



HEART OF THE ROCKIES

REGIONAL MEDICAL CENTER

**Clinical
Student Orientation
Manual**

MISSION, VISION & VALUES



HEART OF THE ROCKIES
REGIONAL MEDICAL CENTER

Our Mission

Heart of the Rockies Regional Medical Center exists to enhance the health of our community through the delivery of personalized and exceptional care.

Our Vision

Our vision is to be the healthcare provider of choice for our region as a world-class rural healthcare organization.

Our Values

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| T – Teamwork | We work as a team and support one another to achieve our common purpose: Delivering personalized and exceptional care to be the healthcare provider of choice for our region. |
| R – Recognition | We recognize and show our appreciation for our patients, co-workers and physicians. |
| A – Attitude | We are each responsible for our own attitude, and we commit to always serve with a positive attitude. |
| C – Customer Service | We are committed to the highest level of service to our patients, visitors, physicians, and co-workers. |
| S – Safety | We protect the safety of our patients, our colleagues and ourselves by focusing on prevention of injury or harm. |
| T – Talent | We bring our talents to HRRMC and use them to successfully accomplish our Mission. |
| A – Accountability | We agree that we are accountable for our own actions and for our performance. |
| R – Respect | We treat everyone with dignity, courtesy and compassion. |

CONFIDENTIALITY

ISSUES OF CONFIDENTIALITY WITHIN THE HOSPITAL SETTING

CONFIDENTIALITY POLICY

HRRMC respects patients', employees', and physicians' right to privacy and confidentiality.

- Patients have the right to privacy and confidentiality concerning their medical treatment, care, and medical records.
- Employees have the right to confidentiality concerning their personnel, health, and medical records.
- Physicians have the right to confidentiality concerning their physician identification numbers (PIN) as well as their credential and quality assurance files.

Hospital personnel, physicians, residents and/or students may access and use patient and/or employee information only to the extent necessary to carry out hospital related business or patient care.

Tips to Maintaining Patient's Confidentiality

Always be aware of your responsibilities to the patient. Do not discuss details of a patient's reasons for admission, diagnosis, treatment, or health status with anyone not directly involved in the patient's care. Never discuss patient care within hearing distance of other patients, visitors, or other employees/students not directly involved with his or her care.

ALL INFORMATION WITHIN THE HOSPITAL FACILITY SHOULD BE PROTECTED AND KEPT CONFIDENTIAL. WHAT YOU SEE HERE, WHAT YOU SAY HERE, WHAT YOU DO HERE, SHOULD STAY HERE!!!!

IMPORTANT INFORMATION YOU MUST UNDERSTAND ABOUT CONFIDENTIALITY

Many of us have access to CPSI and **MUST** understand:

- Confidentiality of medical information is protected by State and Federal laws.
- It is a FELONY to disclose health information to another person without authorization (**You are personally liable**).
- The penalties for the basic offense include a fine up to \$50,000 and/or PRISON up to five years.
- HRRMC can, and does check who accesses what records on the CPSI system.
- HRRMC will take disciplinary action for any breach of confidentiality.

You may access patient and/or employee information ONLY AS NECESSARY TO CARRY OUT HOSPITAL BUSINESS OR PATIENT CARE.

DO NOT: Look up patient information unless you need it to perform your work tasks.

DO NOT: “Cruise” CPSI for any reason.

DO NOT: Look up your own or family members’ medical information (NO, you cannot look up even your own without a written request submitted to the Medical Records Department!).

Students are not permitted to discuss/disclose patient information to their own friends, family, or others not involved in the care of the patient. You may not even confirm that you saw/treated a patient at HRRMC to another person not related to the patient's care.

Each Student will be asked to sign the

CONFIDENTIALITY AFFIDAVIT

form that is part of the Orientation packet

**DRUG FREE
WORKPLACE**

DRUG FREE WORKPLACE

HRRMC maintains a no-tolerance policy for use and/or possession of illegal drugs, controlled substance without appropriate prescription, use and/or possession of alcoholic beverages during working time or in the workplace.

Alcoholic beverages of any kind are prohibited.

Controlled or illegal drugs or substances, which include all forms of narcotics, hallucinogens, depressants, stimulants, and other drugs whose use, possession, or transfer is restricted or prohibited by law are prohibited.

Exceptions. Drugs prescribed by a physician, dentist, or other person licensed to prescribe or dispense controlled substances or drugs used in accordance with their instructions are not subject to this policy. Medical marijuana is not an exception to this policy as it is an illegal substance.

However, students are prohibited from using substances, drugs, or medicines that cause drowsiness or other side effects that may impair the employee's capability to perform the job properly and safely. Each individual is obligated to inform his or her immediate supervisor or preceptor, for any reason, he/she may be unable to safely perform his or her job functions.

Use prohibited on company premises. The following activities are prohibited while a student is on the hospital's premises or otherwise engaged in hospital business:

- The manufacture, possession, use, sale, distribution, dispensation, receipt, or transportation of any controlled substance or illegal drug.
- The consumption of alcoholic beverages.
- Being under the influence of alcohol or illegal substances during duty hours.
- Performing duties while under the influence of alcohol or controlled and/or illegal substances.

A student who engages in such behavior will be subject to disciplinary action, up to and including immediate removal from the premises and suspension of student privileges or termination.

Testing. The hospital may conduct testing for suspected drug or alcohol use.

