



New Volunteer / Intern Orientation

Rochester General Hospital

ROCHESTER
REGIONAL HEALTH

WELCOME & INTRODUCTION

Welcome to the Self-Study (Part 1) portion of Volunteer General Orientation.

This orientation will give you an overview of several regulatory, confidentiality, emergency, safety and quality-related topics, which are essential for volunteers within Rochester Regional Health.

KEY SECTIONS

Infection Prevention

HIPAA & Confidentiality

Emergency Situations

Corporate Compliance, Fraud, Waste
& Abuse

COVID-19: Facts, Symptoms and PPE

Stopping Workplace Violence

Americans with Disabilities Act

Volunteer Program Policies &
Procedures

The background is a blue-tinted photograph of a hospital room, possibly an operating room or ICU, with medical equipment and a patient bed. Overlaid on this is a white network diagram consisting of interconnected nodes and lines. Several circular icons are scattered throughout the network, including a DNA double helix, a book, a person silhouette, a shield with a cross, and a first aid kit.

INFECTION PREVENTION

WHERE'S THE DIRT?



- Areas most frequently missed during hand washing
- Less frequently missed
- Not missed

(Adapted from Taylor L (1978), An evaluation of hand washing techniques - I, Nursing Times, 12 January, pp 54-55)

PROPER HAND WASHING



MOST EFFECTIVE WAY TO PREVENT SPREAD OF INFECTIONS...



***Washing
Hands***

HAND WASHING – POLICY

- When should I wash my hands at the hospital?
 1. Before and after every patient contact; and,
 2. When hands are visibly soiled/dirty



HIPPA & CONFIDENTIALITY

HIPAA

- Health Insurance Portability and Accountability Act (HIPAA)
- 1996 U.S legislation
- Safeguard medical information
- Provide data privacy and security requirements



PRIVACY – A SERIOUS MATTER

Hospital to punish snooping on Spears
UCLA moves to fire at least 13 for looking at the celebrity's records.
March 15, 2008 | Charles Ornstein | Times Staff Writer

Six people fired from Cedars-Sinai over patient privacy breaches
Cedars-Sinai officials say that 14 patient medical records were 'inappropriately accessed' between June 18 and June 24.
July 12, 2013 | By Anna Gorman and Abby Sewell

Employee sacked after snooping patient EMR records
University Hospitals notifies patients of HIPAA breach
By **Erin McCann** | December 02, 2014 | 10:51 AM

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KEY TO CONFIDENTIALITY

- What you see, hear, or learn about patients **stays at the hospital**
- **Beware of your curiosity!** You may only ask for
 - A patient's information if you are directly providing assistance or care to the patient
 - The necessary amount of information to assist/care for the patient – and no more
 - Accessing to our medical record system is for work-purposes only (not for personal reasons)

INFORMATION SYSTEMS / PASSWORDS

- Use of information systems in the health system, including access to medical records, is a privileged responsibility; all information is confidential
- You are responsible and will be held accountable for securing your passwords and other logon information

PHOTOS AND VIDEOS

- Ronald McDonald and one of our therapy dogs are the focus of the picture below. However, the picture-taker didn't notice a patient in the background.



To protect patient privacy, volunteers are not allowed to take pictures or video without permission from the Volunteer Office.

KEEPING CONFIDENCE

- We commit to keep patient information confidential
- Unauthorized access, use or sharing of patient information could lead to discipline and even termination

CONFIDENTIALITY AGREEMENT

- Volunteers – like all Rochester Regional Health employees – sign a confidentiality agreement:
 1. When they start working/volunteering; and,
 2. Once each year thereafter to renew their agreement
- [Click link to right to read Confidentiality Agreement](#)

[Read Confidentiality Agreement](#)

ROCHESTER REGIONAL HEALTH

Confidentiality Agreement

I fully understand that according to policy, information concerning the patient, including source of payment, facts documented in the medical record, and information learned from other sources, is to be kept confidential. Unauthorized use or disclosure of patient specific, organizational, and/or employee information is considered cause for discipline up to and including termination.

I understand that during the course of my day at work I may be working with confidential information. It is my responsibility to safeguard this information and not to discuss this information outside the realm of my work responsibilities. Even relaying that a person is seen in the organization is considered confidential information. I also understand that it is my responsibility to notify my supervisor if I suspect an inappropriate use or breach of confidential information.

