

# University of Iowa Hospitals and Clinics



## Volunteer Handbook

## A Message from the Director of UI Hospitals and Clinics

Dear UI Hospitals and Clinics Volunteer:

Welcome to the UI Hospitals and Clinics health care team! Thank you for choosing to contribute your valuable time and talents to improve the experience of the patients and families who come to us for world-class health care.

UI Hospitals and Clinics are consistently ranked as one of the best health care centers in the United States. This speaks to our extraordinarily gifted health care professionals and excellent facilities and also to the dedicated and caring support team working together to provide patient care. An integral part of this team is our hospital volunteers who give unselfishly in so many ways. Volunteers serve in almost every area of our hospital and add immeasurably to the humanization of patient care. They also provide important services that bring warmth and cheer to patients, visitors and staff alike.

We are certain you will find that you receive even more than you give. You can, and should, take pride in the difference you are making in the lives of our patients and their families who come to the UI Hospitals and Clinics during painful and difficult times. You will have the opportunity to improve the hospital experience for our patients, families, and staff alike, and we feel fortunate to have you on our team.

On behalf of our staff and faculty as well as our patients and their families, welcome to the UI Hospitals and Clinics family, and thank you for the very generous gift of your time.

Sincerely,

A handwritten signature in black ink, appearing to read 'Ken Kates', is centered on a light gray rectangular background.

Kenneth P. Kates  
Chief Executive Officer-University of Iowa Hospitals & Clinics  
Associate Vice President-University of Iowa Health Care

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## **Introduction**

Thank you so much for choosing to contribute at the University of Iowa Hospitals and Clinics! University of Iowa Hospitals and Clinics, consistently recognized as one of the best hospitals in the United States, is Iowa's only comprehensive, tertiary-level health care center. Patients receive personalized health care provided by highly trained specialists using the most sophisticated medical technology available. As one of the largest university-owned teaching hospitals in the country, the UI Hospitals and Clinics annually records nearly 1 million ambulatory clinic visits and patient admissions.

University of Iowa Hospitals and Clinics prides itself on high quality of care and standards it provides to patients. As a volunteer, you become a part of that commitment to care. In order to demonstrate its commitment, UI Hospitals and Clinics voluntarily applies for the privilege of being surveyed and receiving an accreditation status from The Joint Commission. The Joint Commission is an independent, not-for-profit organization that accredits and certifies more than 17,000 health care organizations and programs in the United States. Joint Commission accreditation and certification is recognized nationwide as a symbol of quality that reflects an organization's commitment to meeting certain performance standards. For more information, please see their website at: [www.jointcommission.org](http://www.jointcommission.org).

In order to be an active and successful volunteer at the University of Iowa Hospitals and Clinics, you are required to read and understand the following Volunteer Workbook and complete the Competency Quiz on an annual basis. You must also complete your health screening and TB requirements and renew your TB test annually during your birth month. We are pleased you have chosen to contribute your time to assist patients and staff here. Please contact the Volunteer Services office if you have any questions or concerns about any of the material covered, at 356-2515.

Please let us know if there are improvements you find which could be made to this process. If we can offer any assistance or answer any questions as you make your way to becoming a full-fledged hospital volunteer, please do let us know!

With appreciation,

The staff of Volunteer Services

## **About University of Iowa Health Care**

University of Iowa Health Care represents a partnership between the University of Iowa Roy J. and Lucille A. Carver College of Medicine, University of Iowa Hospitals and Clinics and University of Iowa Physicians. University of Iowa Hospitals and Clinics annually records more than 30,000 admissions and more than 900,000 clinic visits—including visits to off-campus outreach clinics and [UI Family Care](#) Center sites. Patients come from every county in Iowa, across the nation, and around the world. About 1,400 physicians and dentists, and 1,600 professional nurses provide health care to patients, supported by 6,500 other care providers and staff members. With more than 22 disciplines and over 200 specialty and subspecialty clinics, UI Health Care offers comprehensive health care. UI Hospitals and Clinics is consistently ranked by [U.S. News & World Report](#) as one of the nation's best hospitals. The same magazine ranks the UI Carver College of Medicine as one of "America's Best Graduate Schools." Many other health science programs are nationally ranked among the finest in the nation as well.

Other outstanding programs and services within University of Iowa Health Care include:

- Children's Hospital of Iowa - a pediatric hospital located within UI Hospitals and Clinics, featuring comprehensive pediatric services and family-oriented care.
- Holden Comprehensive Cancer Center - a national leader in cancer patient care and one of fewer than 70 cancer centers nationwide to receive comprehensive designation from the National Cancer Institute. The designation is based on its education, research, and patient care programs.
- The Center for Disabilities and Development - provides services for people of all ages with disabilities.
- [UI Family Care](#) Center - provides primary care services to families living in Iowa. In addition to the UI Family Care Center located at UI Hospitals and Clinics, the UI Family Care network includes convenient clinic sites in Johnson County and southeastern and central Iowa.
- Clinical Outreach Services - offers ambulatory care clinics in communities throughout Iowa, offering care for specialized health needs.

## **Our Mission**

### ***Changing Medicine. Changing Lives.***

University of Iowa Health Care is changing medicine through pioneering discovery, innovative interprofessional education, delivery of superb clinical care, and an extraordinary patient experience in a multi-disciplinary, collaborative, team-based environment.

University of Iowa Health Care is changing lives, preventing and curing disease, improving health and well-being, assuring access to care for people in Iowa and throughout

## **Our Vision**

### ***World Class People.***

Building on our greatest strength.

### ***World Class Medicine.***

Creating a new standard of excellence in integrated patient care, research and education.

### ***For Iowa and the World.***

Making a difference in quality of life and health for generations to come.

## **Our Values: I CARE**

### ***Innovation.***

We seek creative ways to solve problems.

### ***Collaboration.***

We believe teamwork is the best way to work.

### ***Accountability.***

We behave ethically, act openly and with integrity in all that we do, taking responsibility for our actions.

### ***Respect.***

We honor diversity and recognize the worth and dignity of every person.

### ***Excellence.***

We strive to achieve excellence in all that we do.

## **The Mission of Volunteer Services**

The Volunteer Services mission is two-fold:

- To provide service
- To provide funding that benefits our patients, families, and visitors

We strive to:

- Consistently meet or exceed the expectations of the patients, visitors and staff of UI Hospitals and Clinics.
- Work to become integrated members of the UI Healthcare Team, adding warmth and personalization to patient care services.
- Provide ongoing evaluation of current services and adapt services as needed to meet the changing needs of the hospital and Volunteer Services
- Provide funds to aid a broad spectrum of programs and projects that benefit our patients and visitors.

## **Organization of Volunteer Services**

Volunteer Services is built around very special people—people like you who care enough about others to give their time, effort, and talent. Each year, more than 1,000 volunteers provide a broad range of services designed to meet many patient and visitor needs. Volunteers are important members of the health care team. By complementing the skills and services of our excellent staff, volunteers help make our patients' time here more pleasant and comfortable.

Volunteer Services at UI Hospitals and Clinics operates four revenue-producing programs—Wild Rose Gifts and on-line gift shop, Cradle & All, the Rooftop Café and hospitality carts, and the Fourth Floor Salon. Volunteers manage these programs and work in each of these areas. Volunteer Services also has partnerships with the Java House locations in the hospital and Wild Rose Books which generate revenue as well. Profits are used to support a wide range of projects and programs that directly benefit our patients and their families.

## **Volunteer Services Staff**

Jean Reed, Volunteer Services Director, guides the programming and planning of Volunteer Services. The UI Hospitals and Clinics Director and CEO has general administrative responsibility for Volunteer Services. Other office staff members include Amy Rood, Associate Director and Julie Kinsinger, Secretary. Additional paid staff support Volunteer Services businesses.

## **Volunteer Services Advisory Board (VSAB)**

The Volunteer Services Advisory Board is responsible for making policy suggestions, service activities and program operations, and making decisions about requests for Volunteer Services funds. Board membership is made up of volunteers and appropriate UI Hospitals and Clinics staff. The Board meets quarterly.

