Smile, make eye contact and greet with the appropriate title.
- Protect privacy and maintain confidentiality.
- Demonstrate sensitivity and responsiveness to cultural differences.
- Treat patients and families as partners and members of the health care team.

Safety: Provide a safe and clean environment.

We will:

- Own the safety and cleanliness of our workplace.
- Always wear our NGHS ID badge.
- Promote patient, visitor & staff safety with a focus on:
 - National Patient Safety Goals
 - Infection Control
 - Security
 - Performance Improvement





I. ORIENTATION / TRAINING / ANNUAL EDUCATION

After completing orientation volunteer services staff will contact you when your file is complete to schedule you to begin training with experienced volunteers. As a volunteer you will be required to complete annual educational requirements to meet the organization accreditation requirements. If it becomes necessary to take a leave of absence for one year or more you will need to meet specific requirements before returning to volunteer.

We understand you have been give many guidelines about volunteering with the health system. The most important advise we can provide is: when in doubt – ask. The staff is willing and available to answer questions. We value you and your time and thank you for volunteering with SowGoodFoundation.org



III. ETHICS / PROFESSIONALISM

As a volunteer, you have an important role in helping to provide excellent customer service; therefore, you are always expected to be courteous and considerate of others. Because of your affiliation with the hospital, you are now part of the Medical Center's image to the community, and you are expected to abide by the guidelines of the volunteer program. All patients, family members and visitors are to be treated with kindness and respect.

Extend a smile and warm greeting to those you come in contact with while volunteering. The cheerful and pleasant approach you convey lifts the spirits of others. Be observant, approach patients and visitors to ask if you can assist.

Patient Confidentiality - Respect the Privacy of Others

As a volunteer, you may have access to confidential patient information or confidential information about the family of the patient. Any information concerning patients, family, staff and physicians should always be regarded as strictly confidential. Please remember to respect the privacy of others, just as you wish for others to respect your privacy. The law provides for possible civil and criminal penalties for disclosure of confidential patient information. Please refrain from asking why a person is within the hospital. Volunteers should never ask questions or express opinions regarding a patient's diagnosis or condition. Refer any such questions to the appropriate professionals.

By signing the confidentiality agreement, you agree not to:

- Reveal the name or identity of a patient.
- Repeat any statements or communication made by or about the patient.
- Reveal any information you learn about the patient as a result of discussions with others providing care to the patient.
- Stay in a patient's room while a procedure is being performed or discussed by a clinician.

- Post any patient or family information or photographs on any social media networks, i.e., Facebook, Instagram, etc.
- Write or publish any articles, papers, stories or other written materials which will contain the names of any patients or information from which the name or identities of any patient can be discerned.
- Photograph a patient.
- Log in to an NGHS computer with any user name and password other than your own.

Be a Good Listener

Many times patients need to talk. Volunteers need to be good listeners and avoid discussing any controversial subject with the patient or family. Refer patient or family member complaints to the staff where you are volunteering or to Volunteer Services staff.

Be Professional

Always remember to maintain professional boundaries with a patient. Always knock before entering and identify yourself. If a doctor or nurse is performing a procedure, excuse yourself. Upon entering a room, do not assume that you can touch a patient's personal items or touch their arm to look at their ID bracelet - always ask their permission.

You should only be at the hospital during your designated shift. As a volunteer, you will get to know families of patients, but it is best to only visit them when you are volunteering. Never give patients or their family members your personal contact information. Let them know that the Volunteer Services staff can contact you.

- Volunteers should refrain from discussing their personal physical condition with patients. Also, refrain from entering a patient's room when the physician is present or while the patient is receiving treatment, unless a physician asked you to be present for a specific purpose, for example, Mended Hearts or Brain Injury Peer Visitor.



- As a volunteer, you will be serving in a professional atmosphere and it is important that you present yourself in a professional manner. Volunteers of the opposite gender of the patient should not visit with patients or residents in their rooms for extended periods of time.

- Volunteers should never report to duty under the influence of alcohol or mood altering drugs. If suspected of being under the influence while on duty, volunteers will be asked to report to Occupational Health for an evaluation.

- You will frequently encounter nurses, physicians and other health care professionals. You should never ask any of these individuals for personal medical advice.

- We hope your volunteer service with NGHS will be mutually satisfying and beneficial. If you wish to end your service, please give the volunteer services department as much notice as possible. Be aware that violation of policies and procedures may result in disciplinary action ranging from verbal warning to termination. Serious violations may result in termination without prior verbal warning.

- Always remember that the patient is the most important person in the hospital. Be kind and helpful to each patient and the members of their family. If in doubt, always feel free to ask the Volunteer Department or staff in the area you are volunteering for assistance.

- Should you be contacted by the media regarding an interview related to your volunteer service, it is important for you to contact the Medical Center's Volunteer Services or Public Relations Department before participating in the interview.

- It is important for volunteers to take breaks or have meals in the Cafeteria, The Bright Spot or Café 1400. Volunteers are asked not to visit staff break rooms.

Exercise Cultural Awareness While Volunteering

Be sensitive and considerate of patients, family members and visitors of varied cultural backgrounds.

