



STUDENT ORIENTATION HANDBOOK



Winneshiek
MEDICAL CENTER

Physician services by



MAYO CLINIC
HEALTH SYSTEM

Welcome



- Winneshiek Medical Center is dedicated to providing students interested in health careers the opportunity to learn about rural healthcare in the hospital or clinic setting.

During your time here, you will gain a valuable and worthwhile experience with our staff. We value and support your dedication to the healthcare profession and wish you the best while you are here on campus.

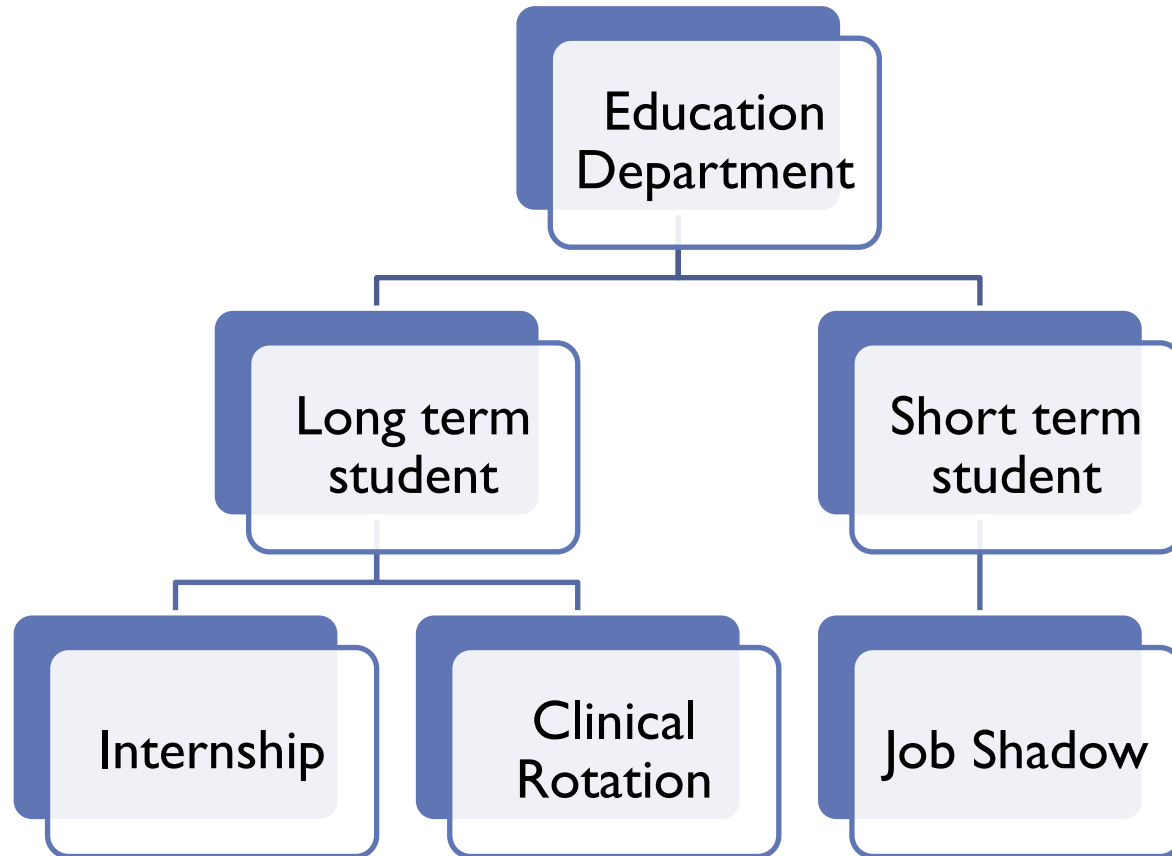
- In order to provide the highest satisfaction to our patients – our priority – all students participating in one of our programs must complete this orientation to our facility.
- Aspects of the student experience are coordinated through the Education Office.
- If you have any questions regarding the material presented in this orientation, please contact the [Education Department](#).

Orientation Topics

This orientation will cover

1. general facility orientation, such as our mission, dress code, parking, customer service and diversity
2. your safety, and the safety of our patients, and
3. confidentiality and privacy of our patients.

