

HANDBOOK FOR VOLUNTEERS

TOURO INFIRMARY
DEPARTMENT OF VOLUNTEER SERVICES

ELEVENTH EDITION
JULY, 2011

TABLE OF CONTENTS

Welcome	3
History of Touro Infirmary	4
Mission, Vision, Values	5
VIA Touro	6
Volunteers	8
Volunteer Opportunities	9
Volunteer & Service Requirements	10
Health Screening	12
Volunteer Benefits	13
Patient Rights	14
Code of Ethics & General Rules for Patient Care	15
Confidentiality/HIPAA	16
Workforce Confidentiality Agreement	21
Volunteer Performance Review	22
Personal Appearance	23
Office Procedures and Information	24
Touro Policies and Procedures	25
Infection Control for Volunteers	26
Transporting a Patient by Wheelchair	30
Don'ts	31
Environment of Care - Quick Reference	32
Fire Drills	34
In Case of Fire	35
Telephone Operation	36

WELCOME

On behalf of Touro Infirmary, I would like to extend a warm welcome to new volunteers. As a volunteer, you are an important member of our hospital team. Your support helps Touro provide the highest quality and most compassionate health care and services to our patients, families and guests. The staff deeply appreciates your time and talent, and we hope your volunteer experience at Touro will be productive, rewarding and meaningful.

*Sincerely,
Denise Chetta
Director, Volunteer Services*

PURPOSE

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 Touro medical staff. The objective of the Volunteer Services department is to support the goals of the hospital by utilizing volunteers in hospital services in ways which 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.

DEPARTMENT 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, guiding principle and values of Touro Infirmary and the general rules and regulations governing employees.

VOLUNTEER SERVICES LOCATION AND OFFICE HOURS

The department of Volunteer Services Office is located on the first floor off the Foucher Street lobby. Office hours are:

Monday – Friday: 8:00 a.m. – 4:30 p.m.
Telephone Number: 504-897-8107

THE HISTORY OF TOURO INFIRMARY

The history and heritage of New Orleans are probably richer and more colorful than that of any city in the United States. Touro Infirmary has been a part of that history for more than 150 years.

Judah Touro was born in Rhode Island in 1775. He moved to New Orleans in 1803 where he was involved in the merchant shipping industry. In 1852, he purchased a building at auction and leased it to Dr. Joseph Bensadon to use as an infirmary to care for sailors on merchant ships. Charges at the time were \$1.00 - \$5.00, and surgery was extra. The building, renamed Touro Infirmary, was an old plantation home on the riverfront in downtown New Orleans.

When Judah Touro died in 1854, he left the building in the care of his executors to be used for a hospital with a mandate to care for the indigent sick regardless of race, color, creed or religious affiliation. As no money was left to maintain the buildings or run the hospital, the new directors had to dig into their own pockets until, in 1874, they joined with the Hebrew Benevolent Association which undertook to raise the necessary funds to keep the little hospital alive.

By 1881, following a terrible yellow fever epidemic during which the 24-bed hospital was housing three times that number, the directors determined to raise the money to build a much larger hospital in a new location. The new location was Prytania Street, then described as “a cow pasture far removed from the hustle and bustle of the waterfront.” In 1905, the original wooden structure was replaced with the brick building which still exists today facing Prytania Street.

Touro Infirmary’s history and legacy of service to the New Orleans community is a source of pride, and every employee and volunteer are part of that legacy. Judah Touro’s mandate that the infirmary serve the indigent sick is a mission that continues today, and the hospital, through expansion of the physical plant and dedication to its founder’s vision and values, now flourishes within the community as a premier multi-specialty facility offering an array of services.

TOURO'S MISSION, VISION, VALUES

MISSION

Touro is guided by the principles of Judaism to provide the highest quality and most compassionate health care.

VISION

Touro shall be the preferred health care organization in the region and among the best in the United States.

GUIDING PRINCIPLE

Our patients' safety, needs and dignity come first.

VALUES

Welcoming Spirit

We provide a healing environment that is safe, caring and inviting.