Individuals within any given culture vary. A person's culture is an inherent part of them and greatly influences their behavior. However, culture also is dynamic and changes as the needs of a group and/or the individual's needs change. All of us have our own biases, preconceptions and prejudices about specific racial, ethnic, religious, sexual or socioeconomic groups.

- Become comfortable with differences
- Control/change false beliefs and assumptions
- Respect and appreciate the values/beliefs of those who hold different views
- Think and behave flexibly



IV. VOLUNTEER SCHEDULING

- Once you have completed training, you will be scheduled to volunteer in a designated area.
- The success of the Medical Center's volunteer service program is contingent on the dependability of volunteers.
- Volunteers are not required to serve on holidays, if you are interested in serving on a holiday, discuss with volunteer staff.

Volunteers should always sign in and out on the computer in the Volunteer office, and should log all hours spent volunteering outside of the hospital. All hours should be turned in by the end of each month. Volunteers serving off site (for example, New Horizons, Medical Plaza 1) should call the office to report in when volunteering.

- **When you are unable to volunteer, we ask that you notify the Volunteer Office, 770-219-1830 for the Gainesville Campus, 770-848-1830 for the Braselton Campus or 770-307-5231 for the Barrow Campus. Please do not contact staff in the area you are assigned to volunteer.** The Volunteer Services Office is responsible for scheduling all volunteers. Please make volunteer staff aware if you

have asked another volunteer to fill your shift. If you are able to exchange with another volunteer or get a substitute, it is very helpful to call the Volunteer Services office.

- If at any time you would like to change your area of service or have suggestions on improving your service area, please let Volunteer Services staff know at the the campus where you are serving.
- Volunteer Services office hours are 8:30 a.m. – 5:00 p.m. Monday through Friday.
- If you need to inform staff of a change in your volunteer schedule after office hours or on weekends, voice mail is available for your convenience. Please dial 770-219-1830 for the Gainesville campus, or 770-848-1830 for the Braselton campus and follow the prompts to leave a message for the appropriate staff member. Your message will be received the next business day.
- If a volunteer can no longer fulfill an assignment, a written resignation is to be completed and turned into the Volunteer Services Department. Volunteers are required to turn in ID badges and access cards upon resignation.



V. VOLUNTEER UNIFORM REQUIREMENTS

Patients, visitors and staff easily identify Medical Center Volunteers by their uniform, which includes The Medical Center Auxiliary's name. Therefore, it is required for volunteers to report for their volunteer duty dressed professionally in the proper uniform with the NGHS volunteer identification badge. NGHS volunteer uniforms are to be purchased in the Volunteer Services office and all uniform expenses are tax deductible. Personal appearance of volunteers is important and has a direct impact on the image of the volunteer program.

Ladies: Red Jacket, Red Cardigan or Red Golf Shirt

- The Jacket is to be worn buttoned. Volunteers should wear a white shirt or turtleneck with the jacket or cardigan.
- The golf shirt is to be worn tucked in with tailored, non-elastic slacks.
- Khaki or black pants or skirt, no more than three inches above the knee, including when wearing leggings
- Volunteers are required to wear rubber-soled shoes with an enclosed heel and toe when volunteering in patient care areas.
- No strong perfume or elaborate jewelry or hair accessories are allowed.
- No visible body piercings other than ear piercing.
- Long hair should be worn away from face.
- Denim clothing of any color is not allowed by the Medical Center's dress code.
- Fingernails are to be kept clean, presentable and of professional length. No artificial nails permitted for NICU volunteering.

Men: Red Blazer or Red Golf Shirt

- The blazer is to be worn buttoned with a white shirt.
- Khaki or dark pants
- Knee length shorts may be worn by golf cart shuttle drives only.
- No strong aftershave or cologne.
- Volunteers are required to wear rubber-soled shoes with an enclosed heel and toe when volunteering in patient care areas.
- Fingernails are to be kept clean, presentable and of professional length. No artificial nails permitted for NICU volunteering.
- Denim clothing of any color is not allowed by the Medical Center's Dress Code.

Tattoos

NGHS policy states visible tattoos must be covered.

Hair

Hair, beards and moustaches shall be clean and well groomed. Color and hair style should be reasonably natural looking and non-extreme. Long hair should be worn away from the face. Facial hair must be well trimmed and kept short.

ID Badge

After receiving a badge authorization form from Volunteer Services, volunteers should report to the Security office to have a badge made. The name badge is to be worn clipped to the right collar or on a lanyard and should be worn with picture and name visible at all times. Please do not attach stickers, pins or jewelry to the badge or holder.

Service Award

The volunteer service award is worn on the left collar. Volunteers are asked to wear only the most recent service pin. Other pins not relevant to your volunteer service within the organization are not to be worn on your uniform.

Lockers

Lockers are available in the Medical Center volunteer workroom for purses and valuables. Volunteers should not bring valuables or large sums of money, as the hospital is not responsible for any losses.

Cell Phones

Cell phones are to be silenced while in the hospital. Please refrain from talking on the phone in hallway or patient care areas. Wearing headphones and listening to music while on duty is prohibited.



