Orientation Handbook
For Volunteers

This handbook will provide you with a helpful overview of important information and key safety policies for CHI Mercy Health facilities.

CHI Mercy Health includes the hospital, outpatient Imaging/labs/therapies, Shaw Heart and Vascular Center, a home health/hospice agency, and physician groups across Roseburg, Oregon.

Mercy Medical Center is affiliated with Catholic Health Initiatives (CHI), a national not-for-profit organization based in Denver, Colorado. CHI is the third largest Catholic health system in the United States with 72 hospitals, 40 long-term care, assisted and independent living and residential facilities and five community-based health organizations in 19 states.
WELCOME

We are pleased to welcome you to CHI Mercy Health. Your desire and dedication to helping others has enabled you to join a highly valued group of people. All will appreciate your special gift of service.

You have our thanks for your very important and valuable contributions of time and talents. We believe that this experience will be a rewarding one for you.

**Mission** - The Mission of Mercy Medical Center and Catholic Health Initiatives is to nurture the healing ministry of the Church by bringing it new life, energy and viability in the 21st century. Fidelity to Gospel urges us to emphasize human dignity and social justice as we move toward the creation of healthier communities.

**Vision** - Catholic Health Initiatives’ vision is to create a national Catholic ministry that will live out its mission by transforming health care delivery and creating new ministries that promote healthy communities.

**Values** - Mercy Medical Center and Catholic Health Initiative’s Core Values define the organization and serve as guiding principles. They are the roots or anchors from which all activities, decisions and behaviors follow.

**REVERENCE * INTEGRITY * COMPASSION * EXCELLENCE**

**REVERENCE** - Profound spirit of awe and respect for all of creation, shaping relationships to self, to one another and to God and acknowledging that we hold in trust all that has been given to us.

**INTEGRITY** - Moral wholeness, soundness, uprightness, honesty, sincerity as a basis of trustworthiness.

**COMPASSION** - Being accountable for beliefs, attitudes and actions. Feeling with others, being one with others in their sorrows and joy, rooted in the sense of solidarity as members of the human community.

**EXCELLENCE** - Outstanding achievement, merit, virtue; continually surpassing standards to achieve/maintain quality.

As employees/volunteers of Mercy Medical Center and Catholic Health Initiatives, we are called to fulfill a sacred trust to care for those we serve and for each other. By living our core values every day, we create relationships that heal, bring hope to those in need, and make a positive difference in our workplace and our world. We hold ourselves to be responsible stewards of our values and resources as we continue to meet the emerging health care needs of the community.
Health Requirements

All CHI Mercy Health Employees and Volunteers have the following requirements for health documentation:

**TB Tests** - As a new volunteer you will be required to have a TB skin test and highly encouraged to have the flu vaccination. Upon completion of the orientation packet, please call the Volunteer Services Office to schedule your TB skin test. Once you are active, volunteers are encouraged to get an annual flu vaccination.

Volunteer Service

- The minimum age for volunteering is 16. We do not have a specific “teen” volunteer program. Our volunteer opportunities are available to those 16 years of age and older.
- Acceptance for volunteer service at CHI Mercy Health will depend upon the ability to meet the requirements of the volunteer services program.
- After an interview, volunteer assignments are made according to interest, availability, and ability to fulfill requirements and designated hours.
- All volunteers will submit an application, documentation of the health requirements and sign a background check consent form. Teen volunteers will also be required to submit a signed parental consent form.
- All volunteers will complete the online orientation and receive one-on-one training with a seasoned volunteer prior to being on their own.
- Annual education is required for all volunteers for Safety Training, HIPAA Training, and Confidentiality.

Volunteer Bill of Rights

- **The right** to be treated as a team member.
- **The right** to a suitable assignment with consideration for personal preference, temperament, life experience, education and background.
- **The right** to know as much about the organization as possible – the policies, the people, and the programs.
- **The right** to be trusted with necessary confidential information.
- **The right** to continuing education on the assignment as well as follow-up to initial training.
- **The right** to guidance and direction by someone who is experienced, patient, and well-informed.
- **The right** to be heard, to have a part in planning, to feel free to make suggestions, to have respect shown for an honest opinion.

Revised: January 2019
Volunteer Code of Conduct

- **Be Positive:** Display a positive image of CHI Mercy Health by demonstrating courteous and professional behavior toward patients, physicians, employees and visitors and by following the values of CHI Mercy Health.
- **Be Sure:** Look into your heart and know that you really want to help others. Know your own limits.
- **Be Convinced:** Believe in the value of what you are doing.
- **Accept the Rule:** Don’t criticize what you don’t understand. There may be good reason.
- **Speak Up:** Ask about things you don’t understand.
- **Be Willing to Learn:** Training is essential to any job well done. Prepare for each assignment.
- **Keep on Learning:** Know all you can about your hospital and your assignment. Use your time wisely; don’t interfere with others’ performance.
- **Welcome Supervision:** Consult with supervisor when unclear on policy or action. You will do a better job and enjoy it more if you are doing what is expected of you.
- **Be Dependable:** Your word is your bond. Do what you have agreed to do. Don’t make promises you can’t or won’t keep.
- **Be a Team Player:** Find a place for yourself ON THE TEAM. Constructive feedback will improve effectiveness.

General Information and Regulations

**Attendance**

Dependability is the key to a successful volunteer experience. Reporting on time is important. If you are unable to come in, please contact at least two of your team members to see if someone can sub for you. If you are unsuccessful, call the volunteer office to let them know. Please let us know of your absence as far in advance as possible.

