



ORIENTATION GUIDE FOR OBSERVERS

INTRODUCTION

Welcome and thank you for choosing our institution as a site for your observation experience. The information in this orientation guide will:

- Discuss expectations for professional behavior and attire
- Describe where to park and how to enter the institution
- Increase your awareness of how to protect your own safety and security
- Remind you of the importance of keeping patients' information secure and confidential

Before you begin your experience, you are required to read through this guide. Your signature on the form you completed indicates that you will take responsibility for the information. Please keep this guide for further reference.

PROFESSIONAL EXPECTATIONS

Check-in/Check-out: When you arrive at our institution, you must check-in with a volunteer at the main front entrance, who will call for your department escort. Once you have completed your observation experience, you will be escorted back to the entrance, where you may exit the facility.

Attire: Please wear scrubs or a lab coat over your street clothes. No jeans, shorts, tank tops, or flip-flops are allowed. All attire must be modest, clean and pressed, and shoes with closed toes and low heels are required. No midriffs may be showing, and deep necklines are not permitted. No trendy body piercing, such as facial and tongue studs or visible tattoos are acceptable. Long hair must be pulled back and secured.

Weapons: Weapons, including personal protection weapons of any kind, are not allowed in any of our facilities anywhere on our campus.

Smoking: Smoking and tobacco use of any kind is prohibited any place on campus and in our facilities including entrances, balconies, porches, patios, dayrooms, patient or public bathrooms, or beds.

Drug-free Environment: The illegal manufacturing, distribution, dispensation, purchases, possession, sale or use of drugs is prohibited.

Discrimination: We do not tolerate any discriminatory practices that violate applicable laws, including sexual harassment.

PARKING AND ENTRANCES

NOTE: Construction zones exist on campus, so parking will be an issue. PLEASE ALLOW EXTRA TIME TO FIND PARKING. We apologize for the inconvenience!

Parking for Loma Linda University Medical Center (LLUMC) or Loma Linda University Children's Hospital (LLUCH) facilities (see attached map). Parking for Loma Linda University Behavioral Medicine Center (BMC) is available at the BMC, except for specifically indicated spots.

• Day or night – **Lot X**, north of building construction area off Stewart Street. Shuttle service will be available during daytime hours. Additional parking is also available in **Lot N6** located on the corner of Shepardson Drive and Stewart Street near the Drayson Center. Also available parking on the gravel lot to the east Drayson Center located on Shepardson Street, North of Barton Road and Benton Street (by the VA Hospital). Avoid specially marked parking spots anywhere on campus.

Please avoid visitor parking lots in front of the Medical Center and Children's Hospital. These lots must be available for our patients and their families.

• Short time ONLY – **public parking spots** can be found along Campus Street, Anderson Street, and various other streets nearby. Note posted time limits which are enforced by the city of Loma Linda.

Enter the Medical Center facility through the main front entrance between the hours of 6:30 am to 8:00 pm, or through the Emergency Department between the hours of 8:00 pm to 6:30 am.

IMPORTANT EXTENSION NUMBERS

- ◆ Emergencies (fire, disaster, threats of violence, etc.)...Dial 911
- ◆ Security Control Center...Dial 44320
- ◆ Hospital Epidemiology...Dial 66115
- ◆ Environment Health & Safety...Dial 44999

NOTE: Gray-colored emergency phones are for use only when the regular phone system fails. These gray phones have a 7-digit number access instead of the regular 5-digit number.

ILLNESS AND INJURY

If you become ill or injured, are exposed to a hazardous material of any kind, or are exposed to bloodborne pathogens while you are here, you must immediately tell the person in charge of the area in which you are observing. You will need to go see your family doctor or visit your local Urgent Care Center. If the injury involves a needle-stick, you must immediately wash the site, then go to the LLUMC Emergency Department for follow up. *Please be sure to tell the ED staff that your own insurance is responsible.*

DISASTER AWARENESS

Only a facility administrator has the authority to declare an emergency or disaster condition.

Your role if a disaster strikes:

- Ensure your own safety (duck/cover/hold, evacuate, etc., as needed).
- Survey your immediate surroundings and report any hazards.
- Use pay telephones if personal calls are necessary, leaving in-house telephone lines free for emergency calls.