## **Volunteer Services Committees**

The **Contributions and Donations Committee** reviews requests for funds from Volunteer Services revenue. Any staff member or group within UI Hospitals and Clinics may initiate a request. The Committee reviews each request annually and makes recommendations to the Board.

The **Public Relations and Events Committee** assists with public relations efforts including social events and volunteer outings, Volunteer Services displays and general recruitment activities.

## **Who Volunteers at UI Hospitals and Clinics?**

- **Community volunteers.** Community members are a very diverse group of men and women ranging in age from 16 to 98. Iowa City and Coralville residents are well represented in this group, as well as people from many other nearby communities.
- **UI Hospitals and Clinics staff volunteers.** More than 100 UI Hospitals and Clinics staff members volunteer during their lunch hours, in the evenings and on weekends. Both community and staff volunteers are accepted into the program throughout the year and are asked to make a six-month (72+ hour) commitment.
- **College student volunteers.** More than 800 University of Iowa students volunteer at UI Hospitals and Clinics during the course of a year. Many of these young men and women are interested in health care careers, and volunteering gives them an opportunity to see health care professionals at work. College student volunteers are accepted into the program three times a year, at the beginning of each academic semester, and are asked to make a two-semester (72+ hour) commitment.
- **College Student Leader Board.** The Board consists of approximately 20 student volunteer leaders who have a strong commitment to service and the University of Iowa Hospitals and Clinics. These members are responsible for coordinating the 800+ college student volunteers contributing throughout the hospital annually. The SLB member serves as a liaison between Volunteer Services and the supervisory staff in their assigned area. They are a facilitator and manager for the college volunteers - serving to make the volunteer experience both more enjoyable and worthwhile.

SLB members attend monthly board meetings, build relationships with their staff supervisors, schedule and coordinate orientations for their volunteers and mentors, and administer in general the volunteer schedule for their unit. Members are eligible for a scholarship award of \$500 when they accumulate 150 hours of service to our hospital.

College student volunteers usually apply for a position at the end of their sophomore year, but freshmen and juniors are welcome to apply as well. It is recommended, but is not required that applicants have at least 50 volunteer hours when applying. Applications for SLB are accepted each spring and are available from current SLB members and on the Volunteer Services website: [http://www.uihealthcare.com/depts/volunteerprogram/cs\\_slb.html](http://www.uihealthcare.com/depts/volunteerprogram/cs_slb.html).

- **High School and Junior Volunteers.** Students age 16 and older serve as community volunteers throughout the year. In addition, an eight-week Junior Volunteer Program is offered each summer to students ages 14-18. This special program focuses on exposing students to careers in the health care fields as well as fostering service values. Junior Volunteer applications are accepted each spring. The program begins mid-June.

## The Process for Community Volunteers: Checklist

- **Attend volunteer orientation.** This first step for all volunteers provides training in the areas of confidentiality and standard precautions. In addition, volunteers receive an overview of the UIHC. The remaining information outlined in this manual articulates the expectations and standards volunteers uphold.
- **Complete your health screening.** Call University Employee Health Screening (UEHC) to schedule your health screening appointment (*see the health screening packet in your orientation folder for specific information and paperwork*). Two TB tests are required at least 7 days apart, along with your health screening. Annual TB tests are required during your birth month.
- **First interview.** When your health screening is completed, call Volunteer Services (356-2515) to schedule your first interview with a staff member. Please bring your pink slip, competency quiz and completed reference to your first interview. Your competency assessment quiz and workbook may be found online at: <http://www.uihealthcare.com/depts/volunteerprogram/competencyquiz.doc>. The Competency Quiz is required annually and you will receive notification when it is due. Tip: you may want to schedule your first interview the day you return to have your second TB test read and plan to begin your office hours that day as well to reduce the number of trips to our hospital.
- **Office hours.** At your first interview, you will schedule your first 10 hours in the Volunteer office. This experience will help introduce you to the hospital and the services our volunteers provide. It is also an important part of the assessment process and must be completed during regular business hours, Monday through Friday, 8am-5pm. You may begin your office hours before you have obtained your photo id badge. Be sure to look through the volunteer position description binder during your office time to become familiar with all the activities of the volunteer team.
- **Reference Form.** Complete the top section of the reference form and give it to someone able to recommend you for service here. The reference may not be completed by a personal physician. This reference must be returned to our office before your photo ID badge can be issued.
- **Obtain photo id badge for volunteering.** When the following materials (all included in your orientation folder) are complete and in your volunteer personnel file you will be given paperwork to obtain your photo ID badge:
  - Volunteer application including signed confidentiality statement
  - Competency assessment quiz
  - Volunteer reference
  - Background check consent form
  - Pink card signed by UEHC staff (last page of health screen packet), indicating completion of your health screening and two TB tests.Tip: photo ID badging hours are M-F, 8:00 am 5:00 pm – you may want to schedule office hours during these times to reduce the number of trips to our hospital. You are responsible for returning your photo ID badge to Volunteer Services if/when you discontinue volunteering.
- **Placement interview.** When you have obtained the photo ID badge paperwork and completed your 10 office hours, you are ready to schedule your placement interview with a staff member. Tip: you may want to schedule your placement interview the day you complete your office hours to reduce the number of trips to our hospital. This is a good time to discuss any volunteer placements you found of interest in the volunteer position description binder.
- **Contact your staff volunteer supervisor.** At the placement interview, you will discuss your areas of interest and be referred to the staff volunteer supervisor of your mutually agreed first-choice placement. Call or e-mail them to discuss the possibility of placement in their area. The staff volunteer supervisor may schedule an interview, and if you both agree this is the best placement match, the staff volunteer supervisor will set up a volunteer schedule and provide unit specific training.
- **Begin volunteering!** Once you have begun your regular weekly volunteer placement, you are not required to return to the Volunteer Services office. However, it is your responsibility to record your volunteer hours with our office each month, read and comply with all correspondence from Volunteer Services, and update your TB test annually during your birth month, and complete your annual competency quiz when notified that it is due.

## **The Process for College Student Volunteers:**

- If you are volunteering to prepare yourself for a career in the health sciences, the student program is the best match for you. You do not need to be a college student to participate. Placements in this program are made available on a semester schedule, three times yearly in spring, summer and fall. Information is available on our website. Documentation required of student volunteers is the same as community and Junior Volunteers (health screening, background check, etc), but the timeline is different.
- Complete the following on-line forms:  
(<http://www.uihealthcare.com/depts/volunteerprogram/csorientation.html>):
  - volunteer application and essay
  - background check consent form
  - letter of intent
- Preregister by submitting your completed on-line forms to the Volunteer Services office **in person** and receive your cover letter and information packet from us. Then follow the instructions offered in the preregistration packet.

## **Student Volunteer Reorientation:**

**All volunteers are required to update their TB test and competency quiz annually.** College student volunteer reorientations occur at the start of each semester, the same day as new student volunteer orientation but earlier in the day. Students must attend reorientation at least once every year and any time they would like to select a new placement. Returning volunteers have priority for open volunteer positions each semester, and reorientation allows students to select new positions easily. We encourage our student volunteers to experience the variety of opportunities available in our academic medical center.

## **The Process for Junior Volunteers: Checklist**

- Complete the application and return to the volunteer office by the end of April.
- Attend an orientation session with a parent or guardian in May.
  - At the large group orientation, information on patient confidentiality and standard precautions are presented. In addition, volunteers receive an overview of UIHC. The remaining information outlined in this section articulates the expectations and standards volunteers uphold.
  - Sign up for a t-shirt size. You will be provided a Volunteer Services t-shirt at the first career seminar. This shirt should be worn when on volunteer duty with khaki pants or near-knee length or longer khaki skirt. Additional t-shirts are available for purchase from the Volunteer Office for \$7.50.
  - Sign up for a health screening appointment. Two TB tests are required, along with your health screening. The TB tests must be placed and read at least one week apart.
  - Fill out your preferred volunteer shift time for the summer.
- Complete health screening at UEHC. (*see the health screening packet in your orientation folder for specific information and paperwork*) The health screening process is complete when UEHC staff sign off on the pink card in your packet. You will sign up for a health screening appointment at orientation. All hospital staff and volunteers are required to have a health screening and 2 TB tests. This examination is provided free of charge to volunteers, for your protection as well as the protection of our patients. The process involves proof of immunizations, two TB tests, and a summary of your medical history.
- Receive assigned volunteer shift. Volunteers will be notified after orientation what day and time they must volunteer during the 8 week program by mail.
- Report to the Volunteer Office for the first career seminar and welcome seminar. Obtain your volunteer ID badge. You will obtain your ID badge at the first career seminar.

