



Volunteer Handbook

Welcome

Thank you for your interest in volunteering at Piedmont Walton Hospital. Our volunteers are a highly valued group of people who have a special gift of service. We believe the volunteer experience is a rewarding one for our volunteers and is a great benefit to our patients, visitors and staff. This handbook is designed to provide an overview of information about Piedmont Walton Hospital and key safety policies.

Piedmont Promise

At Piedmont Healthcare, we have made a promise. A promise that we will make your safety our priority. A promise to recognize that this sterile environment can still be warm. That “hospital” and “hospitality” are not similar just by coincidence. And that world-class healthcare is ever been when it’s down to earth. The promise means that, even though we love working here, we understand you may not want to be here. It means knowing patients are more informed than ever, but realizing that “endoscope,” “laparoscope” and “colonoscope” all sound equally intimidating. Our promise is to be respectful of your time. We promise to alleviate your fear by hearing your concerns, to do everything in our power to make you well, and to help keep you well. So we’ll remind you to: get your colonoscopies, get your mammograms, exercise at least three times per week, and eat your vegetables. We promise to empower you to take charge of your healthcare. By providing you with some of the world’s best doctors, nurses and specialists. The latest in medical technology. Information you can understand. And lots of genuine, heartfelt concern. **That is our promise.**

Equal Opportunity for All

Piedmont Walton Hospital provides equal opportunity to all individuals and administers its personnel policies without regard to age, race, color, religion, sex or national origin. We are committed and adhere to all laws prohibiting discrimination on the basis of an individual’s handicap or disability.

Community Relations Department

The department consists of one full-time employee – Community Relations Manager. The Community Relations Department office is open from 8:30 a.m. to 5 p.m. Monday through Friday. However, volunteers may serve seven days per week.

Community Relations Manager: Heather Boyce
Mobile: 404.291.1396
Email: Heather.Boyce@piedmont.org

The Volunteer Mission

The mission of the organization shall be to provide quality services to the hospital and its patients; to assist in building a healthy community; to serve as ambassadors for the hospital; and to promote fundraising activities in keeping with goals and objectives of the hospital. This organization exists exclusively for charitable purposes.

Volunteer General Meetings and Parties

Volunteers enjoy two luncheons annually – one in the fall for installation of officers and the other in the spring for Volunteer Appreciation Week. They may also choose to attend a Christmas party, which is hosted by the Volunteer Board. There are also monthly meetings held at the hospital on the second Wednesday of each month.

Volunteer Categories

For all volunteer opportunities: Do not begin the process of getting a background check or TB tests before your interview. Volunteer assignments are made based on hospital department needs and on openings in the volunteer schedule. We also take into consideration the skills and interests of the applicant. Some costs may apply. This will be discussed during the interview.

Court-Ordered Community Service

Piedmont Walton Hospital does not participate in court ordered community service.

Adult Volunteers (ages 18+ and not in college)

Adults applying for volunteer service at Piedmont Walton Hospital will complete the application that can be obtained from the Community Relations Office, by calling 404.291.1396 or by emailing a request to Heather.Boyce@piedmont.org. A background check, drug screening, two (2) tuberculosis screenings, a current copy of immunizations (with any missing immunizations obtained) and a flu shot, in season, are required. If you do not have a current immunization record, we can assist you in obtaining what is needed. Adult volunteers are required to make a minimum one (1) year volunteer commitment.

An annual, mandatory education update is a requirement for all adult volunteers for Safety Training, Competencies and Confidentiality. A flu vaccine is required annually for all volunteers.

If you have had a TB screening within the last three months, please provide a copy of the screening. If you have had a chest X-Ray instead of a TB test in the last 12 months, please provide those results. A second screening must be completed within 30 days of your approved application.

Dress Code

There is a \$10 deposit fee due for your volunteer uniform; this does not apply to chaplains. This will be refunded if you leave and return your uniform. Uniforms should be clean and decorated only with Piedmont Walton Hospital Volunteer badges or emblems, service pins and special awards presented by the Volunteer Services Department. All decorations should be on the left side, except the name badge, which is worn on the right collar. Old uniforms should be replaced periodically to maintain and professional appearance. All volunteers must wear shoes with closed toes. Shorts, crop pants, tights and leggings are not permitted.

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| Women | A Volunteer Services issued red polo, dress shirt, or smock worn over a white shirt or blouse. All paired with white, black or khaki pants or skirt (no short skirts or skorts) and comfortable closed toe shoes. |
| Men | A Volunteer Services issued red polo shirt or dress shirt worn with black or khaki pants and comfortable closed toe shoes. |

The following clothing pieces are NOT approved to be worn while volunteering: shorts, sandals or slipper-type shoes, sweat pants or exercise clothes, biking apparel, leggings worn with tops shorter than skirt length, tank tops displaying printed messages, skirts more than 2 ½ inches above the knee, or capri or cropped style pants. Some modifications may apply based on specific requirements of the department or based on their safety or infection control procedures. This includes scrubs for volunteers assigned to surgery and other departments. Volunteers in this category must adhere to standard dress code when not in their designated area.

