

VCU HEALTH SYSTEM
MCV Hospitals and MCV Physicians

**CLINICAL PROVIDER
ORIENTATION HANDBOOK**

**DEVELOPED BY THE:
VCUHS Department of Human Resources**

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WELCOME

The VCU Health System (VCUHS) would like to welcome you to our organization. We hope your affiliation with the Health System will be a long and rewarding one. The purpose of this orientation booklet is to introduce you to our organization and provide useful information about our policies, practices and procedures. In addition to this orientation handbook, we recommend you become familiar with the Medical Staff Bylaws, Rules and Regulations. Your Department Chair will assist you in accessing these documents for review and in providing orientation to your specific areas of responsibility.

VCUHS POLICIES AND PROCEDURES

This booklet provides only a glimpse into the policies, procedures and practices at VCU Health System. Details regarding the above issues and more can be found in the VCUHS Policies and Procedures Manual located on our intranet. In addition to organization wide policies and procedures, you can also find the Nursing Policy and Procedure Manual, the Infection Control Manual, Safety Policies, and Medical Staff Bylaws and Regulations on the intranet at vcuhsweb.mcvh-vcu.edu.

ABOUT THE VCU HEALTH SYSTEM

VCUHS is a tertiary care medical center and the only academic medical center in central Virginia. Affiliated with Virginia Commonwealth University as the regional teaching institution for health care professionals, VCUHS offers access to some of the most advanced medical treatments and technologies available. To carry out its missions, including the provision of health care to the uninsured population, VCUHS employs over 8,600 staff in all types of positions and professions.

MCV Hospitals is the teaching hospital component of the VCU Health System. With 865 licensed beds, MCV Hospitals records 32,000 inpatient admissions and more than 514,000 outpatient visits each year. Over 82,000 patients are treated annually in the MCVH emergency department which is the region's only Level I Trauma Center.

The Virginia Commonwealth University Health System and Children's Hospital have officially joined to become Children's Hospital of Richmond (CHoR). Children's Hospital will provide a unified source of comprehensive, coordinated specialty pediatric care to children and their families at 10 locations throughout the greater Richmond area and in Fredericksburg.

Children's Hospital of Richmond provides increased access to all levels of health care for children -- from well-child checks to advanced medical and surgical services for serious conditions to long-term care and therapy.

Children's Hospital of Richmond includes:

- Six specialized inpatient units with 149 pediatric beds, including acute care, pediatric intensive care, neonatal intensive care and transitional care.
- Thirty-five pediatric medical-surgical services including cardiology, developmental pediatrics, orthopedic surgery and other sub-specialties.
- Nine therapy services such as audiology, assistive technology and physical, occupational and speech therapy.
- Seven support service programs including child life/recreational therapy, pastoral care and social work, designed to complement medical and therapy services.

The VCU Health System comprises nearly 200 specialty areas, many of national and international notoriety. In addition to multidisciplinary centers for cancer, cardiology, neurosurgery, and transplantation, the VCUHS offers virtually every form of contemporary medical and dental services. In particular, the VCUHS has received international recognition for early diagnosis and treatment of chest pain and strokes, organ transplant, head and spinal cord trauma research, burn and wound healing, neonatal intensive care, and genetic research, as well as cancer research, treatment, and rehabilitation.

Making medical history is only part of the reason for the excellent reputation of the VCUHS. Thanks to the dedication, compassion and expertise of its staff members - from doctors, nurses, and resident staff, to support personnel and administrators - the VCUHS has enjoyed a consistently high patient satisfaction rating. All of this combines to strengthen the VCU Health System's position in the healthcare marketplace and protect our important mission of excellence in research, education, and patient care for the 21st century.

The Virginia Commonwealth University Health System has been ranked in U.S. News Media Group's 2009-10 publication of America's Best Hospitals. The VCU Health System was one of 174 medical centers to be ranked among the best out of a survey of about 4,800 hospitals. Specifically, the VCU Health System was noted for excellence in rehabilitation, ranking 20th in

the country for dealing with difficult or complex cases. It also ranked 44th in heart and heart surgery, 44th in the country for treating people with kidney disease and 45th in orthopaedics.

In 2004, 2005, 2007, 2008, 2009 and again in 2010, we were named as one of the “100 Best Companies for Working Mothers” by *Working Mother* Magazine. For several years running, we've been selected by many of the rating organizations including National Research Corporation's Consumer Choice, Solucient “Top 100” Hospitals, US News and World Report, and as a technology leader by being recognized as one of the “Most Wired” healthcare institutions. In 2006 VCUHS was recognized by the American Nurses Credentialing Center with the prestigious Magnet Award provided to organizations demonstrating excellence in nursing leadership and practice.

MISSION

The Virginia Commonwealth University Health System is an urban, comprehensive academic medical center in central Virginia established to preserve and restore health for all people, to seek the cause and cure of diseases through innovative research, and to educate those who serve humanity.

VISION

The Virginia Commonwealth University Health System is committed to excellence in patient care and education as the preeminent academic medical center in the mid-Atlantic region. Quality and safety drive our vision, which is propelled by the best people dedicated to:

- Demonstrating superior value to patients, employers and payers;
- Securing our position as a national leader in integrated delivery systems;
- Fostering the contributions of all members of the health care team in the care of patients;
- Educating the next generation of health professionals using leading edge techniques and innovation;
- Applying novel research in the clinical and basic sciences, and translating new discoveries to patient care;
- Ensuring sufficient assets to support our mission and vision through disciplined stewardship of financial activities

VALUES

Service

We provide exceptional service by putting the needs of the patient first.

Trust

We earn trust from those we serve and from those with whom we work by our commitment to safety, privacy, and accountability.

Attitude

We display a positive attitude through kindness, compassion, and empathy to those in our care and with whom we interact.

Respect

We respect the dignity of each individual and celebrate the diversity of the communities we serve.