Our primary expectation is that you will dress neatly and represent Volunteer Services in a professional manner! Comfortable shoes are a necessity, since you will be on your feet for much of your work shift. Volunteer Services Office is room 8025 JCP. This is where you may report to begin and end each shift. The Volunteer login/logout touchscreen is located here. It is very important that you receive credit for your

volunteer hours so we may report them to the hospital, keep them as job and school references for you, and determine your eligibility for scholarships. Across the hall is a coatroom (room 8020 JCP) with lockers for your personal belongings

Our career seminars occur every Thursday morning and are required. These scheduled programs provide opportunities to explore careers in the health care fields and learn how a hospital operates through tours of the hospital facilities often off limits to the general public. **Attendance at the career seminars is mandatory.** Individuals missing more than one career seminar may be dismissed from the program. Career Seminars will be held **in the East Room** from 9:00 – 11:00 a.m. every Thursday of the program.

### **Junior Volunteer Daily Volunteer Shift Information:**

- Wear your volunteer t-shirt, khakis, comfortable shoes and your UIHC Photo ID Badge.
- Place any personal belongings in a locker in the Volunteer coatroom (8020).
- Report to the Volunteer Services Office (8025) for your assignment by 9:00 a.m. for morning shifts or 1:00 p.m. for afternoon sessions. JV's work one or two shifts per week, from 9:00 a.m. to 12:00 noon or 1:00 p.m. to 4:00 p.m. Monday through Friday. Record your start time on the touchscreen.
- Complete your volunteer work assignment. If you finish your assignment early, return to the Volunteer Office for additional instructions.
- Check out in the Volunteer Office and record your sign out time on the touchscreen at the end of your shift.
- On career seminar mornings, do NOT login on the computer. Your time will be recorded automatically based on the attendance sheets. Also, there are not enough lockers for all JV's on seminar days, please only bring with you what you plan to carry on tours.
- Always notify the Volunteer Office by calling 356-2515 if you cannot work as scheduled.

### **Junior Volunteer Positions:**

As a JV you will do many of the same tasks adult volunteers do. You will be assigned to a different job from week to week based on where your assistance is needed and on your interests.

These are the jobs most commonly performed by JV's:

- **Clinic Assignments:** Work in one of the clinics of the UIHC helping with office work.
- **Clinic Transport:** Transport charts and x-rays from clinics to various departments in the hospital.
- **Pediatric Assistant:** Play with, read to and help entertain pediatric inpatients.
- **Patient Escort:** Transport or accompany patients to various destinations around the hospital.
- **Hospitality Carts:** Sell coffee, pop, juice, cookies, and other refreshments in the clinic waiting room areas to our patients and their families, following established routes.
- **E-Mail a Patient delivery:** Deliver e-mails to inpatients.
- **Flower Delivery:** Deliver flowers to inpatient rooms.
- **Library Assistant:** Provide assistance in the library, deliver books and magazines to clinic areas and patients

### **Junior Volunteer Scholarship Information:**

In support of the educational mission of our hospital, high school seniors who have volunteered a minimum of 100 hours with us and are accepted by an accredited college or university are eligible for scholarships. This year, seniors with 100+ hours are eligible for \$300 scholarships, 125+ hours may receive \$400 scholarships, and over 150 volunteer hours earns a \$500 scholarship funded by earnings from the Volunteer Gift Shop and Rooftop Café and food carts. In addition, the graduating senior who has accumulated the greatest number of hours will receive the Guy Harris Memorial Scholarship of up to \$700. You do not need to be an active volunteer to receive these scholarship funds, as long as you have accumulated the requisite number of hours, so if you reach any of these milestones with us, **remember to contact us your senior year for an application!**

## Volunteer Guidelines and Expectations

- Be a cooperative, responsible and courteous staff member at all times.
- Treat each patient and visitor with respect and compassion.
- Respect the confidentiality of information and privacy of all individuals.
- Do not use volunteer time to seek advice from medical staff.
- Deliver all communication with courtesy. Address patients and visitors by their last name and proper title.
- Remember that you represent Volunteer Services and UI Hospitals and Clinics to people from all over the world.
- Your first priority is to be helpful to the patient within the framework of hospital policy.
- Always knock before entering a patient's room, wait for a response, and identify yourself, Give our patients the NOD (name, occupation and duty), e.g. "Hi, my name is \_\_\_\_\_. I am a volunteer here in the hospital and I'm here to \_\_\_\_\_."
- If health care staff are present when you approach a patient room, return to the room at a later time. If health care staff enter while you are visiting a patient, excuse yourself and return to the room at a later time. Unless your volunteer assignment is to assist during patient/staff interactions, it is expected that you respect the patients' privacy and leave the room when health care staff are present without being asked to do so.
- Use elevators designated for staff members or the stairways whenever possible to facilitate patient and visitor use of the elevators.
- Observe No Visitor and Isolation signs, except when authorized to do otherwise by nursing staff. Be aware of Radiation Caution signs and ask nursing or technical staff for necessary precautions, and leave the patient room when portable x-rays are being taken.
- Greet all patients and visitors promptly and courteously using eye contact, a pleasant expression, and a positive tone of voice. Provide information, directions or service before being asked if possible.
- Demonstrate loyalty to the University of Iowa Hospitals and Clinics. Do your best at all times remembering that you represent Volunteer Services and UI Hospitals and Clinics to people from all over the world.
- Speak quietly and discreetly. Listen to patients in a friendly manner.
- Do not discuss patients or their illnesses in or out of the hospital.** Everything you see or hear on duty must be kept confidential to protect our patients. Any individual found violating the rules of patient confidentiality will be dismissed from the program and could face legal prosecution and/or fines.
- Be dependable and prompt, allowing only genuine emergencies to interfere with your volunteer commitments. Please do not come to the hospital if you have a fever, diarrhea, rash, or infection. You should be 24 hour fever or diarrhea free before returning to our hospital. If you are ill, follow your units absence policy and notify your supervisor.
- Be ready to learn all you can about The University of Iowa Hospitals and Clinics. Ask questions!
- Become familiar with hospital rules and regulations and observe them.
- Work, walk, and talk **quietly**, and listen to patients in a friendly manner.
- Be a cooperative, responsible, and courteous **health care team member**, keeping a smile and a sense of humor.
- Wear your uniform and photo identification badge at all times.
- When answering a hospital phone, always state your name and department, e.g.: "Volunteer Services, this is Jane, how may I help you?"
- Read and comply with all communications from Volunteer Services, including newsletters, e-mails, flyers, or information posted in your work area.
- Have your TB test updated annually during your birthday month or on your first semester anniversary month if you are a college student.
- Follow Standard Precaution guidelines. Observe good hygiene, cough containment, and proper hand-washing procedures to prevent infection and the spread of disease.
- All volunteers are required to read and understand the Volunteer Handbook and complete the Competency Assessment Quiz on an annual basis.