**Awards**

Every year, service awards are presented to volunteers at a special ceremony to recognize various levels of hours achieved and various levels of years served.

**Benefits**

Active volunteers receive the following benefits:

- Free meal (up to $7) on the days you volunteer.
- Annual flu shot at no charge, if available.
- TB screening at no charge.
- Participation in certain hospital receptions, open houses, picnics, parties and other events.
- Volunteers can request letters of recommendation.

**Change of Name or Address**

Notify the Volunteer Office immediately whenever your name, address, telephone or emergency information changes. The department endeavors to keep records as current as possible.

Revised: January 2019
Confidentiality
Confidentiality is required at all CHI Mercy Health entities. All information regarding patients, staff, volunteers, job shadowers, physicians and visitors is confidential. Volunteers and job shadowers are required to sign the Confidentiality Agreement acknowledging this. A violation of confidential information is a violation of hospital ethics, and a volunteer/job shadower may be dismissed immediately by Volunteer Services for such a violation.

Dos and Don’ts
Volunteers should perform only those duties to which they have been assigned and properly trained. When in doubt, ask questions about what to do. Job Shadowers do not perform any duties and must stay with their sponsor at all times.

Drug and Alcohol Use
CHI Mercy Health prohibits the use and/or abuse of drugs and alcohol in the workplace. All are expected to abide by the terms of this policy as a condition of being able to work within the hospital. Anyone who is found to have violated its prohibitions is subject to disciplinary action, including suspension and/or discharge.

Employment Opportunities
All employment matters are handled through the Human Resources Department.

Employees as Volunteers
Acceptance of an employee for volunteer services will be contingent upon the employee’s ability to meet the requirements of the volunteer service program. Qualified employees may volunteer after working hours provided the volunteer positions they seek are in areas other than the ones in which they are employed. Employees who are retired from CHI Mercy Health may volunteer. However, the areas to which they are assigned must be at the discretion of CHI Mercy Health, the Department Coordinator, and Volunteer Services.

Equal Opportunity
The Volunteer Services Department shall select and place volunteers/job shadowers based on ability and interest. CHI Mercy Health shall provide equal opportunity to all people in all aspects of volunteer relations without discrimination due to race, color, religious creed, sex, national origin, ancestry, marital status, age or qualified disability. It is the hospital’s policy to maintain a working environment free of sexual harassment and intimidation.

Food and Beverages
Food or beverages are never to be consumed in reception, registration, information or public areas of a unit or department. Breaks and meals should be taken in the cafeteria, or in the department’s break-room.

Identification Badge
All volunteers/job shadowers are required to have an identification badge. This badge should be worn at all times while giving service, either on your clothing at collar level, or on the lanyard provided to you by the volunteer office. No person may borrow or loan an identification badge. The ID badge should be returned to the Volunteer Services Office when you are finished with your service.

Revised: January 2019
Personal Appearance
Everyone must observe the CHI Mercy Health dress code and present themselves to others in a manner and dress that is both professional and conservative. We reserve the right to dismiss you if this is not followed.

General Guidelines
- Work attire shall be professional, business-like, clean, neat and appropriately fitted.
- Dresses and skirts must be modest in length. Pant length above the calf is not appropriate.
- Clothing must cover midriff and back side.
- Summer style sandals should not take away from a professional, business-like appearance.
- A few examples of unacceptable work attire are:
  - Tee shirts (with or without logos)
  - Tank tops or spaghetti strapped tops or dresses strapless tops
  - Shorts of any length
  - Short skirts/dresses
  - See-through, low-cut, or revealing clothing
  - Denim clothing of any style or color
  - Spandex and leggings (leggings/tights can be worn with appropriate length dresses/skirts/tunic tops)
- Tattoos
  - Visible tattoos must not be obscene, profane, vulgar, offensive or distracting to others;
  - Tattoos visible above the jaw line are not acceptable.
- Volunteers who are not dressed appropriately will be asked to change clothing or leave.

Some modifications may apply based on specific requirements of the department based on their safety or infection control procedures.

Smoking/Tobacco Use
The use of tobacco products and electronic smoking devices is strictly prohibited at CHI Mercy Health and its off-campus entities, except in designated smoking areas. Tobacco waste products are to be disposed of in the appropriate receptacle. Staff must smoke in the designated employee smoking area located next to the Facilities building. Staff who fail to comply with this policy are subject to progressive discipline. Staff are not permitted to provide tobacco products and/or electronic smoking devices to visitors or patients. It is the responsibility of administration, department leaders, medical staff leaders, and all staff to enforce this policy.

Volunteer Placement and Relatives
The placement of volunteers with immediate relatives within the same department is discouraged and will normally not be permitted. Immediate relatives within the same department will only be allowed when such individuals are scheduled on different shifts from one another and are not involved in the supervision of one another. In no case will an individual supervise an immediate relative. This placement must have final approval of the Volunteer Services director, and the Director of the specific department.

Revised: January 2019
Diversity

One of the goals of CHI Mercy Health is to recognize each person’s unique composition of body and soul, which embraces physical, emotional, and spiritual, needs. We consider each person as an individual, and strive at all times to be consistent with our core values of Reverence, Integrity, Compassion and Excellence for all individuals.

What we must do to actively support Diversity:

- Be mindful of your language; avoid stereotypical remarks and challenge those made by others.
- Speak out against jokes and slurs that target others.
- Your silence sends a message that you agree. It is not enough to refuse to laugh.
- Speak up when people take positions that work against understanding and communication.
- Welcome new people into your life and seek opportunities to meet others.