Students have two primary roles at WMC.



Patient care responsibilities are limited to your educational level; outlined experiences by the educational institution and/or at the discretion of the supervising clinical preceptor. Refer to details outline in the school affiliation agreement or check with the Education Department.

Mission of WMC

- Winneshiek Medical Center is a lifelong community partner improving the health and well-being of those we serve through patient – centered collaboration worthy of the trust our patients place in us.

Vision Statement

- Winneshiek Medical Center provides an unparalleled experience as the most trusted partner for health care.

Values

- Primary Value
 - The needs of the patient come first.
- Values
 - Respect
 - Integrity
 - Compassion
 - Healing
 - Teamwork
 - Innovation
 - Excellence
 - Stewardship

Guidelines and Policies



Policy and Procedure Review

- Patients come first at WMC
- WMC retains the right to end any student experience of a student found violating WMC policies, procedures, or guidelines.

Name Badge

- WMC requires all students to wear an identification badge indicating student status.
- Either--
 - A school-issued photo ID badge or
 - A generic student ID provided by WMC
- Badges should be worn at chest level

Tobacco Free Campus

- WMC campus is tobacco free. This includes smokeless and smoked products.
- Use of tobacco is not allowed in vehicles while parked on our campus.
- Students should not smell of cigarette smoke while at WMC.



Parking

- Please park at the Lot A, **Main Entrance** unless directed otherwise
 - It is very important that you enter where you were told in either the email or Ticket to Ride you receive, as procedures are constantly changing. Ask if you do not know where to report.
- If able, consider parking further away to leave closer parking spots for our patients and other visitors.

Timeliness / Attendance

- Students should arrive promptly.
- If you cannot attend, it is very important that you contact the department you are scheduled in to let them know of your absence.
- Also email education@winmedical.org to let them know you will not be attending as scheduled and if the reason for your absence is illness, your symptoms.

Background Screening

- WMC reserves the right to ask you for a background check or conduct a simple state court records search.
 - Schools should provide you with a background screening upon admission for clinical programs.
 - Students may need to provide authorization to conduct a criminal, sex offender and sanctions check if their school has not provided one to WMC.



Conduct and Behavior

- Professional behavior is expected.
- Loud laughter or conversation is discouraged.
- Discussions should be conducted in a quiet and confidential manner.
- You are expected to be supervised by a WMC staff member at all times.

Alcohol and Drugs

- WMC is committed to maintaining a work environment free from the influence of alcohol and / or illegal drugs to protect the health, safety, and well being of patients, employees, and visitors.
- WMC prohibits reporting for work and working anywhere on behalf of WMC under the influence of alcohol and/or illegal drugs.

Alcohol and Drugs

- WMC prohibits the use, possession, transfer and/or sale of alcohol and/or illegal drugs while working, while on all premises owned, leased, or otherwise controlled by WMC and while operating any company vehicle, machinery, or equipment.



Phones and mobile devices

- Personal cell phones must be turned off during your experience and stored with your personal belongings.
- Cell phones and / or cameras are not allowed in patient care areas.
- Texting or social media use during “work” hours is not allowed.



Phones (continued)

- Scheduled breaks (lunch, rest room) would be the appropriate time to check your phone.
- Please let family and friends know prior to your time at WMC that you are occupied during the hours of your experience so patient care is not interrupted by your devices.

Dress Code

- Professional attire helps establish professionalism, pride, and respect for the organization.

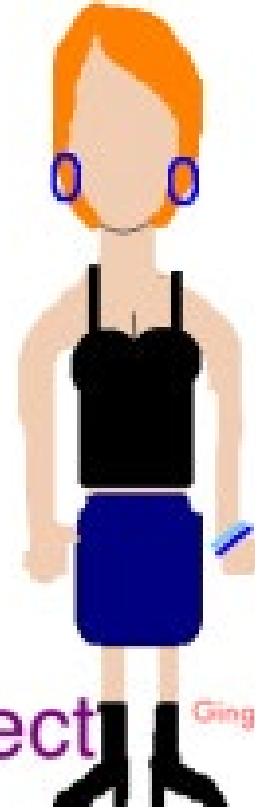


Dress Code

- All students must adhere to the dress code guidelines at all times.