## **Things Hospital Volunteers Must Never Do:**

- Never give a patient medication under any circumstances.
- Never give or purchase food or fluid (even water) to a patient without first checking with the nurse on duty.
- Never touch or handle needles or any sharp hospital instrument, even to clean it or throw it away. Report these issues to staff, as certain disposal and cleaning procedures must be followed.
- Never take a patient off a nursing unit without permission from the nursing station.
- Never perform mouth-to-mouth resuscitation or CPR on a patient even if you are trained to do so. Consult staff if you observe a patient or visitor having difficulty.
- Never come to the hospital if you have a rash, fever or infection.
- Never push a patient on a cart, turn a patient in bed or remove a patient from a bed unless you have been trained and are assisting a staff member in these tasks.
- Do not transport patients in wheelchairs unless staff have trained you to do so.
- Never leave your assigned duties without notifying the supervising staff.
- Never accept assignments for which you have NOT been trained.
- Never offer medical advice of any kind.
- UIHC is a smoke-free facility. Do not obtain cigarettes for patients or smoke yourself while on volunteer duty.

## **Tuberculosis (TB) Information**

Prospective volunteers are required to have a health screening and two pre-employment tuberculin skin tests (TST). All volunteers are responsible for updating their TB test on an annual basis. Community, high school and staff volunteers must report annually for an updated TST during your birth month, or, if always positive, an annual review of the signs and symptoms of TB. College student and Junior Volunteers are to update their TB according to their annual orientation date.

***ACTION: All volunteers are responsible for ensuring their TB test is updated annually.***

## **Recording Hours**

All volunteers are required to record and report their individual hours. You may record your hours online, on the Volunteer Office touch screen computer or in a unit binder. If you are a college student, your SLB member will turn in time sheets monthly, but it is your responsibility to make sure this information is recorded. The hours you record are the **ONLY** source of data for records supplied to administration and it is the sole method by which we can make recommendations and references. Even if an accurate hours record is not important to you, it is very important for us to be able to show the impact our programs have on patients and families. Volunteer hours are used for budgeting and staffing purposes and our only source for this data is **YOU!** You can always check in our office for your current volunteer hour total.

## **Volunteer Office**

The Volunteer Services Office is room 8025 JCP, located on the 8<sup>th</sup> Floor, between Elevator D and F. The Volunteer login/logout touchscreen is located here. Across the hall is a coatroom (room 8020 JCP) with lockers for your personal belongings.

## **Time Commitment**

We require new community, high school, and staff volunteers to commit to a minimum of six months of weekly volunteering, usually a 3-hour shift per week (72+ hours total). This is a considerable commitment, so please consider it carefully.

We expect a commitment of at least two semesters for college students volunteering with us. That is roughly 75 total hours of volunteering. This is a considerable commitment, so please consider it carefully. When you complete at least 40 hours of your volunteering commitment, we can provide you with a letter verifying your hours. At 75 hours, we are happy to provide you with a personal letter of recommendation at your request.

Junior Volunteers have at least one three hour shift per week and must also attend the weekly career seminars. They must be present a minimum of 7 weeks of the 8 week session to be eligible for the program.

## **What to Do When Asked for Information**

While volunteering, you will be asked questions by patients and visitors and we hope you will offer help any time you see a guest any where who looks unsure of themselves! However, be sure you know the answer before giving guidance. This seems obvious, but our hospital is a large place and even if you know where "Internal Medicine" is, there may be several Internal Medicine locations. The only way to be sure you have the right location is to look at their patient letter or confirm by calling patient information. We encourage you to help by dialing the numbers listed below, referring questions to the Information Desks located on the first floor of GH and JPP, to unit nursing staff, or to the Volunteer Services office.

Helpful phone codes from any in-house telephone for assistance:

**Dial 101 for directions.** Get general directions to any location in house, or give the patient name and they will look up appointment information and offer directions at this number as well.

Dial **102** to request a wheelchair or patient escort 7am-5pm

Dial **111** and say any staff or department name to be transferred directly to that number

Dial **800** to report housekeeping concerns like spills

## **Wheelchair Etiquette**

Before transporting any patient, ask for training from staff if it has not already been provided. Always set the brakes first and put the foot rests in an "up" position. After the patient is in the wheelchair, adjust footrests for the patient and release the brakes. When entering an elevator, always back into the car with the patient facing forward towards the elevator doors. Maintain control of the wheelchair at all times. Exercise special caution on the incline/decline linking the Roy Carver Pavilion and the General Hospital. Patients in wheelchairs with additional equipment (like IV poles) need two persons to assist in transporting. Volunteers do not push patients on carts -- these patients require nursing expertise. You may assist nursing personnel.

## **Volunteer/Patient Gift Policy**

You may not borrow money or personal items or receive any personal gratuity, gift, or tip such as money or jewelry from people you visit or encounter while volunteering. It is not routinely acceptable to give gifts to the people you visit, even small ones such as candy, cookies, etc. If any doubt exists, a staff volunteer supervisor or Volunteer Services staff member should address the appropriateness of all gifts.

## **Cellular Phone Policy**

Using personal cellular phones and other portable communication devices during active volunteer working hours is strictly prohibited. Volunteers may use electronic communication devices during break times or off-duty hours and ONLY in non-patient care areas. Personal cell phones should be turned off while on volunteer duty in any patient area.

***ACTION:*** All volunteers are responsible for ensuring that their cellular phone is turned off before they begin their volunteer shift.

## **Professional Appearance Policy**

**Our personal taste and conduct must reflect concern and respect for the diverse group of individuals served at UI Hospitals and Clinics and instill confidence in the professional care provided here. We look forward to playing our part in presenting a unified professional appearance at our hospital! Please review the brief overview posted below. If you have questions after reviewing the policy, please speak with your staff supervisor or Volunteer Services staff members.**

## **UI Hospitals and Clinics Professional Appearance Expectations**

As part of our continuing effort to provide excellent customer service and patient-centered care, UI Hospitals and Clinics has adopted a Professional Appearance Policy. Basically, the policy asks staff members, faculty,

physicians, students, and volunteers to ensure that their appearance contributes to a positive, respectful, and safe health environment for patients, staff, and the public.

***To create a professional appearance, please remember while on duty to:***

- Wear identification badges above the waist with the photo and name immediately visible to patients, families and others. Nothing should be attached to the badge –pins and awards should be worn on a lanyard or clothing – not the badge.
- Be physically clean and well groomed and take steps to prevent or address problems of offensive body odor.
- Avoid excessive use of fragrances, which may be offensive or cause allergic or adverse reactions in others.
- Ensure that hairstyle, jewelry, scarves or other accessories do not interfere with assigned duties or pose a threat of infection or physical hazard.
- Cover tattoos and body art that contain wording or images that may be perceived as offensive to patients, families or other persons.
- Wear clothing that is neat, clean and free from offending odors.
- Wear uniforms if required and footwear appropriate to job duties.
- Wear scrubs in compliance with Policy III.05, Scrub Attire.

***Please remember that the following is NOT appropriate while on duty:***

- Shorts, blue denim pants of any length, or exercise or workout clothing, including sweatpants, spandex or leggings. (Denim pants in colors other than blue are acceptable if they are clean and in good condition. Groundskeepers and valets may wear knee-length shorts for exterior work.)
- Beach-type footwear (such as thongs or flip-flops), or bedroom slippers.
- Caps or hats, unless worn for medical or religious reasons or for the nature of specific duties, such as outdoor work.
- Shirts or other apparel with inappropriate images, wording or logos that may be perceived as offensive to patients, families or others.
- Tank tops, halter tops, or other tops that leave the midriff or back exposed, and skirts or other garments that expose undergarments and/or could be perceived as sexually provocative to a reasonable person.

***Some additional items to remember:***

- Your department may have additional guidelines not covered by this policy due to safety concerns particular to your unit.
- If you have questions about your specific situation due to medical, religious or ethnic issues, please discuss with your supervisor.
- Your compliance with these guidelines will prevent a request for you to change into appropriate attire before being able to begin work.

*Thank you for your commitment to creating a respectful and safe environment.*

**Finding your way around**

University of Iowa Hospitals and Clinics can seem like a complicated place. But in fact, it's easy to find your way around once you learn a few basic facts. You will be surprised how quickly things become familiar to you. The hospital was built in several stages. It is laid out from north to south in the following order (coincidentally, in alphabetical order by the last name of the benefactor):

**Boyd Tower - BT**

**General Hospital - GH**

**Roy Carver Pavilion - RCP**

**John Colloton Pavilion - JCP**

**John Pappajohn Pavilion - JPP**

**Pomerantz Family Pavilion - PFP**

The first number of the room indicates the floor on which the room is located. For example, 4763 RCP is on the fourth floor of the Roy Carver Pavilion. The room number is 763.