Respect

We treat everyone with courtesy and are sensitive to cultural differences and diversity.

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 Touro's longstanding tradition of community service.

VIA TOURO VALUES - AND VOLUNTEERS - IN ACTION

Volunteers have countless opportunities to put Touro's values into action with patients, their families, visitors and staff. Here are a few behaviors volunteers can use to help Touro create a culture of service excellence.

WELCOMING SPIRIT: *We provide a healing environment that is safe, caring and inviting.*

- ❖ Acknowledge others, make eye contact and smile
- ❖ Identify yourself and your role when meeting others
- ❖ Give directions and escort people whenever possible
- ❖ Conclude interactions by asking if there is anything more you can do
- ❖ Act quickly and decisively when anyone's physical safety or well being is at risk
- ❖ Keep your workplace clean and clutter-free

RESPECT: *We treat everyone with courtesy and are sensitive to cultural differences and diversity.*

- ❖ Be sensitive to the needs of others and show concern for their well being
- ❖ Preserve the dignity and privacy of others
- ❖ Be receptive to comments, suggestions, questions and complaints
- ❖ Use everyday courtesies: "please," "thank you" and "excuse me"
- ❖ Treat people as individuals – and as you would like to be treated

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

- ❖ Perform your duties in full compliance with rules and regulations, policies and procedures
- ❖ Honor others' need for and right to privacy and confidentiality
- ❖ Take responsibility for or report problems and issues as they arise and without delay
- ❖ Offer to help – whether asked or not
- ❖ Follow up to ensure satisfaction

***“Integrity is when you do the right thing,
even though no one is watching.”***

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

- ❖ Maintain an appropriate appearance, good personal hygiene and wear your ID in plain view at all times
- ❖ Speak in a respectful and polite manner at all times
- ❖ Keep informed and improve your skills by taking advantage of ongoing education and training
- ❖ Follow infection control guidelines such as frequent and thorough hand washing
- ❖ Follow safety guidelines such as keeping all fire exits and walkways clear

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

- ❖ Listen carefully and ask questions to be sure you understand others and you are understood
- ❖ Respond quickly to coworkers’ requests and follow through on commitments
- ❖ Coordinate your work with others, ask for help when needed, and offer help whenever possible
- ❖ Say “thank you” and express your appreciation to coworkers in appropriate ways
- ❖ Protect people from slipping on spills and make sure they are cleaned up properly
- ❖ Give coworkers the benefit of the doubt and work to resolve conflicts

STEWARDSHIP: *We make wise use of our resources and advance Touro’s longstanding tradition of community service.*

- ❖ Appreciate Touro’s reputation and view your performance as an opportunity to preserve and enhance it
- ❖ Dedicate yourself to exceeding patients’ and visitors’ expectations of Touro’s safety and quality
- ❖ Participate in all efforts to improve service to patients, visitors, colleagues and staff
- ❖ Treat Touro’s equipment and facilities with care and report malfunction immediately
- ❖ Be aware of Touro’s responsibility to be a good neighbor, and do your part to create an appropriate environment while on campus and in the vicinity

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 Touro Infirmery 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 Touro Infirmery 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.
- Retirees gain personal satisfaction and reward by offering their time and experience to the hospital.

VOLUNTEER OPPORTUNITIES

Touro has volunteers in more than 35 areas of the hospital. We strive to match the volunteer's interest with Touro's needs. This list identifies some of the opportunities that may be available:

Guest Relations

- **Family Liaisons** – Help provide a comforting environment for families waiting on news about their loved one in the surgery lounge.
- **Gift Shop** – Assist customers and staff in Touro's own gift boutique operated by the Auxiliary. All proceeds benefit hospital improvement projects.
- **Information, Please** – Direct patients, families and visitors to areas throughout the facility, and transfer calls to patients' rooms.
- **Ambassadors** – Meet and greet our patients and guests and escort them, if needed, to departments and hospital services.