FIRE SAFETY

Our basic fire response plan is called "R.A.C.E." The four main steps you must take when you discover a fire are:

- R - Rescue** Remove anyone who is in immediate danger, including yourself. Tuck towels or sheets under the door and around the sides to help keep the smoke from spreading.
- A - Alarm** Pull the nearest fire alarm to get the Fire Department to respond and alert others in the building. Then, use a phone (away from the fire) and dial 911 to report the fire to the Security Control Center. Tell them where the fire is located.
- C - Contain** Close the rest of the doors in the area to keep the fire and smoke confined.
- E - Extinguish** If it is safe to do so, fight the fire with an extinguisher. Use the correct extinguisher for the class of fire and follow the PASS (Pull, Aim, Squeeze, Sweep) method for using the extinguisher. Fire extinguishers that are labeled "ABC" (dry chemical) are multi-purpose and are good for all three classes of fire – **Class A**, Combustibles; **Class B**, Liquids; **Class C**, Electrical.

SLIPS, TRIPS AND FALLS

Slips are the most common cause of falls. Help prevent slipping by:

- avoiding areas with wet and slippery floor surfaces, and watching for "Wet Floor" signs
- taking smaller steps, planting your feet firmly, and holding onto something like a railing

Trips can be prevented by:

- walking in well lit areas, and avoiding areas not meant for walking, such as flowerbeds
- paying attention to the walking surface, especially in uneven areas

Falls are generally defined as falling from one level to another, and can be avoided by:

- being sure that what you're standing on, such as a step-stool, can support your weight
- using stairs that are well lit, stepping carefully, and using the handrails, or using elevators

ERGONOMICS

Since you are here for observation only, you will not be allowed to touch or assist in any way to pull, lift, position, or re-position the patients.

PERSONAL SECURITY

Signs of stress that could turn into violence include depression, frequent absences, talking in a louder-than-normal voice, being startled easily, increased irritability, impatience, loss of concentration or memory problems. If you think someone may be potentially violent, notify the person in charge immediately. Dial 911 if violence occurs.

CELL PHONE USE

No regular cell phone, camera cell phone, or video cell phone use is allowed anywhere within the facility.

DOCUMENTATION AND FORMS

All forms, documentation, or written materials of any kind are not to be copied, reproduced, scanned, or photographed by any methods, nor are they to be faxed, mailed or removed in any way from any of the facilities unless prior written permission and authorization are obtained through Gwen Wysocki, Staff Development, (909) 558-4000, ext 37811, 11255 Mt. View Ave., Suite 11, Loma Linda, CA 92354.

PATIENT PRIVACY AND CONFIDENTIALITY

HIPAA stands for **Health Insurance Portability and Accountability Act** of 1996, also referred to as the Kennedy-Kassebaum Act. This statute called for the Department of Health and Human Services (DHHS) to adopt standards for the protection of privacy and security of patient information. Essentially, anyone who receives health care can apply their patient rights related to **Protected Health Information** or **PHI**.

PHI is any health information that:

- directly or indirectly identifies a patient
- is transmitted verbally, in writing, or electronically
- pertains to the past, present and future condition of the patient

Examples of PHI include:

- | | | |
|--|---------------------------|---|
| • name of patient and relatives | • birth date | • full face photos or comparable images |
| • certificates/license numbers | • marital status | • electronic mail addresses, URLs |
| • vehicle identifiers and serial numbers | • address | |
| • insurance/medical record numbers | • finger and voice prints | |
| • telephone and fax numbers | • social security numbers | |

Respect the patient's right to privacy, and do everything possible to maintain the confidentiality of their information. Intentionally releasing information about patients would be punishable by a fine of up to \$50,000 and one year in jail. Someone trying to sell information could face a \$250,000 fine and 10 years in prison. Civil penalties of up to \$100 for each unintentional violation, and up to a \$25,000 limit per identical violation could apply.

QUESTIONS AND ANSWERS

Question: Can I talk to patients and family members?

Answer: Yes. But you cannot talk with them about their illness, injury, care, treatments or procedures.

Question: Can I bring in gifts, money or food for a patient or staff member(s)?

Answer: No. Neither patients nor staff members can accept gifts, money or food from observers.

Question: Can I read through a patient's chart or medical record if I am interested in learning more about the patient's diagnosis and condition?

Answer: No. Period.

