



VOLUNTEER HANDBOOK

TABLE OF CONTENTS

Welcome	3
Mission, Vision, Values	4
Volunteers	5
Volunteer & Service Requirements	6
Health Screening	7
Volunteer Benefits	8
Patient Rights	9
Code of Ethics & Standards of Conduct.....	10
Volunteer’s Rights & Pledge	11
Confidentiality/HIPAA.....	12-16
Personal Appearance	17
Office Procedures and Information	18
New Orleans East Policies and Procedures	19
Infection Control for Volunteers	20-22
Don’ts	23
Environment of Care - Quick Reference.....	24
In Case of Fire	25
Telephone Operation.....	26

WELCOME

On behalf of New Orleans East Hospital, let me extend a warm welcome to you. Volunteers are important members of our hospital team. Your support helps us to provide the highest quality and most compassionate healthcare and services to our patients, families and guests. New Orleans East Hospital appreciates your time and talent, and we hope your volunteer experience will be productive, rewarding and meaningful.

PURPOSE

The purpose of our program is to provide an efficient and compassionate volunteer staff which offers an extra dimension of care and services to patients, families and visitors as well as supportive services to the New Orleans East staff. The objective of the Volunteer Services department is to support the goals of the hospital by utilizing volunteers in hospital services in ways that affirm the dignity and uniqueness of all people.

We welcome enthusiastic individuals of all backgrounds and abilities and do not judge applicants by race, religion or age, but rather by their commitment, dependability and desire to serve those in need.

POLICY

It is hospital policy that the Department of Volunteer Services operates under the managerial guidance of the hospital and other recognized local, state and national authorities. Volunteers will follow guidelines and regulations of the hospital in their assigned positions as volunteers and will undergo a thorough orientation process prior to beginning their service. Because volunteers are considered unpaid staff, they must operate in accordance with the mission, vision, and values of New Orleans East and the general rules and regulations governing employees.

VOLUNTEER SERVICES LOCATION AND OFFICE HOURS

The department of Volunteer Services is located on the first floor of the hospital
Office hours are: Monday-Friday: 8:30 a.m. – 4:00 p.m.
Telephone Number: 504-592-6548

MISSION, VISION, VALUES AT NEW ORLEANS EAST

Our Mission

The Mission of the Orleans Parish Hospital Service District A is to provide superior quality health care and educational empowerment to the community with courtesy, concern, kindness and compassion.

Our Vision

The Vision of the New Orleans East Hospital is to strive to be the trusted leader in providing health care services to its community.

Our Values

Welcoming Spirit *We strive to provide a healing environment to patients, visitors and other members of the staff that is safe, caring and inviting.*

Respect *We treat everyone with courtesy and are sensitive to the cultural differences and diversity of the communities we serve.*

Integrity *We serve our patients and each other in accordance with the highest ethical standards and in a reliable, accountable and transparent manner.*

Professionalism *We pursue excellence in everything we do and project an appropriate image at all times.*

Teamwork *We effectively communicate and collaborate for the good of our patients.*

Stewardship *We make wise use of our resources and advance New Orleans East Hospital tradition of community service.*

VOLUNTEERS

Volunteers are people of all ages and walks of life who, for a myriad of reasons, offer their time and energy to the service of others. Ask a volunteer why they serve and you often hear some variation of this statement:

“I want to make a difference.”

As a New Orleans East Volunteer, your efforts will benefit the hospital’s continuing commitment to excellence while providing you with the personal satisfaction of contributing to the welfare of those in need. Each year hundreds of volunteers find fulfillment, practical work experience and companionship within the New Orleans East family.

TEENS have the opportunity to learn from this introduction to an environment of commitment and responsibility.

STUDENTS gain experience that is useful for college resumes and employment applications, and they accrue the volunteer hours needed to meet school course requirements.

HOMEMAKERS, a vital part of Volunteer Services, share their compassion, skills and expertise on behalf of patients, families, visitors and staff.

EMPLOYED ADULTS volunteer for personal growth, job advancement, career change or social commitment.

RETIREEES gain personal satisfaction and reward by offering their time and experience to the hospital.

REQUIREMENTS

COMMITMENT:

Volunteers age 18 and older:

Must commit to 2 – 3 days per week and complete a minimum of 100 total hours per year.

Junior Volunteers

Must commit to the Junior Volunteer Summer Program in its entirety.