I am fully aware that during the course of my work I may utilize various information systems, including but not limited to the medical record, e-mail, voice mail, Internet, and computer applications such as Care Connect, Patient Registration, Financial systems, etc. I fully understand that this information is also confidential and I am responsible and will be held accountable for securing my passwords for any information system and for adhering to the Rochester Regional Health IS&T Acceptable Use Policy.

I understand that I am not permitted to access information on myself, family members, friends or acquaintances. Access to patient information is permitted to perform my job responsibilities only. MDs, DOs and APPs may access their own medical records without written permission (excluding psychiatric or any other records found behind "break the glass" protections), either through Health Information Management or the electronic health information system. This exception includes the provider's personal data only, and is exclusive of any other patient records including family members, friends or others. Violation of this restriction may result in removal of my access to the system and/or disciplinary action up to and including termination.

I fully understand that all HIV, Mental Health, and/or Alcohol and Drug Abuse related information is confidential. No persons who obtain confidential HIV, Mental Health, and/or Alcohol and Drug Abuse related information, in the course of providing any health or social service or prior to obtaining a release, may disclose or be compelled to disclose such information, except as permitted by law.

I fully understand that specific authorization is required for disclosure or release of records containing HIV, Mental Health, and/or Alcohol and Drug Abuse information in NYS. If I have questions, I should contact the Rochester Regional Health Information Management (Medical Records) Department at 922-4521.

I fully understand my responsibilities and obligations to Rochester Regional Health and Affiliates as a user of information systems. I will not utilize these systems in any manner, which may jeopardize the confidentiality of information specific to Rochester Regional Health or its affiliates or information, which Rochester Regional Health may have obtained legally from outside sources, which may not be re-disclosed. I will immediately report any abnormal computer or Internet activities, which may indicate unauthorized access to Rochester General Health System or Affiliate information systems to the Information Services Help Desk at 922-HELP (4357).

I understand it is my responsibility to seek clarification on any of the above information whenever I may have questions or concerns.

I will hold all information in confidence. I understand that failure to comply with federal and state regulations, Rochester Regional Health policies and procedures, and/or this Confidentiality Agreement will result in disciplinary action up to and including termination of employment, participation in the Rochester Regional Health workforce, or contractual relationship. It is my understanding that I may face civil and/or criminal penalties, including imprisonment, for violations of regulations, policy and procedure and/or confidentiality.

Signature

Date

Print Name

The background of the slide is a blurred image of a hospital emergency room. Overlaid on this image is a network of white lines connecting various circular icons. These icons include a DNA double helix, a medical monitor, a book, a shield with a cross, a person with an upward arrow, and a first aid kit. The overall color scheme is a gradient from blue on the left to green on the right.

EMERGENCY SITUATIONS IN THE HOSPITAL

EMERGENCY OVERHEAD PAGE (Rochester General Hospital only)



- Begins with emergency beep ([click to listen](#))
- Followed by announcement by switchboard operator

TYPES OF EMERGENCIES

Identification	Condition
Fire Alert	Fire alarm received
Fire Alert Confirmed	Actual fire condition
Amber Alert	Infant Abduction
Command Center Activated	Incident affecting Rochester General Hospital
Lockdown	Facility Lock Down
All Clear	Situation has been resolved

DURING A FIRE ALERT...

Your Area is Safe...

- Maintain Calm
- Remain where you are



Your Area is Affected...

Then, R-A-C-E.

1. Remove anyone from harm
2. Activate the pull alarm
3. Confine (close doors)
4. Evacuate (leave and go to a safe location)

AMBER ALERT

(Infant/Child Abduction)