Personal Appearance

Good grooming / personal hygiene is essential for a professional image. The following is expected:

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| Proper hygiene, including the use of deodorant | Minimum use of perfumes and hair sprays |
| Neatly trimmed hair that is groomed and styled in a conservative manner | Fingernails must be clean and maintained conservatively. Artificial nails are not allowed in patient care areas. See the Infection Control Section for more information. |
| Any facial hair must be neatly trimmed at a consistent length across the face | Make-up should be conservative and light in application |
| Hats will not be worn inside the building unless conservative and worn because of medical or religious reasons | Earrings must be small and limited to two per ear. Jewelry should be kept to a minimum |
| No face or neck tattoos | No body piercing jewelry other than earrings worn in the ears |

Onboarding

Onboarding includes the following:

- Paperwork – Handbook and Application
- Interview with Auxiliary / Volunteer Membership Chair (for volunteer interviews)
- Interview with Community Relations Manager (for chaplain interview)
- Background Check
- Drug Screening
- Tuberculosis (TB) Screenings – two (2) tests
- Seasonal Flu Shot
- Record of Standard Immunizations
- Uniform Selection (for volunteers)
- Photo – ID Badge
- ½ Day Orientation Class when starting to volunteer.
- Annual paperwork and education class.

You will be assigned a volunteer position based on the hospital's needs, availability and your interest. Your training will take place in the department where you are assigned. You must be in uniform and wear your name badge to train and volunteer at all times.

Volunteer Schedule

Volunteers are assigned a schedule based on hospital need and availability and on the availability of the volunteer. Most services are performed by volunteers in two shifts but may be flexible in some areas. The morning shift is either 8 a.m. to 12 p.m. or 9 a.m. to 1 p.m., and the afternoon shift is 12 to 4 p.m. or 1 to 5 p.m. Limited evening and weekend shifts are available.

Recording Service Hours

It is recommended that all volunteers track their service hours using the designated sign-in book at the front receptionist desk. Signing in/out is important. It not only helps the Volunteer Services office keep a total of the hours contributed, but it is legal proof that you are present and serving in a voluntary capacity, which is needed under the hospital's liability insurance program. Also, you may want to record your volunteer experiences on applications when applying for a job. Irregularities and questions regarding hours should be referred to the Volunteer Services Department.

Department Assignments and Transfers

Volunteer assignments need to be mutually enriching, productive and fulfilling for the patient, the supervisor, the volunteer and the hospital. After a reasonable trial period in your assignment, if you are not happy, discuss a transfer with the Volunteer President and/or Community Relations Manager. Any change in schedule or activities outside your assigned department must be discussed and approved by the Volunteer Department in order to keep our records accurate.

Resignation from Volunteer Services

Should you no longer wish to volunteer, please notify the Volunteer President and Community Relations Manager in writing of your impending exit. Email is fine. Please explain why you are leaving so we can have a clear understanding of the reason. **You will need to turn in your ID badge to the Community Relations Manager after your last day of service.**

Visiting / Phone Calls

Please do not have friends come to visit while you are volunteering. Wait to visit a relative / friend in the hospital after you have finished your volunteer service. When a personal call is necessary, please be brief, keeping calls to no more than two minutes to keep hospital lines free. Turn cell phones off or on silent while on duty at the hospital. Depending on your assignment, you may be asked to turn off your phone to avoid interference with sensitive equipment. Please comply.

Conversations with Employees and Other Volunteers

Your friendly professional conversation encourages employees to value what you have to say. However, while on duty, it is best to limit conversation with employees to hospital business. Your professional discretion on when and what to say helps the staff to focus on patient and customer needs. Politics, race and religion are not appropriate subjects to discuss at the hospital.

Conversations with Patients

Conversations with patients should be limited to cheerful, non-controversial subjects. Patients may divulge information that is highly personal. If this is the case, volunteers should listen with compassion and understanding, but should not invite confidences. Volunteers should never offer opinions on personal affairs, medical treatment, administration of medication, choice of physicians or referral of services. Politics, race and religion are not appropriate subjects to discuss at the hospital.

When visiting patients, do not discuss their illnesses or your own illnesses. Do not discuss your previous hospital stays. Do not discuss patients with others outside their rooms. Remember, even a patient who appears unconscious (or asleep) may hear. Each patient is an individual, so please respect their privacy. Patients who seem unhappy or angry may well be masking fear, worry or loneliness. If you experience a patient or patient family and they are angry or upset about services or treatment here, do not promise anything and do not give advice. Upon leaving, please let someone at the nurses' station, the house supervisor or the patient experience representative know that they are not satisfied. This will allow the appropriate person to address the issue and hopefully help the patient and family.

Conversations with Visitors

Visitors are also guests of our hospital. They should be treated with warmth and respect. Listen with compassion and understanding. Answer their questions professional and with competence. Treat visitors as you would like to be treated. Treat everyone the same, regardless of age, race, color, creed, financial condition, appearance or disability.

When you meet people in the halls and lobbies, be kind and professional. If they appear to be lost, please help them find their way by taking them to their destination. Please do not point them down the hall and give directions. Walk with them until they get where they need to be. Let them know you were happy to be of help.

Volunteer and Chaplain Bill of Rights

The right to be treated as a team member.

The right to a suitable assignment with consideration for personal preference, temperament, life experience, education and background.

The right to know as much about the organization as possible: the policies, the people, and the programs.

The right to be trusted with necessary confidential information.

The right to continuing education on the assignment, as well as follow-up to initial training.

The right to guidance and direction by someone who is experienced, patient and well-informed.

The right to be heard, to have a part in planning, to feel free to make suggestions, and to have respect shown for an honest opinion.

Volunteer and Chaplain Code of Conduct

Be positive. Display a **positive** image of Piedmont Walton Hospital by demonstrating courteous and professional behavior toward patients, physicians, associates and visitors and by adhering to the values of Piedmont Walton Hospital.

