

Please read the Sanford Health Student Orientation Booklet:

### **Sanford Health Orientation**

**Our Mission** Dedicated to the Work of Health and Healing.

**Our Vision** Improving the human condition through exceptional care, innovation and discovery.

### **Student Orientation to Sanford Health**

You are responsible for reviewing this orientation material prior to your experience at Sanford Health. This information is your orientation to Sanford Health. These guidelines are for your safety, as well as for the safety of our patients and staff. Once you are at your assigned clinical location, orient with your instructor or assigned Sanford employee to area specific safety information. We hope that you have a rewarding experience while you are at Sanford.

### **Patient Bill of Rights**

Sanford Health protects and promotes patient rights. If you are not familiar with patient rights, please review <http://www.sanfordhealth.org/patients-visitors/patient-information/patient-bill-of-rights>

Examples from the Patient Bill of Rights include:

- All patients have the right to participate in decisions regarding their healthcare.
- All patients have the right to information about the treatment they are receiving.
- All patients have the right to courteous and respectful treatment.

### **Health Insurance Portability and Accountability Act of 1996 (HIPAA)**

The Health Insurance Portability and Accountability Act of 1996 makes it illegal to violate patient confidentiality.

Patient privacy is our highest priority. Outside of your job shadowing (observation) times, you will **not** discuss:

- Personal details about the patient
- Patient medical history
- Discussions about patients in public areas where conversations may be overheard
- Anything you may see in the medical record
- Any patients, visitors, or relatives you may see

You are not allowed to ask to see your own medical information. **What you hear and see stays at Sanford.**

### **Social Media**

Posting to social media sites, sending texts, or any other forms of media about your job shadow is **not** allowed. This includes, but not limited to:

- Who you see:
  - Patients
  - Visitors
  - Employees
- What you see:
  - Injuries
  - Behaviors
  - Medications
  - Anything from the medical record
- What you hear:
  - Treatment plans
  - Anything said by the patient, families, or employees
- Picture taking of any kind is **not** allowed

### **Compliance**

Federal, state, and local laws must always be followed at Sanford. Sanford has policies in place to ensure safety and compliance for everyone. This includes:

- Illegal billing
- Insurance scam
- Confidential documents are to be placed in the secured bins marked for disposal. This includes:
  - Anything with patient information on it
  - Your student paperwork that may contain protected health information

If you have seen or heard anything that causes concern, you must call the compliance hotline at 1-800-325-9402 or email the privacy office at [privacyoffice@sanfordhealth.org](mailto:privacyoffice@sanfordhealth.org). Your information can be anonymous.

### **Infection Control**

It is important to understand how to prevent getting or giving an infection or illness. Here are some examples of when you will wash your hands with soap and water or waterless antiseptic/alcohol foam. You will do this even when you do not touch anything in the patient's room:

- Upon entering or leaving the patient room
- Between patients
- Before and after any patient contact
- After unanticipated contact with blood or other body fluids
- After removing gloves, gown, or clothing
- After touching potentially contaminated surfaces or equipment
- Before eating
- After using the restroom

Clean hands are the best way to prevent the spread of infections.

### **Isolation**

Patients with certain conditions require special isolation precautions. Signs are posted on the patient's door telling each person what to wear to protect themselves. During your job shadow you will **not** go into a room with isolation. If asked to go in, say you have not been trained on how to protect yourself with the special equipment needed.

### **Standard Precautions**

Standard precautions mean to treat **any** fluid from the body of any patient to be infectious (could make you sick or contract an illness). This could be:

- Blood
- Urine
- Vomit

When contact with blood is expected, Sanford staff must wear protective equipment that covers their eyes, nose, mouth, or skin:

- Gloves
- Eye protection
- Face mask
- Gowns

Sanford staff will try to prevent situations where you may get in contact with infectious fluids. If you get bodily fluid on you, report it to your staff member immediately.

### **Knowledge Check**

You follow a staff member in a room that requires special equipment for isolation. You can watch how to put on the equipment and go in with the staff member?

**No**, you are not to go into any isolation rooms. Our staff have been trained and fitted on how to keep them and the patient safe.

You walk into a patient room, but do not touch anything. You do not have to clean your hands?

**No**, each time you enter a patient room and leave a patient room you must clean your hands even if you do not touch anything.

When walking in the hallways you see a tissue on the floor. Is it okay to pick this up with your bare hands?

**No**, you must treat everything to be infectious. Staff will put on gloves before picking up the tissues.

### **Student Illness**

Another method of preventing the spread of infection is to not come to your job shadow appointment if you are ill. If you have any of items listed, please call to reschedule your observation date.

- Flu-like symptoms
- Diarrhea
- Strep
- Pink eye or eye drainage
- Fever
- Muscle aches
- Cough
- Overall, not feeling well

### **Student Injury**

Any injuries that happen while present on any Sanford Health campus must be reported to the employee you are shadowing. You with the staff member will complete an Exposure/ Non-Employee Incident Report. All injuries must be reported, even if you believe it is small.

### **Emergency Preparedness**

In the event of an emergency:

- **Stay** with the staff member you are job shadowing and wait for directions.
- Be aware of your surroundings and know where there are emergency exits.
- Be observant of unsafe conditions and report safety hazards immediately.
- Report any emergency (fire, security, etc.) to the staff member you are with immediately.

Emergency codes are posted in designated areas and if an emergency happens[S8], the staff member you are shadowing will let you know what to do.

### **Fire Safety**

- Know the locations of the nearest pull station and fire extinguishers located on each floor/area.
- In the event of a fire, do not use the elevators
- Your safety is our priority. Listen to staff on how to make sure you are safe.
- Staff is trained on how to use a fire extinguisher. Do **not** use one. Get yourself to safety.