NOT



gets respect

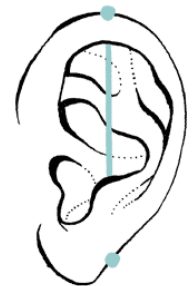
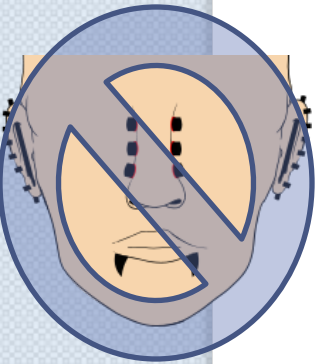
GingerSax.com

Scrubs / school uniform

- School uniform or solid scrubs are acceptable.
- WMC prefers a black or white long sleeved shirt under your scrubs if one is needed.
- Clean tennis shoes or work shoes must be worn with your scrubs/uniform.
 - Muted or solid colors are preferred.
- Some clinical departments may provide you with WMC issued scrubs for the day.

Tattoos and other body art

- Students with existing tattoos should ideally cover them so they do not show. We do now allow non-offensive tattoos to show, but the preference is still to have them covered.
- No visible body piercings, including nose
- Limit ear piercings to three earrings per ear. No bars or gauges.
- Ethnic piercings and body art will be reviewed by Human Resources



Hygiene

- All students should maintain good hygiene.
- This includes:
 - Neat and clean clothing and hair
 - Absence of offensive body odor
 - Well maintained hair and facial hair
 - Conservative hair styles and colors are preferred

Dress Code –The Don't Do It List

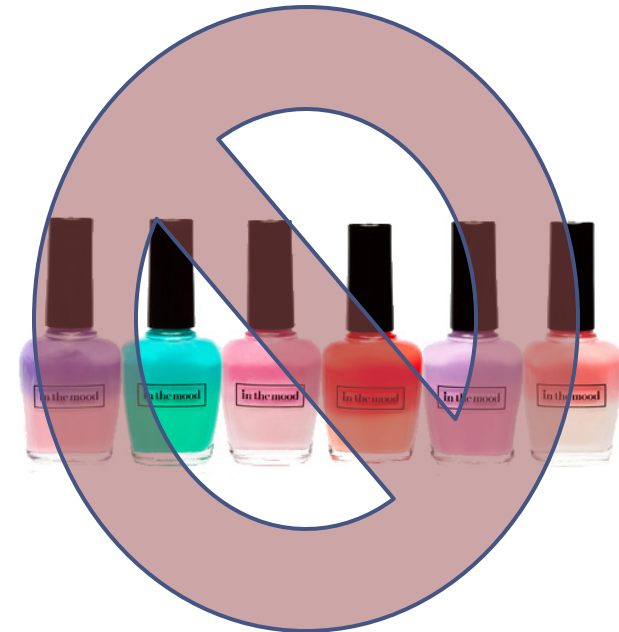
- **Do not wear:**

- Denim or jeans of any color
- T-shirts
- Sweatshirts or hoodies
- Shorts
- Sleeveless or low cut tops
- Shirts with logo or images
- Flip flops or very casual sandals
- Open toed shoes
- Skorts or Mini skirts
- Stretch pants, leggings, yoga pants, or athletic wear



Dress Code –The **Don't Do It** List

- Artificial fingernails are not allowed in patient care areas due to infection control concerns.
- Nail polish in patient care areas is generally discouraged.



Dress Code: Preferred attire

- Black, tan, gray or brown khaki type or dress pants.
- Skirts (must be no more than 2 inches above knee)
- Long Capris if summer
- Hose or Nylons are preferred in patient care areas
- Closed toe shoes are required
- Ties project professionalism, but are not required



Customer Service / Courtesy

- All students will display courtesy, friendliness, and a caring attitude toward fellow students, staff, patients, volunteers, and visitors.