VI. PARKING

Volunteers are to park at the North Patient Parking Deck Level 2 or 3 on the Gainesville campus. At the Braselton campus, volunteers are to park in Lot B. If Lot B is full, volunteers may park in Lot A.

VII. BENEFITS

Most of the rewards you will receive as a volunteer are intangible. Northeast Georgia Medical Center is acutely aware of your contributions through your service commitment and hopes that you will find your volunteer service to be rewarding.

As a valued member of the volunteer team the tangible benefits offered are in no way payment for your services, although are conveniences to make your service more pleasant.

- Volunteers are entitled to a free lunch or dinner in the hospital cafeteria, The Bright Spot or Café 1400 each time they volunteer. Approximately \$7 per meal.
- Annual Volunteer Appreciation Luncheon: Volunteers will be recognized with a gift after completing the first 75 hours of service. Service awards are given to volunteers beginning at 250 hours of service and then in increments of 500 hours of service at the annual Volunteer Appreciation Event. Double hours are given for evenings (4:30 p.m. and after), weekends and holidays.
- Discount attraction and movie tickets may be purchased through nghs.sparkfly.com.
- Active volunteers receive a 20% discount on purchases in The Window Shops.
 - The volunteer must present volunteer ID badge for verification to receive the discount.
 - The customer can only present their own badge and may not present another volunteer's badge in order to make purchases. It is not necessary to be in uniform or volunteer on the day of the purchase.
 - The discount is not combinable with any other promotions or discounts offered by The Window Shops.
 - The following items are excluded from the discount: plants and flowers, greeting cards, magazines, edible items and Direct Fragrances.

VIII. HEALTH SYSTEM ABBREVIATIONS

SPD	Supplies, Processing & Distribution	CVU	Cardiovascular Unit
MR	Medical Records	TCU	Transitional Care Unit
RX	Pharmacy or Treatment	ADM	Administrative Offices
RT	Respiratory Therapy	EKG	Cardiology or Electrocardiogram
ADM	Admitting	EEG	Electroencephalogram
OR	Operating Room	WC	Wheelchair
RR	Recovery Room	D/C	Discharge or Discontinue
PACU	Post Anesthesia Care Unit	LOF	Leave on Floor
ED or ER	Emergency Department	STAT	Immediately
X-Ray	Radiology or Diagnostic Imaging	PRN	Whenever Necessary
PR	Public Relations	NPO	Nothing by mouth
OB	Obstetrical Unit (Mother/Baby)	PO	By Mouth
NN	Newborn Nursery	BRP	Bathroom Privileges
L&D	Labor and Delivery	I&O	Intake and Output
NICU	Neo Natal Intensive Care Unit	OOB	Out of Bed
ICU	Intensive Care Unit	Q3H	Every Three Hours



IX. EMERGENCY CODES

Fire:

(Code Red)

Fire or a drill will be announced over the PA system as, “Code Red.” Upon hearing this announcement, volunteers should remain in the areas where they have been assigned unless otherwise notified. Never use elevators. Do not use stairs in the area announced.

Do not turn off lights!

Rescue Alarm	Rescue the patient/person in danger Pull Fire Alarm; Dial 94911 in Gainesville and 84911 in Braselton to report location
Confine	Close doors/windows
Extinguish	Be familiar with location of extinguishers within service area

- Never use elevators in a fire situation. Wait for elevators to be returned to service by the fire officials.
- Utilize fire stairs away from the fire area. Proceed down and out of the building. Check door to stairs for heat and smoke before entering.
- Remember, heat and smoke rise. Remain low and close to the floor. There will be less heat and cleaner air.
- Calm patients and visitors.
- Ask visitors to remain in the room with patients until “code red-all clear” is announced.

External Disaster:

(Code Triage – Levels 1,2,3)

- Active volunteers are the Medical Center’s call-in team and should report, in uniform with volunteer name badge, to the Volunteer Services Department
- The disaster alert will be activated by the announcement of “Code Triage” over the hospital PA system and repeated three times at three-second intervals.
- If the disaster should occur between 8:30 a.m. and 5:00 p.m., all volunteers on duty should report to the Volunteer Services Department. The use of telephones and elevators will be restricted to emergency use only.

Severe Thunderstorm Warning/Tornado Watch:

(Code Weather, Condition Gray)

The operator will announce “Code Weather, Condition Gray” three times at three-second intervals over the hospital PA system. Volunteers will assist as needed in the area where working.

Tornado Warning:

(Code Weather, Condition Black)

The operator will announce this code over the hospital PA system three times at three-second intervals when the hospital is in the path of a sighted tornado. Volunteers assist as needed in the area where working. Patients, visitors and staff will be moved to a designated safe area within the facility.

Inclement Weather:

(Code Weather, Condition Ice/Snow)

The operator will announce “Code Weather, Condition Ice/Snow” three times at three-second intervals over the hospital PA system when conditions are favorable. Volunteers are not expected to report in ice or snow.

All Clear:

The operator will announce over the PA when operations may return to normal. If there are “off limits” areas, this will be announced after the “All Clear.”