Patient Support

- **Book Cart** – Deliver books and magazines from the Volunteer Services library to waiting areas and patient units.
- **Catholic Chaplaincy** – Provide spiritual support to patients and their families by bringing communion and offering prayer.
- **Patient Representative** – Extend hospitality to patients and their families and help make their stay at Touro as pleasant as possible.

Staff Support

- **Administrative** – Ease the pressure on the administrative staff by copying, collating, filing and entering data.
- **Clinical** – Escort patients, transport specimens, and serve as a liaison between patients and staff in the emergency department, nursing units and the outpatient centers.

Specialized Placements

For students interested in exposure to areas of anticipated study such as physical/occupational, speech, respiratory, or recreational therapy as well as in radiology limited placements are available.

VOLUNTEER REQUIREMENTS

COMMITMENT

Volunteers are asked to commit to a minimum of three (3) to four (4) hours a week. Volunteers will not be given credit for service hours until they have worked 50 hours or more.

MINIMUM AGE

Adult Volunteers must at least 18 years old, and Junior Volunteers must have reached their 14th birthday and/or completed the eighth grade prior to assignment.

VOLUNTEER APPLICATION PROCESS

- Written application
- Personal interview
- Background and reference checks
- Health clearance

ORIENTATION AND TRAINING

- Prospective volunteers are required to attend the Volunteer Services Department's orientation.
- Volunteer Services staff will provide the general introduction to volunteering in the hospital and may be assisted by hospital staff.
- On-the-job training may be provided by supervisors in specialized areas.

HEALTH CHECK

- To begin work at Touro, Volunteers must present evidence of the following:
 1. A TB test within the past year is required for Adult and Junior Volunteers. Volunteers may provide a written record demonstrating that they have had a recent TB test or a free QuantiFeron test is available to volunteers through the Out-Patient Lab. Volunteers, under 18 years of age, must have parental permission for Touro to perform any medical tests.

VOLUNTEER REQUIREMENTS

HEALTH CHECK (*cont'd*)

2. Proof of Immunity to Rubella/Rubeola (measles), mumps, Varicella (chickenpox) and Hepatitis B for those with patient contact
 3. Medical clearance by the volunteer's personal physician or the Employee Health Department and certification of ability to perform required duties
- On-going volunteer work at Touro requires adults to have a free annual TB test. (See next section.)

PREFERRED DRESS CODE AND/OR UNIFORMS

- Adult volunteers are asked to wear a white shirt with a collar, and a black or khaki skirt or pants. Volunteers must wear an "official" Touro ID badge on a volunteer lanyard.
- Junior Volunteers wear uniforms.

DAYS AND TIME OF VOLUNTEER WEEK

- Placements available seven (7) days a week – morning, afternoon or evening. (Evening and weekend assignments are only available in the Emergency Department.)

TYPE OF 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 will be an exit interview.
- ID badges should be returned to Volunteer Services.

HEALTH SCREENING

POLICY

New Volunteers shall be screened for TB and immunized against Rubella/Rubeola (measles), mumps and Varicella (chickenpox) through vaccination or natural disease. CDC regulations require that born before 1957, take a free titers test to prove their immunity to mumps. Immunity to Hepatitis B is also required for volunteers with patient contact. This is administered through Touro's Employee Health Department the Out-Patient Lab.

SUMMARY

Before they begin, all Volunteers must have completed testing or provide documentation of current testing.

PROCEDURE

1. When a Volunteer has been accepted, plans will be made with Employee Health and the Out-Patient Lab for a physical exam and required testing. (see above). Volunteers may also provide documentation of testing by a private physician.
2. With the QuantiFeron TB test, it is not necessary to return to the Out-Patient Lab or Employee Health for test results.
3. Test results will be shared with Volunteer Services by Employee Health.
4. When volunteers have been "cleared" by Employee Health, they will be eligible to begin their service.
5. Annual TB testing is mandatory for all volunteers.