HOURS:

Volunteers must commit to three or more hours per week and complete a minimum of 100 total hours. Assignments are available weekdays, during office hours, 8:30 a.m. - 4:00 p.m. Weekend and evening placements are only available to college students volunteering in the Emergency Department.

AGE: Adult volunteers must be at least 18. Junior Volunteers must have had their 14th birthday by June 14th and/or completed the eighth grade prior to starting their volunteer service.

APPLICATION PROCESS: Candidates must complete the application process below before they can begin their volunteer service:

- Application Package completed and submitted.
- A copy of a valid photo I.D.
- Copy of Immunizations which includes:
 - MMR
 - Rubella
 - Hepatitis B
 - Varicella
 - TB test - Annually
- Phone Interview
- Schedule an in-person interview
- Selection Process
- Contact by Volunteer Department

ORIENTATION AND TRAINING:

Volunteers must attend a half-day orientation. In some cases, additional training by the departmental supervisor is required. This training is usually scheduled on a Monday; otherwise changed by New Orleans East Hospital.

UNIFORMS

New Orleans East Hospital does not allow jeans, t-shirts, shorts or flip-flops. Volunteers receive an official photo I.D. which must be worn on a volunteer lanyard. Volunteers should not wear scrubs, unless instructed to do so. All volunteers will be required to wear a uniform.

DAYS AND TIME OF VOLUNTEER WORK

Placements are available five days a week – morning and afternoon; however, weekend assignments are available for college students with prior approval.

SUPERVISION

The Director of Volunteer Services supervises the volunteer program.

On-the-job supervision is offered by departmental personnel who also evaluate Performance.

TERMINATION

At the time of termination, there may be an exit interview. ID Badges should be returned to Volunteer Services.

HEALTH SCREENING

POLICY

New volunteers are required to complete a 10-panel drug screening, satisfactory physical examination with medical clearance that includes: Hepatitis B, Rubella, Rubeola, Mumps and Varicella immunity and an annual TB test. Volunteers with a history of a positive TB test in the past must complete an annual questionnaire. **These tests/and or vaccinations are administered free of charge.**

PROCEDURE

1. Once accepted, new Volunteers must schedule an appointment with Employee Health, and have a health questionnaire complete to determine what testing is required by the Out-Patient Lab. Volunteers may also provide documentation of testing by a private physician or another healthcare institution.
2. Volunteers are not eligible to begin their service until they have been “cleared” by Employee Health.
3. Annual TB testing is mandatory for all Volunteers.

Student and Junior Volunteers

College students and high school Volunteers must provide a copy of their immunization records from their private physician or school/college Student Health Office. These records must include records of a TB test within the past year and up-to-date immunizations. If a TB test has not been conducted in the past year.

RECORDS

Volunteers’ immunization records and most recent TB test results will be kept on file by the Employee Health Department.

BENEFITS

Volunteers, who work three to four hours per day are eligible for the following benefits:

- Free annual Tuberculosis screening and flu vaccine, when available
- Appropriate skills training
- Inclusion in many hospital social functions
- Invitation to annual appreciation luncheon and participation in National Volunteer Week festivities in April
- Certificates
- Free meals
- VIP parking

HOLIDAYS

The Volunteer Services will be closed on the following holidays. Unless special activities and arrangements are made, volunteers usually take these days off as well.

New Year's Day
Mardi Gras
Independence Day
Labor Day
Thanksgiving Day
Christmas

PATIENT'S RIGHTS

All Volunteers need to be aware that there is a National Statement of Patient Rights. The following statement is an excerpt from the hospital Patient's Rights Information and Admitting Manual:

A STATEMENT OF YOUR RIGHTS AS A PATIENT

- You have the right to considerate and respectful care.
- You –or someone acting on your behalf–have the right to understandable information on your condition, treatment and progress.
- You have the right to refuse treatment to the extent permitted by law, and the right to be informed of the alternatives and consequences of refusing treatment.
- You have the right to personal privacy within the limits of your medical care program. You have the right to expect confidentiality of all records and communications pertaining to your case.
- You have the right to request an explanation of your bill for hospital charges.
- You may hear patients talk about a Living Will or a Durable Power of Attorney. Refer questions about these forms to the patient's nurse, the Patient Relations Manager or a social worker.

CODE OF ETHICS

ALL healthcare workers are bound by a professional code of ethics. The same rules of conduct apply to volunteers.

INFORMATION about patients is to be kept strictly confidential.

