

## Experiential Learning Program Guidelines and Safety Information

Welcome! As a learner at Western Reserve Hospital, you are responsible for following specific safety guidelines to protect you from risks in the hospital. This information is important to keep you and our patients safe and healthy. If you have any questions or comments, please discuss them with your department supervisor.

### 1. General Guidelines:

- Parking: Park in areas designated for employees. North lot, areas marked "E" or at the Masonic Temple.
- Identification Badges: All Hospital employees/volunteers/contract worker/consultant must wear Identification (ID) badges at all times while at the hospital. Your employer may provide these. Contact your hospital liaison if you do not have an ID badge.
- Service Excellence: WRH believes in treating our patients and visitors with the utmost compassion, courtesy and kindness. As a contract worker/consultant, you are expected to do the same.
- Smoking: Smoking is not permitted anywhere on the hospital campus.
- Phones: Mobile phones may be used inside the Hospital except in specific areas as indicated by signs.

### 2. Confidentiality:

All patient information is strictly confidential and cannot be shared or discussed with anyone. The Health Insurance Portability and Accountability Act (HIPAA) laws are clear that all patient information is private.

- Patient information is strictly confidential.
- Confidentiality is required of each physician, employee, contractor worker and volunteers.
- Patient information should be discussed only with those involved in the direct care of the patient.
- Patient information should not be discussed in cafeterias, waiting rooms, elevators, or other public areas. Please be aware of your surroundings when speaking.
- Patient information is released only to authorized individuals and in accordance with the hospital policy.
- Patient records, electronic or written, shall be kept confidential.
- Telephone conversations should be conducted with discretion.
- Breaches in confidentiality are unacceptable.
- Liaisons and/or representatives from outside agencies are not able to visit a unit unless they currently are involved in the discharge planning/plan of care for that patient.

### 3. Emergency Information: DIAL 88 TO REPORT ALL EMERGENCIES!

- Emergency Audiopages:
  - **"Code Red"** means a fire is suspected in the building. It is audio paged as "Code Red" with the location of the suspected fire. Alarms will sound, strobe lights will flash and specific fire doors will automatically close. Your role: Stay where you are unless threatened by fire or smoke. Do not use elevators. Do not travel through the fire doors. Follow the direction of your hospital liaison or instructor. Know the location of fire alarm pull stations and fire exits in each work location. If you suspect a fire/smell or see smoke immediately pull the nearest fire alarm and notify the hospital

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(ext. 88) and/or notify any hospital employee. Return to normal duties when the "Code Red All Clear" is audio paged.

- **"Code Adam"** there is suspected infant/child abduction. All staff is expected to scan their departments, hallways, and exits to watch for suspicious persons. Listen for infant/child crying. Notify a hospital employee of any suspicious person or call the Operator (ext.88) to notify Security.
- **"Air ambulance/Life Flight in Progress"** a helicopter has been called to transport a critically ill/injured patient to another facility. You must move your car immediately if it is parked in the back half of the North "E" lot.
- **"Code Blue"** an adult patient's life is in danger. Specific trained staff will respond.
- **"Code Yellow"** an external disaster has taken place. Remain where you are assigned and wait for instruction from your instructor/hospital liaison.
- **"Code Black"** there is a suspected bomb threat. Follow the direction of your hospital liaison.
- **"Code Orange"** a chemical decontamination is taking place. Trained staff will respond.
- **"Code Green"** an internal disaster has taken place and a portion or all of the building is being evacuated. Follow the directions of your hospital liaison.
- **"Code Brown"** an adult patient is missing. Be alert for the described person and notify an employee or call "88" if you observe them.
- **"Code Violet"** is used when any person feels physically threatened by another (patient, visitor, and co-worker). Call "88" if you feel threatened.
- **"Code Silver"** is used when there is a threatening person with a weapon –gun/knife. Call "88" if you feel threatened.
- **"Tornado Watch", "Tornado Warning", "Severe Thunderstorm Warning"** will be audio paged to notify you of severe weather conditions. Avoid high glass areas. Follow the instruction of your hospital liaison.
- **"Rapid Response Team"** – a patient has had a change in condition and immediate medical attention is needed.