Workplace Violence:

In the case of workplace violence dial 44444. You do not need to say anything in the phone – help will be sent immediately.

Code Pink:

Volunteers are to be aware of surroundings, monitor nearby exits and notify security immediately of any suspicious individuals or activity. Volunteers serving in The Window Shops are to continue business as normal unless instructed otherwise by volunteer services staff.



X. WHEELCHAIR TRANSPORT / ESCORT

Standard: To safely and efficiently transfer patients from one area to another using proper skills and customer service techniques.

Protocol: Transporting patients to and from areas is one of the most important services volunteers perform. Patients confined to a wheelchair are often dependent on volunteers and staff for their safety. Please follow the detailed procedures listed below.

1. Always obtain permission from Medical Center staff before taking a patient out of the area.
2. Check the mechanics and operation of the wheelchair before using. If faulty, do not use and please take to the Plant Operations department on the ground floor for repair.
3. Apply the brake to the wheelchair.
4. Assist the patient into the wheelchair.
 - a. Fold the foot and leg rest out of the way before assisting a patient into or out of the wheelchair
 - b. Instruct the patient to place his or her hands and arms inside the armrest to prevent injury
 - c. Secure clothing and blankets away from the wheels
 - d. Assist patient with placing feet on the footrest so they will not drag
 - e. Place a blanket in the patient's lap for privacy
5. Release the brake lever.
6. Push slowly and speak to the patient and tell him or her where you are going.
7. Use employee elevators.
 - a. Turn elevators off when entering and exiting
 - b. Back the patient on and off the elevator
8. When using a ramp or other unlevelled surface, turn the wheelchair so the patient is not facing down the incline to prevent the patient from falling forward.
9. Do not transport extremely overweight patients. Ask staff for assistance.

10. Often mothers and newborns are dismissed together. If the mother does not want to hold the newborn in her arms, please notify nursing staff in order for a clinical staff person to walk the newborn out. Volunteers, fathers, grandparents or other family members or friends cannot walk the newborn out of the hospital.
11. Never leave a wheelchair patient unattended.
12. Apply the brake when the patient is ready to exit the wheelchair.
13. When transporting a patient whose leg has been elevated, special attention is needed to make sure the leg/foot is not caught in the elevator door, etc. Volunteers will need to allow for extra length in front of the chair.

Remember:

- Watch where you are going – not too fast.
- Slow down for corners – be especially careful at blind corners.
- Have a firm hold on both handle grips.
- Be alert to hazards. Transport the patient safely.
- Back into and off the elevator. Back down ramps or curbs.



XI. VARIANCE REPORT

Please make every effort to be safe in order to avoid accidents. Any injury or accident occurring to a volunteer while on duty must be reported at the time of the occurrence. Northeast Georgia Health System is not responsible for volunteers transporting persons in their cars.

Please report an injury immediately to the Volunteer Services staff or staff in the department where you are volunteering. Staff will complete a variance report and, if necessary, refer you to Occupational Health or emergency services for treatment. If you are injured after normal business hours, report to the Emergency Department and ask staff to complete a variance.

If you become ill while volunteering please notify Volunteer Services or staff in the department where you are serving.

Falls Prevention Checklist:

- Look before you walk – make sure your pathway is clear.
- Close drawers after every use.
- Avoid bending, twisting and leaning backward while seated.
- Avoid overreaching and lifting heavy objects.
- Secure electrical cords and wires away from walkways.
- Report spills immediately and never ignore “wet floor”.
- Report loose carpeting or damaged flooring to appropriate manager.
- Be aware of steps, unlevelled surfaces.
- Walk, carefully!

Guidelines for Lifting or Moving Objects:

- Prepare yourself by “setting the pelvis” (back straight and knees bent).
- Stand as close as possible to the object being lifted.
- Stand with feet apart.
- Bend at the knees to get down to the level of the object being lifted.
- Avoid twisting or turning the trunk. Turn your entire body.
- Carry the object as close to the body as possible with the elbows close to the body.
- Avoid lifting above shoulders whenever possible.
- To push or pull an object, get close to it, bend knees according to its height and place one foot forward and one foot back. Place your hands on the object at chest height. The back should remain straight.

NGHS is a tobacco free campus. Volunteers are not permitted to smoke on campus. If you see a visitor smoking, politely remind him or her that for the health and safety of patients, visitors and staff, the Medical Center has a tobacco free campus.



XII. HEALTH REQUIREMENTS/IMMUNIZATIONS

The following health requirements are in place to ensure the continued health of all volunteers, visitors, patients and families.

Tuberculosis Testing

All **new** volunteers are required to have **TWO** Tuberculin Skin Tests with negative results as part of the onboarding process. This is known as a **2 step TB skin test (TST)**. These will be provided by Occupational Health at no cost.

- After the initial 2 step TST process is completed with negative results, **ANNUAL** TSTs are required by **ALL** volunteers during the anniversary month of starting as a volunteer. These TB skin tests are also provided by NGHS Occupational Health.