The main elevators are lettered A through L. Elevator A is located in the most northern part of the hospital in Boyd Tower and elevator L is located in the most southern location of the hospital in the Pomerantz Family Pavilion.

At the back of your orientation packet is the **Discover** flyer. It is available at all information desks and provides basic directions and information often requested by patients and visitors. Becoming familiar with this information is a great first step to being a helpful and confident volunteer.

*Remember that the best strategy if you are lost is to **ask for directions**.*

Helpful phone codes from any in-house telephone for assistance:

**Dial 101 for directions.** Get general directions to any location in house, or give the patient name and they will look up appointment information and offer directions at this number as well.

Dial **102** to request a wheelchair or patient escort 7am-5pm

Dial **111** and say any staff or department name to be transferred directly to that number

Dial **800** to report housekeeping concerns like spills

## **Patients' Rights and Responsibilities Policy**

Please familiarize yourself with the rights and responsibilities afforded to our patients. In accordance with hospital policy:

All patients will receive written information describing their rights and responsibilities.

All staff members have a responsibility to explain patients' rights and responsibilities in terms that can be understood by the patient.

All staff members have the responsibility to assist patients in understanding and exercising their rights.

### **PATIENTS' RIGHTS**

*Regarding medical care, patients have the right to —*

Considerate and respectful care.

Be treated with dignity and participate fully in all aspects of their care.

Receive information about their diagnosis, medical condition, and treatment in terms that they can understand.

Be given an explanation of all procedures and to be informed about the outcome of their care.

Receive information about pain and pain relief.

Receive assessment and management of their pain.

Receive a timely response from their doctor or nurse whenever they report pain or discomfort.

Request treatment.

Refuse treatment to the extent permitted by law and to be informed of the possible consequences of the refusal.

Know the names and professional titles of their caregivers.

Request a change of their health care provider.

Obtain a second opinion if they choose.

Medical care without discrimination based on race, religion, national origin, gender, age, sexual orientation, or disability.

*Regarding care in a teaching hospital, patients have the right to —*

Be aware that UI Hospitals and Clinics is a teaching institution.

Know that resident physicians, medical students, student nurses, and other supervised health care providers-in-training may become involved in their care and treatment.

Ask if any of their health care providers are in training.

*Regarding decision-making and advance directives, patients have the right to —*

Make informed decisions about their care or designate a representative to make decisions for them.

Receive information about advance directives including a living will and durable power of attorney.

Set up advance directives and have them followed.

*Regarding the use of experimental treatment, patients have the right to —*

Receive a full explanation of any experimental methods of diagnosis and/or treatment offered to them for consideration.

Consent to or refuse experimental treatment or research activities. If they refuse, their future access to quality health care will not be compromised.

*Regarding their personal needs, patients have the right to —*

Personal privacy.

Prompt, reasonable, and courteous responses to any request for services within the capacity of the hospital.

Receive care in a safe and secure environment, free from abuse or harassment.

Be free from restraint or seclusion except in a situation where their safety or the safety of others must be protected.

Be free from restraint or seclusion of any form, used as a means of coercion, discipline, convenience, or retaliation by staff.

Use the services of an interpreter and have access to assistive devices, when needed.

Be provided with sufficient, nutritious, and palatable food, with consideration given to religious and medical requirements.

Meet with clergy or other spiritual advisors.

Uncensored and unobstructed communication by telephone, letter, or in person with any willing party except as provided by law.

Choose and be provided with recreational and educational activities.

*Regarding their physician, family, friends, or personal partner, patients have the right to —*

Have contact with family members, friends, or personal partner.

Request that family or a representative of their choice be notified of their admission to the hospital.

Request that their physician be notified of their admission to the hospital. With consent, we will send to their physician reports concerning their diagnosis, treatment, and continuing health care requirements.

*Regarding records and charges for their care, patients have the right to —*

Confidentiality regarding their clinical and personal records.

View their medical records within the limits of the law.

An explanation of all items on their bill.

*Regarding discharge planning, patients have the right to —*

Be involved in discharge planning from the time of admission.

Receive information about continuing health care needs and planning for care after leaving the hospital.

Work with members of the Department of Social Service and other care providers, as needed, concerning transfer to alternate health care organizations upon discharge from UI Hospitals and Clinics.

*Regarding problem resolution, patients have the right to —*

Express concerns or complaints regarding their care to the hospital staff or to a member of the Patient Representative Program.

Participate in a formal grievance procedure.

## **PATIENTS' RESPONSIBILITIES**

*Regarding their medical care, patients are responsible for -*

Providing accurate and complete information about all matters pertaining to their health, including medications, past or present medical problems, and/or any perceived risks.

Reporting changes in their condition or symptoms, including pain, to a member of the health care team.

Asking their doctor or nurse what to expect regarding pain assessment and pain treatment options.

Informing their doctor or nurse when they are having pain and asking for pain relief measures when pain or discomfort first begins or is not relieved by prescribed treatment measures.

Following the instructions and advice of their health care team. If they refuse treatment or do not follow the instructions or advice, they must accept the consequences of their decisions.

Identifying and reporting any safety concerns that may affect your care.

Notifying a member of the health care team if they do not understand information about their care or treatment.

Informing their physician, nurse, or other health care provider if they are not satisfied with any aspect of their care.

Participating in the planning of their care, including discharge planning.

Providing timely information regarding their health insurance.

Paying their bills or arranging with UI Hospitals and Clinics to meet their financial obligations in a timely manner.

Keeping their scheduled outpatient appointments or canceling their appointments in advance, when possible.

*Regarding their personal behavior, patients are responsible for -*

Acting in a considerate and cooperative manner.

Respecting the rights and property of others.

Following the policies and procedures of UI Hospitals and Clinics affecting their care.

## **Safety and Security**

The University of Iowa Hospitals and Clinics shall strive to provide the safest possible environment for its patients, visitors and staff. **Safety Reference Cards** are available in the Volunteer Services office (8025 JCP) and in your work areas and unit binders. Please take time to review the more specific and detailed information available on these cards. In general, please be aware of the following key issues:

### **Security and other emergency situations – Emergency Phone Codes (On back of ID Badge)**

**1. Code 192: Combative Patients / Code Green:** A Code Green violent patient management team is available to respond to potentially violent **patient** situations. Any staff member may declare a Code Green by dialing “192” if assaultive, combative, or out-of-control **patients** pose a threat to themselves, staff members, patients, visitors, or hospital property. When calling the Code Green number, please:

- identify that you need the Code Green team
- identify yourself
- identify the unit, building, and room number.

**2. Code 195: Fire Emergencies:** CODE “F” (FIRE): If you see smoke or fire, dial “195” inside the hospital. In the extreme case where a volunteer would be needed to assist staff during a fire, remember the **RACE** acronym:

- **Rescue** the patient from immediate danger to a safe area.
- **Activate** the alarm
  - Pull the fire alarm **AND**
  - Dial “**195**” to advise
    - “who” is reporting the fire
    - “what” you are reporting (fire or smoke)
    - “where” (exact location)
- **Confine** the fire by closing the doors to the area.
- **Evacuate** patients, if necessary, to
  - an adjacent area or building through a set of fire or smoke doors or
  - the exterior of the building.
  - Extinguish the fire if possible to do so safely/do not open closed doors

**ACTION:** *All volunteers should begin immediate action by dialing “195” upon discovery of a fire emergency. Check with your assignment supervisor for instructions specific to your work area.*

**3. Code 195: Security Emergencies:** Report emergency situations to Safety & Security by dialing “195”. Be prepared to provide as much information as possible:

- location
- who is involved
- what is happening
- type of weapons, if any

The University of Iowa and UIHC maintain a posture of zero tolerance for workplace violence. *Refer to the Workplace Violence reference card.*

**4. Code 195: Code Pink - Infant/Child Abductions:** If you have reason to suspect an infant or child has been abducted from the hospital, immediately dial “195.”