Be sure. Be sure you really want to help others. Know your own limits.

Be convinced. Believe in the value of what you are doing.

Accept the rule. Don't criticize what you do not understand. There may be a good reason.

Speak up. Ask about things you do not understand.

Be willing to learn. Training is essential to any job well done. Prepare for each assignment.

Keep on learning. Know all you can about your hospital and your assignment. Use time wisely; don't interfere with others' performance.

Welcome supervision. Consult with your supervisor when unclear on policy or action. You will do a better job and enjoy it more if you are doing what is expected of you.

Be dependable. Your word is your bond. Do what you have agreed to do. Do not make promises you cannot or will not keep.

Be a team player. Find a place for yourself on the team. Constructive feedback will improve effectiveness.

Diversity

One of the goals of Piedmont Walton Hospital is to actively support diversity.

Be mindful of your language, avoid stereotypical remarks and challenge those made by others.

Speak out against jokes and slurs that target others.
Your silence sends a message that you agree. It is not enough to refuse to laugh.
Speak up when people take positions that work against understanding and communication.
Welcome new people into your life and seek opportunities to meet others.

Patient Rights

In accordance with its mission and values, Piedmont Walton Hospital treats each patient as a whole, irreplaceable, unique and worthy person. Patients in this facility enjoy the following rights:

The right to considerate care that respects the patient's personal values and belief systems.

The right to receive from his/her physician current information concerning his/her diagnosis.

The right to formulate advance directives and appoint a surrogate to make healthcare decisions on his/her behalf, to the extent permitted by law.

The right to receive every consideration of privacy and confidentiality concerning his/her own medical care and treatment.

The right to expect that all communications and records will be treated as confidential.

The right to expect that Piedmont Walton Hospital will make a reasonable response to the patient's request for services.

The hospital will provide evaluation, service and/or referral as indicated. The patient may be transferred to another facility only after he/she receives complete information and explanation concerning the needs for and the alternatives to a transfer.

The right to obtain information about any relationship of the hospital or other healthcare and educational institutions which could impact care of the patient.

Also, the patient has **the right** to obtain information concerning any professional relationships among individuals who are providing treatment.

The right to know if there are plans for the hospital to engage in or perform human experimentation affecting his/her care or treatment. The patient has the right to refuse to participate in research projects.

The right to expect continuity of care and to know in advance what follow up plans and services will be needed after discharge.

The right to examine and receive an explanation of his/her bill regardless of the source of payment.

The right to know what hospital rules and regulations apply to patient behavior.

Customer Service

Piedmont Walton Hospital employees and volunteers have been recognized in the community as both competent and caring individuals. It is the desire of all of us to continue to deserve this reputation. As hospital employees and volunteers, we are the heart of the hospital. These are some of the ways volunteers can show care for our patients, their families and for one another.

Simple Courtesies:

- Do not allow anyone to feel ignored.
- Initiate a friendly greeting with immediate eye contact, smile and say "hello."
- Introduce yourself by your first name. Tell the customer who you are and what you will be doing.

- Name badges should be worn at all times on the hospital campus on the right collar for clear visibility.
- Address patients as they wish to be called. **Do not refer to patients as honey, sweetie, etc.** Address all patients older than yourself as Miss, Mrs., Mr., Dr., etc. unless they request to be called something else.
- Face the patient or family member when speaking and use clear, distinct words.
- Listen attentively and do not interrupt.
- Knock on the patient's door before entering. Check the name beside the door to verify you have the correct patient. Also check armbands to verify the correct patient.
- Observe visitors. If someone appears to need directions, offer to help and **TAKE** them to their destination. If you are unable to personally escort a customer, take him/her to someone who can.
- Volunteers should perform only those duties to which they have been assigned, properly trained and supervised. When in doubt, ask questions about what to do.
- Do **NOT** chew gum when volunteering. This does not look professional.
- When asked by visitors where something is located – **do NOT give directions – DO TAKE THEM there, if at all possible.** This is giving 100% for our customers and makes a wonderful impression.
- **NEVER** sit on a patient's bed.
- Try volunteering for more than just your four (4) hours per week (or whatever your level of commitment). Try to say "yes" when asked to substitute or work on a sale or if asked to serve on the Board. It is fun! You will meet more people and get more out of your volunteer experience.
- **NEVER** leave a patient unattended if you are responsible for transporting them to a destination. Your responsibility is to get them safely to their destination and hand them off to a designated person. **NEVER** take a patient to their room. **ALWAYS** go to the nurse's station and let them know you and the patient are there.
- Recognize that even though we have a sense of urgency, we should value the time of our patients and visitors. They are not an interruption to our work; they are our reason for being here.
- Treat every person as if he/she is the most important person at Piedmont Walton Hospital.
- Listen carefully and with an open mind to what people have to say.
- Show a sincere interest. Avoid unnecessary interruptions.
- Be receptive to comments, suggestions, questions and complaints.
- Use good manners. **Rudeness is never tolerated – even when someone is rude to us.** Remember, we cannot control others, but we do have control of ourselves and our responses.
- Meet an individual's immediate needs, or gladly take him/her to someone who can. Proudly exceed expectations.
- **ALWAYS** be eager to help patients under any circumstances. **NEVER** say: "It's not my job" or "I don't have time."
- Assist in making sure patients are taken directly to areas you have been assigned to take them to. The patient is your number one priority. Don't stop to chitchat with a coworker or friend. Your mission is the patient!
- Before leaving a patient or family – ask, "Is there anything else I can do for you?"