New volunteers who have a positive TST result with their initial TB testing will need to comply with the following or be delayed in starting until complete:

- Follow-up with the local Health Department's TB Clinic.
- Have a chest x-ray performed **at their expense** after the positive TST reading, clearing them from Tuberculosis Disease by the Health Department

New volunteers with a documented prior history of a positive TB skin test will need to provide the following documentation to Occupational Health:

- The actual positive TB skin test reading with the numerical millimeter measurement **OR** documentation from a physician or health department showing they were treated and completed the medication regimen for a positive TB skin test.
- A chest x-ray report correlating with the positive TB skin test result and stating the chest x-ray was performed for history of a positive TB skin test.

Those volunteers with a positive TB skin test history are still required to be evaluated for Tuberculosis signs and symptoms in Occupational Health on an annual basis during their anniversary month of starting as a volunteer.

Volunteer Vaccine Requirements:

Flu Vaccine:

Northeast Georgia Health System has implemented a mandatory influenza vaccination policy. Requiring an annual flu vaccine demonstrates our commitment to protect the safety and health of our patients, many of whom already have weakened immune systems.

The influenza vaccination is provided at no cost to NGHS volunteers through Occupational Health. Volunteers may also receive a flu vaccination from the provider of their choosing and submit a verification documentation to the Volunteer Services office.

FOR NEW VOLUNTEERS ONLY

Measles, Mumps, Rubella and Varicella (Chicken Pox):

All new volunteers beginning October 2016 and after will be required to confirm their immune status to Measles, Mumps, Rubella and Chicken Pox. This can be confirmed in one of two ways.

- **Shot or vaccination records: Measles, Mumps, Rubella, Chicken Pox** (this could be your original shot records as a child or when you were in school, or from the health department.)
- **A blood test to identify immune status in the form of a "blood titer" for Measles, Mumps, Rubella, Chicken Pox** (Blood titer testing can be completed by NGHS Occupational Health at no cost.)

Once immune status to Measles, Mumps, or Rubella has been established and confirmed, any need for supplemental vaccination will be evaluated. Chicken Pox immune status only needs to be identified, no action is required regardless of the immune status results.



XIII. INFECTION CONTROL



Under the direction of the Infection Control Committee, the Volunteer Services department will implement the appropriate infection control measures for the purpose of controlling and preventing the spread of infection and/or communicable diseases:

- If you have an abrasion or hangnail, etc., wear rubber gloves to prevent infection.
- Volunteers are not allowed to transport blood units or specimens.
- Observe isolation signs posted on the doors of patient rooms, and please do not enter the room.
- Hair, clothing and shoes should be clean and neat.
- Volunteers should be aware of the signs and symptoms of infections and remain away from volunteering if they have such symptoms. In order to protect patients from possible exposure to any infectious disease, please do not report to volunteer if you have any of the following: fever, vomiting, diarrhea, rash, upper respiratory infection, persistent cough, draining sore, flu, chicken pox or shingles, etc.
- Hand washing is the “single most important means of preventing the spread of infection.”

Hand Washing

When to Wash:

- When you arrive at your work area at the hospital.
- Before contact with each patient, his or her environment, and things that come in contact with the patient.
- After contact with each patient, his or her environment, and things that come in contact with the patient.
- After you use the restroom.
- Immediately after removing gloves, and before eating, drinking, applying makeup, or handling contact lenses.
- Before you leave the hospital.

Procedure for Hand Washing:

- Work up a good lather with liquid soap and warm, running water.
- Clean between your fingers and around your nails.
- Rinse well and dry your hands with a clean, disposable towel.



XIV. HIPAA

Awareness Training for Volunteers

Northeast Georgia Medical Center has a responsibility to protect the privacy of patient information. Confidentiality has always been part of the hospital's culture, even before the *Health Insurance Portability and Accountability Act* or HIPAA, was passed by congress in 1996.

- HIPAA sets a national standard to protect medical records and other personal health information.
- HIPAA applies to ALL health care providers: hospitals, physicians, insurance companies, labs, home care companies and surgery centers.
- HIPAA covers ALL forms of protected health information, oral, written and electronic.

It is everyone's responsibility to take the confidentiality of patient information seriously. Anytime volunteers come in contact with patient information or any personal health information, written, spoken or electronically transmitted, they become involved with some facet of the HIPAA regulations!

It is for this reason that the law requires awareness training for all healthcare personnel, including volunteers.

According to HIPAA all of the following information can be used to identify a patient:

- Addresses
- Dates
- Telephone or fax numbers
- Social Security Numbers
- Medical Records Numbers
- Patient Account Numbers
- Insurance Plan Numbers
- Vehicle Information
- License Numbers
- Medical Equipment Numbers
- Photographs
- Fingerprints
- Email addresses

Any health information that identifies someone or can be used to identify someone MUST BE PROTECTED.

Protect confidentiality of patient records and other information stored on computers by doing the following:

- Sign on with individual ID and password when staffing the patient information desk.
- Sign off computer if leaving the desk.
- Keep IDs and passwords confidential.
- Protect computer screens and printouts from public viewing.
- Use cover sheets and verify fax numbers to ensure faxed information goes to the correct person.