**5. Code 195: Missing patients:** In the event of a missing patient, dial “195”

**6. Code 195: Accidents:** Dial “195” for serious accidents.

**7. Code 199: Medical Emergency:** If a person is in respiratory/cardiopulmonary arrest, or exhibits the code stroke criteria, call a **Code Blue** by dialing “199.” **Code Stroke:** If a patient has one of the following symptoms that began within the last six hours: sudden numbness or weakness, especially on one side of the body; sudden trouble seeing; sudden trouble speaking or understanding; sudden trouble walking or loss of balance. Dial 199 to activate a Code Stroke.

**ACTION:** All volunteers are responsible for notifying their assignment supervisor in the event of a violent act at the work site. In the event that the assignment supervisor is not immediately available, **dial “195” for Safety & Security Emergency Response, dial “192” for violent patient assistance (Code Green Team), dial “199” to report a code blue. These emergency numbers are all located on the back of your photo id badge, which should be worn at all times while on duty.**

## **Hazardous Materials**

Government regulations give you the “right to know” whether chemical materials are hazardous, the right to be trained how to handle them safely, and the right to all information your employer has about them. But **you** have the responsibility to apply this information to keep yourself and others safe.

A Material Safety Data Sheet, or MSDS, is an information sheet which identifies the hazards associated with a given chemical product. If you are asked to work with a chemical and are uncertain as to what substance you are working with, ask your supervisor for the MSDS.

When a hazardous material is spilled or released, it will be cleaned up and disposed of by the user in accordance with the MSDS (Material Safety Data Sheet), when permitted. Untrained personnel should not attempt to clean up a hazardous chemical spill. Limit access to the spill area and call Safety & Security at “195” if the spill cannot be managed by trained staff.

**ACTION:** All volunteers are responsible for notifying their assignment supervisor of potentially hazardous conditions. Volunteers should **not** attempt to clean up a hazardous or unidentified spill.

## **Tornado Safety**

**Tornado Watch:** A tornado watch means conditions are right for a tornado. Staff and volunteers should be alert to weather conditions.

**Tornado Warning:** A tornado warning means a tornado has been sighted.

- Hospital operator will initiate an audible tone over the public address system. An announcement will be made advising staff and public of the tornado warning.
- The hospital will next initiate the tornado warning notification system, alerting departments by telephone.
- General Guidelines:
  - Remain calm, avoid panic, offer reassurance to patients.
  - Transfer all ambulatory patients to areas of safety.
  - Areas of safety - rooms and corridors without windows, especially rooms and corridors that do not border on an outside wall.
  - Areas to avoid - stay clear of all windows, corridors with windows, or large, freestanding expanses.
  - Patients who cannot be moved should be covered with pillows, blankets, or mattresses.
  - Close all doors, including corridor doors, so that they latch.
  - Close all drapes, curtains, or blinds as time permits.
  - Crouch near the floor or under heavy, well-supported objects and cover your head.
  - Do not attempt to utilize elevators due to the possibility of power failure.
  - Do not touch any loose or dangling wires.
  - Be alert for fire. In the event of fire, the hospital fire plan will be activated.
  - Should a tornado strike the hospital, the "Internal Disaster Plan" will be implemented.

- As directed by the administrator on call, the hospital operator will announce over the public address system that the tornado warning is cancelled. This message will be repeated three times. Only after the "all clear" announcement has been made should patients and/or staff return to their areas.

**ACTION:** *Check and protect patients, seek refuge in areas away from windows.*

## **Standard Precautions**

To decrease the risk of catching an infection or spreading infection between patients, observe good hygiene, cough containment and proper hand-washing procedures at all times. Follow Standard Precautions and safe work practices in the Safety Reference Cards which are available in the Volunteer Services office and in each volunteer work area for your review.

- The single most important thing we can do to prevent/reduce the spread of infection is to perform proper hand hygiene! Wash hands before eating, after using the restroom and after any contact with stool. Use alcohol gel between all patient contact. You should practice hand hygiene before preparing or eating food, before and after touching your eyes, nose, and mouth, after using the restroom, after blowing your nose, coughing or sneezing, after touching hospital surfaces such as bedrails, bedside tables, doorknobs, remote controls, or the phone. Practice hand hygiene when entering and after leaving every patient room. More specific infection control practices may be covered at your unit specific training.
- In general, if it's wet and it's human, volunteers shouldn't touch it! Wash your hands, arms, face, etc., immediately and thoroughly if you have had unprotected contact with body substances. Contact your departmental supervisor, Volunteer Services and report to the university Employee Health Clinic (the ETC if after hours or on weekends) if you have had an unexpected exposure to body fluids or substances.
- Wear gloves and/or a gown when instructed to do so by warning signs or hospital nursing staff, and when it is likely that hands will be in contact with a wet body substance (blood, urine, feces, wound drainage, oral secretions, sputum, vomit).
- Handle the blood and body fluid/substance of all patients as potentially infectious. Protect your non-intact skin (e.g. chapped, abraded, or afflicted) from body fluid contact.
- Volunteers are never to touch needles/sharps.
- Do not enter isolation rooms unless trained in proper use of personal protective equipment (PPE) by hospital staff.
- Do not come to the hospital if you have a contagious illness or have had a fever in the previous 24 hours.

**ACTION:** *In order to prevent and control the risk of transmission that may cause infection or disease, volunteers will take appropriate actions to prevent exposure incidents. All volunteers will monitor their own interactions with patients and use appropriate barriers to prevent the spread of communicable diseases. Volunteers will adhere to employee health procedures.*

## **Hand Hygiene Every Patient, Every Time. How to do it and which product to use:**

Use soap and water when your hands look dirty, every time after you use the bathroom and before you eat or prepare food. With **soap and water** -

1. Wet your hands with warm water. Apply a nickel or quarter sized amount of soap to your hands.
2. Rub your hands together until lather forms and then rub all over the top of your hands, in between your fingers and the area around and under fingernails.
3. Continue rubbing for **15-30 seconds**. Sing the "Happy Birthday" song twice as a timer.

Use an **alcohol-based hand rub** when your hands do not look dirty or if soap and water are not available and:

1. Follow directions on bottle for how much of the product to use.
2. Follow the same motions as when using soap and water, instructions above.
3. Continue rubbing until your hands are dry. If enough rub was used to kill germs, it should take at least 15 seconds of rubbing before your hands feel dry. You should not rinse your hands with water or dry them with a towel.

## **Isolation and Infection Control Signs**

Isolation or infection control signs have a wide range of colors, and are posted on the outside of patient doorways. These signs identify what measures need to be taken to decrease the risk of spreading germs when patients are known or suspected of being infected with or carrying contagious germs.

You may receive training on following these precautions at your departmental session, they are more common in some units than others. So remember, always **STOP** before entering a patients' room and read what is posted on the door first. It is your responsibility to watch for these signs and only enter rooms if you are trained and follow the noted precautions.

## **Fall Prevention Program**

Another sign you may find posted on a patient door is an orange leaf. This indicates a patient who should not be allowed to stand unattended. If you see a patient with a yellow wrist band and/or a picture of an orange leaf on their door; they are at risk for falling. Falls among patients in acute care settings are events that can cause patient discomfort and injury and increase the length of stay and cost of hospitalization. If they are alone/ out of bed go to their side and call for assistance.

**ACTION:** All volunteers are responsible to STOP before they enter a room to check for isolation and infection control signs posted, as well as FALL program signs on inpatient doors. Volunteers will only enter rooms if they are trained to follow the noted precautions. Volunteers will call for assistance if they see a patient out of bed who is at risk for falling.