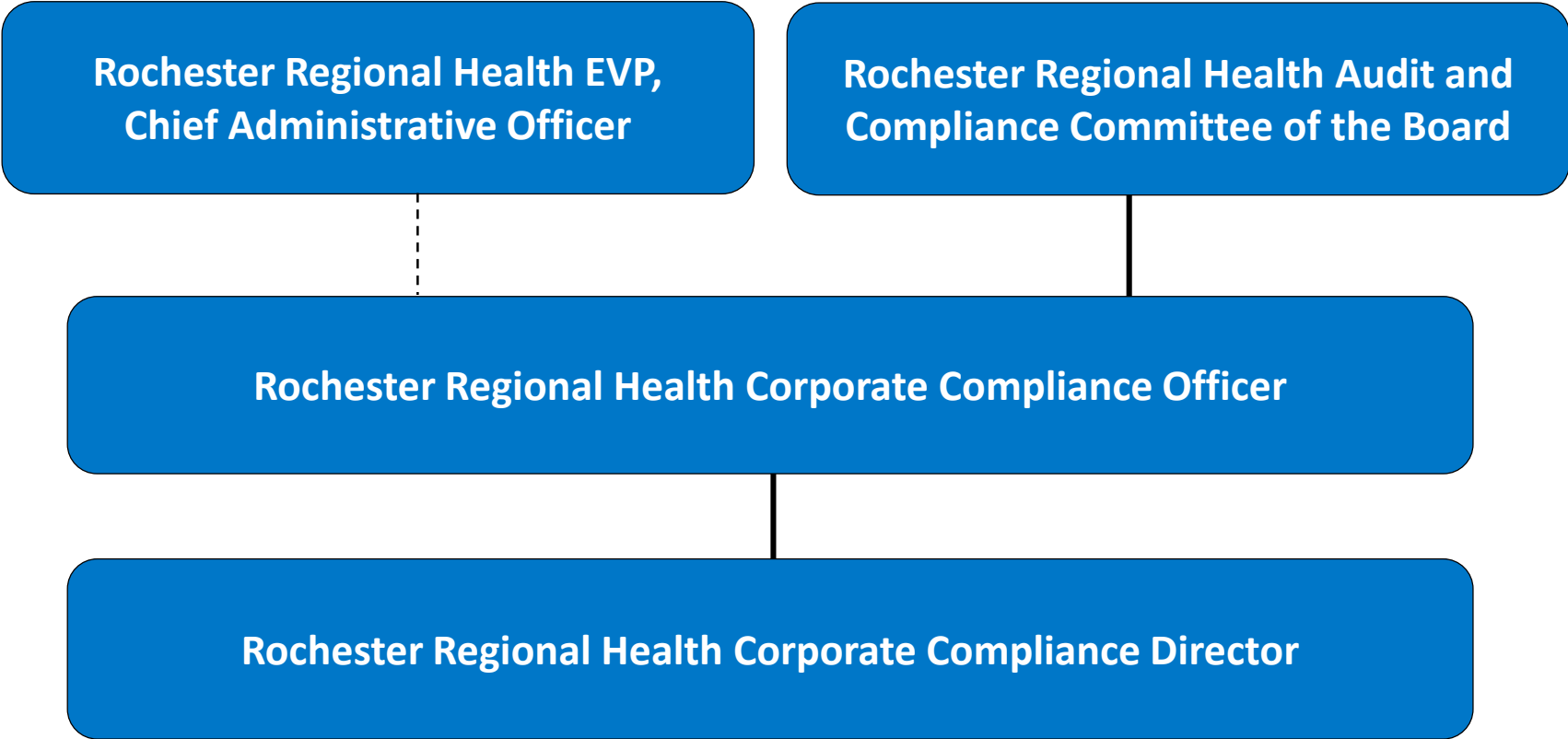
- When called through public address system:
 1. Go into public hallway (near your area)
 2. Observe and watch for suspicious behavior
 3. Look for bags, blankets, strollers, backpacks, etc. – anything that could be used to sneak an infant or child off hospital property





CORPORATE COMPLIANCE, FRAUD, WASTE & ABUSE

CORPORATE COMPLIANCE – GOVERNANCE



CORPORATE COMPLIANCE DEPARTMENT...

- Supports the system with preventing and identifying fraud, waste, and abuse to ensure compliance with all applicable federal, state, and local laws related to:
 - Billing (including Clinical Documentation and Coding)
 - Payments
 - Medical necessity
 - Quality of care
 - Governance
 - Mandatory reporting of non-compliance (repay overpayments)
 - Credentialing

FRAUD, WASTE, ABUSE – DEFINED

Fraud

- An intentional act of deception or misrepresentation knowing that it could result in some unauthorized benefit or payment.

Waste

- Over-utilization of services and the misuse of health care resources.

Abuse

- Incidents that are improper, excessive, or inconsistent with accepted medical or business practices.