VCU HEALTH SYSTEM'S SENIOR LEADERSHIP

Michael Rao, Ph.D. - VCU President & VCUHS President, VCUHS Authority Board Chair

Sheldon M. Retchin, M.D. - VP Health Sciences & CEO, VCUHS

John Duval - Chief Executive Officer MCV Hospitals, VCUHS

John D. Ward, M.D. - President, MCV Physicians, VCUHS

Dominic J. Puleo - Executive VP Finance and CFO, VCUHS

Carl F. Gattuso - Chief Corporate Officer, VCUHS

Ralph R. Clark, M.D. - VP Clinical Activities & Chief Medical Officer, VCUHS

Jim Potyraj - Executive Director, MCV Physicians, Associate Dean, School of Medicine

Deborah Davis - Chief Operating Officer MCV hospitals , VCUHS

Donald C. Gehring, J.D. - Vice President for Government Relations & Health Policy, VCU

John M. Bennett - Senior VP Finance & Administration, VCU

Amy S. Sebring - Senior Associate Dean for Finance and Administration, VCU School of Medicine

Jerome F. Strauss III, M.D., Ph.D. - Dean, VCU School of Medicine

Deb Zimmermann MS, RN - Chief Nursing Officer, VCUHS

Maria Curran - VP Human Resources, VCUHS

Sheryl Garland - VP Community Outreach, VCUHS

Darrell Johnson - VP Support and Professional Services, VCUHS

Linda Pearson - Senior VP Finance, VCUHS

Richard Pollack - Chief Information Officer, VCUHS

Jean F. Reed, J.D. - VP General Counsel, VCUHS

Penny Trentham - VP Managed Care, VCUHS

Marcos F. Irigaray - VP Strategy & Professional Services, VCUHS

Larry Little - VP Support Services, VCUHS

Wil Zuelzer, M.D. - Chief of Perisurgical Services Operations

Jalana McCasland – Vice President, Ambulatory Care, MCV Physicians

ROLE OF MEDICAL STAFF

The medical staff is a self-governing body that is charged with overseeing the quality of care, treatment, and services delivered by practitioners who are credentialed and privileged through the medical staff process. The medical staff must credential and privilege all licensed independent practitioners including physicians, dentists, physician assistants, and advanced practice registered nurses. The medical staff creates and maintains a set of Bylaws that defines its role within the context of our medical center setting and clearly delineates its responsibilities in the oversight of care, treatment, and services. The Medical Staff Bylaws, Rules, and Regulations create a framework within which medical staff members can act with a reasonable degree of freedom and confidence. Members of the medical staff provide leadership in performance improvement activities within the Health System and are active members on many multi-disciplinary committees whose purpose is to maintain and improve as indicated the standard of care provided to our patients.

CREDENTIALING

The VCU Health System Medical Staff Services Office coordinates the privileging and credentialing process for the Medical Staff. VCU Health System is a closed medical staff- as such only faculty of VCU School of Medicine or VCU School of Dentistry can be members of the medical staff. Credentialing is the practice through which physicians, dentists and allied health professionals apply for and gain permission to see patients in a clinical setting at VCUHS. Through the credentialing process, the licensed practitioner's competence and professionalism is assessed to determine if he or she is an appropriate addition to the medical staff or whether continued affiliation with VCUHS is desired. Credentialing involves verifying and evaluating qualifications (including education, training, experience, and licensure) and professional competence as measured through professional peer references verification of all training and education, malpractice history and any disciplinary and corrective action.

For further information and assistance call the Director of Medical Staff Services at 828-8707.

APPOINTMENT PROCESS

Once you receive your initial appointment at VCUHS, you must receive re-appointment biennially according to your department's re-appointment schedule. All appointments expire 24 months from date on staff and subsequently 24 months from the date of your last reappointment.

Each medical service is responsible for providing you with a re-appointment packet. Please make sure your packet is completed promptly and correctly. No whiteout is allowed and all signatures must be originals. Please consult Medical Staff Bylaws, Rules and Regulations for details related to the admitting privileges, appointment, Board Certification requirements, and clinical privileges.

CONSCIOUS AND DEEP SEDATION PRIVILEGES

All non-Anesthesiology physicians requesting privileges for Conscious or Deep Sedation must complete the VCU on-line CME course, take the post course test and receive a passing grade of >80% biannually. You are required to have current Advanced Cardiac Life Support (ACLS) training in airway management as well. The on-line course can be accessed through the Learning Exchange.

PHYSICIAN PROFILE UPDATES REQUIRED

The Virginia Board of Medicine requires annual updates on all fields even if there are no changes to your information. Failure to update an on line profile can constitute unprofessional conduct and subject the practitioner to disciplinary action by the Board. To update your profile go to <https://www.vahealthprovider.com/edit/>. If you have forgotten your password assigned by HRB, contact Practitioner Information Division at 804-367-4444 or email info@vahealthprovider.com. One data element that changes every year is Years in Active Clinical Practice if you are practicing, so it must be updated annually. Once you make this change and any additional changes required you must hit the “submit” button in the “verify” section to complete the submission. For your convenience a link has been made available on the Medical Staff Services intranet home page.

CONFLICT OF INTEREST

Employees must not have any personal interests which conflict, or appear to conflict, with Health System interests or which might influence or appear to influence their judgments or actions in performing their Health System duties. A potential conflict of interest, which involves an employee or his/her family member, must be reported to the Department Chair in writing, who will then report it to the Health System Corporate Services office at 828-0500.

The following activities, at a minimum, must be reported:

1. Any direct or indirect interest in any outside or competing business concern;
2. Any outside or competing business concern with which the employee or his/her family member works or consults;

Before accepting any position with a business concern outside of the Health System:

1. Consider whether the organization is a competitor or has a current or prospective business relationship with the Health System;
2. Consider the possible advantages and disadvantages to the Health System, including the appearance of possible conflicts;
3. Take care that any business venture in which you engage does not prevent you from devoting the time and effort required of your duties at the Health System; and
4. Advise your Department Chair if you participate in a charitable or civic organization or serve in a public office if that organization or public body engages in activities that directly involve the Health System's business interests.

INTELLECTUAL PROPERTIES AND TECHNOLOGY TRANSFER

Virginia Commonwealth University's Intellectual Properties Policy (<http://www.ts.vcu.edu/policies /ippolicy.html>) delineates VCU's policy with respect to intellectual properties developed by members of the University community. The University shall retain all rights, title, and interest in any and all intellectual properties generated, created, or developed in facilities operated or controlled by the University, supported by funds administered by the University, and/or performed in the course of regular duties by University members, unless exempted by other provisions of this policy.

RESEARCH AND GRADUATE STUDIES

The Office of the Vice President for Research provides services to facilitate the scholarly activity of faculty, students, and staff and to provide an environment that promotes the integration of research, scholarship and graduate education. The office's essential role is to enhance faculty development, support the University's mission to generate and disseminate knowledge, and to maintain VCU's Carnegie status as a Research University (high research activity). The vice president for research shall have the right to exercise broad discretion necessary for the encouragement, development, and protection of inventions, patents, and other intellectual property. The vice president for research shall consult with the Office of Technology Transfer

(<http://www.research.vcu.edu/ott/index.htm>) and the Intellectual Property Foundation (<http://www.research.vcu.edu/ott/ipf.htm>) in matters relating to intellectual policy.

OUTSIDE PROFESSIONAL ACTIVITY AND EMPLOYMENT

Within strict limits set forth in the Virginia Commonwealth University policy concerning Outside Professional Activities and Employment, Research, and Continuing Education (<http://www.provost.vcu.edu/policies/profact.html>), the University allows faculty to participate in outside employment and paid consultation. Faculty involved in outside professional activity (employment, consultation, research, or continuing education) are required to obtain permission in advance of participating. Requests for permission are made on a form (<http://www.provost.vcu.edu/pdfs/CP-1.pdf>) designated by the University and submitted through channels set forth in the policy. Compensated professional activity separately or in combination shall not exceed an average of one day per calendar week during the contractual year. At the end of each academic year, faculty involved in outside activities must submit this form listing the outside activities and the number of days devoted to them.