RESIST the urge to ask doctors and nurses for professional advice for yourself.

REFRAIN from asking for information concerning patients.

ADVICE and counsel should be given to patients only by staff trained to do so.

STANDARDS OF CONDUCT

The most important person at New Orleans East is the patient. Respect the patient's need for privacy. All information concerning patients or New Orleans East Hospital business is held in strictest confidence and must not be discussed with anyone who is not directly involved in the care of the patient.

Doctors alone have the professional and legal right to diagnose and treat a disease. **DO NOT** give opinions concerning care or diagnosis. Never discuss a patient's illness or treatment with the patient. Do not relate your own experiences or the experience of others to the patient.

Never, under any circumstances, seek free medical advice for yourself or friends.

DO NOT burden patients, caregivers, staff members, or fellow volunteers with your personal problems.

VOLUNTEER RIGHTS & PLEDGE

As a New Orleans East Hospital Volunteer, you have the right to:

- Considerate supervision while learning the policies and procedures you are expected to follow
- Courteous cooperation from all paid staff members
- Limitation on the number of volunteer hours to those originally agreed upon with New Orleans East Hospital Volunteer Office
- Freedom to present complaints and grievances to the proper authorities with the expectation of receiving a suitable resolution

As a New Orleans East Volunteer, you must pledge to adhere to the following Code of Conduct:

I will be on time and conscientious in the fulfillment of my duties.

I will accept training and supervision graciously.

I will conduct myself with dignity, courtesy and consideration for others.

I will help patients and caregivers whenever possible by providing appropriate comfort and support.

I will keep confidential all information which I may hear directly or indirectly concerning a patient, doctor, or any member of the staff.

I will make every effort to say and do the right thing when interacting with patients.

I will endeavor to perform my assigned duties to the best of my ability and uphold the traditions of New Orleans East Hospital.

NEW ORLEANS EAST HOSPITAL HIPAA PRIVACY TRAINING BRIEF

I. Introduction

Hello, and welcome to this training brief on privacy of patient information. New Orleans East Hospital will have has a strong tradition for caring and meeting, even exceeding, its customers' expectations. This includes not only providing first-rate services but also keeping information about a patient private.

As a volunteer at New Orleans East, you may find yourself learning things about New Orleans East patients, and it is important for you to know why privacy is so important and why you have to be careful about what you say.

Privacy matters for several reasons. First, confidentiality is necessary to encourage people to seek medical care and to be honest and forthright with their healthcare providers. Second, there are certain things, such as a person's health information that, by their very nature, should remain private and away from public scrutiny. The improper use or disclosure of medical information is not only unethical but can result in unwanted media attention and subject you and your facility to financial and criminal penalties. In addition, a federal law called "HIPAA", the **Health Insurance Portability and Accountability Act**, now requires healthcare organizations, such as New Orleans East, to safeguard patient confidentiality.

Although HIPAA affects a wide range of healthcare operations, the primary focus of this training will be the HIPAA Privacy rules. The Privacy rules have three (3) main goals. First, they establish boundaries as to who can access health information and how that information can be internally used or externally disclosed. Second, they give patients more control over what is or is not done with their health information. Third, they require certain minimal safeguards by healthcare organizations to protect health information.

II. Training Objectives:

What is HIPAA Privacy?

Why is HIPAA Privacy necessary?

Who must comply with HIPAA Privacy?

How does HIPAA Privacy affect you?

When does HIPAA Privacy go into effect?

III. What is HIPAA Privacy?

The Privacy rules apply to all patient information *kept, used, or disclosed* by the organization. This includes not only *paper* and *electronic* records for a patient, but also *verbal* discussions about a patient. Privacy rules also protect information that identifies a patient, which includes a patient's name, age, sex, race, social security number, photograph, and so forth. In addition to medical information, it also covers financial information, such as employment status, income, and disabilities. Collectively, the information protected by

the HIPAA Privacy standards is called “Protected Health Information” or “PHI.” In short, the PHI protected by HIPAA is probably the most intimate, personal, and sensitive of any information collected and maintained on an individual.

Here are just a few examples of where PHI might be found. In every instance, we each have a duty to guard PHI from improper use and disclosure to or access by unauthorized persons.