Patient Rights

In accordance with its mission and values, CHI Mercy Health treats each patient as a whole, irreplaceable, unique, and worthy person. Patients in this facility enjoy the following rights:

1. The right to considerate care that respects the patient’s personal value and belief systems.
2. The right to receive from his/her physician current information concerning his/her diagnosis, treatment and prognosis in easily understood terms. When it is not medically advisable to give such information to the patient, it should be shared with an appropriate person on his/her behalf. The patient has the right to know the name of the physician responsible for coordinating his/her care.
3. The right to receive from his/her physician information necessary to give informed consents prior to the start of any procedure or treatment. Except in emergencies, the information should include, at minimum, the specific procedure and/or treatment, the significant risks involved and the expected length of recuperation. When alternatives for care or treatment exist, or when the patient inquires about alternatives, the patient has the right to such information. The patient also has the right to know the name of the person responsible for the procedures and/or treatment.
4. The right to refuse treatment to the extent permitted by law and to be informed of the medical consequences of this action.
5. The right to formulate advance directives and appoint a surrogate to make health care decisions on his/her behalf to the extent permitted by law.
6. The right to receive every consideration of privacy and confidentiality concerning his/her own medical care and treatment.
7. The right to expect that all communications and records will be treated as confidential.
8. The right to expect that CHI Mercy Health will make a reasonable response to the patient’s request for services.
9. The hospital will provide evaluation, service and/or referral as indicated. The patient may be transferred to another facility only after he/she receives complete information and explanation concerning the needs for and the alternatives to a transfer.

Revised: January 2019
10. The right to obtain information about any relationship of the hospital to other health care and educational institutions which could impact care of the patient. Also, the patient has the right to obtain information concerning any professional relationships among individuals who are providing treatment.

11. The right to know if there are plans for the hospital to engage in or perform human experimentation affecting his/her care or treatment. The patient has the right to refuse to participate in research projects.

12. The right to expect continuity of care and to know in advance what follow-up plans and services will be needed after discharge.

13. The right to examine and receive an explanation of his/her bill regardless of the source of payment.

14. The right to know what hospital rules and regulations apply to patient rights.

Customer Service

CHI Mercy Health is a community of competent and caring individuals. It is the desire of all of us to continue to deserve that reputation. We should all conduct ourselves in a professional manner, always taking into consideration the image that is being presented to our guests and fellow team members. We believe that we are here to serve our customers and exceed their expectations by providing the highest quality of service with the utmost care and courtesy. These are some of the ways we can show we care about our patients, their families, and one another.

Simple Courtesies

- Do not allow anyone to feel ignored.
- Initiate a friendly greeting with immediate eye contact, smile and say “hello.”
- Introduce yourself by your first name. Tell the customer who you are and what you will be doing.
- Name badges should be worn at chest level at all times.
- Address patients as they wish to be called. Do not refer to patients as honey, sweetie, etc. Teen Volunteers: You are expected to address all patients older than yourself as Miss, Mrs., Mr., Dr., etc. unless they request to be called something else!
- Face the patient or family member when speaking, using clear, distinct words.
- Listen attentively and do not interrupt.
- Knock on the patient’s door before entering.
- Observe visitors. If someone appears to need directions, offer to help and TAKE the customer to his or her destination. If you are unable to personally escort a customer, take him or her to someone who can.
- Use the age appropriate communication techniques located on page 15.

Attitude in Action

- Recognize that the people we serve have a sense of urgency, and show we value their time. They are not an interruption of our work; they are our reason for being here.
- Treat every person as if he or she is the most important person at CHI Mercy Health.
- Listen carefully and with an open mind to what people have to say. Show a sincere interest. Avoid unnecessary interruptions.
- Be receptive to comments, suggestions, questions and complaints.
- Use good manners.
- Rudeness is never tolerated.

Revised: January 2019
• Meet an individual’s immediate needs, or gladly take him/her to someone who can. Proudly exceed expectations.
• Always be eager to help patients under any circumstances. Never say: “It’s not my job.” Or “I don’t have time.”
• Assist in making sure patients are taken directly to areas you have been assigned to take them to. The patient is your number one priority. Don’t stop to chitchat with a coworker or friend. Your mission is the patient!
• Before leaving, ask, “Is there anything else I can do for you?”

Elevator Etiquette
• Our customers always have the right of way while using elevators and navigating hallways. Use this as an opportunity to make a favorable impression.
• Always transport patients in wheelchairs facing the elevator door

Conversations with Patients
Conversations with patients should be limited to cheerful, non-controversial subjects. When visiting patients, do not discuss their illness. Patients may divulge information that is highly personal. Volunteers should listen with compassion and understanding, but should not invite confidences. Volunteers should never offer opinions on personal affairs, medical treatment, administration of medication, choice of physicians or referral of services.

Concerns
If a patient or visitor complains about something, don’t argue or offer excuses. Simply say, “I’m sorry you have had difficulty.” Then report the complaint either directly to the Patient Advocate or the volunteer services office. If the comment/complaint needs to be heard immediately by someone in authority, contact the following offices in this order:
• Patient Advocate
• Volunteer Services Office
• Unit Manager
Guidelines for Effective Communications for All Age Groups

As a volunteer at Mercy you will come in contact with people of all ages. It is important that you have basic knowledge about each patient’s unique needs as they relate to their age. By learning and understanding the specific needs of each of the following age groups you will be able to better deal with patients and visitors at Mercy.

INFANTS AND TODDLERS (ages 0 to 3 years) are curious. During the first few years of life, infants and toddlers are growing rapidly. They explore the world by playing, crying, babbling, and later by learning how to talk. Infants and toddlers do not like to be separated from their parents. They depend on others to care for them, and, generally speaking, they seek to trust others. Because they don’t know much about the world and they are eager to explore, safety is a major concern for this age group.