In addition, faculty members in the schools of Medicine and Dentistry are permitted to supplement their salaries by private practice; these revenues are apportioned among the faculty member, the department, and the school. The School of Dentistry has a specified maximum income that may be earned from private practice within the institution. Clinical faculty in the School of Medicine may earn additional income related to professional practice through the faculty practice plan, MCV Physicians, consistent with the VCU School of Medicine's Faculty Appointment and Compensation Policy.

DRUG FREE SCHOOL AND WORKPLACE

VCUHS expects all individuals providing care or customer services in our environment to be able to do so competently and unimpaired by chemical substances. Impairment is defined as any physical or mental disability that substantially alters the ability of a practitioner to practice his or her profession with safety to his/her patients and the public.

If a member of the Medical Staff seems to be currently impaired, contact the Department Chair or the Clinical Administrator pager # 6105 (after hours) immediately. If impairment is determined to be present, the individual will be asked to consent to alcohol/drug testing as

appropriate to the circumstances. The individual will not be allowed to continue to work until the results of the testing are complete and evaluated. If someone suspects a member of the Medical Staff to possibly have a medical, mental, or substance abuse problem that could affect job performance, the concern should be called to the office of the Chief Medical Officer (828-4654) or reported to the Department Chair.

Concerns related to suspected impairment issues will be investigated by members of the Medical Staff Health Committee. If the concern is validated, the Committee will make recommendations for treatment referral as appropriate. If the practitioner refuses to accept the recommendation offered, further action, including possible suspension or withdrawal of privileges will be considered.

Confirmed positive drug or alcohol tests, or in-patient admissions for substance abuse or mental health treatment where the individual or others could be at risk for harm require mandatory Board reporting. In all other cases, the Committee will base the decision to report on the provisions of Virginia Code §54.1-2400-7.

IDENTIFICATION BADGES

All persons who provide care or services to VCUHS customers, including members of our medical staff, must display a VCUHS issued identification badge (even if you have a VCU issued ID) that includes your name, job title, and the department to which you are assigned. A picture ID **MUST** be worn at all times, face forward and above the waist, so you can be easily identified as being a member of our staff. Due to the need to provide a safe and secure environment for patients and staff, failure to wear your ID could result in your being denied access to VCUHS facilities. The VCU Card Office numbers are 827-CARD for the Monroe Park Campus and 628-CARD for the MCV Campus. The VCUCard Office on the MCV Campus is located in the basement of Sanger Hall.

VCUHS PROPERTY AND EQUIPMENT

VCUHS seeks to provide its employees with the necessary equipment and resources to conduct business operations. VCUHS equipment may include, but not be limited to, personal computers, computer systems, printers, photo copiers, telephones, fax machines, pagers,

dictating equipment, vehicles, office furniture and supplies, medical equipment, all related supplies and functions, etc.

- The use of VCUHS equipment, facilities, or resources, either on or off company time, for personal gain, is not permitted.
- All VCUHS equipment, facilities, or resources must be used in the manner intended and appropriate maintenance and care provided to avoid equipment failure or damage. A current biomedical maintenance sticker must be displayed on all medical equipment including that provided by vendors.
- VCUHS reserves the right to inspect any company property and anything on company premises at any time, whether locked or not. If the employee has a locked desk, file, office, locker, or automobile, he/she may be required to unlock it for inspection upon request. All packages and other belongings are also subject to inspection upon request.
- VCUHS assumes no responsibility for theft or other loss or damage to any personal property of any employee while he/she is on duty and/or on company property.
- Bringing weapons of any type on VCUHS property or to VCUHS work sites is strictly prohibited.
- Use of e-mail, internet, intranet, phones, fax machines etc. to transmit materials in violation of the VCUHS policies and expectations for professionalism and confidentiality within the workplace is strictly prohibited. VCUHS reserves the right to monitor the contents and usage of electronic transmissions, telephone conversations, written correspondence and other forms of communication to support operational, maintenance, auditing, security, and investigative activities and for compliance with policy and procedure.
- Employee access and/or authorization codes are confidential and are not to be shared with others.
- Employees may be loaned VCUHS equipment to use in travel or other locations outside VCUHS to perform job duties. This equipment is to be returned when no longer needed or at the time the job duties requiring the use of the equipment are eliminated. Failure to return VCUHS equipment will result in the replacement cost of that equipment being charged to the employee.

CELL PHONES AND PAGERS

You may notice signs throughout the facilities that state, "Please Turn Off Cell Phones." These signs appear in areas, such as the Emergency Department and Intensive Care Units that have highly sensitive medical instruments that may be affected by the interference of cell phone frequencies. If you are unsure as to whether your cell phone may produce interference, contact the Clinical Engineering Department at 828-1165 for an assessment. Cell phones are allowed in all other areas of the Medical Center that do not have signage prohibiting cell phone use. Be courteous to others and do not use your cell phone in non-authorized areas. Keep both pagers and cell phones set to a silent alert. Use of camera phones to take pictures while in patient care or restricted areas is prohibited. Please remember confidentiality of patient or business related information when using your cell phone in a public area.

DRESS CODE

VCUHS requires professional, healthcare provider appropriate attire. Attire must be clean, neat and of appropriate size. Artificial nails are prohibited for anyone providing direct patient care by law. A VCUHS ID must be worn at all times while providing services at VCUHS.

The following dress code guidelines apply to all staff at VCUHS:

- Hair shall be clean, well groomed, and worn in such a manner that it will not interfere with patient care or job duties and will present a professional image.
- Facial hair must be trimmed and kept clean.
- Make-up may be worn in moderation.
- No excessive perfume, aftershave or scents shall be worn. Use of deodorant and/or personal hygiene sprays/soaps are required unless it is medically contraindicated.
- Do not report to work with the smell of alcohol, smoke, or other offensive body odors.
- Underwear shall be worn, but not be visible.
- Fingernails shall be kept short, clean, neatly manicured and not extend ¼ inch past the fingertips. Artificial nails and nail jewelry are prohibited in any patient care role (VCUHS Infection Control Hand Hygiene Policy 1111). Artificial nails are defined as any application of a product to the nail to include, but not limited to, acrylic, overlay, tips or silk wraps (does not refer to nail polish).

- Jewelry shall not pose a safety hazard or nor interfere with patient care and shall be worn in moderation. Earrings should be worn in a professional manner; earrings are limited to 1-2 per ear.
- There will be no visible body piercing, including but not limited to, the following with the exception of ear piercing: no tongue piercing, no nose piercing, no eyebrow rings/bars. There will be no visible tattoos. Any visible tattoo must be covered with a bandage or clothing.
- Non-skid shoes of moderate heel are recommended. Shoes should be close toed and have a back.