Customer Service / Courtesy

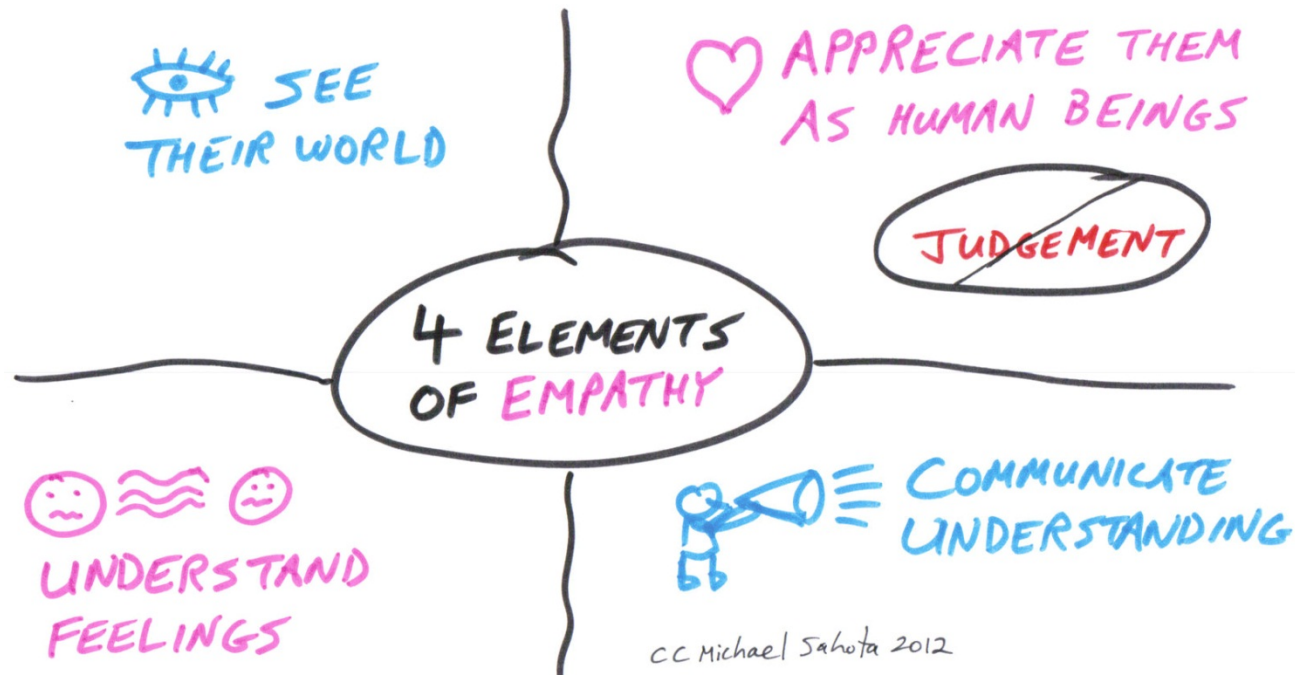
- Acknowledge and greet each person you meet or talk with in a courteous manner.
 - Display patience
 - Make eye contact
 - Smile
 - Show respect

Customer Service / Courtesy

- Use each person's name when you know it, and use the appropriate title:
 - Mr.
 - Mrs.
 - Dr.
- Never use
 - Honey
 - Dear
 - Sweetie

Customer Service / Courtesy

- Look
- Listen
- Learn
- Be empathetic
- Be present



Customer Service / Courtesy

- Knock before entering a patient's room or procedure area.



- Ask permission of the patient for everything.
- Be respectful of the patient's wishes if they do not want a student present.

Diversity and Inclusion

- Winneshiek Medical Center does not exclude from participation, deny benefits to, or otherwise discriminate against any person on the basis of race, color, gender, sexual orientation, gender identity, age, national origin, religion, or disability in admission to, participation in, or receipt of services and benefits of any of its programs and activities or in employment therein, whether carried out by Winneshiek Medical Center or through a contractor or any other entity with whom Winneshiek Medical Center arranges to carry out its programs and activities.
- Winneshiek Medical Center does not discriminate in patient admissions, room assignments, patient services, or hiring on the basis of race, color, gender, age, gender identity, sexual orientation, national origin, religion, or disability.
- Winneshiek Medical Center does not deny admission to people with communicable diseases including, but not limited to, HIV, MRSA, and hepatitis B, as long as we have the appropriate medical facilities and services to care for them.
- Winneshiek Medical Center assures all are able to receive information or services regardless of their disability.