Examples of age specific care for this age group include:
- Whenever possible, involve parent in care during feeding, diapering and bathing.
- If a child/parent couple is separated while in the ER, be the link between the parent and the child until they can be reunited again.
- Provide safe toys and ample opportunity to play. As a volunteer, you may be just the right person to help entertain children in our care. Read to them, speak to them, play with them, and smile! Remember also to watch out for their safety, as young children often have no sense of fear or danger.
- Encourage child to communicate by talking to them, smiling at them, etc.

YOUNG CHILDREN (ages 4 to 6 years) are active. As children grow, their growth rate slows down a bit and their motor skills continue to improve. They learn basic skills such as dressing themselves and toilet training. They also begin to use symbols (like letters) and have a very vivid imagination. At this age, children become more independent and begin to be more aware of others’ feelings.

Examples of age specific care for this group include:
- Involve parent and child in care—let the child make some food choices, etc. Don’t be afraid or shy to reach out to parents/children at Mercy. Chances are they will welcome your friendly smile and your willingness to connect with them.
- If the child is a patient at Mercy, this is your opportunity to play! Use toys and games to reach child and reduce fear.
- Encourage the child to ask questions, play with others, and talk about their feelings.
- As a volunteer you will be more aware of the safety rules at Mercy. When appropriate, feel free to answer questions the parents may have about safety rules at Mercy (such as our pediatric safety/alarm program that helps to protect our young patients). Help parent teach child safety rules.

OLDER CHILDREN (ages 7 TO 12) are doers. Physical growth slows down until puberty. They love to learn new things and have a good understanding of cause and effect; they can read and do math. By this age children have developed a sense of self and the focus on school activities and sports. It becomes important to “fit in” with their peers, to feel competent and useful.

Examples of age specific care for this group include:
- Allow the child to make some care decisions. For example, if you have been asked to help feed a
child, ask them what they would like to eat first.

- Be friendly and answer questions the children/parents may have. If you don’t know the answer, say “I am not sure about that but I will find out.” Remember, children this age love to learn new things so they will welcome bits of information you can give them about being a volunteer, the hospital, etc.
- Build their self esteem – ask them to help you, recognize them when they do something good.
- Help them make good, healthy, safe choices.

**ADOLESCENTS** (ages 13 to 20 years) are in transition. During adolescence, we see another growth spurt. Physical development of reproductive system begins at this stage. Teens develop the ability to be abstract thinkers an

**YOUNG ADULTS** (ages 21 to 39) build connections. Physical and sexual maturity is reached at this stage. Nutritional needs are for maintenance, not for growth. New skills are acquired to solve problems. Career goals are set and it becomes important to seek closeness with others. Often, it is during this stage that a person starts his/her own family.

**Examples of age-specific care for young adults:**

- Support the person in making health care decisions.
- Recognize family and work commitments. Ask them about their families, their children, and their jobs.

**MIDDLE ADULTS** (ages 40 to 64) seek personal growth. Adults in this age group begin to age and some may develop chronic health problems. At this time in their lives, they use life experiences to learn, to create and to solve their problems. Middle adults hope to contribute to future generations, like to stay productive and to try hard to avoid feeling “stuck” in life. They also struggle with balancing their dreams with reality and being planning for retirement. At this time in their lives they may be faced with caring for aging parents.

**Examples of age-specific care for middle adults:**

- When speaking with them, keep a hopeful attitude and focus on their strengths, not their limitations. Encourage them to talk about their plans, their feelings, etc.
- Ask them about things they have done in their lives and recognize the person’s physical, mental and social abilities/contributions.
- If they bring up their retirement plans, ask about them. Show interest, concern and warmth toward them.

**OLDER ADULTS** (ages 65 to 79) enjoy new opportunities. Older adults age gradually, and there may be a natural decline in some physical abilities and in their senses (hearing, seeing, etc.). They continue to be active learners and thinkers although their memory may begin to decline a bit. During this time in their lives, older adults may experience new roles (grandparent, widow/er, etc.) and they may struggle between independence and dependence. Older adults also spend time reviewing their live experiences.

**Examples of age specific care for older adults:**

- Be willing to listen to them. Encourage the person to talk about their life experiences. If they have experienced a loss, allow them to share their feelings of loss and grief.
- Treat them with respect and recognize that they may have limitations such as not hearing well.
Offer assistance if they seem to need it.
- Be friendly; answer their questions and obtain help if you don’t have the answers.
- Encourage them to get involved in social activities such as volunteer work, senior clubs, etc.

ADULTS AGES 80 AND OLDER move to acceptance. As adults reach this age group, their physical abilities continue to decline and they may be at increasing risk for chronic illness and other major health problems. Learning does continue although memory skills and/or speed of learning may decline. Confusion in this age group may be caused by illness or a medication problem. Emotionally, older folks begin to accept end of life and personal losses and they try to live as independently as possible.

Examples of age-specific care for adults ages 80 and older:
- When possible, encourage their independence by providing physical, mental and social activities.
- Be there for them when they face difficulties --- a kind word, a smile, a warm touch, a listening ear go a long way! The above age-specific characteristics give you with some basic facts about human growth and development. We encourage you to use this information as a starting point in your interaction with patients, visitors, staff and other volunteers. Remember, however, that each person is a unique individual who deserves to be treated, above all, with dignity and compassion.
HIPAA Privacy and Security: Our Values and Ethics at Work

HIPAA (Health Insurance Portability and Accountability Act) is a Federal regulation imposed on health care organizations including hospitals, home health agencies, physician offices, nursing homes, other providers, health plans and clearinghouses.