The Right Thing to Do
NGHS has a responsibility to protect the
privacy of patient information

Supports NGHS Values
Confidentiality has always been a part
of hospital culture



TPO

HIPAA allows healthcare professionals to share patient information for the following reasons:

Treatment	Providing care to patients
Payment	Getting paid for caring for patients
Operations	Normal business activities such as quality improvement, training, auditing, customer service and resolution of grievances.

If use of the information does not fall under one of these categories you must have the patient's signed authorization *before sharing that information with anyone!*

Scenarios

1. During the course of your regular volunteer duties you enter a patient's room to find a fellow volunteer who has been hospitalized.

OK to: Converse with the volunteer as you would normally do with other patients as part of your routine duties.

NOT OK to: Talk about the hospitalized volunteer, including sharing the information with the Volunteer Office, unless the patient has authorized the release of that information.

OK to: Invite the volunteer or a family member to call the volunteer office directly.

2. You volunteer where you have access to the patient census. While performing your regular duties you come across the name of a fellow volunteer or acquaintance.

OK to: Continue with your regular duties disregarding the information you happened upon.

NOT OK to: Assume, because he or she is a volunteer or a personal friend, it is OK to notify the Volunteer Office or others you know.

NOT OK to: Scan the census looking for people you know.

OK to: Only use patient census for what is necessary to perform your volunteer duties responding to a request for a patient room number.

3. You are having lunch in the cafeteria with a group of volunteer friends and someone makes the statement "Did you know that Mary is in the hospital?"

OK to: Politely stop the conversation and remind your fellow volunteer that sharing personal health information for non-TPO purposes is not something we do. A reminder to all that we need to be HIPAA-Wise would be a very appropriate comment.

NOT OK to: Talk about any person's health information without authorization – **EVEN WHEN AMONG FRIENDS.**

Compliance

It has always been against hospital policy to improperly share, use or dispose of patient information in the wrong way. Under HIPAA, there are now fines and penalties for doing so.

We treat privacy seriously, which is why every volunteer and team member is required to sign a confidentiality form.



A breach of privacy may result in termination.

Wrongful and willful disclosure of health information carries fines and can involve jail time.

Why should we do this?

- It is the right thing to do
- It is in keeping with the values of our organization
- Think how you would feel if it was information about you or a loved one

Patient Rights and Ethical Issues

Patients' rights are protected by law and include the right to information about their care; the right to choose; and the right to know and change, if desired, their healthcare providers. Along with the other important patient rights, a patient's right to assessment of pain and to have that pain effectively managed is especially emphasized by the Joint Commission. It is vital that we recognize the role culture plays in the acceptance, expression and management of pain, and that we treat each patient in a respectful and ethical manner.

Ethics can be defined as:

- A principle of right or good conduct; a system of moral principles or values; the rules or standards governing the conduct of the members of a profession.
- Ethics are about 'doing the right thing' or serving as a patient liaison to ensure the 'right thing' is done for the patients. When faced with what seems to be an ethical concern, please talk immediately with your supervisor.

Reminders:

- Beware of stereotypes. Don't assume all members of a culture communicate or behave alike.
- Beware of "ethnocentrism" - the tendency to view your own culture as the 'best' or behave in a superior manner.

NEW rights allow patients to:

- Obtain a list of whom we have shared their health information with for the past six years
- Request to amend their medical record
- Request other communications such as asking to be notified of lab results only at work and not at home

REVISED rights allow patients to:

- Review and copy their medical record
- Request restrictions on the use of or sharing of their information, such as "opting out" of the hospital directory

Proper Disposal of Information

We must handle and dispose of patient information carefully (i.e., using a shredder instead of throwing patient information away). The procedure for the proper disposal of health information will be part of service-specific training.

NEVER dispose of patient information in any open area trash bin. Be aware of locked containers throughout the hospital marked "Document Destruction Services" for the purpose of discarding confidential information. When in doubt, ask.

Reporting Violations

The Volunteer Services staff is a good place to start for answers to your questions or for reporting issues.

You may also call the:
NGHS Chief Privacy Officer

770-219-5403

XV. NORTHEAST GEORGIA HEALTH SYSTEM, INC.

CONFIDENTIALITY AND SECURITY AGREEMENT

I have reviewed NGHS' HIPAA Privacy and Security Policies and Procedures and/or been trained on the NGHS' Privacy and Security Policies. I understand that NGHS has a legal responsibility to protect patient privacy, as well as the security of electronic patient information. To do that, it must keep patient information confidential and safeguard the privacy of patient information in all forms.

In addition, I understand that during the course of my employment or other work at NGHS, I may see or hear other Confidential Information, including operational and financial information, pertaining to NGHS that NGHS must maintain as confidential.

Regardless of the capacity, I understand that I must sign and comply with this Agreement in order to continue to work with NGHS.

By signing this Agreement, I understand and agree that:

I will keep patient information confidential, and I will disclose patient information only under the conditions described in the HIPAA Privacy and Security Protection Manuals. Regarding other types of important information to NGHS, I will keep such information confidential and will only disclose such information if it is required for the performance of my job. Additionally, I will only use NGHS equipment for business purposes, which are related to my job functions.