Language Services

- Interpretive services are provided to patients and/or family members when requested or identified as a need.
- Medical language interpreters meet qualifications and have training in medical interpretation. Most are certified to assure professional, competent and safe service.
- Please keep patient safety in mind when an interpreter is needed and notify a WMC Staff member.



Facility Safety

General Safety

Fire Safety

Safety Codes

Infection Control

Preventing Slips, Trips and Falls

- Be aware of your surroundings.
- If you notice the floor is wet, notify a staff member and use caution to avoid slipping.
- Use handrails when ascending or descending stairs.
- Do not walk and text in the medical center, as it is dangerous.
- If you fall, an incident report form must be filled out. Contact your supervising staff member or Administration.

Facility Safety

RACE! if a Code Red is called.

R-A-C-E



R = Rescue Patients

- 1 First Priority-Move patients to safety
- 1 Check door for heat
- 1 Stay close to ground to avoid toxic gases

A = Activate Alarm

- 1 Know location of fire alarms
- 1 Pull alarm as you rescue patients
- 1 Fire alert displays on computers and over PA system

C = Confine the blaze

- 1 Close all doors
- 1 Avoid elevators in evacuation
- 1 Use stairs to evacuate



E = Extinguish if possible

- 1 Know location of nearest fire extinguishers
- 1 Use towel or blanket to extinguish small fire, as in a wastebasket

Facility Safety Codes

- Fire Alarm
- Medical Assistance needed
- I0 – Surgery
- Bomb Threat
- Code Blue – Cardiac arrest – call or page for help: Dial 700 announce the code
- Severe Weather Alert - Threatening weather, Tornado warning
- Internal or External emergency or disaster

Directions for Safety Codes

- Follow your supervisor or preceptor's direction.
- Your assistance may be needed to evacuate patients and guests.

Hand Hygiene

- Cleaning your hands is **the** best way to keep yourself and our guests safe from infectious germs.



Hand Hygiene Recommendations

- Washing your hands should be done by staff and students in front of the patient before and after contact with the patient, doors, etc.
- Soap and water hand washing is required when hands are visibly soiled.

When to wash

(hand sanitizer or soap and water wash)

- Before beginning work
- Before patient contact
- Before leaving work
- Before eating
- Before procedures
- Before using the computer
- After leaving work
- After eating
- After using the bathroom or grooming
- After patient contact
- After using the computer
- After procedures
- After removing gloves
- After contact with blood, body fluids, mucous membranes, secretions/excretions



Wash your hands!

https://www.youtube.com/watch?v=_o9SxDFPUIA

<http://www.cdc.gov/cdctv/healthyliving/hygiene/wash-your-hands.html>

Please watch these two videos on hand hygiene.

See how easily infection spreads, and also how easy it is to prevent them from spreading.

Blood borne pathogen exposure plan

- In the health care environment, there is always the possibility of being exposed to blood or bodily fluids.
 - Because diseases can be transmitted via blood or body fluids, it is essential that you know what to do, should you be exposed.
1. All blood born pathogen exposures must be reported immediately.
 2. Students and sources should be tested within 2 hours, and if needed, treatment initiated.
 3. Notify your supervisor or the infection control nurse
 4. Complete an incident report form before the completion of your shift and take it to the Chief Nursing Officer in Administration.
 5. You will be notified of the results of the testing.



Preventing spread of infection is everyone's responsibility

- Students in patient care areas should be familiar with the standard precautions for preventing infection:
 - Hand hygiene (washing and sanitizing)
 - Use of gowns, gloves, mask, eyewear as directed
 - Soiled linens – avoid touching your skin / uniform
 - Patient care equipment – clean / sanitize after each patient use if within your scope of practice
 - Patient placement – use a private room if the patient has the potential to contaminate the environment or cannot maintain appropriate hygiene

Shadow students should focus on hand hygiene and use of gowns, gloves, etc. when directed. If you have any questions about protecting yourself from disease, ask the staff member you are assigned to.