**HIPAA Privacy Rule:**
- Gives patients a right to access their medical records and restrict (in someways) who may access their health information.
- Requires organizations to train its workforce and to take measures to safeguard patient information in every form.
- Provides penalties for individuals and organizations who fail to keep patient information confidential. Criminal penalties under HIPAA: maximum of 10 years in jail and a $250,000 fine for serious offenses. Civil penalties under HIPAA: maximum fine of $25,000 per violation.

**HIPAA Security Rule:** Pertains to electronic patient information and requires physical, technical and administrative safeguards.

**Protected Health Information (PHI):** PHI is any patient information which identifies a patient directly or indirectly. PHI in any form (written, faxes, electronic, photographs/images, conversations, labels, monitor strips) must be protected.

**HIPAA Privacy Official and HIPAA Security Official:** The Privacy Officer shall oversee all ongoing activities related to the development, implementation and maintenance of the practice/organization’s privacy policies in accordance with applicable federal and state laws. The Security Officer is responsible for the ongoing management of information security policies, procedures, and technical systems in order to maintain the confidentiality, integrity, and availability of all organizational healthcare information systems. Please consult your Volunteer Services office for names and phone numbers of the HIPAA Privacy Officer and the HIPAA Security Officer.

**Privacy and Security Tips:**
- Do not look at PHI unless you need to know the information to do your job.
- Use the minimum amount of PHI necessary to perform your job duties.
- Do not use your work access privileges to access, view or print your own PHI or the PHI of your spouse, children, other family, friends or coworkers.
- Be conscious of who else may be listening when speaking with patients or family members. Lower your voice when appropriate or move to a more private location.
- Dispose of PHI by shredding it or placing it in a locked confidential storage container. Do not place PHI in the regular trash.
- Before giving out paperwork, make sure each page is for the correct patient.
- Patients (including you) should go to the Health Information Management (HIM) department to complete the required paperwork to obtain copies of their PHI. HIM employees will verify identity and legal rights to the information and release it as appropriate.
- Do not discuss what you overhear about a patient or share information gained in the course of

Revised: January 2019
work with your family, coworkers, or friends.

- Do not discuss PHI with others who do not need the information to perform job duties such as those you encounter at Walmart, church, or grocery stores.
- Do not discuss patients in public areas such as elevators, hallways, or cafeterias, where individuals outside the healthcare team may hear you.
- Do not leave an individual without identification in a confidential or secure area. Offer assistance and ask for identification if necessary.
- Do not leave patient records lying around where visitors or other unauthorized persons may view them. Keep them secure.
- Keep PHI in folders, turn it face down or use a cover page.
- Lock your office door if you leave it unattended.
- Remove PHI from printers, fax and copy machines in a timely manner.
- Do not post or write down your passwords. Never share your password.
- Make your password something you can remember but difficult for others to guess. Do not include personal information others may know about you in your password (name, date of birth, spouse or children’s names, pet names).
- Log out of patient information systems when you leave your work area.
- Turn patient information monitor screens away from public view.
- If you need to email PHI to perform job duties, you must encrypt 100% of your messages containing PHI sent outside of CHI Mercy Health’s network. You can encrypt any email message from your CHI Mercy Health email account by entering #secure# anywhere on the subject line of your message.
- Double check the “To” line before sending an email to verify correct recipient.
- Verify you have entered the correct fax number before faxing PHI.
- Use a fax cover sheet with appropriate confidentiality language.
- Be mindful of your location when discussing PHI on a cell phone.
- Avoid using speakerphones when discussing PHI.
- Be careful about how much PHI you leave on home answering machines.
- Keep laptops and other mobile devices secure at all times.
- Always wear your identification/name badge where it is visible to others.
- PHI on labels must be removed and placed in a locked confidential storage bin, or marked through with a black permanent marker or placed in hazardous waste container if appropriate.
- If you are not involved in the care of the patient or the welfare of the family, remove yourself from the area of confidential patient discussions.
- After asking their permission, put phone calls on hold to prevent overhearing background conversations about other patients.
- Knock and pause before entering the patient’s room.
- Ask visitors to leave the room if the patient would like them to do so before discussing PHI.
- Direct media inquiries to Public Relations or Administration.
- Report potential violations to your Volunteer Services office, Privacy Officer or Security Officer.
• If a government agent needs computer access to view PHI, you may cooperate only after seeing his ID. Let him know that CHI Mercy Health and you will cooperate, but that you first must contact the CRO, Risk Manager, and Department Director over the area.

• Posting advertisements on bulletin boards for personal businesses, like selling candles or cosmetics, etc. is not permitted because the CHI Mercy Health facilities are charitable, tax-exempt organizations.

**Notice of Privacy Practices (NPP):** Provided during the patient’s first visit, posted in the facility, and on the website. Outlines: how we may use and disclose PHI, rights regarding their PHI and how to access it, how to file a complaint or opt out of the facility directory, and how to request a list of those who have received their PHI (Accounting of Disclosures), amendments, alternative means of communication (Confidential Communications), and restrictions.

**TPO (Treatment, Payment and Operations):** HIPAA permits us to share PHI for treatment, payment or operations (coding, billing, quality review, risk, etc.) without authorization from the patient.

**Authorization:** CHI Mercy Health must obtain a signed and dated authorization form from the patient before using or sharing PHI for reasons other than TPO unless the use or disclosure is mandated by law.