STUDENT AND HIGH SCHOOL 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 a TB test within the past year and up-to-date immunizations, including proof of immunity to Hepatitis B for those with patient contact. If a TB test has not been done in the required time frame, the Out-Patient Lab will administer a QuantiFeron test free of charge. Prospective volunteers must be pre-registered by Volunteer Services before reporting to the Lab for testing.

RECORDS

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

BENEFITS

Volunteers, who work 3 – 4 hours per day are eligible to receive the following benefits:

- ❖ Free parking, 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
- ❖ Bi-monthly volunteer newsletter
- ❖ Recognition pins and certificates
- ❖ Liability insurance coverage for on-the-job injuries

HOLIDAYS

The Volunteer Services office 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 Day

PATIENT'S RIGHTS

All Volunteers and employees 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 ON 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.

GENERAL RULES FOR PATIENT CARE

1. Respect the patient's right to privacy and confidentiality at all times in all places.
2. The doctor-patient interaction is paramount. Never interrupt.
3. Check with your supervisor if you have any questions about what is expected of you.
4. Don't hesitate to decline a request for assistance, including those from a doctor or a nurse, if you think it is inappropriate for a volunteer.
5. Don't apologize for being a volunteer. Saying "I'm *just* a volunteer" minimizes your very special role.

Touro Infirmary HIPAA Privacy Training Brief

I. INTRODUCTION

Hello, and welcome to this training brief on privacy of patient information. Touro Infirmary 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 you'll see, information privacy matters for several reasons. First, confidentiality is necessary to encourage people to seek medical care and to be honest and forthright with their health care 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, federal law now requires health care organizations, such as Touro, to safeguard patient confidentiality. These laws are sometimes referred to as "HIPAA," which stands for the Health Insurance Portability and Accountability Act.

Although HIPAA affects a wide range of health care operations, the primary focus of this training brief 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 health care 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	Conversations about a patient's health	Faxed health records
Patient ID bracelets	Transcription tapes	E-mails and attachments
White boards	Voice mail recordings	Computer records

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 Touro, 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 health care system — be it physician, nurse, house- keeper, technician, billing clerk, administrator, or even board member — the Privacy rules apply to you. Privacy even applies to certain non-employees who help Touro. 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 Touro. To this end, Touro 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?

Health care providers such as Touro have had to comply with HIPPA since April 14, 2003.

VIII. Important Areas of HIPAA

- A. **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 Touro 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 health care providers already have many of the pieces of a privacy program in place now. Touro's 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 health care operations*. The consent plainly explains to the patient that information may be used and disclosed by Touro 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, Touro 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 Touro 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 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, because 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, Touro has a point person to answer questions on privacy and give guidance. This is the Director of Compliance/Internal Audit, 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 near-by. 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?

Solution: No. Just because you work for Touro, you don’t have an automatic right to look at every patient’s chart. If you aren’t involved in treating, 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 Touro’s 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 Touro 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 health care.

Volunteers are asked to sign the following document in orientation.

WORKFORCE CONFIDENTIALITY AGREEMENT

Touro Infirmery, Touro Infirmery d/b/a Touro Home Health, Touro Infirmery d/b/a Touro Rehabilitation Center, and Metrolab (hereinafter “Organization”) have a legal and ethical responsibility to safeguard the privacy of all patients and to protect and safeguard the confidentiality of health information. Additionally, the Organization must assure the confidentiality of its patient, human resources, payroll, fiscal, research, computer systems, computer access, management information, and/or personal computer access codes (hereinafter “Confidential Information”).

By signing this document, I acknowledge that I have received a copy of the Organization’s Information Privacy and Security Program and related policies. I have read this material and understand its contents. I furthermore agree not to directly or indirectly use or disclose Confidential Information without proper authority and specifically agree with the following:

In the course of my employment/assignment/medical privileges/efforts/training at the Organization, I may come into the possession of Confidential Information. I understand that such information must be maintained in the strictest confidence.