## **Confidentiality**

It is very important to respect the privacy of all patients, staff, and volunteers in BOTH medical and personal matters. Confidentiality includes many things:

**Do not repeat what you SEE or what you HEAR while working as a UI Hospitals and Clinics volunteer. Do not repeat information about anyone receiving care at the UI Hospitals and Clinics. Always protect patient information by giving any PHI directly to the appropriate staff person. Simply carrying paperwork upside down during transport so the patient name cannot be read helps to protect patient confidentiality.**

Confidentiality of privileged information at UI Hospitals and Clinics is a policy stemming from professional codes of ethics and Iowa State Law. The policy statement signed by all volunteers reads as follows:

As a hospital volunteer, I understand Volunteer Services reserves the right to terminate any volunteer status as a result of (a) failure to comply with hospital policies, rules and regulations; (b) absences without prior notification; (c) unsatisfactory attitude, work, or appearance; or (d) any other circumstances which, in the judgment of the Volunteer Services Director, would make my continued services as a volunteer contrary to the best interests of the hospital. In addition:

- I declare I have read and understand the aspects of patient confidentiality, including:  
**Hospital policy prohibits retrieval of patient information that is not required for the performance of your job.** The confidentiality of information about patients that you obtain in the course of your volunteer work is protected by state and federal law. **State and federal law prohibits you from making any disclosure of the information unless you are specifically authorized to do so under the policies of your department.**  
I understand that a violation of the policy is reason for disciplinary action including possible dismissal from Volunteer Services and liability to civil and criminal penalties.
- I declare that I have read information on: 1) safety/fire/hazardous chemical procedures and precautions, and 2) "Patients' Rights and Responsibilities", which represents mandatory policy of the organization.

I further agree to immediately notify Volunteer Services should I be reported for child abuse/neglect or be charged, convicted or penalized in any way for violation of any municipal, county, state or federal law other than a minor parking violation.

## **Patient Confidentiality and HIPAA Standards**

All patients treated at University of Iowa Hospitals and Clinics are provided with a copy of the University of Iowa Health Care Privacy Notice. The preamble to this notice, which directs the behavior of persons working at University of Iowa Hospitals and Clinics, is particularly applicable to your job as a volunteer:

"As your health care provider or volunteer, we are legally required to protect the privacy of your health information ..."

The performance of your job may require retrieval of information from patient medical records and/or computer-stored patient information. Under no circumstances should this information be discussed with anyone unless this disclosure is required in the performance of your duties and responsibilities. Once confidential patient information has been retrieved in the performance of your duties, it then becomes your responsibility to properly "dispose" of the document by distributing to appropriate people, filing securely, or otherwise destroying the document.

**Hospital policy prohibits retrieval of medical records or computer-stored information that is not required for the performance of your job.**

The confidentiality of information about patients that you obtain in the course of your volunteer work is protected by state and federal law. **State and federal law prohibits you from making any disclosure of the information unless you are specifically authorized to do so under the policies of your department.** Any staff member or volunteer who becomes aware of a breach of confidentiality is required to inform the University of Iowa Health Care Privacy Officer at 384-8282. This is kept confidential. You may also contact the anonymous Compliance Help-line at 384-8190.

Respect the privacy and confidentiality of all patients, staff, and volunteers in all medical and personal matters. Remember the volunteer mantra:

**What you see here,  
what you hear here,  
must remain here,  
when you leave here.**

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

What is HIPAA?

- HIPAA stands for the Health Insurance Portability and Accountability Act of 1996, a federal law intended to protect the security and privacy of patients' health information

What is Protected Health Information (PHI)?

- Individually identifiable information, health information or demographics...written, oral OR electronic.

PHI Security is the key to your success! Help us protect PHI:

- Do not discuss confidential patient information you may overhear in the regular course of your duties with anyone who is not involved in the patient's care and does not have a need to know.
- Never talk about patients/families in public places of the hospital, such as elevators or waiting rooms, or in the presence of other patients/families. Even if a patient's name is not used, discussion of clinical information in public areas can raise doubts with patients and visitors about our respect for their privacy.
- When transporting charts or using paper records in patient care or patient support areas, position records so identifying information cannot be readily observed (turn charts over).
- Ensure documents containing patient information are shredded before disposal.

Access and release of information

Both unauthorized access and unauthorized release of patient information are violations of hospital policy.

This means you may NOT:

- Intentionally access any patient information unless it is needed to provide care or services to the patient, or is in support of payment or health care operations.

- Access patient information on behalf of someone else if you suspect the request is inappropriate. (You *should* verify requestor identity and authority before disclosing PHI. If requestor is not known to you, require: ID/badge, verbal affirmations or legal documentation).
- Access information to satisfy your curiosity or out of concern for any person with whom you have no job-related business, including family members, without written permission.

Review the Health Care Privacy Notice brochure, which you received at orientation and is always available from the Volunteer Services office. This brochure is given to all new patients, and describes how medical information may be used and disclosed and how patients can get access to this information. It also lists contacts for complaints or questions.

## **Diversity in the Workplace and Characteristics of Diversity**

Diversity is defined as the characteristics of people that make them different from each other. Diversity is the individuality each employee or volunteer brings to fulfilling our shared mission and vision. Diversity can be based on a number of factors that are referred to as primary and secondary characteristics of diversity. Primary characteristics are central to our identity. They are important to our sense of self and usually do not change. Primary characteristics include religion, nationality, disability, sex/gender, age, race and color.

Secondary characteristics describe who we are; they may not be as essential to our sense of self as primary characteristics because they can vary in importance at different points in life. Secondary characteristics include socioeconomic status, education, profession, military experience, political beliefs, sexual orientation, physical characteristics, marital status, parental status, women's issues, language/speech and geographic location.

UIHC consistently works to promote a diverse work environment. We have learned to harness aspects of uniqueness. Volunteers should behave in a manner where they value the differences of every individual encountered during their volunteer service. By embracing these differences, we find sources of strength and creativity that ultimately improve the productivity and performance of our organization.

## **Service Excellence, Service Leadership Initiative**

The UI Health Care Service Leadership initiative is based on an individual commitment to service excellence. Two important elements are: the I Care Core Values (Innovation, Collaboration, Accountability, Respect, and Excellence) and the 15 House Rules. The core values help us understand the foundation of service excellence and the 15 House Rules help us understand expected behaviors as we interact with patients, families, and each other.

### **15 House Rules**

#### 1) Break The Ice

- In a busy world like ours, it is easy for people to feel overlooked and invisible.
- Break the ice. Make eye contact. Smile and say "hello." Introduce yourself.
- Call people by name and extend a few words of concern.

Examples:

"Hello, and welcome. I am Sue Jones. How may I help you?"

"Good morning. My name is Elaine Smith. I work in the Radiology Department. And your name is?"

"Good afternoon, Mr. Robinson. Is this your first visit?"

#### 2) Stop and Help

- Notice when people look confused. Stop and lend a hand.
- Give them specific directions or information (dial 101 for help).
- Make sure they understand your directions.
- If they seem really confused, take them rather than tell them.

**3) Take the Time for Courtesy and Consideration**

- There is no substitute for courtesy and politeness.
- Kind words and polite gestures make people feel wanted and special.
- "Please," "Thank you," and "I'm sorry for the inconvenience," go a long way toward building confidence and making people feel respected.

**4) Keep People Informed**

- Explain what you are doing and what people can expect.
- People are always less anxious when they know what is happening.
- Be aware that although patients want to know information, they don't often bring up their questions for fear of looking stupid or bothersome.

**5) Anticipate Needs**

- Take the initiative when you see someone needing help.
- You will often know what people want before they have to ask. Don't hesitate...ACT.
- Working with one another and helping out whenever possible reduces the impact of "TURF" (Patient Transfer).

**6) Respond Quickly**

- When patients are worried or sick, every minute seems like an hour.
- Remember the feeling of endless waits in lines? Did you get upset?
- When co-workers need information, products, or help, they find delays frustrating.

**7) Respect Privacy and Confidentiality**

- Knock as you enter a patient's room.
- Watch what you say and where you say it.
- Protect personal information. Be aware of the legal issues.

**8) Handle with Care**

- When you come in contact with a patient, it is important to slow down and show care in the quality of your touch.
- Imagine the view from their perspective. Your actions will play a large part in their feeling of security.