I will not discuss any information, either patient-related or relating to NGHS' operations, in public areas (even if specifics such as a patient's name are not used), unless that public area is an essential place for treatment, payment or operations of NGHS.

I will keep all security codes and passwords used to access the facility, equipment or computer systems, confidential at all times. I will not share my passwords with anyone (except IT and System Administrators as necessary) and will safeguard my passwords at all times.

I will only access or view patient information, including my own, for that which is required for treatment, payment or operations of NGHS. If I have any question about whether access to certain information is required for me to do my job, I will immediately ask my supervisor or NGHS' Privacy or HIPAA Security Officer for assistance.

I will not disclose, copy, transmit, inquire, modify, or destroy patient information or other System confidential information without permission from my supervisor or NGHS' Privacy or HIPAA Security Officer. This especially includes transmissions from NGHS to my home.

I recognize that I have a duty to report any suspicious activity or security incidents to Security, the IT Helpdesk, the Privacy Officer, or the HIPAA Security Officer immediately. I also recognize that I have duty to report anyone who violates the HIPAA Privacy and Security Protection Manuals to the Privacy Officer or the HIPAA Security Officer.

Once my job with NGHS is terminated, I will immediately return all property (e.g. keys, documents, ID badges, etc.) to NGHS. Even after my job is terminated, I agree to meet my obligations under this Agreement.

I understand that violation of this Agreement or the HIPAA Privacy and Security Protection Manuals may result in disciplinary action, up to and including termination of my employment or relationship with NGHS, and this may include civil and criminal legal penalties as a result of the final Privacy and Security Rules issued by the federal government.

I have read the above agreement and been trained regarding the HIPAA Privacy and Security Protection Manuals and agree to comply with them so that I can continue to work with NGHS.

Signature

Date

Print Your Name

Title



XVI. QUICK REFERENCE GUIDE TO AGE SPECIFIC CARE

	Safety	Verbal Communication
Neonate-Infant 0-12 months	Ensure a safe environment for exploring, playing, sleeping.	Encourage infant to interact by smiling, talking softly to him/her. Provide security, promote healthy parent-child bonds
Preschool 1-6 years	Keep environment safe. Provide safe toys and opportunities for play and to reduce fear.	Encourage child to communicate – smile, talk softly to him/her. Encourage child to ask questions, play with others and talk about feelings
School age 6-12 years	Guide child in making healthy, safe choices.	Allow child to make some decisions (“which type of juice would you like to drink?”) Build self-esteem – ask child to help you do a task, recognize his/her achievements, etc.
Adolescent 13-20 years	Discourage risk-taking. Promote safety.	Provide acceptance & privacy. Build teamwork & respect. Treat more as an adult than a child. Avoid authoritarian approaches. Show respect – be considerate of how procedures, processes, etc., may affect relationships. Encourage open communication.
Adult 20-65 years	Encourage healthy and safe habits.	Be supportive and honest. Respect personal values. Keep a hopeful attitude. Focus on strengths, not limitations.
Geriatric 65 years or older	Provide information to enhance safety, especially regarding potential for falls.	Give respect. Encourage patient to talk about feelings of loss, grief, and achievements.



Special Note: This image outside a patient room indicates the loss of an infant.



teen  **Volunteers**
 *where excellence in service begins*

I. ANNUAL ORIENTATION / TRAINING

Northeast Georgia Health System welcomes teen volunteers. Teen volunteers are required to be full-time students with acceptable grades, a high standard of behavior, and a sincere interest in helping others. Teens must be 15 years old by June first to begin volunteering and may continue volunteering through the summer after graduation. All teens must attend an annual orientation session and participate in service area training with an experienced volunteer. Teen volunteers assist with non-clinical duties at the Medical Center's Gainesville or Braselton Campuses, New Horizons Limestone and New Horizons Lanier Park. Being a teen volunteer is a great opportunity to explore health care careers and to develop a reference for employment or college applications. In addition, teens are given an opportunity to learn the importance of giving back to the community.

II. HEALTH REQUIREMENTS

Teen volunteers are required to provide documentation of their MMR (measles, mumps, and rubella) and varicella immunizations. They are also required to receive the flu vaccination if serving during flu season.

III. DRESS CODE

Approved Uniform:

- Red polo shirt with hospital logo
- Khaki pants
- Leather/athletic shoes

Not Allowed:

- Cropped pants, skirts or shorts
- Clogs, Crocs or sandals
- Jeans (no denim clothing of any color)
- Strong perfume and excessive jewelry
- Visible body piercings
- Visible tattoos. All tattoos must be covered.
- Long hair should be worn away from the face.
- Leggings
- Tight fitting pants

Hair

Hair will be well groomed and not obstruct eye sight. Hair color and hair style should be reasonably natural looking and non-extreme. Facial hair must be neatly trimmed, and beards may not be longer than two inches below the jaw line

ID Badge

The ID badge is to be worn clipped to the right collar or on a lanyard and should always be worn with picture and name visible. ID badges will be made on the first day of volunteer service. Please avoid attaching stickers, pins or jewelry to the badge or holder.

Lockers

While volunteering at the Medical Center purses, etc. are to be secured in the volunteer lockers. Volunteers should not bring valuables or large sums of money, as the Medical Center is not responsible for any losses.