Be Responsive to Concerns

- Inform staff if a patient needs assistance in any way.
- If the patient has a comment or concern, help them contact the appropriate office. Call the nursing office or hospital operator if you are unsure about where to refer a patient.
- Respond quickly; speed of service is key to satisfaction.

- If a patient or visitor complains about something, do not argue or offer excuses. Simply say, “I’m sorry you have had difficulty. Would it be okay if I connected you with our Patient Experience Representative?” Then report it to the Patient Experience Representative. Comments or complaints regarding direct patient care should be directed to the charge nurse or unit manager. If the comment/complaint needs to be heard immediately by someone in authority, contact the following offices in this order:
 - Unit Manager/Director for the unit that is affected
 - Executive Director of Patient Services or Chief Nursing Officer, depending on the unit affected
 - House Supervisor, call the operator for assistance
- Be a team player. If you, the volunteer, have a complaint or problem, report it immediately to the Community Relations Manager.

Telephone Etiquette

- Your volunteer assignment is important and valuable to the hospital. Be proud of it! To the caller, YOU are the hospital.
- Answer all calls within three (3) rings.
- Give your department of location.
- State your name and that you are a volunteer.
- “How may I help you?”
- SMILE! Smiles are recognized in your voice.
- Explain, “I will locate someone who may be able to help you. Can you please hold?” Wait for the response, then say, “Thank you” and place them on hold while you find someone to help.
- Communicate name of the party you are transferring to and his/her extension destination.
- Repeat messages back for accuracy.
- Delivery messages promptly.
- Always end the conversation pleasantly with “goodbye” or “have a nice day.”
- Let the caller hang up first.

Telephones and Personal Cell Phones

Hospital telephone lines are designed for patient care or hospital business use and should be used for personal calls only in an emergency. Use of personal cell phones is prohibited within the hospital building or work unit, as they could interfere with the functions of sensitive medical equipment.

Effective Communication

Be patient. Show respect with active listening and without passing judgment.

Take time to listen. Convey warmth, understanding and interest.

Use eye contact. Speak clearly and use short sentences.

Use a friendly tone. Treat everyone with respect and dignity.

Be aware of body language. Ask questions when you do not understand.

Ask for clarification. Repeat what you think you heard.

Report concerns. Report concerns of behavior or language that you do not understand for further interpretation.

General Information and Regulations

Attendance

Reporting on time to your assignment is important. You are part of the hospital team. The staff depends on you. If you are unable to volunteer and it is the practice of the department to have a volunteer on duty at all times, please refer to the list of other volunteers serving in your area to find a replacement. Please contact the department where you are assigned and the Volunteer President to let them know who will be substituting. Whenever possible, find a substitute for yourself. Please ask only those volunteers who have been trained in your area to substitute for you.

Benefits

- Complimentary meal in the cafeteria while on duty and wearing your hospital identification badge and uniform.
- Letters of recommendation can be requested after actively serving 12 weeks.
- Participation in Auxiliary / Volunteer and hospital-wide events.

Change of Name or Address

To keep our records current, please notify the Volunteer President and Community Relations Manager immediately whenever your name, address, telephone or emergency information changes.

Solicitation / Distribution

To avoid disruption in the operation of the hospital or interference with patient care, Piedmont Walton Hospital's policy prohibits persons to solicit for any product, service, doctrine or organization. The distribution of literature is prohibited. All fundraising activities are to be coordinated through the Community Relations Manager and are to benefit Piedmont Walton Hospital.

Drug and Alcohol Use

Piedmont Walton Hospital prohibits the use and/or abuse of drugs and alcohol in the workplace. All volunteers are expected to abide by the terms of this policy as a condition of being able to work within the hospital. Any volunteer who is found to have violated its prohibitions is subject to disciplinary action, including suspension and/or discharge.

Cigarette and Vaping Use

The campus of Piedmont Walton Hospital is a Tobacco Free Facility – inside and out. No one is allowed to smoke inside or outside the hospital on any hospital property. Never allow smoking in an area where oxygen is used or stored. This includes the use of vapor or electronic cigarettes.

Employment Opportunities

Volunteering is not an entry to employment. All employment matters are handled through the Human Resources Department. Please do not come into the volunteer process looking for employment. All available jobs are posted online at piedmont.org/careers.

Equal Opportunity

Volunteers are selected and placed based on the application process and openings in the volunteer schedule. Piedmont Walton Hospital shall provide Equal Employment and Volunteer Opportunity to all people in all aspects of volunteer relations without discrimination due to race, color, religious creed, sex, national origin, ancestry, marital status, age or qualified disability. It is the hospital's policy to maintain a working environment free of sexual harassment and intimidation.

Competency Evaluation

Volunteer Services requires an annual competency evaluation. Volunteers are required to complete an annual evaluation within the department where they volunteer. This is usually completed in the fall of each year. All evaluations are confidential and are kept in the volunteer's file in the Community Relations Department.

Food and Beverages

Food and beverages are never to be consumed in reception, registration, information or public areas of a unit or department.

Identification Badge

All volunteers and chaplains are required to have a photo taken for an identification badge. Badges are to be worn visibly on the right collar while on-duty. No person may borrow or loan an identification badge. **The ID badge should be returned to the Community Relations Manager when you are no longer a volunteer for the hospital.**

Volunteer Placement with Employee Relatives

The placement of volunteers with immediate relatives within the same department is discouraged and is normally not permitted. Immediate relatives within the same department is only allowed when such individuals are scheduled on different shifts from one another and are not involved in the supervision of one another. In no case will an individual supervise an immediate relative. This placement must have final approval of the Community Relations Manager and the Director/Manager of the specific department.