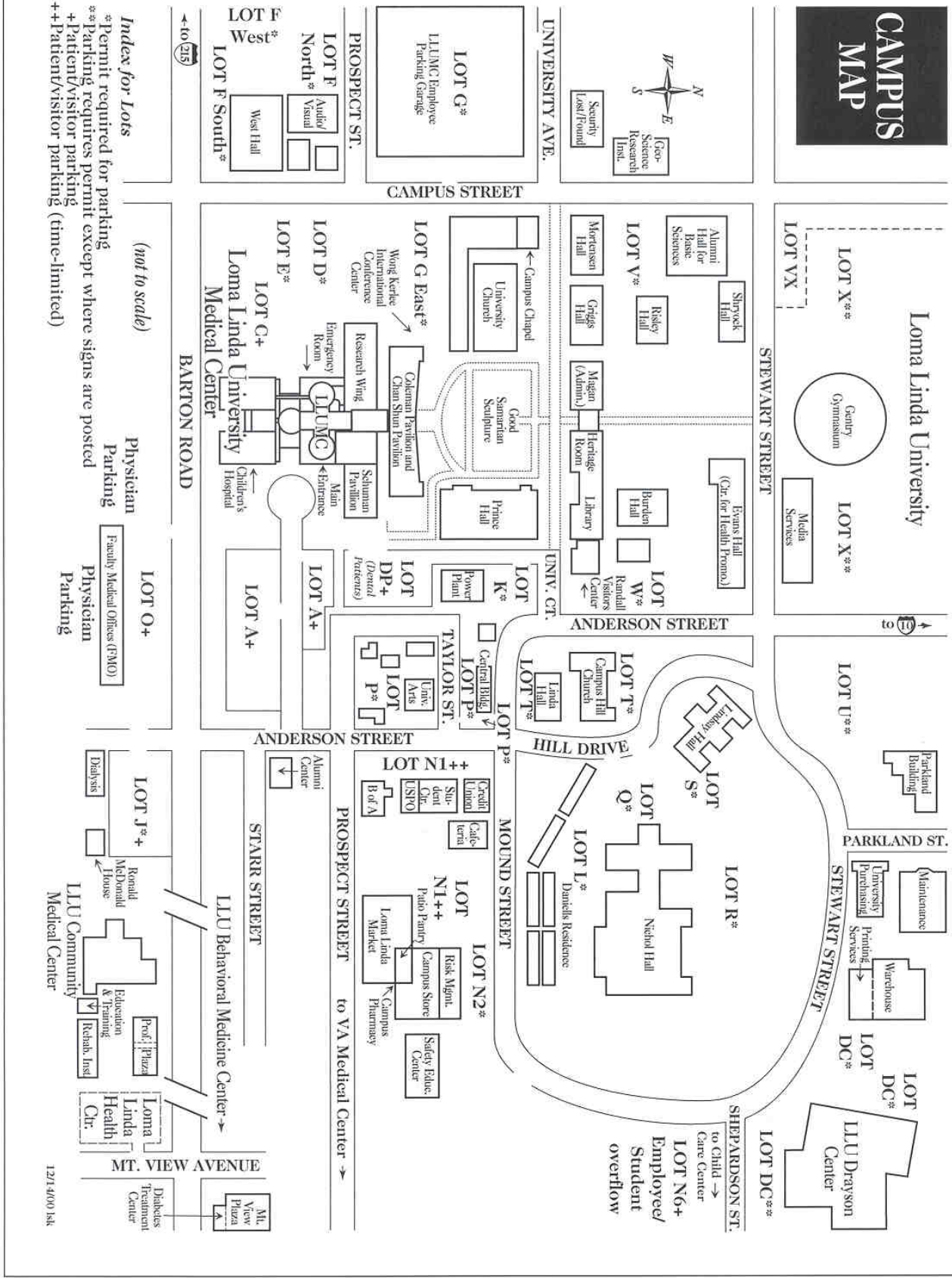
You have completed the Observer Orientation Guide.

If you have any questions, please contact Gwen Wysocki at (909) 558-4000, Ext. 37811.



CAMPUS MAP

Loma Linda University



Index for Lots
 *Permit required for parking
 **Parking requires permit except where signs are posted
 +Patient/visitor parking
 ++Patient/visitor parking (time-limited)

(not to scale)

Physician Parking
 Faculty Medical Offices (FMO)
 Physician Parking

LOT O+
 LOT J*+
 LOT N1++
 LOT N2*
 LOT N6+
 LOT DC**
 LOT DC**