CUSTOMER SERVICE EXPECTATIONS

Excellent customer service is the kind of service that makes a lasting impression on your customers. It means meeting expectations and satisfying needs in such a way that you are seen as easy to do business with. We expect everyone who represents our organization, to treat all internal (employees and other physicians) and external (patients and visitors) customers with respect, courtesy and caring. Members of the Medical Staff who are in violation of this expectation will be contacted by their Medical Director or Department Chair to discuss corrective measures.

The Five Fundamentals of Customer Service

Value –Value each person with whom you interact by demonstrating respect, integrity, and acceptance and the organization that you serve through taking responsibility for its success, appearance, and safety.

Commitment –Commit to excellence in your performance, support of the VCUHS mission, stewardship of resources and protection of the VCUHS environment.

Understanding –Strive to understand the needs of others, respect their privacy, communicate with them professionally, treat them with dignity and demonstrate appreciation of cultural differences.

Hospitality –Embrace others with hospitality, kindness, open mindedness and a willingness to help.

Service –Provide service to all guests efficiently, professionally, courteously and promptly.

If you experience problems related to customer service, please notify the manager of the area in which the offense occurred.

APPRECIATION OF DIFFERENCES

VCUHS strives to provide equal opportunities, services, and access to all persons without regard to race, color, religion, gender, age, national origin, disability, sexual orientation or veteran's status. One of the great benefits for learning or working at VCUHS is our diverse population. We are internationally recognized in many of our areas of service and therefore, are fortunate to have patients, visitors and staff from around the world. If you have a patient from a culture with which you are unfamiliar, check with your Medical Director or nursing staff about resources available to help you better meet that patient's needs. VCUHS has a language line that can be used to access an interpreter to assist with medical evaluation, teaching, consents, and other needed communication. Contact VCUHS Language Services at 628-1116 for additional information.

PROHIBITION OF SEXUAL HARASSMENT AND DISCRIMINATION

As a faculty member and member of the Medical Staff, there are several high-risk behaviors that can be related to Sexual Harassment. All employees of VCU or VCUHS must take Sexual Harassment training. VCUHS on-line Sexual Harassment training can be accessed through The Learning Exchange located on the Home page of the intranet. Once you're in The Learning Exchange, the Sexual Harassment training can be found in the list of courses. If you take the training offered by VCU located at www.vcu.edu/eeoaa/sexual_harass.html, please remember to give a copy of the certificate to your Medical Director or service Administrator to be included in your VCUHS personnel file as well. Only individuals who have dual employment with VCU and VCUHS are eligible to take the VCU Sexual Harassment course.

Any individual who feels that he or she has been the victim of harassment or discrimination is encouraged to report his/her concerns to one of the following: his/her Medical Director, Department Chair, Chief Medical Officer at 828-4654 or the Department of Human Resources at 628-9433.

CONFIDENTIALITY AND HIPAA

Access to confidential information is permitted only on a need to know basis and with appropriate authorization. During your association with VCUHS, you will have access to proprietary and other confidential business or health information belonging to the VCU Health System including but not limited to confidential information regarding VCU Health System employees, patients and patient care. Therefore, except as required for the completion of your

duties at VCUHS or by law, you are expected to limit your access to information that is specifically required for your position. Furthermore, it is expected that you will not disclose any information to any other person, or allow any other person access to, any information related to VCUHS which is proprietary or confidential and/or pertains to employees, patients or patient care. “disclosure of information” includes, but is not limited to, verbal discussions, FAX transmissions, picture phone transmissions, electronic mail messages, voice mail communication, written documentation, “loaning” computer access codes, and/or another electronic transmission or sharing of data. As soon as possible after receiving privileges at VCUHS, you are required to complete training on the Health Insurance Portability and Accountability Act (HIPAA). This training is available on-line through Blackboard access at <http://www.vcuhealth.org/hipaaTraining>

Remember the following guidelines related to confidentiality.

- All personal patient information should be kept private. Confidentiality pertains to information related to the patient’s identity, physical or psychological condition (including tests, procedures, and outcomes), emotional status, and financial situation.
- Do not look up someone in the computer unless it is your own patient, a patient assigned to your service or one to whom you have been referred.
- Only discuss your patients with health care workers who are also providing care to that same patient or who work on that unit.
- Do not share written or verbal information about a patient without first finding out if the individual asking for the information is authorized to have the information due to job duties or written consent from the patient. This includes not giving out information to the patient’s family or friends without the patient’s expressed permission.
- If the patient is a minor, written consent for release of information must be obtained from the parent or guardian.
- Do not discuss patient information or “stories” in the elevator, stairwells, waiting areas, lunchroom, etc. You never know who might be listening!
- If you witness a breach of confidentiality, report it to the Management Office.
- When discussing your patients in classroom activities or in other meetings, please use initials only and remove any information that could identify the patient such as medical record number, social security number, address, next of kin, etc. from documents.

For questions related to confidentiality or HIPAA, contact the Corporate Compliance office at 828-0500. To report a HIPAA violation, call the Compliance Helpline at 1-800-628-1438.

SUBPOENAS

Occasionally, a process server will bring a subpoena to an area where you are working. If he/she tries to hand you the subpoena, do not accept it. Refer them to the Office of the General counsel located in the Stephen Putney House 2nd floor (1012 E. Marshall St.) The number to the Legal Office is 828-9010.

COMPUTER ACCESS

All physicians are expected to enter patient order using the Clinical Information System (CIS). In order to obtain your CIS access code that will allow you to enter clinical data, you must attend and successfully complete computer training provided through Information Systems. The access code issued after training will serve as your electronic signature. You should never share this code with anyone else because any information entered under this code will be attributed to you.

FAX TRANSMISSIONS

We prefer not to fax patient health information, but occasionally it becomes necessary. All information faxed must have a cover sheet explaining our confidentiality requirements. Before faxing a document, verify the receiving number and that the line is secure. Dial the fax number carefully and verify that you have entered the correct number before hitting send. If you accidentally fax a document to a wrong location, immediately call that location to retrieve and destroy the document. Record the event in the Patient Safety Net database accessed through the intranet. Do not chart the occurrence in the medical record. The Patient Safety Net is an on-line program designed to collect data related to unexpected patient and staff events.

QUALITY IMPROVEMENT PROCESSES

VCUHS is committed to continuous quality improvements. One of the ways the Health System focuses on quality is through the use of a problem-solving technique called the FADE process:

Focus: Identify the specific problem you wish to work on.

Analyze: Determine influential factors; collect data.

Develop: Generate a list of possible solutions, choose the best solution, and develop an implementation plan.

Execute: Put plan into action and monitor results.

All physicians and clinical providers are encouraged to participate in performance improvement committees. Performance improvement measures are evaluated as part of the bi-annual credentialing and privileging process for VCUHS.