Confidentiality

HIPAA Privacy and Security: Our Values and Ethics at Work

HIPAA (Health Insurance Portability and Accountability Act) is a Federal regulation imposed on health care organizations including hospitals, home health agencies, physician offices, nursing homes, other

providers, health plans and clearinghouses. Confidentiality is an enforced requirement at Piedmont Walton Hospital. All information regarding patients, staff, volunteers, physicians and visitors is confidential. Volunteers are required to sign an annual Confidentiality Agreement acknowledging their understanding. A violation of confidential information is a violation of hospital ethics, and a volunteer may be dismissed immediately by the Community Relations Manager or Piedmont Walton's Administration for such a violation.

HIPAA Privacy Rule:

- Gives patients a right to access their medical records and restricts (in some ways) who may access their health information.
- Requires organizations to train its workforce and to take measures to safeguard patient information in every form.
- Provides penalties for individuals and organizations who fail to keep patient information confidential.
 - Criminal penalties under HIPAA: maximum of 10 years in jail and a \$250,000 fine for serious offenses.
 - Civil penalties under HIPAA: maximum fine of \$25,000 per violation.

HIPAA Security Rule: Pertains to electronic patient information and requires physical, technical and administrative safeguards.

Protected Health Information (PHI): PHI is any patient information that identifies a patient directly or indirectly. PHI in any form (written, faxes, electronic, photographs/images, conversations, labels, monitor strips) must be protected.

HIPAA Privacy Tips:

- Do not look at PHI unless you need to know the information to do your job.
- Use the minimum amount of PHI necessary to perform your job duties.
- Do not use your work privileges to access, view or print your own PHI or the PHI of your spouse, children, other family, friends or coworkers.
- Be conscious of who else may be listening when speaking with patients or family members. Lower your voice, when appropriate, or move to a more private location.
- Dispose of PHI by shredding it or placing it in a locked confidential storage container. Do not place PHI in the regular trash.
- Before giving out paperwork, make sure each page is for the correct patient.
- Patients, including you, should go to the Health Information Management (HIM) department to complete the required paperwork to obtain copies of their PHI. HIM associates will verify identity and legal rights to the information and release it as appropriate.
- Do not discuss what you overhear about a patient or share information gained in the course of work with your family, coworkers or friends.
- Do not discuss PHI with others who do not need the information to perform job duties such as those you encounter at Walmart, church, grocery stores, etc.
- Do not discuss patients in public areas such as elevators, hallways, cafeterias, where individuals outside the healthcare team may hear you.
- Do not leave an individual without identification in a confidential or secure area. Offer assistance and ask for identification if necessary.

- Do not leave patient records lying around where visitors or other unauthorized persons may view them. Keep them secure.
- Keep PHI in folders, turn it face down or use a cover page.
- Lock the office door if you leave it unattended.
- Remove PHI from printers, fax and copy machines in a timely manner.
- Do not post or write down your passwords. Never share your password.
- Make your password (if issued by the IS Department) something you can remember but difficult for others to guess. Do not include personal information others may know about you in your password (name, date of birth, spouse or children's names, pet names, etc.).
- Log out of patient information systems when you leave your work area.
- Turn patient information monitor screens away from public view.
- If you need to email PHI to perform job duties, you must encrypt 100% of your messages containing PHI sent outside of the hospital network. You can encrypt any email message from your hospital email account by asking for the process.
- Double check the "To" line before sending an email to verify correct recipient.
- Verify you have entered the correct fax number before faxing PHI.
- Use a fax cover sheet with appropriate confidentiality language.
- Be mindful of your location when discussing PHI on a cell phone.
- Avoid using speakerphones when discussing PHI.
- Be careful about how much PHI you leave on home answering machines.
- Keep laptops and other mobile devices secure at all times.
- Always wear your identification/name badge where it is visible to others.
- PHI on labels must be removed and placed in a locked confidential storage bin, or marked through with a black permanent marker or placed in hazardous waste container, if appropriate.
- If you are not involved in the care of the patient or welfare of the family, remove yourself from the area of confidential patient discussions.
- After asking their permission, put phone calls on hold to prevent overhearing background conversations about other patients.
- Knock and pause before entering the patient's room.
- Ask visitors to leave the room if the patient would like them to do so before discussing PHI.
- Direct media inquiries to Public Relations or Administration.
- Report potential violations to the Community Relations Manager or Administration.
- If a government agent needs computer access to view PHI, you must introduce that person to your supervisor who will verify identification.
- Posting advertisement on bulletin boards for personal businesses is not permitted.

TPO (Treatment, Payment and Operations): HIPAA permits employees to share information for treatment, payment or operations (coding, billing, quality review, risk, etc.) without utilization from the patient when there is a need.

PHI Authorization: Piedmont Walton Hospital must obtain a signed and dated authorization form from the patient before using or sharing PHI for reasons other than TPO unless the use or disclosure is mandated by law. **Only employees have authorization to share PHI.**

Marketing and Public Relations: It is our policy to not use or disclose PHI to market, film or photograph a patient for marketing purposes without obtaining a valid signed and dated authorization form from the patient. If an outside entity is involved in filming, photographing or interviewing a patient, Public Relations

must be involved. There are also forms to be signed by the patient and those filming, photographing or interviewing the patient. Contact the Community Relations Manager if someone calls or presents to the hospital requesting this be done.