Written PHI Verbal Statements Electronic PHI

Anything in a patient’s chart	E-mails and attachments
Conversations about a patient’s health	White boards
Faxed health records	Voice mail recordings
Patient ID bracelets	Computer records
Transcription tapes	

IV. Why is HIPAA Privacy necessary?

The cost of not complying with HIPAA can be very high. Aside from fines and potential jail time, breaches of confidentiality may harm your organization’s public reputation. As the general public places a higher demand on how personal health information is used and shared, all organizations, including New Orleans East, have a responsibility to keep sensitive health information private and secure.

V. Who must comply with HIPAA?

No matter what your position is within the healthcare system — be it physician, nurse, housekeeper, technician, billing clerk, administrator, or even board member — the Privacy rules apply to you. Privacy even applies to certain non-employees who help New Orleans East. Examples include volunteers, medical staff, students, and even clergy members who handle PHI. The bottom line is that we all must work together to keep information about a patient’s health private.

VI. How does HIPAA Privacy affect you?

At this point, you must be wondering “*How does privacy affect me?*” The Privacy rules limit who can use or access PHI within the organization, as well as control how you can disclose PHI to others outside New Orleans East. To this end, New Orleans East has created a number of policies, procedures, and forms for guidance. They speak to when and how workforce members, such as you, can use and access certain PHI.

VII. When does HIPAA Privacy go into effect?

Healthcare providers such as New Orleans East have had to comply with HIPAA since April 14, 2003.

VIII. Important Areas of HIPAAA. Patients' Rights: Patients have significant new rights to understand and control how their PHI is used or disclosed. These rights can be found in the organization's "Notice of Privacy Practices," or "NPP." The NPP is like a Bill of Rights for patient health information. A current copy of the NPP must be provided at least once to each patient and prominently posted in public areas. The NPP summarizes patients' privacy rights and describes the corresponding duty of New Orleans East to safeguard PHI. For example, patients have a right to access and copy their records. They have a right to request changes to their health information to the extent that information in a medical record is inaccurate or incomplete. The NPP sets limits on medical record use and release by the organization. Finally, your organization has established a process for individuals to make privacy complaints. If you think about it, these patient rights really don't call for anything that unusual. Most healthcare providers already have many of the pieces of a privacy program in place now. New Orleans East first responsibility is to deliver care that meets the patients' needs, and these privacy policies merely build on existing practices to establish uniform standards for protecting against the misuse or improper disclosure of health records.

B. Consents & Authorizations: There are essentially two kinds of permission that a patient may give under the HIPAA Privacy rules: *consent* and *authorization*. Consent: A patient's written consent that should be obtained before using or disclosing PHI to carry out *treatment, payment, or healthcare operations*. The consent plainly explains to the patient that information may be used and disclosed by New Orleans East and its workforce for certain activities. Like the NPP, the consent only needs to be obtained once.

Authorization: Unless a legal exception exists, most other uses and disclosures require specialized written patient permission, which is referred to as an authorization. Authorizations typically are used when a patient requests record copies be sent to someone else. Tailored authorizations also are required to allow disclosures of PHI for marketing, fundraising and research.

There are situations where no consent or authorization is required to disclose PHI. If a patient has not objected, New Orleans East can disclose the name, location and general condition of a patient in publicly available directories. The same holds true for giving information to the clergy to tend to a patient's spiritual needs. There may also be situations where New Orleans East is *required by law* to disclose PHI in order to aid law enforcement, for public health activities, or for court or administrative proceedings.

C. Verification: Regardless of whether the use or disclosure is permitted, you still must ask yourself several questions to verify: "Is the person I'm giving the PHI to allowed to get it, and is that person who they say they are?" Before disclosing PHI, check the requesting person's authority and check their identity.

D. Minimum Necessary & Need-to-Know In all of the situations where you are permitted to use or disclose PHI, you must make a reasonable effort to limit the PHI to the minimum amount necessary to accomplish the use or disclosure. This means you must not use or disclose more PHI than is needed. This also means that you should not release PHI to those who do not have a need to know it.

However, there are some special situations where the minimum necessary and need-to know standards do not apply. These include: (1) uses and disclosures to treat the patient, you should never endanger a patient's health by withholding PHI essential for care; (2) uses and disclosures to the patient or an authorized representative of the patient; (3) disclosures requested by the patient in a specialized written authorization; and (4) all PHI that is required by law to be disclosed.

E. Privacy Officer: In addition to written policies and procedures, New Orleans East has a point person to answer questions on privacy and give guidance. This is the Director of Health Information Systems, who helps to alert and coach others on staying within the privacy regulations.