MEDICAL EMERGENCIES

If a medical emergency exists in the Medical Center, call *50 and announce Code Blue and the location. (Off-site locations should dial 9-911.) Emergency response in the clinic areas on the medical campus consists of response from the Medical Emergency Response Team (MERT) with the assistance of Emergency Medical Services (EMS) provided by Richmond Ambulance. The MERT team provides basic support, including an automated external defibrillator if necessary, until the ambulance team arrives. The team has the capability of using more invasive support measures, if a physician is present to order such measures. The MERT team is a core group of healthcare providers who have completed special training in basic life support, airway management, first aid, and use of the Automated External Defibrillator (AED). The MERT team is available Mon through Fri from 8:00 a.m. to 4:30 p.m. If a medical emergency arises outside those hours, *50 will activate the operator who will send security as needed and who will call 911 for EMS service dispatch. MERT coverage is available only in the following buildings: Nelson, Ambulatory Care Center, AD Williams, Children's Pavilion, Stony Point, and Hayes E Willis.

If you are in a location away from the Medical Center, including Virginia Treatment Center, Sanger Hall and sidewalks, Stony Point or other offsite locations call 9-911 for assistance.

TOBACCO FREE ENVIRONMENT

VCUHS is a tobacco free environment. Tobacco use is prohibited in or around any VCUHS owned or operated facility on the Medical Campus and at Stony Point.

PATIENT FALLS (inpatient units)

VCU Health System's fall precaution program identifies patients with a high probability of falling by placing a red "falling star" sticker on the door to the patient's room and giving the patient a special identification band. If you have a patient whom you believe to be at high risk for falling, please notify the patient's primary nurse of the need for this designation.

RESTRAINT USE

Restraint use is limited to circumstances when a patient's safety is at imminent risk for self injury or injury to others, or when clinically justified to prevent disruption of medically necessary therapy. Only staff that has been deemed as competent in the use of restraints and alternative measures may apply restraints. Restraint use requires a physician's verbal or written order within one hour of a restraint being applied. For restraints applied due to behavioral issues, the physician must come in and assess the patient for restraint use within one hour of application and reassess every four hours for continued need of a restraint thereafter. For restraints applied for non-behavioral intervention, the physician must renew the order in less than 24 hours and with each new episode of restraint use. Please refer to VCUHS Policy 4501, *Use of Restraints* for details of this policy.

REPORTING SUSPECTED CASE OF ABUSE

All patients must be assessed for potential risk of child or adult abuse, neglect, sexual assault or domestic violence. If any of these are suspected, the Department of Care Coordination/Social Work phone number is 828-0212 and they are available to assist with resource identification and referral. Confirmed cases of abuse must be reported to the Virginia Department of Social Services at 1-888-832-3858.

SAFETY AWARENESS

The following information is a summary of the VCUHS internal and external disaster plans and emergency preparedness.

Internal Disaster Situations: Dial *50 to call one of the codes listed below if on the Medical Campus. If you are off-site, contact the building administrator or call 9-911. The following code names will be announced over the page system and on the intranet if an internal disaster situation occurs:

1. Dr. Black – bomb threat
2. Dr. Comfort – heating or air-conditioning failure
3. Dr. Data – computer system is down
4. Dr. Gas – loss of medical gas and/or suctioning function
5. Dr. Green – influx of potentially radioactive, chemical and/or biological contaminated patients
6. Dr. Hold – hostage situation
7. Dr. Lift – elevator emergency
8. Dr. Orange – epidemiological crisis
9. Dr. Pink – pediatric abduction
10. Dr. Power – disruption of normal electrical power
11. Dr. Red – fire emergency
12. Dr. Wet – flood emergency
13. Communication Disaster – Failure of telecommunication equipment

YOUR ROLE DURING THE ABOVE CODES

DR. BLACK – Bomb Threat

If you discover a package or letter that you feel may be a bomb, DO NOT touch or move it. Call VCU Police at 828-1234 immediately or if you are not at one of the VCUHS Medical Center Campus facilities, call 9-911. If you receive a call regarding a bomb threat, keep the person on the phone and get as much information as possible regarding the bomb's location, when it will activate, what type of bomb, what might set it off, etc. For medical campus assistance, call *50 and ask telepage to communicate a Dr. Black.

DR. COMFORT – Heating or Air Conditioning Failure

If the air conditioning or ventilation system fails, keep isolation room doors closed. All other doors may remain open.

DR. DATA – Computer Systems are down for four or more hours

If the computer systems fail, documentation is completed through manual processes and entered into the computer systems once restored. Consult with VCUHS nursing staff regarding the appropriate forms and down time procedures to implement in the event of a computer failure.

DR. GAS – Disruption of Medical Gas Systems

If medical gas supplies are impaired, you may be asked to help manually ventilate patients with supplemental oxygen. Portable oxygen tanks will be used as available. If compressed air is lost, compressed air tanks (H cylinders) will be provided and portable air compressors for aerosol treatments.

DR. GREEN – Hazardous Material Emergency

Dr. Green will be announced if there is an emergency involving radioactive, chemical and/or biological hazards that requires use of decontamination facilities. Decontamination facilities for external disasters will be located near the Emergency Department.

DR. HOLD – Hostage Situation

Unless you are specifically involved in the hostage situation, you are to stay away from the area. If you are in the involved area, follow the instructions of the police or security staff present.

DR. LIFT – Elevators Service Disrupted

If you are caught on an elevator when service is disrupted, use the phone in the elevator to call for assistance. Remain calm and follow the instructions of the facilities management staff. If you are not on the elevator, you will need to use the stairs to access floors above or below your location.

DR. ORANGE –Epidemiological Crisis

Dr. Orange will only be announced if we have a large volume of potential infectious patients such as a bioterrorism crisis. In such an event, instructions will be given specific to the personal protective equipment required and the restricted access areas.

DR. PINK – Pediatric Abduction

To safeguard infants and children, children at risk for abduction are given a tag that will activate an automatic shut down procedure if the child leaves the unit with the tag alarm intact. If the alarm is activated, the elevators will not stop on a pediatric unit and the stairwell doors will automatically lock. If you are working on a pediatric unit and believe a child has been abducted, report this immediately to the nursing staff to activate the Dr. Pink alarm and to initiate search procedures.

DR. POWER – Electrical Power and/or Emergency Power have Failed

If the power goes out, VCUHS has generator backups to operate red power receptacles in patient rooms. Move all essential electrical equipment to red outlets. Departments maintain a supply of flashlights and batteries to assist you to see as you move around. Tap bells will be distributed to substitute for the call-bell system to patients as available and staff will make frequent rounds to those without tap bells. Beds will be programmed for manual operation.