EXAMPLES

- Using another individual's sign on to document in the medical record; therefore, falsifying the author of the documentation.
- Deleting the existence of a patient's visit from the scheduling and billing system
- Backdating of any medical record entry
- Forging the signature of a provider

WHISTLEBLOWER PROTECTION

- Protects any employee who is discriminated against by his or her employer because of reporting violations of the Federal False Claims Act.
- Employee will be entitled to reinstatement pay, interest, and special damages sustained as a result of discriminatory treatment.

STANDARDS OF CONDUCT

- Some highlights include:
 - Any employee who is aware of any suspected violation of our standards is obligated to report it fully and objectively
 - **It is Rochester Regional's policy** to protect employees from any retaliation or intimidation related to
 - Good faith reporting of potential violations or possible unethical behavior.
 - Participation with corporate compliance or a government agency in any way

REPORTING COMPLIANCE ISSUES / CONCERNS

- It is **your obligation – volunteer and employee alike – to report all suspected** fraud, waste, and abuse concerns to Corporate Compliance

STEPS IN REPORTING

1. Discuss your concern with your supervisor.
2. If concern still not resolved, then you and/or your supervisor are obligated to report and discuss with Compliance.
3. If you are not comfortable talking to supervisor, contact the Compliance Team directly.
4. Rochester Regional Health will not allow any retribution, retaliation, or intimidation against an employee who reports a suspected compliance concern.

ANONYMOUS REPORTING

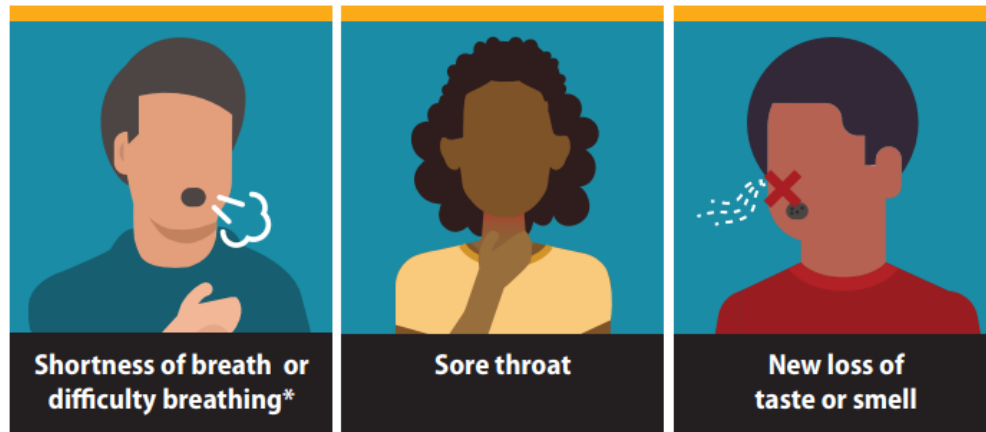
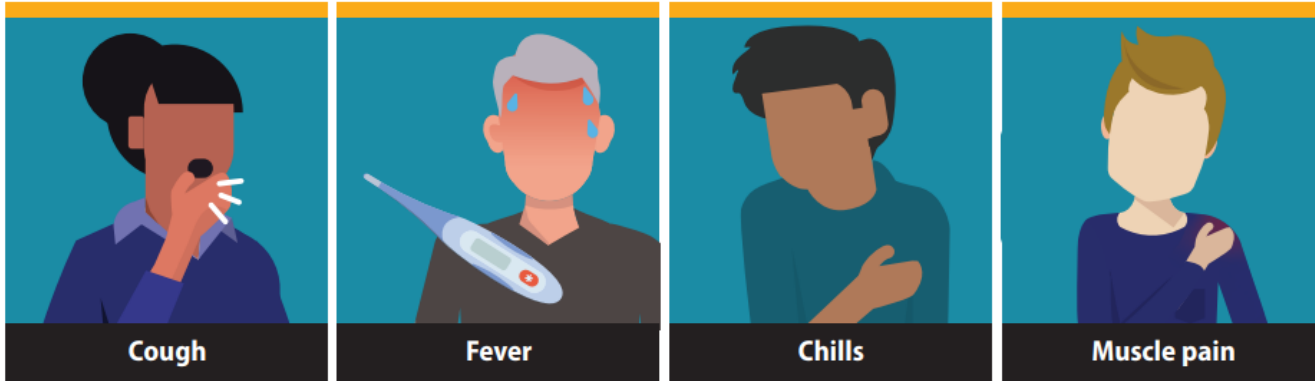
- Corporate Compliance Hotline Phone # can be found under the Red Phone icon on the RRH Portal site.
- The Hotline is completely anonymous and confidential.
- Monitored by an outside vendor who transcribes call. Transcripts are provided to Rochester Regional Corporate Compliance leadership.
- Provide enough info to team to adequately investigate concern.
- Your name isn't required, but if provided will remain confidential.