IX. Real Life Situations: You will find below a sampling of situations that you might typically encounter in your daily work activities that pertain to patient privacy.

Case 1: Unauthorized Access & Improper Disclosure

Problem: You see a nurses' command post on the hospital floor with several visitors standing nearby. On the countertop of the command post is a medical record sitting open for all to see. Is this ok?

Solution: No. When dealing with written patient information, ask yourself, "Who is able to read this?" Don't leave patient records uncovered or where unauthorized people can see it.

Case 2: Minimum Necessary

Problem: The white board by a command station shows full patient names, room numbers, treatment protocols, and diagnoses. Is this ok?

Solution: No. Limit the PHI publicly posted to the minimum necessary. Exclude sensitive PHI about diagnoses, conditions, or treatment. Also, try not to use patients' full names.

Case 3: Need-to-Know

Problem: You see the chart of a coworker and think, "I'm dying to know why he is in the hospital. I'll just peek. No one will know." Is this appropriate?

automatic right to look at every patient's chart. If you aren't involved in treating,

Solution: No. Just because you work for New Orleans East you don't have an

billing, or record maintenance for a particular patient, you don't have a need-to-know that patient's PHI. Similarly,

when you don't recognize staff members who request records, ask them for identification.

Case 4: Verbal Communications

Problem: You see several employees sitting in the hospital cafeteria with visitors sitting near-by. One employee remarks, "I don't know who is stranger, Mrs. Weiss or her husband Geraldo. It's no wonder she's in the hospital. I would have a mental problem too if I was married to him. Dr. Francis says he plans to increase her lithium before he discharges her tomorrow." Is this ok?

Solution: No. Try to not discuss sensitive information where the conversation can be easily overheard. If you can, find a more private place to discuss patient information. Speak softly so that others do not accidentally overhear any confidential or embarrassing information

Case 5: Consents for Treatment & Jeopardy of Care

Problem: Dr. Simmons was contacted by Dr. Mangus for a cardiology consult. When Dr. Simmons asks New Orleans East nurse to see the patient's chart, the nurse responds, "It's organization policy that you first show Mrs. Robertson has agreed to grant you access to her chart." Is this appropriate?

Solution: Although the nurse may be well intentioned, a patient's consent upon admission to New Orleans East permits use and disclosure of PHI to anyone involved in the patient's treatment. And besides, the cardinal rule is that one's efforts to safeguard PHI should never jeopardize quality of or access to healthcare.

The examples we've highlighted here are just a sampling of the types of situations you can find yourself in which raising and asking appropriate questions may mean the difference between compliance and non-compliance. If you're unsure about something, ask. If you fail to get an issue resolved with your supervisor, take it up the internal ladder in an appropriate manner. Remember that your Privacy Officer is a valuable resource for guidance and support.

X. Conclusion:

As a volunteer, you will play a vital and important role in creating and supporting a culture at New Orleans East that respects and safeguards the privacy of health information. A properly implemented and properly administered privacy program will not only provide a safeguard against federal intervention and perhaps fines, but may also improve communication and understanding within New Orleans East. For patients, staff, administration, and New Orleans East, privacy matters.

PERSONAL APPEARANCE

It is important that all patients, visitors and customers have a positive image of New Orleans East. Personal appearance and hygiene contribute to this image. Volunteers are expected to present themselves in a professional manner and to always be neat, clean and well groomed.

GENERAL GUIDELINES

Clothes – neat, clean and pressed

Shoes – safe, clean and polished; close-toed in patient areas

Hair – neat, clean and “contained”

Facial Hair – permitted as long as it is neat and trimmed

Makeup - minimal

Jewelry – not excessive, small earrings only, no visible body piercing, including tongue and nose (ears excepted)

Body Art – tattoos that are extreme, larger, numerous or may be perceived as offensive must be covered by clothing

Nails – no artificial nails and natural nails no longer than $\frac{1}{4}$ ” for those with direct patient contact; no gel manicures

No Excessive Perfume

No Chewing Gum

Name Tag – visible at all times while on duty and worn above the waist

ATTIRE*

Business casual attire is acceptable for volunteers: dresses, slacks or skirts with a collared shirt. New Orleans East does not allow jeans, t-shirts, shorts or flip-flops.

*Uniforms are provided for Junior Volunteers.

BADGES

Official Volunteer photo ID must be worn at all times while on duty.

Photo ID should be displayed on special New Orleans East Volunteer lanyard.