**Marketing:** In most cases, we may not use or disclose PHI to market or film or photograph a patient for marketing purposes without obtaining a valid signed and dated authorization form from the patient. If an outside entity is involved in filming, photographing or interviewing a patient, they will work with the Communications department. Certain forms must be signed by the patient and by those filming, photographing, or interviewing the patient.

**Legal Personal Representatives:** Persons having the authority (under federal and state laws) such as Durable Power of Attorney with a healthcare designation or Health Care Surrogate or Court Order to act on behalf of a patient in making healthcare decisions have the same rights to access the patient’s information unless the involvement of the personal representative would put the patient at risk.

**Legal Personal Representatives for Minors:** Parents, guardians, and others who have authority (under federal and state laws) to act on behalf of a minor in making healthcare decisions also may have access to the minor’s health information as his/her personal representative unless the minor is emancipated.

**Discussing PHI with a Patient’s Friends and Family:** HIPAA permits hospitals to share information that is directly relevant to the level of involvement of a family member, friend, or other person identified by a patient, in the patient’s care or payment for health care.

• If the patient is present, or is otherwise available prior to the disclosure, and has the capacity to make health care decisions, you may discuss this information with the family or other persons if the patient agrees or, when given the opportunity, does not object.

• You may also share relevant information with the family and other persons if you can reasonably infer, based on professional judgment that the patient does not object.

• Even when the patient is not present or it is impractical because of emergency circumstances or the patient’s incapacity for us to ask the patient about discussing his/her care or payment with a

Revised: January 2019
family member or other person, you may share this information with the person when, in exercising professional judgment, you determine that doing so would be in the best interest of the patient.

- You may also disclose PHI as necessary to obtain payment for services provided. You may contact persons who are involved with the patient’s care and payment for services other than the individual as necessary to obtain payment for health care services. You are required to reasonably limit the amount of information disclosed to the minimum necessary to process payment.

**Facility Directory:** A patient has the right to *opt out* of the facility directory.

- Check the directory before responding to any inquiries about a patient.
- If the patient has agreed to be in the directory, release only location and general condition (fair, critical, etc.).
- If the patient has opted out of the directory, advise the caller or individual present that you have no information on the individual requested.

**Access is monitored:** Electronic access to PHI is monitored. Inappropriate access or sharing of PHI results in disciplinary action up to and including termination.

**Breach Notifications:** Hospitals must notify patients within 60 days if their unsecured patient information was acquired, accessed, used or disclosed inappropriately. The notice must describe what happened and what the organizations is doing to investigate the breach, how similar breaches will be prevented in the future, steps individuals can take to protect themselves and contact information. Patients will be able to sue and may be able to receive compensation for breaches. Breach investigations and notifications will be handled by the Privacy Officer and the Privacy Coordinators.

**What is Your Responsibility?**

If you suspect a patient’s privacy has been violated, or if a patient alleges his/her patient information has been accessed, used or disclosed inappropriately, immediately call the Privacy Officer.
### Corporate Responsibility: Our Values and Ethics at Work

**The Corporate Responsibility program:**
- Mandated to reduce health care fraud
- Designed to help organizations monitor themselves
- A way to raise concerns anonymously
- The right thing to do

**Examples of Corporate Responsibility Issues:**
- Providing poor care
- Falsifying records
- Billing for services not rendered
- Accepting kickbacks
- Billing for medically unnecessary services
- Double billing
- Patient dumping/refusing to treat patients based on ability to pay
- Violating patient confidentiality
- Giving gifts to physicians in exchange for referrals

### Health Care Fraud is No. 1 Concern

Since 1996, Congress has more than TRIPLED the budget for Medicare and Medicaid fraud enforcement. This had resulted in criminal and civil convictions, and recovered taxpayer dollars. In 2010-2011, 1,116 criminal healthcare fraud claims were investigated. As a result, there were 488 criminal cases involving 931 defendants, and 726 criminal convictions.

### Federal False Claims Act

- Prohibits anyone from knowingly submitting or causing to submit a false or fraudulent claim
- Violations include billing for services not provided, double billing, or being referred by someone in exchange for a kickback
- Protects whistleblowers who sue organization on behalf of government
- If the lawsuit recover funds for the government, the whistleblower can receive up to 30 percent of the recovery

### Our Values and Ethics at Work Reference Guide

- *Our Values and Ethics at Work Reference Guide* is a policy document.
- It is designed to help you do what is right and to ensure that your behavior demonstrates our values.
- The reference guide includes examples of how the standards of Catholic Health Initiatives apply to your daily work.
- *Our Values and Ethics at Work Reference Guide* is one of many tools that can help you work in a responsible, professional and ethical way.
- By understanding and using this reference guide, we demonstrate our commitment to our core values.
- Failure to comply with *Our Values and Ethics at Work Reference Guide* may result in disciplinary action up to and including suspension or termination of services.

Revised: January 2019
• Please review completely your copy of the *Our Values and Ethics at Work Reference Guide*, discuss any questions or concerns regarding this reference guide with your Volunteer Services office, sign and return the Acknowledgement and Certification form on the last page as your individual commitment.

Catholic Health Initiatives, CHI Mercy Health and its organizations promote an environment that encourages all of us to seek clarification of issues and report questions and concerns. It is our duty and responsibility to promptly report possible violations of our standards, guidelines, or policies. You will be protected from retaliation if you make a good-faith report, complaint or inquiry. A person who retaliates against you for making a good-faith report is subject to discipline, up to and including dismissal from employment or termination of a business relationship with Catholic Health Initiatives or its organizations. Non-retaliation policies do not protect you if your actions violate the policies of Catholic Health Initiatives, CHI Mercy Health or applicable laws.