#### 4. Environmental Safety:

- Hazard Communication refers to chemical safety. All chemicals can be hazardous to you. Do not use any chemicals unless trained in their proper use. All departments have a chemical inventory, chemical training, chemical labeling and Safety Data Sheets (.S.D.S.) for each chemical. These are available online and in the Security office. Chemicals commonly used include solvents, detergents, and disinfectants. Report any chemical spills to your hospital liaison.

#### 5. Infection Prevention/Control:

Hand washing is very important to protect you, your patients and others. Always wash your hands before and after you have contact with a patient or handle anything that a patient has touched.

Hand washing includes:

- Wet hands with warm water and apply antibacterial soap.
- Scrub hands using friction for 10-15 seconds. Wash all areas including nails.
- Rinse thoroughly with warm water.
- Dry hands with a paper towel and turn off faucets with a clean paper towel.
- Alcohol handwash may be used whenever hands are not soiled.

Infectious Waste is any material or sharp (i.e. needle) contaminated with blood or body fluids are considered infectious waste.

- Red waste containers, trash bags or sharps containers marked with the biohazard symbol indicate

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potentially infectious waste.

- Do not handle any infectious waste containers unless you have been specifically trained at Western Reserve Hospital to handle them utilizing the appropriate personal protective equipment/precautions.
- If you have an exposure (splash or injury) to any infectious waste materiel/sharp, inform you hospital liaison/instructor immediately.
- Notify any hospital employee if you observe any potentially infected waste that is not contained in a red or biohazard container (contaminated sharps, materiel contaminated with blood or body fluids).

Isolation is when specific patients are isolated with certain precautions to prevent the spread of a suspected disease. Contractors/consultants/learners/observers are not to be in any area marked with a STOP sign indicating isolation.

Personal Health is your own health. Do not plan to come to the hospital if you have a fever, cough, vomiting, and diarrhea or have draining wounds.

Vectors are insects and rodents. All exterior doors and windows must be kept closed to prevent vectors (insects and rodents) from entering the building.

### 6. General Safety/Regulations:

- Report any damage to the physical plant, slip/fall/electrical hazards and any other safety concerns to any hospital employee.
- Report any spills immediately to any hospital employee.
- Use good housekeeping - put items away, close drawers and chart boxes.
- Ask for assistance if you are lifting anything heavy or unwieldy.
- Professional conduct is expected from all hospital employees, volunteers and contractor workers. There is to be no foul or abusive language, no injury to others and no harassment of any type directed toward others. Notify your hospital liaison of any occurrences.
- Never move or touch anything that you cannot identify. Notify your hospital liaison immediately.
- Appropriate dress is expected based on the job performed following the specific guidelines or your employer.
- If you have an injury while at the hospital please report it to your hospital liaison/employer.

### 7. Personal Appearance and Dress

- Learners must wear ID badges at all times above the waist with the photo (if present) ID facing outward, so it is easily and visible to patients, staff and visitors.
- Good personal hygiene is expected at all times.
- Fragrances should be kept to a minimum as they might be offensive to others.
- Appropriate dress is expected based on the job performed and should be in compliance with your employer.

### 8. Compliance

- Western Reserve Hospital is committed to honest and responsible corporate conduct. Our commitment is formalized in the Western Reserve Hospital's Code of Conduct and Corporate Compliance Plan. Consultants, contractors, vendors, patients and general public are encouraged to read our Code of Conduct and our Compliance Plan on Western Reserve Hospital's website at [www.westernreservehospital.org](http://www.westernreservehospital.org).
- Each party agrees to act in compliance with all laws and regulations, including, without limitation, Medicare and Medicaid program requirements as applicable.