Personal Illness

- Our patients come first
- Only healthy students should report for an experience at Winneshiek Medical Center
- Do not come to the medical center for your shadow or clinical experience if:
 - You have a fever over 99.9 degrees Fahrenheit
 - You are vomiting or have diarrhea
 - Have a sore throat or cough
 - Have a runny nose, headache, body aches or chills, or if you have an unexplained rash
 - Must be symptom free for a full 24 hours before returning to an experience or requesting a reschedule.

Covid - 19



- *Coronavirus disease (COVID-19)* is an infectious disease caused by a newly discovered coronavirus.
- Most people infected with the COVID-19 virus will experience mild to moderate respiratory illness and recover without requiring special treatment. Older people, and those with underlying medical problems are more likely to develop serious illness.
- The best way to prevent and slow down transmission is to be well informed about the COVID-19 virus, the disease it causes and how it spreads.
- Protect yourself and others from infection by washing your hands or using an alcohol based rub frequently and not touching your face.
- The COVID-19 virus spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes, so it's important that you also practice respiratory etiquette (for example, by coughing into a your flexed elbow)
- Stay home when you are sick, and get vaccinated!

Covid -19

Symptoms may appear 2-14 days after exposure to the virus. People with these symptoms may have COVID-19:

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea



Covid-19 Precautions

- If you have been in a large group of people within 2 weeks of your shadow unmasked and you are not vaccinated against Covid-19 virus, please cancel your experience or postpone your starting date.
- If you are currently being tested for Covid or are experiencing symptoms and do not know your results yet, please cancel your experience or postpone your starting date.

Immunizations

- All immunizations must be up to date.
- You may get these records from –
 - your doctor's office
 - your school health service office
 - or the office of public health in your home county



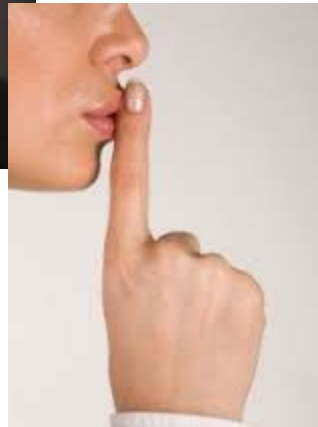
Immunizations

Students at WMC are asked to provide record of the following:

- Hepatitis series (or titer)
- Mantoux (tb test for tuberculosis)
- MMR series (or titer)
- Tdap (or TDP)
- Chicken pox booster or date you had disease
- Flu vaccine during flu season

Confidentiality and Privacy

Protect
Patient
Information 



PRIVACY & Confidentiality 

Confidentiality and privacy

- All students (*and parents if student is under 18*) will read and sign a confidentiality agreement.
- Students who do not maintain privacy and confidentiality do not come back as students.
- This puts at risk losing the opportunity for others to be students at our facility as well.

**What you see or
experience at
WMC stays here.**



Example:

The President of the United States is seen in our Emergency Department on their way to Madison, WI for a social gathering.

They are airlifted to Mayo in Rochester for an anxiety attack and heart palpitations. You are shadowing a physician in the Emergency Department and find out what's happened.

Confidentiality means you do not tell a single person that this happened.

Not your mother.

Not your instructor.

Not the other student you lunch with.

The President is our patient and deserves our respect, trust, and dignity.

You keep this information from your parents, your friends, your classmates, and from other staff in the facility.

It does not get talked about at the cafeteria or in the elevator.

You pretend it did not happen. **{EVERY PATIENT. EVERY TIME}**

Privacy and confidentiality are a healthcare wide standard.

In 2010, a medical resident took pictures of things he had seen in surgical suites or emergency departments, then texted and posted it to Facebook with his iPhone. He not only lost his residency position (the equivalent of losing your job), but he will likely have a very hard time finding a job in healthcare now with that looming on his records.

Don't do it. Keep patient information private.

Learning to maintain privacy and confidentiality now will help you in your career later.

Some students have access to electronic health record information.

The same goes for this type of information; it is not shared.

Period. Exclamation point!



HIPAA

ADMINISTRATIVE SIMPLIFICATION:
PRIVACY, SECURITY, TRANSACTIONS

- HIPAA is a Federal law that establishes privacy protections to all patients.
- HIPAA establishes rules for when and how you may use or release patients' PHI (protected health information). PHI includes anything that can be used to identify a patient, as well as actual health information and insurance and billing information.
- Patients need to authorize the use of their protected health information in writing.
- Unauthorized use of PHI could result in up to \$250,000 in fines and jail time.