Upon completion of their volunteer service, Volunteers should return their ID

OFFICE PROCEDURES AND INFORMATION

As a Volunteer you are expected to be dependable and to accept the responsibilities that go with your volunteer commitment:

- Sign-in upon arrival.
- Sign-out only when leaving for the day.
- Report to your assignment dressed appropriately with your lanyard and photo ID.
- Notify the Volunteer Services office and/or the department where you work of any anticipated absence(s), as far in advance as possible.
- If you must end your volunteer commitment sooner than expected, please try to give at least a week's notice.
- Schedule an exit interview and turn in your ID on your last day.
- One 15-minute break is allowed in each four-hour work shift.
- Volunteers working a three to four-hour midday shift are allowed a 30-minute meal period – instead of a break.
- Volunteer work may be included on job applications and resumes. The Volunteer Office will provide written references, upon request, after a Volunteer has fulfilled his/her commitment to contribute at least 50 hours of service.
- Volunteer personnel files are treated with the same confidentiality as employee files.
- Volunteers may attend hospital in-service trainings and educational seminars when appropriate.

NEW ORLEANS EAST POLICIES & PROCEDURES

The policies and procedures in the Human Resources Manual of the hospital are intended to provide employees with factual information on New Orleans East Hospital policies as well as to set forth employee's responsibilities.

Certain policies, such as compensation and benefits, do not apply to volunteers. However, because professionalism is an expectation of all staff, paid and unpaid, we want you to know and abide by New Orleans East's policies and guidelines. Therefore, if you wish to review New Orleans East Human Resources policies, please contact the Volunteer Services Coordinator.

A Volunteer will be dismissed for inappropriate behavior that reflects negatively on the individual volunteer, other volunteers, the Department of Volunteer Services and/or New Orleans East. This includes but is not limited to, the following:

- Falsification of service hours
- Evidence of an illegal, unethical or immoral act
- Frequent unexplained absences
- Failure to abide by New Orleans East Hospital's policies and procedures
- Failure to satisfactorily perform assigned duties
- Theft or misuse of New Orleans East Hospital's equipment or property
- Repeated behavior or conversation that reflects negatively on the physical, sexual, racial, or ethnic characteristics of others

SEXUAL HARASSMENT POLICY

Sexual harassment is a violation of Title VII of the Civil Rights Act of 1964, and it is against the policies of New Orleans East for any employee/volunteer, male or female, to sexually harass another employee/volunteer, patient, or any other customer by making unwelcome sexual advances, engaging in verbal or physical conduct of an offensive nature, or otherwise creating an intimidating or hostile work environment.

Sexual harassment will not be tolerated. All employees, volunteers, managers, and non-supervisors alike will be expected to comply with this policy and take appropriate measures to ensure that such conduct does not occur. Based on the seriousness of the offense, infraction of this policy may result in disciplinary action, up to and including termination of service.

INFECTION CONTROL FOR VOLUNTEERS

Volunteers are an integral part of hospital operations. They are involved with staff, patients and visitors. Volunteers provide directions, information and assistance. They may assist in the transportation of patients using wheelchairs in and out of cars and hospital rooms. Volunteers may transport specimens to the laboratory that have been placed in a secondary container at the request and direction of nursing staff. It is essential that volunteers have an understanding of hospital policies and procedures related to infection control, such as the use of non-latex gloves, which are required for specimen transport, as well as hand hygiene.

Volunteers receive orientation to hospital infection control policies during their initial volunteer orientation and annually thereafter.

HANDWASHING

Although hand-washing has been proven effective in reducing the spread of germs in healthcare facilities, studies indicate that healthcare personnel often do not wash their hands when recommended. This has been attributed to inconvenience, time-consumption, “clean” appearance of hands and skin irritation/dryness associated with frequent hand-washing.

Many healthcare workers may not realize that germs are actually present on their hands after performing simple tasks such as pulling a patient up in bed, taking a blood pressure/pulse, touching a patient’s hand/gown, or touching commonly used equipment, electronic vital sign machines, bedside rails or over-bed tables. Some patients carry resistant bacteria without symptoms of infection. This is referred to as “colonization.” Colonizing bacteria can be transmitted from one patient to another by the hands of healthcare personnel.

How Should I Perform Hand Hygiene?