**9) Maintain Dignity**

- Does taking care of the paperwork take precedence over how you treat the patient?
- Are you treating the patient as a number, case, or diagnosis rather than a person?
- You see many people during the day. They may only see you. Make them feel important--learn their name.
- Respect their privacy and individuality--give them choices.
- Knock on the door. Close the curtains if they wish.
- Respect their "space."

**10) Treat Adults as Adults and Children as Children**

- Address patients as Mr., Mrs., Miss, or Ms., and their last name until being invited to do otherwise.
- Never slip into the routine of calling patients "honey," "sweetie," or "dear."
- Do not make assumptions about a woman's marital status. Using Ms. is safer until they suggest otherwise.
- Start formally. If the patient suggests otherwise, respect those wishes. If you are not sure, ask them what they prefer to be called.
- Know your audience - consider their age and understanding level. Avoid jargon.

#### 11) Listen and Act

- Listen with purpose.
- Listen for meaning.
- Eliminate distractions.
- Don't jump in.
- Be an active listener.
- You can't listen if you are talking...(80% rule)

#### 12) Help Each Other

- Think, work, and act as a team.
- Offer assistance. Be a helpful coworker.

#### 13) Keep Quiet

- High noise levels can cause adverse health care outcomes for patients.
- Patients are greatly offended by being awakened by loud voices and laughter.
- Guidelines:
  - Be aware of how long, loud, and where you talk.
  - Avoid calling out and yelling down passageways.
  - Try to reduce mechanical noise.
  - Be a quiet advocate.
  - Answer the telephone quickly.

#### 14) Look the Part

- Your personal appearance has an impact on how others react to you.
- Look professional--it generates a sense of security.

#### 15) Respect Our Differences

- Our patients and their families come from all over the world, representing many different cultures. Sometimes cultural differences are reflected in patients' attitudes about health care.
- Recognize and respect cultural differences. Treat all people courteously, regardless of their race, religious affiliation, or ethnic background.
- Call on support services, which may include interpreters, members of the clergy, or food and nutrition support for people with special dietary needs.

**Thank you for taking the time to read and understand the material presented in this handbook. Please remember to read and review the volunteer handbook and take the corresponding competency and confidentiality quiz annually. Return the quiz to the Volunteer Office. Both the handbook and the quiz are available on our website: [www.uihealthcare/volunteers](http://www.uihealthcare/volunteers).**

**Once again, thank you for your commitment to volunteer service at our hospital. We look forward to helping you make a difference!**

Name: \_\_\_\_\_

Please check your Volunteer Status:

**New volunteers** (*signed quiz must be in your volunteer personnel file before your photo id badge can be issued*).

- Community:** please return completed quiz to Volunteer Services at your first interview.
- College student:** please submit your completed quiz at orientation.

**Current volunteers** (*signed quiz must be completed annually and returned to the Volunteer Services office*).

- Community:** please return completed quiz to the Volunteer Services office.
- College student:** please return completed quiz at re-orientation or to the Volunteer Services office.

Please read each statement and circle the correct answer.

1. A Code Blue is reported by dialing "195". True or False
2. To report a fire in UIHC you would dial:
  - a) 195
  - b) 199
  - c) 192
3. Volunteers are responsible for obtaining an annual tuberculin skin test. True or False
4. What is the method to prevent and control the spread of infection:
  - a) handwashing after eating
  - b) handwashing following use of restroom
  - c) handwashing between patient contacts
  - d) ALL of the above
5. A "Tornado Watch" means that a tornado has been sighted. True or False
6. Universal Precautions should be used when working with and around:
  - a) only patients admitted as inpatients
  - b) only patients with AIDS
  - c) only patients with known communicable diseases.
  - d) All patients
7. Volunteers should wipe up any unidentified spills they come across to protect patient safety. True or False
8. HIPAA protects the rights of patients and their health information. True or False
9. You volunteer in an area where you have access to the patient census. While performing your regular duties, you come across the name of an acquaintance. What do you do?
  - a) Call a mutual friend and ask if they heard what happened.
  - b) Continue scanning the census looking for other names you might recognize.
  - c) Assume, because she is a personal friend, it is ok to visit since you know she's here.
  - d) Continue your regular duties, disregarding the information, and only sharing it as required for your job
10. Patients have the right to have no information released when people ask about the patient. True or False
11. Diversity can be based on all of the following EXCEPT:
  - a) Religion
  - b) Nationality
  - c) Disability
  - d) Income
  - e) Race

12. Personal cellular phones may be used during active volunteer working hours.  
True or False
13. Clean blue jeans or walking shorts may be worn while on volunteer duty.  
True or False
14. You should not call people by their first name unless they give you permission.  
True or False
15. Introducing yourself is a good way to break the ice.  
True or False

**Declarations and Volunteer Agreement**

As a hospital volunteer, I understand Volunteer Services reserves the right to terminate any volunteer status as a result of (a) failure to comply with hospital policies, rules and regulations; (b) absences without prior notification; (c) unsatisfactory attitude, work, or appearance; or (d) any other circumstances which, in the judgment of the Volunteer Services Director, would make my continued services as a volunteer contrary to the best interests of the hospital. In addition:

- I declare I have read and understand the aspects of patient confidentiality, including:  
**Hospital policy prohibits retrieval of patient information that is not required for the performance of your job.** The confidentiality of information about patients that you obtain in the course of your volunteer work is protected by state and federal law. **State and federal law prohibits you from making any disclosure of the information unless you are specifically authorized to do so under the policies of your department.**

I understand that a violation of the policy is reason for disciplinary action including possible dismissal from Volunteer Services and liability to civil and criminal penalties.

- I declare that I have read information on: 1) safety/fire/hazardous chemical procedures and precautions, and 2) "Patients' Rights and Responsibilities", which represents mandatory policy of the organization.
- I further agree to immediately notify Volunteer Services should I be reported for child abuse/neglect or be charged, convicted or penalized in any way for violation of any municipal, county, state or federal law other than a minor parking violation.

**Signature:**

\_\_\_\_\_

**Printed  
Name:**

\_\_\_\_\_

**E-Mail  
Address:**

\_\_\_\_\_

**Date:**

\_\_\_\_\_

People with disabilities are welcome at UI Hospitals and Clinics. The University of Iowa prohibits discrimination in employment or in its educational programs and activities on the basis of race, national origin, color, creed, religion, sex, age, disability, veteran status, sexual orientation, gender identity or associational preference.

## SCORECARD

1. False. Code Blue is a medical emergency and is reported by dialing “199.”
2. a) 195. “195” is the number to dial for fire or security emergencies, including a code pink infant abduction, accident or missing patient.
3. True. All volunteers are required to report to the University Employee Health Clinic annually during their birth month for a TB skin test (or, if always positive, for a TB signs and symptom review).
4. d) All of the above. Frequent handwashing and proper hand hygiene is the best way to prevent and control the spread of infection.
5. False. A tornado watch means conditions are right for a tornado. A tornado *warning* means a tornado has been sighted.
6. d) All patients. Volunteers will treat all situations as if there is a risk of infection and use proper procedures to prevent exposure to blood or body fluids.
7. False. Volunteers should not attempt to clean up an unidentified or hazardous spill. All volunteers are responsible for notifying their assignment supervisor of potentially hazardous conditions.
8. True. HIPAA sets a national standard to protect personal health information.
9. d) PHI may be shared for three purposes only: treatment, payment, or hospital operations.
10. True. Patients may notify nursing staff if they do not want to be listed in the hospital census.
11. d) Income. Diversity can be based on religion, nationality, disability, or race.
12. False. Volunteers may only make personal cellular phone calls during break times or off-duty hours and ONLY in non-patient care areas.
13. False. Neither blue jeans nor shorts are acceptable in presenting a unified professional appearance at our hospital.
14. True. Addressing a person by their last name demonstrates respect.
15. True. An easy way to remember this is to give our patients “the N.O.D.”: tell them your Name, Occupation and Duty at your first contact.

*Thank you for your attention to this important documentation.*