1. I agree not to use, disclose or discuss any Confidential Information with others, including friends or family, who are not authorized or who do not have a need-to-know.
2. I agree not to access any information, or utilize equipment, other than what is required to do my job.
3. I agree not to discuss Confidential Information where others can overhear the conversation, e.g. in hallways, on elevators, in the cafeterias, on the shuttle buses, on public transportation, at restaurants, or at social events. Discretion must be used when discussing Confidential Information in public areas even if a patient’s name is not used, since it can raise doubts with patients and visitors about our respect for their privacy.
4. I agree not to make inquires for other personnel who do not have proper authority or need-to-know.
5. I agree not to willingly inform another person of my computer password or knowingly use another person’s computer password instead of my own for any reason.
6. I agree not to make any unauthorized transmissions, inquiries, modifications, or purgings of data in the system. Such unauthorized transmissions include, but are not limited to, removing and/or transferring data from Organization computer systems to unauthorized locations (e.g. home).
7. I agree to log-off prior to leaving any Organization computer or terminal unattended.

I have read and agree to the terms and conditions of this agreement, and understand that any violation may result in corrective action, up to and including termination and/or suspension and loss of privileges.

Signature of Employee / Staff Physician / Student / Volunteer

Date

Please direct any questions or concerns you have regarding this document or the Organization’s Information Privacy and Security Program to the Privacy Officer, 1401 Foucher Street, New Orleans, Louisiana 70115 or by phone (504) 897-8338.

TOURO INFIRMARY PERFORMANCE REVIEW

Adult Volunteers

THIS EVALUATION FORM IS SENT TO THE PERSON WHO SUPERVISES EACH VOLUNTEER. THE INFORMATION THAT IS RETURNED IS KEPT IN EACH VOLUNTEER'S PERMANENT FILE AND USED WHEN REFERENCES ARE REQUESTED.

Volunteer's Name

Department

(1) Please indicate if his/her performance was:

EXCELLENT

GOOD

AVERAGE

POOR

If below average, please explain: _____

(2) Did the Volunteer require close supervision? **YES** **NO**

(3) Please indicate your rating of the Volunteer in reference to the following:

	Excellent	Good	Average	Poor
A. Dependability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. Punctuality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. Willingness to Help	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. Attitude	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E. Initiative	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F. Adaptability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F. Cooperation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H. Resourcefulness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(4) Please provide additional comments regarding your experience in working with the Volunteer.

(5) How long has the above mentioned Volunteer been assigned to your supervision?

SUPERVISOR: _____ **DATE:** _____

PERSONAL APPEARANCE

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

GENERAL GUIDELINES

- Clothes – clean and pressed
- Shoes – clean and polished
- Hair – neat, clean and “contained”
- Beards/Mustaches – permitted as long as they are neat and trimmed
- Minimum of makeup
- Jewelry – not excessive, small earrings only, no visible body piercing, including tongue (ears excepted)
- Body art – tattoos that are extreme, large, numerous or may be perceived as offensive must be covered by clothing
- Nails – no artificial nails and natural nails no longer than ¼” for those with direct patient contact
- No perfume
- No gum chewing or smoking
- Name tag – visible at all times while on duty

PREFERRED DRESS CODE *

WOMEN

- White blouse, shell or sweater (no T-shirts, backless or midriff tops)
- Black or khaki skirt or pants (no blue jeans or shorts)
- Safe, comfortable shoes (no flip flops)

MEN

- White shirt or polo (no T-shirts)
- Black or khaki pants (no blue jeans or shorts)
- Safe, comfortable shoes (no flip flops)

*Uniforms are provided for Junior Volunteers.

BADGES

- Official Volunteer photo ID must be worn at all times while on duty.
- Photo ID must be displayed on special Touro Volunteer lanyard.
- Service pins may be worn on the collar, or the lanyard itself.
- 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 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, at least a week's notice would be appreciated.
- ❖ 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.
- ❖ A 30-minute meal period is allowed for those working a three to four-hour shift.
- ❖ 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 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.

TOURO POLICIES AND PROCEDURES

The policies and procedures in the Human Resources Manual of the hospital are intended to provide employees with factual information on Touro Infirmiry 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 Touro's policies and guidelines. Therefore, if you wish to review Touro's Human Resources policies, which can now be found on-line at inside.touro.com, please contact the Director of Volunteer Services.