Hand-Washing with Soap and Water....when hands are visibly soiled

- Wet hands with warm water.
- Apply adequate amount of soap (3-5 ml).
- Rub hands vigorously for at least 40 seconds, covering all surfaces of hands and fingers including nails. (30 seconds in non-clinical areas)
- Rinse hands with water, and dry thoroughly with paper towel.
- Use paper towel to turn off water faucet.

Application of Alcohol-Based Rub

- When hands are not visibly soiled
- Before and after direct patient contact
- After contact with equipment or furniture (bedside table, tray, side rails, etc.)
- Before and after donning sterile gloves

Apply adequate amount (varies with type & dispenser) of alcohol rub (gel, foam, or rinse to palm of one hand. Rub hands together, covering all areas of hands, including nails until hands are completely dry.

GLOVES

Non-sterile medical exam gloves are worn when hands are likely to be contaminated with potentially infective material such as blood, body fluids or secretions. After the task is complete, gloves should be removed and hand hygiene performed prior to leaving the room. Gloving does not replace hand hygiene. Hands must be cleaned either with soap and water or alcohol gel before and after gloving.

UNIVERSAL/STANDARD PRECAUTIONS

ALL PATIENT'S BLOOD/BODY FLUIDS WILL BE TREATED AS INFECTIOUS. APPROPRIATE PERSONAL PROTECTIVE EQUIPMENT WILL BE WORN AS NEEDED: MASK, EYE PROTECTION, GLOVES, GOWNS, ETC. VOLUNTEERS SHOULD NOT HAVE CONTACT WITH BLOOD OR BODY FLUIDS OR EQUIPMENT CONTAMINATED WITH BLOOD OR BODY FLUIDS.

ADDITIONAL PRECAUTIONS

Isolation signs will be posted outside a patient's room if there is the suspected presence of a communicable disease. **VOLUNTEERS SHOULD NOT ENTER THESE ROOMS.**

BIOHAZARDOUS WASTE

Biohazardous waste is placed in a leak-proof red plastic bag and stored in a labeled, rigid container with a tight fitting lid.

- Liquid blood
- Saturated wound dressing (drippy)
- Microbiology/lab waste
- Full, sealed sharps container

DISPOSAL OF SHARPS

All needles, sharps and glass are placed in puncture-resistant containers.

VOLUNTEERS SHOULD NEVER TOUCH NEEDLES.

LINEN

Clean linen must be covered during transport and storage.

Dirty linen must be contained in bags and linen hampers must be covered during transport.

All soiled/dirty linen is treated the same and placed in regular linen bags.

Wear gloves when handling soiled linen.

TUBERCULOSIS

Tuberculosis (TB) is an airborne disease and is transmitted by breathing contaminated air.

Active TB is the presence of signs/symptoms (cough, fever, night sweats, loss of appetite and weight loss) and a positive TB test, chest x-ray or AFB smear.

IMMUNITY

Immunity to Rubella/Rubeola (measles), mumps, Varicella (chickenpox) and Hepatitis B is required for all volunteers. To test for immunity, titers are provided by the Out-Patient Lab and boosters, if necessary, by Employee Health for all active volunteers.

SICK DAYS

PLEASE DO NOT COME TO THE HOSPITAL IF YOU ARE EXPERIENCING

ANY RESPIRATORY OR GASTROINTESTINAL SYMPTOMS.

SURVEILLANCE OF HOSPITAL ACQUIRED INFECTIONS

The hospital monitors hospital-acquired infections including ventilator-associated pneumonia, surgical site infections and bacteria related to central lines. Resistant organisms, TB cases, and employee exposures are also monitored.

DON'Ts

VOLUNTEERS DO NOT:

- GIVE FOOD OR DRINK TO ANY PATIENT WITHOUT FIRST CHECKING WITH THE PATIENT'S NURSE
- ADMINISTER MEDICATION
- BATHE PATIENTS
- ADJUST TRACTION
- HANDLE BEDPANS OR URINALS
- CHANGE LINEN ON OCCUPIED BEDS
- EXCHANGE FOOD ITEMS ON PATIENTS' TRAYS
- OPERATE OR ADJUST EQUIPMENT REQUIRING TECHNICAL KNOWLEDGE
- ACCEPT OR CHART ORDERS OR MEDICAL INSTRUCTIONS FOR PATIENTS
- HANDLE NARCOTICS
- OBTAIN PATIENT'S SIGNATURES FOR TREATMENT
- PERFORM ANY FUNCTION INVOLVING ACCESS TO CONFIDENTIAL INFORMATION REGARDING
- PATIENT'S CONDITION
- RAISE OR LOWER A BED WITHOUT CHECKING WITH THE PATIENT'S NURSE
- TRANSPORT INFANTS

VOLUNTEERS SHOULD PERFORM ONLY THOSE DUTIES TO WHICH THEY HAVE BEEN
ASSIGNED AND PROPERLY TRAINED.
WHEN IN DOUBT, ASK.