COVID-19: FACTS & SYMPTOMS

COVID-19 SYMPTOMS

Know the symptoms of COVID-19, which can include the following:



DO NOT VOLUNTEER IF...



Feeling Sick?

Stay home when you are sick!



FEVER



COUGH



SHORTNESS
OF BREATH

MASKING REQUIREMENTS

- Personal cloth mask –
entering and exiting facility only



- Inside the hospital –
a hospital-issued mask



- **One (1) mask per week**, unless torn, wet, or damaged

WEARING YOUR MASK

Yes

(covers nose & mouth)



No

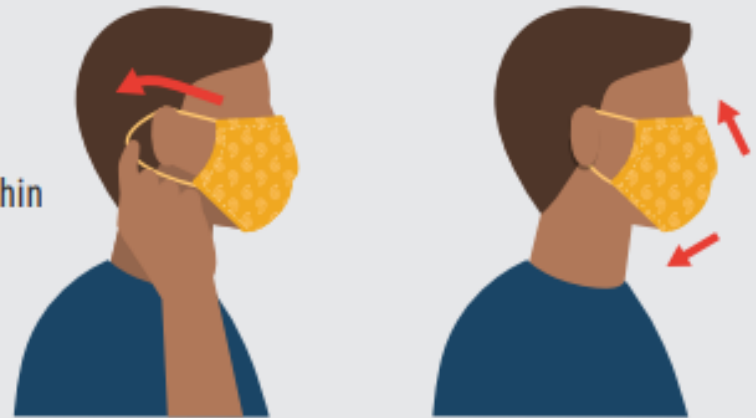
(nose is not covered)



PUTTING ON, TAKING OFF YOUR MASK

WEAR YOUR FACE COVERING CORRECTLY

- Wash your hands before putting on your face covering
- Put it over your nose and mouth and secure it under your chin
- Try to fit it snugly against the sides of your face
- Make sure you can breathe easily



EYE PROTECTION



When in

1. Patient-facing roles;

and,

2. Not able to maintain at least 6 feet social distance

STOPPING WORKPLACE VIOLENCE

SAFETY INCIDENT REPORTING

- Report any actual or “good catch” (something that could have resulted in harm/injury but did not) safety incident to your area supervisor or the Volunteer Office
 - Applies to
 - Volunteers
 - Employees
 - Patients
 - Visitors



STOPPING WORKPLACE VIOLENCE

- Acts or threats of violence involving or affecting hospital caregivers, patients, visitors or the hospital property itself will not be tolerated
- Acts or threats of violence may lead to disciplinary and/or legal action



WHAT IS “VIOLENCE?”

- Any physical or verbally assaulting behavior
- Includes hitting, biting, punching, choking, pinching, scratching, throwing, pushing, cursing, threatening, striking, or injuring with a weapon or item (such as knife, chair, club, flowerpot, etc.).



WHAT IS A “THREAT OF VIOLENCE?”

- Includes intimidation, harassment, or coercion
- Please report all acts or even implied acts of violence to Safety & Security



IF SOMEONE BECOMES VIOLENT...

- Get yourself and others to safety
- Do not confront or try to stop the person; doing so may result in you getting hurt



WEAPONS POLICY

- Not permitted on Rochester Regional Health property
- Weapons = firearm, knife, or any device that could cause bodily harm/injury
- **Applies to** employees, patients, visitors, providers, **volunteers**, and contractors



WORKPLACE INSPECTION

- To provide a safe and secure environment, Rochester Regional Health reserves the right to check packages, bags, briefcases, purses, etc.





AMERICAS WITH DISABILITIES ACT (ADA)

AMERICAS WITH DISABILITIES ACT (ADA)

- Rochester Regional Health provides equal opportunity for individuals with disabilities
- Service animals are
 - Dogs
 - Individually trained
 - Do work or perform tasks for people with disabilities
 - Can go anywhere the public can go
 - Must be leashed



PROGRAM POLICIES & PROCEDURES

WHO IS YOUR SUPERVISOR?