Parking on the Campus

Teen Volunteers who drive to NGMC Gainesville are to park on the third level of the North Tower Parking Deck. At the Braselton campus, volunteers should park in Lot B. If Lot B is full please park in Lot A.

IV. ETHICS / PROFESSIONALISM

Teen Volunteers must abide by the following ethical/professional standards at all times:

- Please do not go to any areas of the hospital unless your supervisor has given you an assignment or an errand to run. Do not visit with hospital personnel in their work area for extended periods.
- If a staff member asks you to perform a task which you have not been assigned to do, or if they ask you to come an extra day, you must clear it with the Volunteer Office first.
- Confine your refreshments to the vending room, cafeteria or The Bright Spot. Volunteers are asked not to take breaks or have meals in staff breakrooms.
- You are not allowed to use the Medical Center phones for personal use. If there is a need, you may call from the Volunteer Office. If you receive a phone call while on duty, the caller should call the Volunteer Office. The message will be delivered at the end of the shift unless it is an emergency.
- Please do not bring your friends with you to the Medical Center. If they are interested in becoming teen volunteers, they must apply in the Volunteer Office.
- Be careful not to become overly involved with patients. Be warm and friendly, but do not bring them gifts or promise to visit them. Never stay in any patient's room longer than necessary in order to fulfill your specific responsibility.
- If you feel ill or have any type of accident, immediately report to the Volunteer Office or to the supervisor in the department where you are volunteering. Teens are to be treated in the Medical Center's Occupational Health Office, unless it is a weekend or evening. Then, teens should report to Emergency Services. A written report is required to be completed.
- Always tap lightly before you enter a patient's room and identify yourself. Always call the patient 'Mr.' or 'Ms.'
- Volunteers are never allowed to participate in the medication or treatment of a patient.
- Never suggest a doctor's name to patients.
- Always hold the elevator door open for guests, patients and staff. Hold the door open button until all people have left or entered the elevator safely. Allow all persons to exit the elevator before you enter. Volunteers should always use employee elevators, not elevators marked for visitors. Please use the stairs when you are only going a couple of floors.
- Do not accept money from patients. Graciously explain that you are a volunteer and you enjoy being of assistance.
- Teen volunteers are not allowed to volunteer under the supervision of parents employed by the health system.
- If any problems occur, immediately get in touch with Volunteer Services staff.
- While on duty as a volunteer maintain a professional relationship with all hospital personnel.
- Volunteers are not required to serve on holidays.
- Cell phones are to be silenced while volunteering and are not to be a distraction while volunteering.

Teen Volunteers are NOT allowed in the following areas:

- Labor and Delivery Rooms
- Operating Room
- Isolation Room
- Morgue
- Patient's room while doctor is visiting or patient is receiving treatment
- Patient's room with "No Visitor" sign on the door

Tobacco-Free Campus

NGHS is a tobacco-free campus. Teen volunteers are not allowed to smoke at any time. If you see visitors smoking, politely inform them that the campus is tobacco free and let them know they will need to move off hospital property to smoke.

V. SCHEDULING

Teen volunteers will receive a written schedule of days and hours to volunteer and should report to volunteer only if scheduled. Teen volunteers are supervised by the Volunteer Services staff, Auxiliary's Teen Committee and the supervisor in charge of the unit. *Teen volunteers are always given a specific assignment and are expected to report promptly and to stay at the assigned location until the shift is complete.*

Teens are responsible for making every effort to find a substitute when unable to volunteer by calling other teen volunteers to sub or exchange days and then notify Volunteer Services.

As a teen volunteer, you accept the responsibility to volunteer until school begins. Whether or not you may volunteer extra hours will be determined by the needs of the Medical Center. Before reporting to volunteer extra hours, always ask the Volunteer Services office. Never leave the campus without notifying Volunteer Services Office before the end of your scheduled time.

If at any time you would like to change your area of service or have suggestions on improving your service area, please consult the Volunteer Services staff. If you need to inform staff of a change after office hours, voice mail is available. Your message will be received the next business day.

VI. THE MEDICAL CENTER AUXILIARY, INC.

Teen volunteers are honorary members of the Auxiliary, paying no membership dues.

VII. BENEFITS

Most of the rewards you will receive as a volunteer are intangible, although personally rewarding. The Medical Center is acutely aware of your contributions through your service commitment, but only you can measure the full benefits through your personal feelings of fulfillment and medical career exploration.

The tangible benefits offered are in no way payment for your services, but are conveniences to make your service more pleasant.

- Teen volunteers may sign for a complimentary meal in the cafeteria, The Bright Spot or Café 1400 each time they volunteer (Approx. \$7 meal).

- Service Awards are presented to teen volunteers beginning at 30 hours of service at the appreciation event.
- Being a teen volunteer is a great way to develop a college, technical school or job reference. A record of teen volunteer service is kept on file by the Volunteer Services Office and references may be requested by teen volunteers.
- Discount attraction and move tickets may be purchased through nghs.sparkfly.com.

Thank you for volunteering with Northeast Georgia Medical Center!