NEVER GIVE OUT INFORMATION CONCERNING SOMETHING YOU ARE NOT SURE ABOUT.
IF ASKED TO DO SOMETHING YOU HAVE BEEN INSTRUCTED NOT TO DO, SIMPLY SAY:

*"I'M SORRY, I WOULD LIKE TO HELP, BUT VOLUNTEERS ARE NOT PERMITTED
TO PERFORM THOSE DUTIES."*

THEN, IF AT ALL POSSIBLE, TRY TO GET SOMEONE WHO CAN PERFORM THE TASK

ENVIRONMENT OF CARE QUICK REFERENCE

TO REPORT AN EMERGENCY – DIAL 6888
TO CALL SECURITY – DIAL 6800

EMERGENCY CODES

CODE RED = FIRE

CODE BLUE = CARDIAC/RESPIRATORY ARREST

CODE PINK = INFANT ABDUCTION

CODE GREEN = PATIENT ELOPEMENT

CODE BLACK = BOMB THREAT

CODE YELLOW = EXTERNAL DISASTER (Mass Casualty)

CODE WHITE = SECURITY ALERT (Violence/Hostage)

CODE ORANGE = HAZARDOUS MATERIALS/TOXIC RELEASE

CODE PURPLE = ED CAPACITY MANAGEMENT

CODE GREY = SEVERE WEATHER

CODE SILVER = ACTIVE SHOOTER

FIRE/SMOKE R.A.C.E.

R = Rescue anyone who may be in danger

A = Alert others by pulling alarm and dialing 8585

C = Confine; close all doors

E = Extinguish, if fire is small

HOW TO OPERATE A FIRE EXTINGUISHER

P = Pull the safety pin, allowing handles to be depressed

A = Aim at the base and front edge of the fire.

S = Squeeze the handles to discharge agent, holding extinguisher upright.

S = Sweep horizontally across the base of the fire.

IN CASE OF FIRE

1. Use the extinguisher for small fires.

EXCEPTION: Never use a water extinguisher on an electrical fire because there is danger of electrical shock.

2. Do not place yourself between a fire and the door.

3. If you cannot control the fire, close the door and save yourself.

4. Let the rest of the staff know about a fire and designate one person to notify the operator at x**6888**, and another person to pull the alarm.

5. Do NOT use elevators.

6. The New Orleans East Fire Responder Team will respond to the alarm. There will be one person from each of the following departments:

- Security
- Maintenance
- Pulmonary
- Nursing Staff

7. If the Fire Responder Team cannot control the fire, they notify the Hospital Operator, who in turn, notifies the Fire Department.

8. If it is necessary to evacuate, go from your area to a safe area behind a fire door (This is called HORIZONTAL EVACUATION.)

9. If it is necessary to evacuate the Unit, close all windows and doors, and leave the lights on for the Fire Department.

BASIC TELEPHONE OPERATION

Knowing the basics about telephone operation is important because regardless of your placement, you may find it necessary to use the phone correctly. There are two types of phones in use – multi-line and single-line. You will need some training in your department. Ask for it.

BASIC TELEPHONE PROCEDURES:

Internal Calls – dial the four-digit extension only

External Calls – dial 9, then dial the outside number

Hold – to place someone on “hold,” press the button

Reconnect (with a person on “hold”) – touch the “flashing” button

Transfer a Call – touch the “transfer” button, dial the four-digit extension of the person you’re trying to reach, announce the call to the person who answers; then hang up. (When transferring a call, do not push the hold button.)

STANDARD TELEPHONE ETIQUETTE:

1. Answer a call in no more than three (3) rings.
2. Always ask if you may place the caller on hold.
3. When transferring a call, unless otherwise directed, announce the caller before hanging up.

THE TELEPHONE: THE FIRST IMPRESSION

Greeting: *Good morning, afternoon or evening*

Identification: *New Orleans East Hospital & Department’s Name*

Identify Self: *Your First Name*

Offer to Help: *May I help you?*