(Rochester General Hospital only)

- Listed under “Reports To” is the name of your supervisor
- Contact your supervisor to:
 - Notify if/when you’re not coming in to volunteer
 - Ask questions/concerns
 - Share patient concerns, compliments, complaints

ROCHESTER REGIONAL HEALTH		Volunteer Service/Activity Description				
Created: July 2013 Revised: January 2017		4500				
POSITION PURPOSE:		Enhance the experience of care that patients and their families have by focusing on their personal and emotional needs during hospitalization.				
REPORTS TO:	<table border="1"><thead><tr><th>Name and Title</th><th>Contact Information</th></tr></thead><tbody><tr><td></td><td></td></tr></tbody></table>	Name and Title	Contact Information			
Name and Title	Contact Information					
SHIFTS/SCHEDULE:		Monday-Friday, 9 a.m.-1pm, 1pm-4pm, & 4pm-7pm. 1 volunteer per shift. Minimum 16 years old.				
QUALIFICATIONS:		<ul style="list-style-type: none">▪ Ability to take instructions and communicate effectively with staff, patients and families▪ Mature, friendly, outgoing, positive, service-oriented attitude▪ Must be able to communicate clearly in English▪ Show initiative, be flexible and work independently▪ Must understand boundaries and appropriate discussion parameters.				
TRAINING:		<ul style="list-style-type: none">▪ Completion of New Volunteer Orientation, required▪ Completion of Wheelchair Safety & Etiquette Training, required▪ Completion of Department Specific Orientations, required▪ Completion of annual mandatory volunteer in-services, required				
ACTIVITIES (DUTIES):		<ul style="list-style-type: none">▪ Transfer patients to discharge area▪ Answer call lights▪ Interact with patients▪ Pass waters▪ Assist in making beds▪ Transport items to labs▪ Stock supplies				
SIGNATURES:						
1	Volunteer Signature	Date:				
2	Dept. Representative's Signature	Date:				
3	Director/Coordinator of Volunteer Svcs.	Date:				

ABSENCES / ILLNESS



- When you're going to be absent – illness, vacation, school/work commitment, etc.
 1. Call and notify your area supervisor in the department where you volunteer (found on page 1 of your Volunteer Service/Activity Description)
 2. Email the Volunteer Office that you're staying home
- ** Please give as much advance notice as possible
- Three unexcused absences could lead to dismissal

COMPLIMENT / COMPLAINT PROCESS

- **Compliments and complaints** may be
 - Written or verbal
 - About care received or service provided
- **Share compliments and complaints first** with your area supervisor (nurse manager, dept. supervisor, etc.);
 - If unable to contact/speak with area supervisor, share the compliment/complaint with the Volunteer Office
- Compliments and complaints are **logged/recorded in the electronic “SafeConnect” Event system**

INJURY / HURT WHILE VOLUNTEERING

- Report any volunteering-related injury to:

1. **Your area supervisor** listed on your Volunteer Position Description (page 1, top) or another staff person in your assigned area

AND

2. The **Volunteer Office staff**

CELL PHONES

- No cell phone, ear bud, headphone, etc. use in public
- Text / call (in private)



VOLUNTEER JACKET

(Rochester General Hospital only)



\$15.00 deposit

(cash or check) for
volunteer jacket

Deposit will be sent back
to volunteer by mail after
jacket has been returned

ID BADGE (AT ALL TIMES)

- Worn near shoulder-level
- It's a patient right to identify their caregivers
- Forgot your badge? Can't volunteer.
- Lost your badge? Report to Volunteer Office immediately