Legal Personal Representatives: Persons having the authority (under federal and state laws), such as Durable Power of Attorney with a healthcare designation or Health Care Surrogate or Court Order to act on behalf of a patient in making healthcare decisions, have the same rights to access the patient's information unless the involvement of the personal representative would put the patient at risk. Only a designated employee has the right to make these determinations.

Legal Personal Representatives for Minors: Parents, guardians and others who have authority (under federal and state laws) to act on behalf of a minor in making healthcare decisions also may have access to the minor's health information as his/her personal representative unless the minor is emancipated.

Discussing PHI with a Patient's Friends and Family: HIPAA permits designated hospital employees to share information that is directly relevant to the level of involvement of a family member, friend, or other person identified by a patient, in the patient's care or payment for healthcare.

Facility Directory: A patient has the right to opt out of the facility directory.

PHI access is monitored. Electronic access to PHI is monitored. Inappropriate access or sharing of PHI results in disciplinary action, up to and including termination.

Complaints: If a patient or personal representative wishes to file a HIPAA complaint, notify your supervisor and Patient Experience representative.

General Safety Information

Body Mechanics: Protecting YOU from Injuries

Good body mechanics is good back protection for you.

- Adjust the height of your chair to achieve proper posture.
- Your ear, shoulder and hip should be in a straight line.
- Sit with your head and neck in an upright position, even when on the telephone.
- After testing the weight of an item, ask for help if it is too heavy to lift.
- Lift with your legs, not your back, keeping the item close to your body. Keep your body straight with the item that you are lifting.
- Do not twist or turn your body while lifting.
- Think about using carts. Do not put unnecessary strain on yourself. Plan ahead for the assigned job.
- Using a lumbar roll, or a rolled towel, in the small of the back when sitting will provide additional support and less injury to the back.
- Back injuries are usually the result of improper body mechanics over a period of time.

Accidents including Slips, Trips and Falls

There is no such thing as an unimportant accident. Any accident is a danger signal that an unsafe condition or working habit exists. Report **any** accident to the department manager immediately. Also, notify the Community Relations Manager. Your prompt action may help save yourself or someone else from painful or serious injury. **You should do this even if you believe no real injury has occurred.**

Fire Safety

When using a fire extinguisher, you will need to:

- **PULL** the round pin near the top to unlock and make the extinguisher ready to spray (it will break easily allowing you to use the canister).
- **AIM** the hose at the bottom of the flames – at the source of the fire.
- **SQUEEZE** the lever releasing the spray.
- **SWEEP** the hose in a side to side motion, staying at the base of the fire putting out the flames.

You can remember this using the acronym **PASS: Pull, Aim, Squeeze, Sweep.**

When there is a report of a fire, you can use the acronym **RACE** to help you remember all that needs to be done:

- **RESCUE.** Immediately stop what you are doing and remove anyone in immediate danger from the fire.
- **ALARM.** Activate the nearest fire alarm or call for help. Alert the staff and others near you.
- **CONTAIN.** Close all doors and windows that you can safely reach to contain the fire.
- **EXTINGUISH / EVACUATE.** If you have a fire extinguisher and it is safe for you to do so, use it now.

Housekeeping Practices

Wet floors may occur in the workplace unexpectedly because of plugged drains, spills and leaks. Wet floors are also a natural result of certain housekeeping, food service and maintenance activities. When you come upon a wet floor, **STOP** and:

- Notify housekeeping for assistance.
- Mark the area with a wet floor sign.

Watch your step. Problem areas to be especially careful around are entranceway carpets and tile, liquid soap on restroom floors, painted / waxed floors, metal doorsills and steps, and plastic carpet protectors.

Work Surfaces, Walkways and Stairs

- Keep floor area free from clutter.
- Wear appropriate shoes for your job.
- Pick up pencils, paperclips and other objects that might cause a slip.
- Use handrails in stairways, taking one step at a time.
- Avoid obstructing your vision with large loads.
- Don't hurry, especially around corners.
- Beware of telephone and electrical cords lying across floors.
- Report out-of-order lights promptly.

Wheelchairs and Transporting Patients

Always use good body mechanics when using a wheelchair. Good body mechanics include: keeping your back straight, keeping your body close to the wheelchair when moving it, bending at the knees to lock / unlock the brakes, and bending at the knees to adjust footrests.

Transferring Patients In and Out of Wheelchairs

- Be sure to check with the nurses' station prior to transporting a patient. **Volunteers do NOT lift patients in and out of wheelchairs. Volunteers may only assist employees.**
- Introduce yourself to the patient and explain who you are and where you are going.
- Verify that you are transporting the right patient by asking for his / her name and destination.
- On a flat surface, push wheelchair forward at a smooth walking speed.
- If you have to push the wheelchair on an incline, take special care. Go slowly and you may find it easier to lean back and take smaller steps to be in control.
- If you are unsure of being in control when moving a large patient or when on an incline / decline, ask for help!
- Gently and slowly **BACK** wheelchair over bumps or curbs.
- Always walk at a normal to slow speed.
- Watch where you are going.
- Lock the brakes on the wheelchair before the patient transfers in or out! **A very important detail.**
- **NEVER** leave a patient unattended in a wheelchair. Hand them off to the appropriate employee.
- When transporting a patient assigned to a patient room, **take them to the nurses' station and hand them off to a nurse. Do not take them directly to their room.**

Safe Medical Devices Act

If you realize a piece of equipment is not working properly, contact a supervisor who will remove the equipment, tag it "Do Not Use" and take care of the patient immediately. Any item used for patient care is considered equipment including, but not limited to, wheelchairs, outlets, call buttons, medical devices and machinery.