A Volunteer will be dismissed for inappropriate behavior that reflects negatively on the individual volunteer, other volunteers, the Department of Volunteer Services and/or Touro Infirmiry. 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 Touro Infirmiry's policies and procedures
- ❖ Failure to satisfactorily perform assigned duties
- ❖ Theft or misuse of Touro Infirmiry'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 Touro 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. Additional in-services may be scheduled with the infection control practitioner, as needed.

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?

Wash 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 (30 seconds in non-clinical areas), covering all surfaces of hands and fingers including nails.
- ❖ Rinse hands with water, and dry thoroughly with paper towel.
- ❖ Use paper towel to turn off water faucet.

Apply 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*.

**Note: Since alcohol-based rub is flammable, use caution to ensure complete absorption before touching other surfaces.*

UNIVERSAL/STANDARD PRECAUTIONS

All patients' 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.

ALERT SYSTEMS REQUIRING 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

Place biohazardous waste is always be placed in a leak-proof red plastic bag and stored in a labeled, rigid container with a tight fitting lid. As volunteers do not have contact with blood or bodily fluids, they should not be charged with the task of handling biohazardous waste.

- ❖ 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.

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 test, chest x-ray or AFB smear.

VOLUNTEERS ARE REQUIRED TO HAVE A FREE ANNUAL TB TEST.

HEPATITIS B

Immunity to Hepatitis B is required for all volunteers with patient contact.

RISK REDUCTION PLAN

What is your departmental role and scope?

- ❖ Process – assessment, managing information or the environment of care
- ❖ Employee Health – screening, reporting exposures and immunizations

- ❖ Measures to reduce risk – Universal/Standard Precautions, hand washing, disinfection/sterilization, food handling, handling waste/linen
- ❖ Education – orientation, annual, patients

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.

TRANSPORTING A PATIENT BY WHEELCHAIR

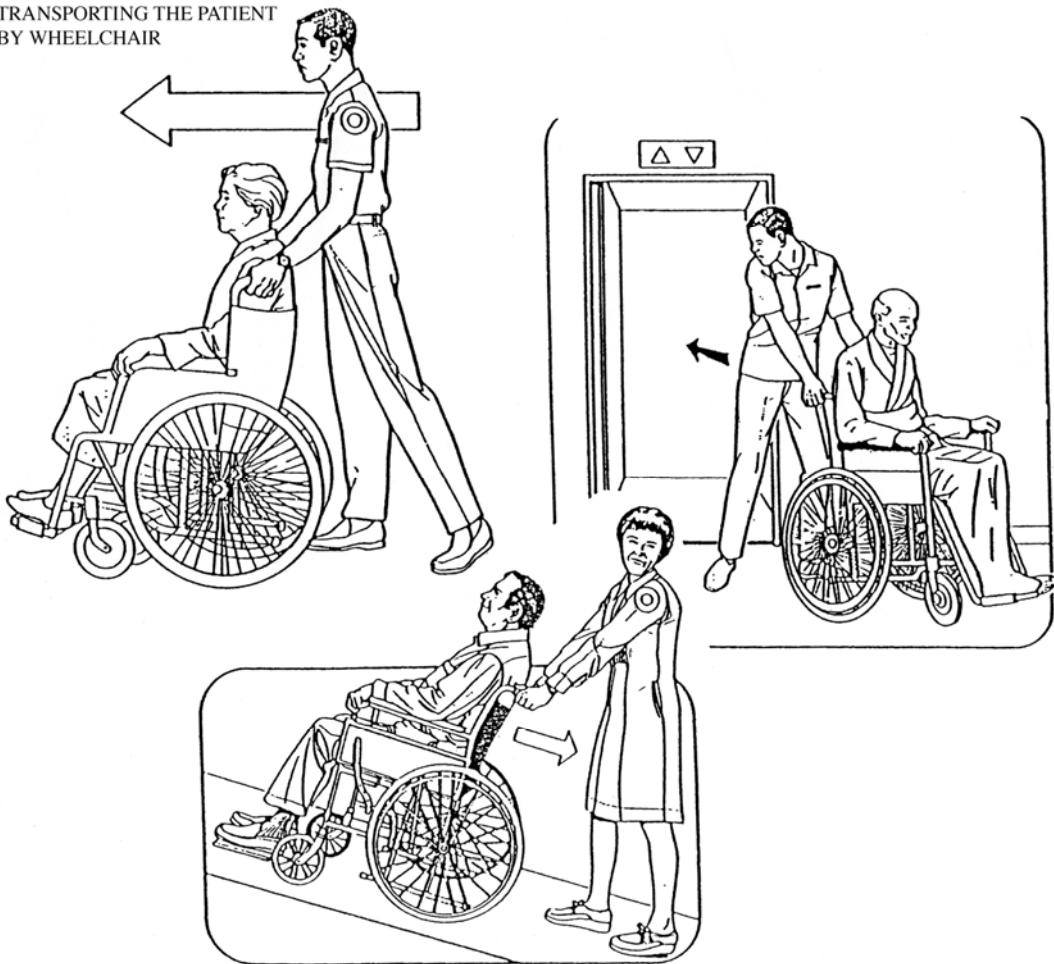
Volunteers must be properly trained in the hospital before transporting a patient by wheelchair.