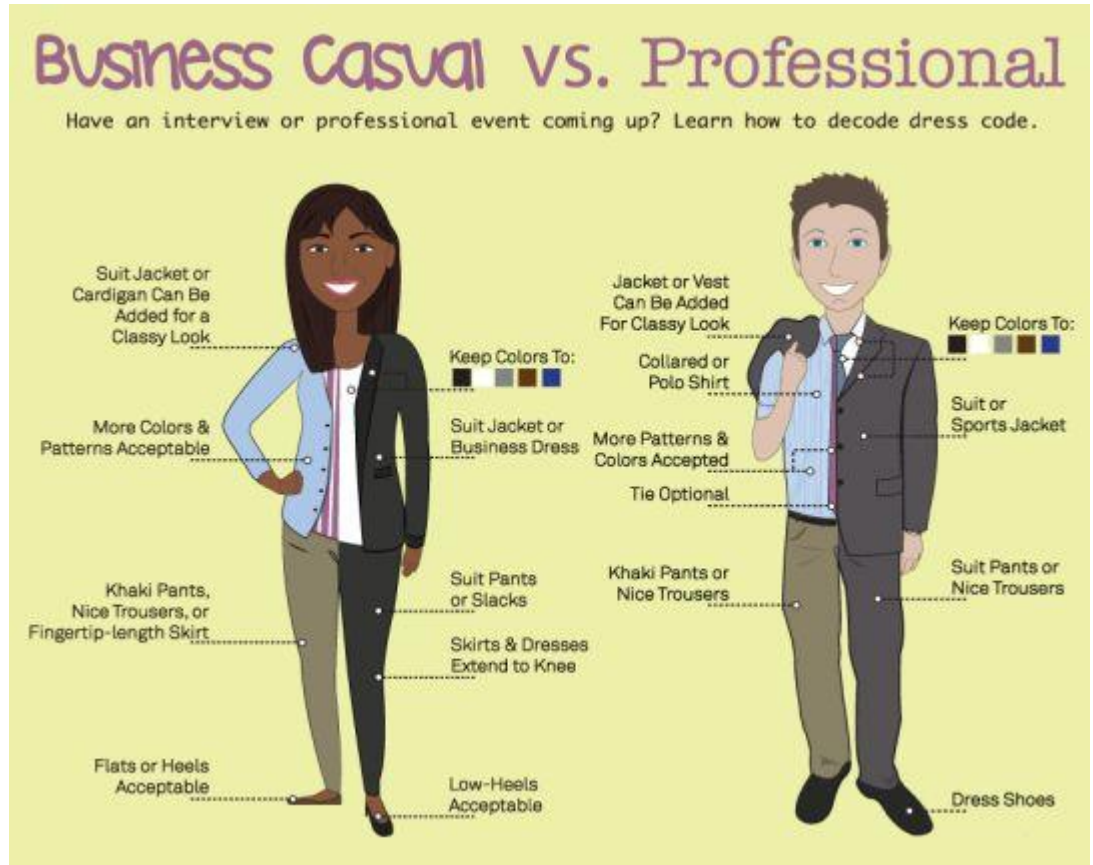


DO NOT WEAR ID BADGE OR VOLUNTEER JACKET...

- If you are visiting the room of a friend, family member, co-worker, classmate, etc. who is in any Rochester Regional Health facility
- If you are no longer a volunteer

WHAT TO WEAR

- Business casual
- No suit jacket or vest required
- Comfortable shoes (sneakers are fine, no open-toed shoes)
- Full-length pants or trousers



WHAT NOT TO WEAR



Leggings



Jeans (including blue/black)



Shirt with logo/writing



DRUGS / ALCOHOL

- Zero-Tolerance
- Use, possession of, selling/distribution of, under influence of, and similar
 - **Immediate Dismissal** from Volunteer Program
 - Possibility of Legal/Criminal Consequences



SMOKE FREE CAMPUS

- Rochester General is a **Smoke Free campus**
- No smoking anywhere on hospital property

DISCONTINUING SERVICE

- Reasons a Volunteer May be Asked to Leave:
 - Failure to follow hospital rules & regulations
 - Inappropriate, unprofessional and similar behavior
 - Unexcused absences (not notifying your volunteer supervisor in your department)
 - Improper dress code



POST-TEST

NEXT STEP INSTRUCTIONS

1. Click the [Adult Application & Requirements page](#) and scroll down “Part 1 (self study) Orientation.”
2. Print, complete, sign and date the following materials under “Step #2”:
 - Self-Study Topic Checklist
 - Part 1 Self-Study Post-Test
 - Confidentiality Agreement

QUESTIONS / NEXT STEPS

- Doug Della Pietra (Mgr. Volunteer & Guest Services)
 - doug.dellapietra@rochesterregional.org
 - 585-922-4328

- Laurie Session (Secretary/Receptionist)
 - Laurie.session@rochesterregional.org
 - 585-922-3725