Winneshiek Medical Center is a HIPAA covered entity

Other HIPAA entities
include:

- Health plans
- Physician practices
- Therapists
- Hospitals
- Ambulatory facilities
- Nursing homes
- Home health agencies

All HIPAA covered entities must obey HIPAA privacy and security rules and the enhanced HITECH Act privacy and security provisions.

PHI – Protected health information

- PHI includes anything that can be used to identify a patient, as well as actual health information (e.g. diagnosis codes) and insurance and billing information.
 - Name, address, date of birth
 - Employer, relatives names, phone number
 - Email address, social security, photo
 - Characteristics (job, skin color, etc.)
 - Account numbers

Do

- Avoid discussions about and with patients in elevators, cafeteria lines, nurses stations, waiting rooms, and other public places in and outside your facility.

Don'ts

- Don't discuss patients other than when necessary for work-related purposes or share patient information outside of work; don't have discussions with patients in public areas if there's a more private option.

Do's/Don'ts for protecting confidentiality

Dos

- Return patient information to its appropriate location or destroy it properly.

Don'ts

- Don't leave medical records unattended.

Do's/Don'ts for protecting confidentiality

Dos

- Close the door or curtains to a patient's room when discussing treatments and administering procedures.

Don'ts

- Don't page patients using information that could reveal health issues or discuss patient PHI in public places.

Do's/Don'ts for protecting confidentiality

Dos

- Flip patients' charts backward if you leave them outside patient rooms
- If using electronic health records, control alt delete to lock the screen if you must leave the room.

Don'ts

- Don't leave charts facing a public space, revealing names, etc.
- Don't leave computer screens open for others to view with patient information up, or worse yet, walk away from your up and running computer rather than locking it down.

Do's/Don'ts for protecting confidentiality

High risk situations

- Elevators – It is inappropriate to discuss patients with other staff members, even those with a need to know, if there are others present.



High risk situations

- Friends and family – You are not permitted to look at the medical records of family members, friends, or acquaintances unless you need to know the information to do your job (i.e., you are caring for the patient personally)
- We do audit records and your experience or employment will be ended when we catch it.
- And you risk being sued.

High risk situations

- Email – Many facilities have rules about emailing PHI because not only is this a confidentiality concern, it is also a record retention/ legal discovery issue.



High risk situations

- Printouts of PHI - Do not to leave documents containing PHI in plain view. The wrong person, can pick up printouts and put the facility at risk for a breach.
 - *A breach is the acquisition, access, or use of protected health information by a workforce member or person acting under the authority of a covered entity or business associate in a manner not permitted.*