### **Tornado Safety**

In the event of a tornado warning, an announcement will be made. Follow these steps to protect yourself and our patients:

- Keep away from windows and move to an inner corridor.
- Move to the lowest level of the building.
- Use the stairways, not the elevators.
- If the tornado hits, lie flat on the floor against a wall. The staff member you are following will give you instructions.

### **Hazardous Materials**

The Hazardous Materials Management Program is intended to promote a safe, controlled environment for our patients, visitors, students, staff, and other users of Sanford facilities. These policies are to maintain a safe environment during the use of hazardous materials. Safety Data Sheets (SDS) describe the hazards and give information on handling, storage, and emergency procedures in case of accident.

The staff member you are shadowing may show you how to search our online system to understand how different chemicals require different protective equipment. You will **not** be handling any hazardous material during your job shadow.

### **Knowledge Check**

If a fire would occur while you are at Sanford, you can take the elevator down to the ground floor to exit?

**No**, in case of a fire you should never use an elevator. You will take the stairs.

You wake up on the day of your job shadow and you do not feel well. Is it okay to still go to the hospital to job shadow?

**No**, please call to report you are ill and reschedule.

You are asked to help pour a chemical with the help of the staff member. You tell them you cannot help since you have not been trained. Is this correct?

**Yes,** Staff take hours of training on how to safely handle chemicals and what to wear to protect themselves. If these steps are not done correct, it could cause permanent damage to the body or death.

### **Diversity**

You are expected to treat all individuals with respect and dignity regardless of their:

- Age
- Gender
- Sexual orientation
- Disability
- Race
- Creed
- Color
- National origin
- Religion
- Veteran status
- Any other aspect protected by federal, state, or local law.

During your time at Sanford, you will be part of our culture of diversity.

### **Conduct & Discipline**

Students are expected to always comply with Sanford's policies and procedures. If a student's performance, work habits, attitude, conduct, or demeanor are unsatisfactory, termination of the student experience will be taken, including any future preceptorships.

### **Harassment**

Everyone is responsible for assuring that the workplace is free from any type of harassment. All staff, including students, must avoid any action or conduct which could be viewed as offensive or inappropriate. Students are to report any concerns regarding the work environment to the person they are shadowing or school faculty[\[S10\]](#).

Harassment includes:

- Verbal or physical conduct designed to threaten, intimidate, or coerce
- Any actions or behaviors which interfere with an individual's ability to do their job by creating a hostile or intimidating environment, based on any of the following:

- Gender
- Race
- Color
- Religion
- National origin
- Age
- Disability
- Military/veteran status
- Pregnancy
- Protected activity.

Sexual harassment includes:

- Unwelcome sexual advances
- Requests for sexual favors
- Other verbal or physical conduct of a sexual nature.

### **Dress Code**

The way you look reflects on Sanford while job shadowing. If you do not follow the dress code, you will be sent home to change or reschedule. The dress code includes:

- Modest
- Clean and neat
- Well-fitted
- No wrinkles
- No denim (blue Jeans)
- No skirts
- No cologne/perfume
- Body art (tattoos, piercings, jewelry) that could be taken as offensive must be covered
- Closed toe shoes

### **Identification Badges**

Individuals are required to wear a picture ID nametag so they can be identified. Students should [\[S12\]](#) wear the pictured name badge issued by their school, and it is to be worn above the

waist. If special access is required, the student will receive a Sanford badge. If a student misplaces their Sanford badge, a replacement badge will be issued for a fee.

### **Cell Phones**

Cell phones must be kept off and out of sight on premises during your experience.

### **Internet Usage**

Sanford monitors all electronic systems/computers to ensure they are being used for company purposes only. As students, you voluntarily **consent** to monitoring when using Sanford IT systems. Students have **no right to privacy** in any electronic communication while at Sanford[S13].

### **Drug-Free Workplace**

It is illegal to manufacture, distribute, dispense, possess, or use controlled substances at any Sanford location. Any person violating this policy is subject to removal from Sanford property and will not be allowed to finish their educational experience or any future experience.

### **Smoking Policy**

Sanford Health is a tobacco and smoke-free institution. This policy includes all indoor and outdoor property.

### **Solicitation**

Sanford prohibits any individual soliciting sales for personal profit or benefit.

### **Parking**

You must park in employee parking. These areas are well marked in the parking lots. If you are parked in any other area, your vehicle may be ticketed or towed. Escorts from the facility to your vehicle by Security are available. Have the staff member you are shadowing call security if you wish an escort. Be aware of your surroundings to be safe.

### **Knowledge Check**

You can wear gym shorts and a t-shirt to your job shadow experience?

**No**, wear a nice (dress) shirt and pants (not blue jeans, yoga, or workout pants).

You have a school ID (Identification) with your picture on it. You can wear this as identification to your job shadow?

**Yes**, please wear your school ID and ensure it is visible by everyone.

You see many open parking spot in the emergency room parking lot for patients. Since there are many spots left, is it okay to park your car there?

**No**, these parking spots are only for patients and their visitors. Please, park in employee parking.

### **The Sanford Experience**

The Sanford Experience includes service standards that assist in providing patients/guests and employees with the ideal experience. Every employee and student here at Sanford is a caregiver. We are here to meet people along their journey with the intention to help and heal; to care for the body, mind and spirit. We hope you have a wonderful learning experience at Sanford.

Expectations of the Sanford Experience for students:

- Taking pride in the appearance of our facilities, ensuring that things are presentable and clean.
- Making eye contact and welcoming people with a smile.
- Walking patients and guests to their destination.
- Following up on questions/concerns.
- Personalizing the care by meeting our patients needs and preferences.
- Providing a safe, secure environment for our patients and guests.