Utilities Management

Electrical Power

If there is an electrical power failure, the emergency generator or its backup should kick in. Only the RED OUTLETS will be operational. **Employees** will plug all life support equipment into the RED outlets, should there be a power failure.

Radiation Safety

Radiation, including X-rays and radiation therapy, can provide many benefits for our patients, but must be managed with caution. Do not enter any area where the radiation symbol is displayed.

Sentinel Events

A sentinel event is an unplanned event that has resulted in serious physical or psychological injury, or risk thereof, such as an unexpected death or major permanent loss of function unrelated to the patient's illness.

Some examples of sentinel events:

- Child abduction or discharge to wrong family
- Rape of a patient
- Surgery on a wrong body part or wrong patient
- Suicide of a patient in a 24-hour care facility
- Wrong blood or blood product transfusion.

If you feel that a sentinel event or a "near miss" has occurred, please notify Administration, the Risk Manager, a supervisor or a House Supervisor **IMMEDIATELY**.

Infection Control and Prevention

Volunteers should not enter these rooms: Patient rooms with any isolation caddy or sign on the door, clostridium difficile, (CDiff) patient, (room should have isolation sign or caddy on the door).

Infection Control provides guidelines and standards for recognition, prevention and control of communicable infections of patients, personnel and visitors within the hospital community. Healthcare workers, volunteers and employees are subject to the policies and guidelines related to infection control and prevention within the facility.

Infection control and prevention practices include but are not limited to:

- **Hand hygiene.** Hand washing and / or hand sanitizer.
- **Standard precautions and transmission-based precautions.** Gloves would be the only protective equipment needed due to the fact that volunteers **DO NOT** enter isolation rooms / areas.
- **Cleaning.** Patient care equipment.

Hand Hygiene

Hand hygiene is the single most important method used in preventing the spread of infection. To protect yourself and patients, perform hand hygiene often.

Handwashing will be done:

- Before and after using the toilet, blowing nose, covering a sneeze.
- Before and after handling food or medications.
- When obviously soiled.
- Before, between and after patient care.

Proper steps for use of antibacterial soap are:

- Wash your hands with soap and water when your hands are visibly soiled with blood or other bodily fluids, handling food or after using the toilet.
- Wet hands with warm water (not hot water).
- Apply enough soap to cover all hand surfaces.

- Wash hands for at least **20 seconds**, covering all surfaces of hands and wrists, paying particular attention to areas around and underneath the nails and between fingers.
- Rinse hands under running water, holding hands so water runs off fingertips.
- Dry hands with paper towel. Use towel to turn off faucet and open door.

Alcohol-Based Hand Sanitizer

Alcohol-based hand sanitizer will be used:

- If hands are not visibly soiled.
- Before and after patient contact free of blood, bodily fluids or infection (taking vital signs, moving a patient).
- In conjunction with hand washing.

Proper steps for use of alcohol-based hand sanitizer:

- Clean your hands by rubbing them with an alcohol-based formula is the preferred means for routine hand hygiene if hands are not visibly soiled.
- Apply adequate amount of sanitizer in palm of hand.
- Rub hands, covering all surfaces of hands, nails and wrists until dry.

Hands should be decontaminated with either, an alcohol-based waterless hand sanitizer or washed with an antibacterial soap before and after patient contact which would include removal of gloves.

Isolation Rooms

Isolation rooms can be identified by isolation signs and caddies hanging on the door or next to the patient's door. There are usually items such as gloves, masks or gowns and a sign specifying which type of isolation the patient is in currently. **Volunteers should NOT enter isolation rooms.** If there is a question about the status of the room, ask at the nurses' desk before entering.

Standard Precautions

Use standard precautions with each and every patient to provide a safe environment for the patients, associates, visitors, healthcare workers, medical staff, volunteers and other customers. All patients carry the risk of being infected with unknown germs. Various protective items are available to give protection and can be found in every area. Personal Protective Equipment (PPE) provides a barrier to reduce the risk of infection in healthcare workers and to minimize their exposure to infectious agents or blood / body fluids that may contain infectious agents. PPE includes gloves, gowns, face masks and eye goggles.

Cleaning Patient Care Equipment

Patient care equipment must be wiped or cleaned with a hospital approved detergent / disinfectant daily (wipes), when visibly soiled or per manufacture recommendations. Disinfected surfaces must be visibly wet for the amount of time located on the disinfectant container. It is important to know how long the surface has to remain wet! Patient equipment includes but is not limited to wheelchairs, blood pressure cuffs, thermometers, etc.

Waste Management

Infectious Waste Management is the proper disposal of:

- **Linens.** Linens will be placed in a covered linen cart.
- **Sharps.** Safety products will be utilized where possible. Used needles will not be bent, broken, manipulated or recapped. All contaminated needles, syringes, scalpel blades and other sharp items will be placed in designated puncture resistant containers.
- **Medical Waste.** Medical waste should be handled and transported in a manner to prevent exposure. Medical waste other than sharps will be placed in red bags.

Annual Health Updates

Prior to flu season, all volunteers are required to have a flu shot. Participation in our Influenza Vaccination program will require certain mandatory requirements to be met. This information is given annually before the due date of October 1. We will offer the Influenza vaccine when supplies are available in the fall, usually mid-September.