*Reporting Process*: To ask questions or report potential violations or concerns please:

• Speak with your supervisor or another manager.
• If the supervisor/manager is not available, or you are not comfortable speaking with him/her, or you believe the matter has not been adequately resolved, contact your human resources representative or your Corporate Responsibility Officer.
• If you want to report a concern anonymously, you have two options:
  o Call the Ethics at Work Line phone number, 1-800-261-5607.
  o File your report using the Internet at [www.ethicspoint.com](http://www.ethicspoint.com).
• Both of these confidential reporting options are available 24 hours a day, seven days a week. Reports made by phone or the Internet are received by trained staff who document and forward information to your local and/or national corporate responsibility officer for appropriate action. These reports are not traced or recorded. You may remain anonymous if you wish. If you choose to identify yourself, there is no guarantee that your identity will remain anonymous. However, when you identify yourself it is easier for the corporate responsibility officer to provide you with a direct response.

This contact information is also provided in your *Our Values and Ethics at Work Reference Guide*, on *Our Values and Ethics at Work* posters in the volunteer service department, and on the volunteer communications bulletin board.

*Role and Responsibility of the Corporate Responsibility Officer (CRO)*: The CRO is responsible for the administration of CHI Mercy Health’s Corporate Responsibility Program, monitoring laws and regulations and distributing communications regarding these to appropriate persons, and overseeing the prompt investigation and corrective action of suspected compliance violations.

Revised: January 2019
General Safety Information

Ergonomics - Protecting YOU from Work Injuries
Good body mechanics is good back protection for YOU.

- Adjust the height of your chair to achieve proper posture.
- Your ear, shoulder, and hip should be in a straight line.
- Sit with your head and neck in an upright position, even when on the telephone.
- Do ask for help. Most back injuries occur because volunteers do not request additional lifting help.
- Do lift with your legs, not your back. Keep your body straight with the item that you are lifting.
- Do not twist or turn your body while lifting.
- Think about using carts, patient rollers, and lifts. Do not put unnecessary strain on yourself. Plan ahead for the assigned job.

Environmental Safety - As a volunteer, you may help us maintain a safe environment by remaining conscious of the environment at all times. Please take the initiative to notice any electrical hazards and report them to the supervisor. Odd smells, frayed cords, smoking equipment are examples of hazards. In the event of a power outage essential functions at Mercy will maintain power due to an emergency generator. Outlets that are connected to the generator are located throughout the hospital. These outlets are designated with a RED switch plate cover. These outlets are to be used at all times for critical patient care electrical equipment only. For instance, a ventilator, not a television set. Take pride in the hospital environment: pick up trash that is lying around, report spills or other slipping hazards to Environmental Services immediately. The Material Safety Data Sheet book contains information on every potentially harmful substance found in the hospital. Each department has a Material Safety Data Sheet or MSDS sheet on all substances used in that department. Each MSDS sheet contains the following information:

- Name of chemical
- Manufacturer’s name
- Safe handling instructions
- Appropriate personal protective equipment
- First-aid measures in the event of exposure
- Clean-up procedures

Before beginning service in a hospital department, please note the location of the MSDS book used in that department.

Slips, Trips, Falls and Other Accidents - There is no such thing as an unimportant accident. Any accident is a danger signal that an unsafe condition or working habit exists. Report any accident to the Volunteer Service Office and/or Security immediately. Your prompt action may help save someone from painful or serious injury.
Housekeeping practices - Wet floors may enter the work place unexpectedly because of plugged drains, spills and leaks. Wet floors are also a natural result of certain housekeeping, food service, and maintenance activities. STOP and...

- Notify housekeeping for assistance.
- Mark the area with a wet floor sign.

Watch your step

- Problem areas to be especially careful around are entranceway carpets and tile, liquid soap on restroom floors, painted/waxed floors, metal doorsills and steps, plastic carpet protectors, and darkroom floors.
- The parking garage where motor oil or ice is present can cause the floor of the garage to be very slick.

Work surfaces and walkways and stairs

- Keep floor area free from clutter.
- Wear appropriate shoes for you job.
- Pick up pencils, paperclips and other objects that might cause a slip.
- Beware of telephone and electrical cords lying across floors.
- Use handrails on stairways and take one step at a time.
- Avoid obstructing your vision with large loads.
- Don’t hurry, especially around corners.
- Report out-of-order lights promptly.

Medical Gas Safety - A volunteer may be asked to transport a patient who is using an oxygen tank. Volunteers SHOULD NOT handle oxygen tank cylinders! If the patient needs assistance with the oxygen tank cylinder, please ask a supervisor for assistance. REMEMBER: An oxygen tank cylinder can become a deadly missile if compressed gas is not controlled.

Safe Medical Devices Act - If you realize a piece of equipment is not working properly, contact a supervisor who will remove the equipment, tag it “Do Not Use” and take care of the patient immediately. Any item used for patient care is considered equipment including, but not limited to, wheelchairs, outlets, call buttons, medical devices and machinery.

Utilities Management

Electrical Power

If there is an electrical power failure, the emergency generator or its backup should kick in. Only the RED OUTLETS will be operational. **Plug all life support equipment into the RED outlets.**

Elevators Out of Service - In the event that elevators are out of service, employees will:

- Use carry teams to move critical patients.
- Use stairwells.
- Use runners for supplies.
- If available, use generator supported elevators.
Radiation Safety - Radiation, including X-rays and radiation therapy, can provide many benefits for our patients, but must be managed with caution. Do not enter any area where the radiation symbol is displayed.