When a patient is getting in or out of a wheelchair, be sure the wheels are “locked” and footrests are positioned out of the way.

If you are moving a patient in a wheelchair, you should push the chair from behind except when getting on an elevator. When entering an elevator, pull the wheelchair backwards into the elevator. You will then be positioned to push the wheelchair forward to get off the elevator.

When moving a patient in a wheelchair down a steep incline, take the chair down backwards. Stand behind the wheelchair with your back facing the direction in which you want to go. Walk backwards slowly, holding the chair and moving it carefully down the incline. Glance behind now and then to make sure of your direction and to avoid collisions – as if you were driving a car in reverse.

TRANSPORTING THE PATIENT
BY WHEELCHAIR



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 ANY EMERGENCY – DIAL 8585

TO CALL SECURITY – DIAL 8751

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

FIRE/SMOKE

R	Rescue anyone in danger
A	Alert – pull alarm and dial 8585
C	Confine – close all doors
E	Extinguish if fire is small

M.S.D.S. (Material Safety Data Sheet)

MSDS Sheets – detail a single product, its hazards and controls

All departments have access to MSDS sheets at insidetouro.com

Volunteers should ask their unit/dept. staff to reference this information.

FIRE DRILLS

PURPOSE: To ensure that employees know – and feel comfortable carrying out – their fire drill responsibilities:

1. R – RESCUE

A – ALERT

C – CONTAIN

E – EXTINGUISH

2. FIRE ALARM CALL BOX

- Upon reporting to your work area, determine where alarm boxes are located.
- At all times, you should know where the nearest alarm box is located.

3. FIRE EXTINGUISHERS

- Upon reporting to your work area, determine where fire extinguishers are located.

4. FIRE EXITS

- Know where your fire exits are located in your work area.
- Ensure that exits are not blocked in any way.

5. COMMON FIRE DRILL MISTAKES

- Unfamiliarity with fire drill duties (RACE)
- Inability to locate pull box and pull alarm
- Steps taken for reporting a fire are not in sequence
- Failure to close doors and/or contain fire
- Inability to determine type of fire and steps necessary to extinguish it
- Failure to keep fire exits clear

IN CASE OF FIRE

1. Use your 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 **8585**, and another person to pull the alarm.
5. Do NOT use elevators.
6. The Touro 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 mechanics 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.

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: FIRST IMPRESSION

Greeting:	<i>Good morning, afternoon or evening</i>
Identification:	<i>Touro & Department’s Name</i>
Identify Self:	<i>Your First Name</i>
Offer to Help:	<i>May I help you?</i>