DR. RED - Fire

In the event of a fire, close all doors that do not close automatically. Do not use elevators. If the fire is in your area, and you have been trained in the use of a fire extinguisher during the past 12-

months, you can attempt to put the fire out if it is still below waist level. If the fire is above waist level, evacuate the room and shut the door. Locate the pull stations and fire extinguisher locations on your unit as well as the evacuation plan in the event evacuation is necessary. Remember, don't be a hero! If you can't safely put out the fire, let the experts do it. In all cases, follow the instructions of the VCUHS nursing staff in the area regarding when and if to evacuate.

In the event of a fire, we use the word R.A.C.E.R. to help us remember what to do:

Rescue anyone in danger

Activate the fire alarm - *50 in hospital buildings, or call 9-911 at off-site locations

Close all doors to contain smoke

Extinguish the fire only if you have received fire extinguisher training within the past 12-months

Relocate patients to a safe area when applicable.

If a fire alarm sounds in Main Hospital, North Hospital, Critical Care Hospital or Gateway, an audible alarm and strobe lights will activate on the floor with the potential fire, two floors above that and one floor below. If you just see strobe lights but do not hear an alarm, you are on stand-by only for further instructions. There is no need to relocate or evacuate when only the strobe lights are flashing.

If you are notified that a relocation or evacuation is required, follow the instructions of a VCUHS staff member regarding the evacuation route for your area. Main Hospital floors 3 through 11/Gateway/North Hospital/Critical Care Hospital do not usually require external evacuation. They are considered "Defend in Place" facilities and require patients be relocated to a safe area in another corridor. All other buildings, including Main Hospital basement through second floor require full evacuation when the fire alarm activates.

DR. WET – Flooding or Excess Water Accumulation

Dr. Wet is called when an area is about to be or is flooded. Patients will be relocated to a dry area. Use caution when walking or moving equipment. Unplug and remove electrical equipment that may have become wet. Do not use equipment that may have become wet until it has been cleared for use by Clinical Engineering.

COMMUNICATIONS CRISIS – Loss of Telephone Service or Paging

If the telephone system fails, cellular phones, two-way radios, personal pagers, pay phones and other communications equipment may be used as alternatives. Only cellular phones approved for use in critical care areas can be used in those locations as other frequencies could interfere with equipment and patient monitoring.

LOSS OF WATER OR VACUUM

Major water loss can also affect the provision of vacuum and suction on patient units. Emergency water for drinking will be distributed to units. Flushing of commodes should be limited and may be accomplished by pouring portable water into toilets. Ration the use of ice and keep ice in insulated containers to prevent it from melting. Use waterless hand cleaners as much as possible to ration water use. Disposable products should be used to reduce sterilization requirements. If compressed air is lost, Respiratory Care will bring regulators and Material Management will bring compressed air cylinders. Portable suction machines will be provided to units as needed. Contact the Service Response Center at 628-4772 or [www.vcuhealth.org/support services/responcecenter.htm](http://www.vcuhealth.org/support/services/responcecenter.htm).

CHEMICAL SAFETY, SPILLS AND WASTE DISPOSAL

Each department has a list of chemicals used in their areas and a copy of Material Safety Data Sheets (MSDS), which explain, among other things, the risks involved, personal protective equipment needed in handling the chemical, what to do with exposures and how to handle spills. If you are unfamiliar with a chemical, ask to see the MSDS before using it and know where the spill kit is located, if applicable. MSDS information is also available on the intranet.

Chemical wastes must be stored properly prior to disposal. Containers should be compatible with the waste and protected from shock or breakage. DO NOT dispose of chemical in the sink or toilet. All containers must be properly labeled with the name of the chemical and hazard risks. All chemotherapeutic sharps and waste must be disposed into yellow containers.

RESPIRATORY PROTECTION

In some areas, respirators (masks) are necessary to protect you from harmful dusts, fibers, fumes, mists, gases, or vapors. Individuals who wear respiratory protection must be fit-tested **annually** to determine if the respirator is providing an effective barrier. Staff who may be exposed to

tuberculosis must be fit-tested for a specific (N-95) mask prior to entering a room where possible exposure could occur. If you have not been fit-tested, register through The Learning Exchange. Fit testing will be conducted at the D-Deck Annex Module C, located at the Southeast corner of the upper level of the D-Deck Parking Lot. No eating, drinking or chewing gum 30 minutes prior to testing. Please contact Robin Luffman at 628-5866 if you have questions.

All physicians and clinical providers are required to have **annual** TB Skin Test placed or complete an annual health screening if they have had a past positive TB Skin Test. TB Skin Test placement may be required more often for those who are more likely to be exposed to tuberculosis on a frequent basis. Contact the Employee Health Office at 828-0584 to schedule placement of your TB Skin Test. Failure to complete the requirement could result in delay of privileges.

INFECTIOUS WASTE

Materials contaminated with blood or body fluids must be discarded properly. Always use standard precautions when handling infectious or medical waste. Use red or orange bags to dispose of infectious waste materials. Place infectious sharps in a red, biohazard labeled, plastic sharps container that is no more than $\frac{3}{4}$ full. Do not mix non-infectious sharps with infectious sharps. Chemotherapeutic sharps are not to be placed in containers with infectious sharps. Chemotherapeutic agents must be placed in yellow containers.

RADIATION SAFETY

At VCUHS, the main sources of radiation exposure include laboratories, patients, and X-ray producing machines. Some of the areas or departments that use radiation and radioactivity include Nuclear Medicine, Diagnostic Radiology, Radiation Oncology, Clinical Pathology and some patient rooms. Rooms with radiation sources are labeled with a Radiation symbol and say “Caution-Radioactive Materials” or “Radioisotopes Used in this Room.” Do not enter these rooms without protective equipment. If you are in a room when an X-ray is to be performed, either leave the room or put on the personal protective equipment specified by the X-ray technician.

MRI SAFETY

Magnetic Resonance Imaging (MRI) uses a large and powerful magnet to produce images of the body. The magnets used at VCUHS are super-conductive. Current has been applied to the

super-conductive windings inside the unit, which are continually bathed in liquid helium. Once the power supply is removed, the current continues to flow forever. At the temperature of liquid helium (-452.4 degrees) there is no resistance to the current; therefore the magnets are on 24 hours a day.

The magnet is strong enough to pull equipment like floor buffers, oxygen tanks, and stretchers across the room and into the opening of the imager, known as a bore. At other health care facilities, deaths have occurred from trauma as a result of these effects. Only MRI compatible or non-magnetic materials (like aluminum oxygen tanks or stretchers) should be taken into the room and only after being checked by authorized personnel. Small objects in pockets such as hemostats, pens, keys, stethoscopes and scissors can become high-speed projectiles when "pulled" out of your pockets. Small objects like paper clips or staples may also be pulled into the magnet bore without notice and interfere with future image quality. The MRI will erase any magnet strips on ID, ATM or credit cards. **Do not enter a MRI scan room without first completing a MRI Safety Checklist to screen for metal objects (e.g., pacemakers, surgical clips, metal fragments) and other risk factors.** Always be cleared by a MRI technologist before entering the MRI scan room to ensure your personal safety and the safety of others. For MRI Safety questions call MRI at 828-3580 or 828-0953.