Additional Infection Control Information

If you are sick (fever, vomiting, diarrhea, other potential infectious illness, or wounds), refrain from volunteering until symptoms have subsided. Do not eat, drink, apply lipstick or lip balm or handle contact lenses in areas where blood, body fluids or medications are being prepared or secretions or excretions are present. Cover your cough (in the bend of your elbow). Exposure (needle stick, cut or splash) involving a bloodborne pathogen / body fluid should be reported to the supervisor in the area you are working and to the Infection Control and Prevention office. **Wash, Wash, Wash, your hands!**

Medical Gas Safety

A volunteer may be asked to transport a patient who is using an oxygen tank. Volunteers should **NOT** handle oxygen tank cylinders! If the patient needs assistance with the oxygen tank cylinder, please ask an employee for assistance.

REMEMBER: An oxygen tank cylinder can become a deadly missile if compressed gas is not controlled.

Emergency Plans

In ALL emergencies, if you are the first person at the scene, you are to alert medical personnel and follow their direction. You can call x4444 from any hospital phone and reach the security team.

Tornado and Dangerous Weather

If a tornado is in the area, the operator will announce "Facility Alert – Tornado Warning' + NWS Statement + Location" over the intercom system.

- A Tornado Watch is paged when conditions are favorable for a tornado to develop in the hospital's area.
- A Tornado Warning is paged when an actual tornado has been seen in the hospital's area.
- Stay as far away from windows as possible and move to a central hallway.

- You may be asked to assist with moving patients to a central hallway. If a patient cannot be moved, close their blinds, cover the patient with blankets, close all doors completely, and stay away from windows. If you can see outside, you are not safe.
- When a Tornado Warning is announced, all staff and volunteers will remain on the floor or the unit.
- No one should go outside of the building or make personal phone calls during a Tornado Warning.
- Upon termination of the Tornado Warning, the operator will announce “Facility Alert – Tornado Warning – All Clear.”

If there is a need for security personnel in your area, you can call security directly at x4444 from any hospital phone.

Safety Codes

While in the hospital, you may hear safety codes announced on the hospital intercom system. The Piedmont System has gone to code announcements that are plain language. This means, there will still be Code Blue and Medical Alerts, but you will hear other announcements that are easy for everyone including the public within our building to understand.

Plain Language Emergency Alerts

| | |
|--|--|
| Medical Emergency | “Code Blue” + Location + Descriptor |
| Fire / Fire Alarm | “Facility Alert” + “Fire Alarm” + Location + Descriptor |
| Utility / Technology Interruption | “Facility Alert” + “Type of Service Interruption + Descriptor + Location |
| Evacuation / Relocation | “Facility Alert” + Evacuation (or Relocation) + Descriptor + Location |
| Hazardous Materials Spill | “Facility Alert – Hazardous Material Spill” + Descriptor (if any) + Location |
| Mass Casualty Incident (MCI) | “Facility Alert – Mass Casualty Incident” + Descriptor (Trauma, Rad, Bio, Chem, or Unk) + Location |
| Weather (e.g. Tornado) | “Facility Alert – [Applicable Weather] Warning” + NWS Statement + Location |
| Infant Abduction | “Infant Abduction Alert” + Location |
| Child Abduction or Missing Person | “Security Alert – Missing Person” + Description of Person + Last Seen Location |
| Armed Intruder / Shooter / Hostage Situation | “Security Alert – [Applicable Threat]” + Location + Perpetrator’s Description + “Stay Clear” |
| Bomb Threat / Suspicious Package | “Security Alert – [Applicable Threat]” + Location + “Stay Clear” |
| Controlled Access / Egress | “Security Alert – Lockdown Implemented” + Location |
| Behavioral Disturbances | “Security Alert – Public Safety Needed” + Location |

Disaster Plan

A disaster (internal or external) is called when the number of injured people is larger than the hospital’s ability to effectively provide care. Additional staff and resources will be needed.

Signature Page for the Handbook

(Please sign and return with your application)

| | Initial Here |
|---|--------------|
| I have read and understand the Mission, Vision and Values of Piedmont Walton Hospital. | |
| I have read and understand the Patient Rights. | |
| I have reviewed the information on Diversity. I understand and agree to be respectful of all staff, volunteers and customers. | |
| I have reviewed the information on politics and religion and understand I am not to enter into discussions on either while on duty. | |
| I have reviewed the information on Customer Service. I understand that great customer service is the number one priority. | |
| I have read, understand and agree to strictly abide by all rules and policies regarding HIPAA and Confidentiality. | |
| I have read, understand and agree to strictly abide by all rules and policies regarding Piedmont Walton Hospital Compliance for Volunteers. | |
| I have read and understand the General Safety Information, including proper wheelchair transport. | |
| I have read and understand the proper Infection Control and Prevention procedures, including hand hygiene, standard precautions, isolation categories and bloodborne pathogens. | |
| I have read and understand the Emergency Codes. I know my responsibility in case of an emergency. | |
| I understand I am to wear my identification badge on the right collar of my uniform any time I am on duty, and I am to return the badge to the volunteer office when my volunteer service ends. | |
| I understand how and where to report my hours and I will report my hours every time I volunteer. | |
| I have reviewed the dress code policy and understand I am to be in a clean, pressed uniform any time I am on duty. | |
| I understand I am to report on time and let the Volunteer President and the assigned department know if I will be late or absent. | |

By signing and turning in this page with my other application documents, I am stating that I have read the Handbook, and I understand its content and agree to follow its guidelines as a volunteer at Piedmont Walton Hospital.

Signature

Date

Printed Name