Infection Prevention

It is our responsibility to protect our patients, co-workers and visitors health through consistent observance of infection control measures. Through orientation and ongoing education, volunteers are made aware of their responsibility in maintaining a safe environment. The first step in safeguarding our environment takes place when you, as a prospective volunteer, are required to have a TB skin test. In addition, volunteers and employees are encouraged to get a flu shot, provided by CHI Mercy Health, each fall.

Hand Hygiene: When and What - The single most important factor for preventing the spread of infection is proper hand hygiene. Hand hygiene is the most effective way to prevent the spread of infection. We employ both soap and water hand washing and alcohol hand decontamination agents. It is the policy of Mercy that doctors, nurses and employees are required to wash their hands before and after each visit with every patient. Because this policy is in place to protect the safety of our environment, volunteers must abide by the same practice. As a volunteer you should practice hand hygiene when hands are visibly soiled, when you arrive at the hospital, when you use the restroom, when you cover your cough or sneeze, after blowing your nose, before eating or drinking, before and after using gloves, before and after leaving a patient room, before you leave the hospital at the end of your shift. You, as a non-clinical member of our team, can set an example for others and help to keep yourself and those who come in contact with you safe from infection.

Adhering to Isolation Guidelines - When our patients have infections that can spread to others, and we know how the spread can occur, we isolate those patients. Anyone entering the room must use Standards Precautions to protect themselves from the blood and body fluids of all patients. This includes using personal protective equipment, including gloves, masks or gowns when coming in contact with body fluids from any patient. The most frequently used form of isolation is CONTACT isolation. Contact isolation is required when an infection is spread by a person touching the infected person (or object used by the patient) and then transferring the infection to themselves. Some volunteers are permitted in patient isolation rooms after they have had specific, detailed training. Isolation signs are posted outside a patient’s room. Please watch carefully for patient isolation signs BEFORE entering a patient room.

Personal Responsibility - Please stay home when you are sick!
Maintain Your Vaccinations

Revised: January 2019
Emergency Plans

When volunteers are familiar with hospital emergency procedures they can be an asset by providing assistance to our guests rather than being an additional person in need of assistance. Emergencies are reported to the hospital operator by dialing ext. “175-3366” from any hospital telephone. Volunteers have the right and the responsibility to call a code when necessary. When the phone is answered, state the nature and the location of the emergency. In the event of any emergency, volunteers are instructed to take direction from their immediate supervisor regarding the role they should play in any response. Never leave the hospital during an emergency without first notifying the Volunteer Services Department and/or the service area supervisor. Once an emergency is reported, the information has to be communicated to all hospital staff and volunteers. However, since we do not want to alarm our guests, we use an emergency code system to communicate the nature of the emergency to our staff and volunteers without providing too much information to anyone else. When announced overhead, codes will note the location of the emergency. For example: “Code Blue in ICU.” Please help responders by helping to clear hallways of equipment or obstructions, including visitors or other people that may be in the way. Please avoid the areas affected by any codes. An Emergency Code reference card is given to all staff and volunteers that goes behind your badge. Refer to the chart on the following page to understand the codes and the appropriate volunteer response:

Key Safety Resources - If you have questions or concerns about compliance with regulations or to discuss or report possible violations, contact any of the following:

- Your supervisor or director
- Director of Corporate Responsibility & Privacy Officer
- Ethics at Work Line at 1-800-261-5607

As you can see, CHI Mercy Health is committed to Safety! A number of committees such as the House-wide Safety Committee, Safety Sub-Committees for Utilities and Bio-Medical Equipment, and Clinical Safety Committee meet on an ongoing basis. Many employee and volunteer ideas have been implemented to improve safety and prevent potential safety problems. If YOU see a potential danger for a patient, employee, visitor, student, volunteer ... Do not walk away! Report the finding immediately to the appropriate department or your supervisor.
# Emergency Codes and Immediate Staff Response

*For further response details please consult the policies located on the intranet*

<table>
<thead>
<tr>
<th>CODE/CONDITION</th>
<th>RESPONSE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>AMBER ALERT</strong></td>
<td></td>
</tr>
</tbody>
</table>
| Abducted or Missing Child or Infant | 1. Call 175-3366  
2. Staff to monitor exits near them  
3. Be aware of your surroundings |
| **CODE BLUE**                   |          |
| Cardio/Pulmonary Arrest         | 1. Call 175-3366  
2. Designated staff report to area where code is paged |
| **CODE GRAY**                   |          |
| Combative Person                | 1. Call 175-3366  
2. Designated staff report to area where code is paged |
| **CODE ORANGE**                 |          |
| Hazardous Material Spill Response | 1. Immediately evacuate area. Close all doors and restrict access  
2. Call 175-3366.  
3. Code Orange responders will report to spill site |
| **CODE RED**                    |          |
| Fire                            | 1. Rescue person(s) in immediate danger  
2. Activate alarm and call 175-3366  
3. Close ALL doors  
4. Extinguish by smothering with blanket or use fire extinguisher  
5. Relocate if directed to do so |
| **CODE SILVER**                 |          |
| Hostage Situation or Weapon     | 1. Call 175-3366  
2. Personnel shall immediately instruct individuals to take cover behind closed doors and shelter in place  
3. Close all doors and barricade them if possible  
4. Do not come out until “all clear” is announced overhead |
| **INCIDENT ALERT**              |          |
| An External/Internal Event Has Occurred | 1. Prepare to respond if necessary  
2. Any recalled staff will report to employee entrance and sign in |

Off-campus sites call 9-911 for any Code

---

**CHI Mercy Health**

*Mercy Medical Center*

---

Revised: January 2019