EQUIPMENT MANAGEMENT

Do not use equipment that is not functioning properly or which does not have a current inspection sticker. Remove the equipment from service, tag it with a DEFECTIVE tag and report it to a VCUHS staff member who will call Clinical Engineering to report the problem.

PERSONAL INJURIES AND WORKER'S COMPENSATION

As an employee of VCUHS, you are covered by the VCUHS Workers Compensation insurance. If you are injured on the job as a result of your clinical duties, complete a "Report of Injury" form as soon as possible after being injured or exposed to potentially harmful situations. If you need emergency care, the VCUHS Emergency Department is located on the ground level of Main Hospital. Beyond emergency care, treatment for work injuries must be obtained through the VCUHS Panel of Physicians. Information related to VCUHS Workers Compensation can be obtained by calling 628-6877. Injuries associated with employment at VCU should be reported to 828-1533.

PERSONAL SAFETY PRECAUTIONS

VCUHS is committed to providing a safe environment to work, learn and receive care. The VCU Campus Police patrols all areas of both the Monroe Park and Medical Center Campus. In addition, VCUHS has a Security staff that monitors access to the facilities and provides support with building checks and problem resolution. If you have an emergency while on the Medical Campus, call 828-1234 or 8-HELP. This will allow you access to help quicker than 911 since our police officers are already on site. If you would like an escort to your car between the hours of 5:00 pm and 8:00 am, an escort service is available by calling 828-WALK. Security phones are located throughout the campus in blue or yellow boxers with a flashing yellow light above them. You need only remove the phone from the cradle or push the button to activate a call to the police department.

PATIENT SAFETY

Patient safety should be taken into consideration in all interactions with patients, including factoring in the patient's age and medical condition in response to the activity being required. National Patient Safety Goals have been developed by The Joint Commission. Clinical providers are expected to know the National Patient Safety Goals and incorporate these goals into their daily practice. To learn more about the current National Patient Safety Goals, go to the Performance Improvement Department site on the intranet at <http://pi.mcvh-vcu.edu/default.htm>. Examples of Patient Safety Goals include but are not limited to the following:

- Improve the accuracy of patient identification.
- Improve the effectiveness of communication among caregivers.
- Improve the safety of using high-alert medications.
- Eliminate wrong-site, wrong-patient, wrong-procedure surgery/using a "time out" process to confirm information
- Reduce the risk of health care-acquired infections by using proper hand hygiene
- Accurately and completely reconcile medications across the continuum of care.
- Label all medications on and off the sterile field.
- Implement a standardized approach to hand-off communications.
- Reduce the risk of patient harm resulting from falls.

PATIENT SAFETY NET

As part of our patient safety and performance improvement initiatives, any unusual occurrence that you witness or experience should be reported using the Patient Safety Net Event Reporting program. The Patient Safety Net program is a data collection system that allows staff to report incidents related to patients, visitors or staff quickly and consistently. Data reported is reviewed by the Patient Safety Officer, Risk Management and the Department Manager of the area affected.

In addition to using the Patient Safety Net, serious or sentinel events should also be called to Risk Management. These mechanisms are used to assess patient and staff risk exposure so appropriate action can be taken to eliminate or reduce risks in the future. Please call the Patient Safety Officer at 828-0506 for questions regarding the Patient Safety Net (PSN). **Call the Risk Management Help Line at 828-RISK (7475) for additional assistance for high-risk patient issues (those that may be related to serious patient harm and could be considered a sentinel event.)**

INFECTION CONTROL

Being a healthcare environment, patients are admitted with a variety of pathogens. To provide the safest environment possible, VCUHS fully supports the standards established by the Occupational Safety and Health Administration (OSHA), the Centers for Disease Control and Prevention (CDC), Virginia Department of Health (VDH), and other regulatory agencies. Standard precautions and transmission-based precautions must be practiced by all individuals coming in contact with patients.

In general, the following principles should be observed in caring for patients:

- Use appropriate hand hygiene with either soap and water or the alcohol based foam product before and after patient contact.
- Clean and disinfect all equipment and surfaces that come in contact with blood and body fluids as specified in the Infection Control policy manual (found on the VCU Health System intranet site)
- Place all linen in fluid resistant (impervious) linen bags
- Dispose of infectious waste (any material or item contaminated with blood or body fluids, sharps, pathological and microbiological waste) in red biohazard bags or sharps container

- Place specimen containers, with the appropriate patient label attached/included, into a clear plastic, resealable bag
- Promptly clean up small blood/body fluid spills (per Infection Control manual)
- Contact Environmental Services at 628-4472 to handle large blood/body fluid spills
- Do not manipulate, bend, recap, or remove used needles
- Do not eat or drink in areas where there is potential exposure to blood and body fluids
- Do not store food, medications, and specimens in the same place (e.g., refrigerator)

CATEGORIES OF PRECAUTIONS

The following transmission-based precautions are used in addition to Standard Precautions when indicated:

AIRBORNE PRECAUTIONS – used to prevent diseases transmitted by the airborne route (droplet nuclei or contaminated dust particles). N95 particulate respirator mask must be worn upon entering the room when pulmonary or laryngeal tuberculosis, varicella, SARS, smallpox, viral hemorrhagic fevers, disseminated herpes zoster, monkeypox, or measles is suspected. The N95 particulate respirator masks must be fit tested prior to initial use.

DROPLET PRECAUTIONS- used to prevent diseases transmitted by infectious droplets (large-particle droplets that do not remain suspended in the air). Surgical masks must be worn when having patient contact.

CONTACT PRECAUTIONS – used to prevent diseases transmitted by direct touch (touching the patient) or indirect contact (touching surfaces or objects in the patient’s environment.) Gloves and gowns must be worn when entering the patient room.

Questions regarding any aspect of infection control should be phoned to Epidemiology (828-2121) during business hours or via pager #4085 after hours, on weekends or holidays.

PREVENTIVE MEDICINE PROGRAM

The objective of the VCUHS preventive medicine program is to protect patients from acquiring communicable diseases from staff and visa versa. Toward that end, upon hire, all health care providers are screened for potential communicable disease risks and immunization history. Where medical documentation is not available to support immunization history, titers may be drawn to determine the need for boosters or initial vaccination. All health care workers are offered and encouraged to take the Hepatitis B vaccine if prior immunization has not been

received. All health care workers who have patient care responsibilities are required to be screened annually for tuberculosis exposure. In certain high-risk areas, screening may be provided more frequently. Screenings and prophylaxis for exposures are provided free of charge through Employee Health Services (EHS).