- Pre-placement testing for students is done by the sponsoring school or agency; and, if not done by the school or agency, will be conducted by HRRMC prior to placement in the program.
- HRRMC may require students to undergo appropriate tests designed to detect the presence of alcohol or drugs (e.g., blood test or urinalysis) where it has reason to believe that an individual may be under the influence of, or impaired by, alcohol or drugs. HRRMC also may require such tests whenever necessary to protect the safety and health of patients or others; for example, if controlled substances are unaccounted for in a unit or area; or when an individual is involved in an accident during the performance of duties or on hospital property that results in injuries to the individual, a patient or others, or results in damage to property.

Consent to submit to these tests is a condition of continued affiliation. Refusal to consent to a test when such test is required will result in disciplinary action, which may include suspension of student privileges.

Each Student will be asked to sign the

**DRUG-FREE WORKPLACE
ACKNOWLEDGMENT**

form that is part of the Orientation packet.

**DRESS &
GROOMING
STANDARDS**

ACCEPTABLE APPEARANCE

Students are expected to maintain a professional appearance in keeping with the type of activity and work in which they are engaged. Patients and visitors expect to find HRRMC staff and affiliates neat, clean and professional in appearance. This applies to all departments. Further, it is the policy of HRRMC that departments may individually require staff to wear uniforms or scrubs while on duty. Where uniforms are required or manner of dress is prescribed, such uniforms must conform to the established type, color, etc., as set forth in departmental policy with administrative approval.

Students assigned to a department in which there is a departmental uniform policy will conform to such policy.

Badges (except HRRMC student name badges, see below), hats, arm bands and other such items are not authorized as part of the HRRMC acceptable manner of dress, and are not permitted.

The HRRMC student photo identification badge is required to be worn in a visible chest-level location at all times. Pins may not be placed anywhere on a name/access badge, nor may a badge be pierced or defaced, as doing so will void the access functionality of the badge.

Uniforms and clothing are to be clean, fresh and pressed in a way that portrays a professional image.

Students are required to wear socks or hosiery; open-toes shoes/sandals are not acceptable; quiet walking shoes are required. Footwear with perforated upper portions (e.g., Crocs with holes) is not permitted.

Hair must be neat and clean. Hairstyles should be such that hair is controlled for the work environment; extremes in styles of hair or facial hair are not acceptable. Clinical students will restrain their hair up and/or back, if shoulder length or longer, for the duration of the shift.

Personal cleanliness and good hygienic practices are essential to a quality, professional organization. Personal hygiene includes clean, well-trimmed fingernails, use of deodorant, clean hair and neatly trimmed facial hair. Artificial nails are prohibited for all individuals engaging in direct patient care.

Excessive use of perfumes, heavily scented lotions and heavily scented shaving lotions may cause allergic reactions to patients, visitors and staff. Such excessive use of these items is not acceptable. The residual odor of tobacco smoke can also be detrimental to those individuals sensitive to it. Anyone who uses tobacco products at any time must ensure that there is no residual odor on their clothes, hair or person.

Makeup and jewelry should be used in moderation, with attention to personal and patient safety and infection control. Visible body-piercing jewelry (other than generally acceptable earrings) is not permitted.

Students who report to HRRMC with an unacceptable appearance will be asked to leave the facility, until such time as their appearance is appropriate and within acceptable standards. Continual disregard for HRRMC standards will subject the student to disciplinary action up to and including removal from the program.

TOBACCO-FREE CAMPUS

Tobacco use on HRRMC premises, including all HRRMC **owned and leased buildings, campus grounds** of HRRMC Hospitals, Clinics, Offices, Learning Centers, **parking lots, and ramps**, including inside personal and HRRMC-owned vehicles, is prohibited. No one will be permitted to use tobacco-related products within the boundary of any HRRMC property line and every attempt will be made to enforce this policy as with all other hospital policies.

It is the policy of HRRMC that tobacco use by employees, patients, visitors, volunteers, students, contractors, approved observers or vendors is not permitted within the premises boundary of any of the hospital's owned or leased buildings or grounds.

Tobacco products include, but are not limited to, cigarettes, cigars, herbal cigarettes, chewing tobacco, snuff, other smokeless tobacco products and pipe smoking.

Students may not use tobacco in any areas, including restrooms, of any buildings owned or leased by HRRMC, nor on the grounds, parking lots or any other area of the hospital premises, including private vehicles.

Students found smoking or using tobacco products in any area of the hospital campus, or any HRRMC owned or leased building, will be subject to disciplinary action.

Work breaks will not be altered in any manner to allow employees to leave their work areas to utilize tobacco off campus.

Students who have returned to work following an off-campus lunch break during which they have smoked must ensure that there is no residual odor of smoke on their clothes, hair or person before they re-enter the building and report for duty.

Students must be aware that patients may not use tobacco in their rooms or in any areas of the building, including restrooms, nor in any area on the hospital premises.

PARKING

HOSPITAL PARKING

POLICY

HRRMC will use its best efforts to provide a safe, well lighted, and maintained parking system. This policy applies to all employees including temporary, contract and students.

Questions related to this policy will be directed to the Facilities Manager to avoid any misunderstandings. The Facilities Manager reserves the right to have vehicles towed. After unsuccessful attempts to locate the owner, the vehicle will be removed at the owner's expense.

REGULATIONS GOVERNING PARKING

1. There will be no parking at any space identified as Patient / Visitor / Physician or where prohibited by signs.
2. Blocking of traffic lanes or driveways is prohibited.
3. Our Tobacco-free campus includes vehicles parked on the HRRMC campus.
4. Dogs are not to be kept in vehicles while the vehicle is parked on the campus.
5. Any vehicle on the premises may be subject to search if HRRMC security staff believes the search is in the best interest of safety to staff, patients, visitors or others.