HIPAA and security

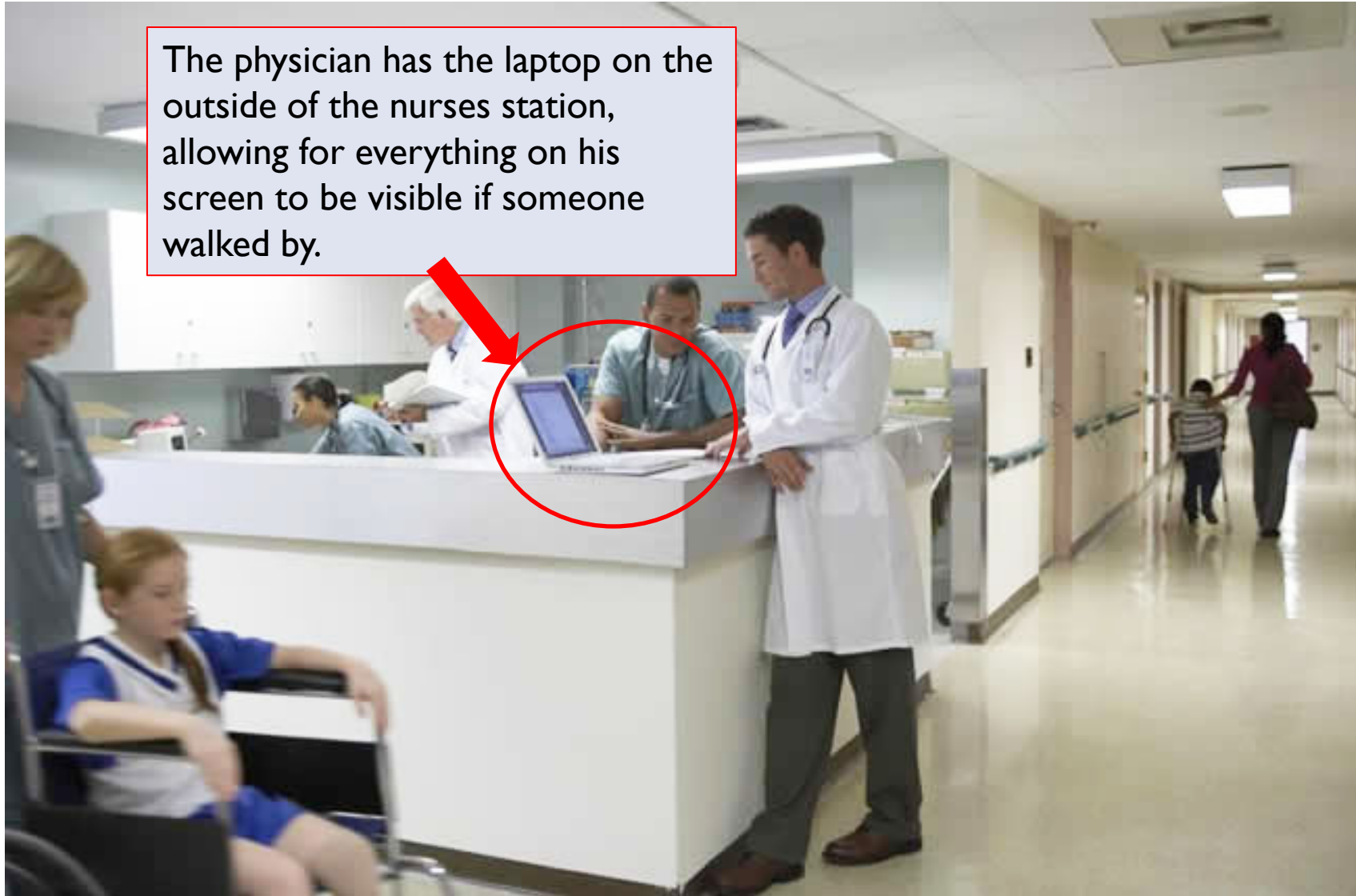
- Some students will be given electronic access to PHI.
 - Pick a password to the computer that is not obvious
 - Don't access web sites that are not needed for work, as they may contain viruses, malware, adware, etc.
 - Do not access or click on attachments in WMC or personal email.
 - Log off from your computer or CNTRL-ALT-DELETE to lock it if you are not using it.
 - Do not take patient information off site or try to access it from a non-WMC, encrypted device.
 - Do not share your password with anyone.

What's wrong with this picture?



What's wrong with this picture?

The physician has the laptop on the outside of the nurses station, allowing for everything on his screen to be visible if someone walked by.





**HIPAA
Violations
May Result
in Private
Right of Action
under
State Law**

As well as federal fines up to \$250,000 per instance plus jail time.



- Next steps:

Complete the paperwork requested

- Confidentiality form
- Student Information form
- Orientation Acknowledgement form
- Immunizations / health record
- Flu vaccine proof if experience is November 1 – March 31
- If a student intern or clinical student, provide a copy of the background check your school completed
- Make a copy /take a picture of your driver's license or school photo ID
- Complete the Health Agreement form
- Return all completed and hand signed forms to education@winmedical.org or fax to 563-382-1962

Once you have completed this orientation and returned all required paperwork -

- Elly in the Education Office will contact you to set up your experience or prepare for your start date.
- Shadow / Observation only students will receive a Ticket to Ride Confirmation Certificate, which will contain the details of their report time, etc.
 - Students should bring the Ticket to Ride with them, either printed or on your phone.
- Long term students will receive an email with the details for their experience.

- Please remember this image.
- One of your required forms will ask you to remember it and write it down.