In order to provide timely assessment of occupational exposure to blood or body fluids, VCUHS has a unique post-exposure program. Between 8:00 a.m. and 4:00 p.m., the exposure must be reported to EHS at 828-0584. Determination for the need for prophylaxis will be made at that time. After hours, on weekends or holidays, a phone consult service team (PEP Team) is available through in-house pager 4508. If it is determined that prophylaxis is deemed necessary, the medications will be called into the inpatient pharmacy in the basement of Main Hospital. Prophylaxis should be started within two hours of exposure.

ORGANIZATIONAL RESOURCES

Volunteer Services and the Hospital Hospitality House

Volunteer Services recruits, trains and supervises adult, college student and teen volunteers in the hospitals and clinics. The Volunteer Services staff works closely with Patient Relations to help in any way possible to make the hospital experience better for patients and their families. Volunteer Services tries to keep a supply of books, magazines, games, art supplies and videos which staff are welcome to pick up for their patients. Usual office hours are 8:00 am – 4:30 pm, and the office is located on Main 1 behind the Oasis Coffee Shop. The phone number is 828-0922.

The Hospital Hospitality House (HHH), a non-profit volunteer-run hotel, is located at the corner of 7th Street and Marshall. Families of patients may stay there for a nominal fee. Transportation is provided between the hospitals and HHH. For more information about the Hospital Hospitality House, visit the desk on Gateway 1 in Admissions or call 828-6901.

Patient Relations

The Patient Relations Department, located on Gateway 1, is available to assist in the resolution of patient issues. If a patient has a complaint, he/she should first attempt to resolve it directly with the department; however, if resolution is not forthcoming, the Patient Relations Department is available to assist the patient and his/her family in addressing the issue toward a positive outcome. The Patient Relations Department can be contacted by calling 628-0400.

Pastoral Care Department

The Department of Pastoral Care is available 24-hours a day to provide spiritual care and assistance with religious practices to patients, family and staff. For Pastoral Care assistance call 828-0928.

Ethics Committee

Any member of the healthcare team as well as patients or family may request an ethics consultation. The goal of the consultation is to assist in evaluating the ethical dimensions of each case and alternatives for resolution. Rather than dictating a particular decision, the consultation can assist in clarifying issues and facilitating communication on the ethical dimensions of a situation.

Examples of ethical issues include but are not limited to: End of life situations such as withholding or withdrawing interventions, informed consent issues, surrogate decision maker issues or conflicts. For assistance call the Ethics Committee confidential voicemail at 628-3844.

Patient Rights And Responsibilities

Patients at the Medical College of Virginia Hospitals and MCV Physicians clinical sites are entitled to certain rights. We affirm this Patient Bill of Rights and Responsibilities, and all staff and patients are expected to support and respect these principles.

Patients Have the Right to:

- The best care available for their health needs within the mission and capabilities of the organization.
- Be treated with courtesy and respect.
- Know about their illness, condition, and treatment.
- Give or refuse permission for care, treatment, or research.
- Plan and participate in their care.
- Be examined and treated in private.
- Receive care that supports their comfort and dignity.
- Have communications and records concerning their care treated in a confidential manner.
- Have their families and significant others treated respectfully.

- Know the names and positions of persons caring for them.
- Make decisions by completing a living will, or by appointing a person to make health care decisions on their behalf.
- Take part in talking about ethical issues that arise in their care.
- Spiritual care and religious support consistent with personal beliefs.
- Know how issues, complaints, and grievances about their care are handled.
- Care that respects their growth and development.
- Effective assessment and management of pain.
- An interpreter or assistive devices when they have a communication impairment, or do not speak or understand the language of the healthcare team.
- Family involvement in decisions about organ, tissue, and eye donation.
- Leave the hospitals or outpatient clinical sites even if their doctors advise against it.
- Ethical business practices.

Patients Have the Responsibility to:

- Provide members of the health care team with complete information about their health.
- Follow the agreed upon treatment plan.
- Make known their understanding of the treatment plans.
- Express complaints or problems regarding their care.
- Be respectful and considerate of other patients and staff.
- Take part in their care during their hospital stay, outpatient visit and at home.
- Purchase supplies, medicines, and other items for care after discharge.
- Provide accurate and complete information for financial screening.

Patient concerns or questions regarding this bill of rights and responsibilities can be addressed by the VCU Health System Patient Relations Department at 628-0400.

Patient/Family Education Services

Educating patients and families is an interdisciplinary effort critical to positive health outcomes. Utilizing the resources below in addition to your interdisciplinary team members can enhance your teaching endeavors.

Community Health Education Center (CHEC) <http://www.vcuhealth.org/chec/>

CHEC is designed to provide understandable health information to patients, families and the public so they can make informed decisions and actively participate in their care. Located on the ground floor of the Gateway building, CHEC has books, periodicals, videos, posters, internet access to credible sites under the direction of the medical librarian. Refer patients and families to CHEC to support your education efforts. The medical librarian can research information or resources for you through the website or phone, 828-2432. (VCU-CHEC)

Patient Education: <http://pe.mcvh-vcu.edu/default.htm>.

A variety of resources for teaching patients and families are listed on the Patient Education intranet site.

1. **CareNotes** is an on-line system for printed health and drug topics in English or Spanish. VCU Health System can customize these topics and add topics if needed through members of the Interdisciplinary Patient/Family Education Committee. Sheets can be individualized for the patient before printing.
2. **Selected print materials**, such as the Diabetes Survival packet, CPR Family and Friends books are available for staff access in the Community Health Education Center.
3. **Closed circuit TV channels:** Five TV channels broadcast health information programs on the inpatient TV. The VCU HS channel plays a set schedule of programs for 20 hours every day. The Service Response Center (phone number 628-4772) has selected tapes, such as Lovenox, tracheostomy care, and self-catheterization videos to play at the request of health care providers. Two channels are devoted to the Newborn Channel, one in English and one in Spanish. The Patient Channel shows a variety of health programs via satellite which are updated quarterly. A listing of the channels and videotapes available is located under “Resources, TV channels.”
4. **Classes and support groups** are offered for selected patient populations.

Documentation of education is recorded electronically on the Patient/Family Education form in the Clinical Information System (CIS.) Entries can be viewed on the Pt Education tab. Discharge instructions are entered electronically on the Discharge Information Form (DIF.) Contact Education and Professional Development at 828-0418 for consultation and suggestions for service improvement.

Clinical Administrator

The clinical administrators are a group of experienced nurses who serve as the administrative resource and clinical support for hospital operations and patient care delivery after hours. The clinical administrators are in house weekdays from 4:00 p.m. – 8:00 a.m. and 24 hours on the weekends and holidays. The office is located in the Main hospital 2nd floor within the Nursing Administration Suite and may be reached on pager 6105 or 628-0034.

The clinical administrators serve as administrative presence for VCUHS to address patient/ family issues related to service delivery and to assist staff with problem solving related to the medical and/or nursing care of patients. Clinical Administrators also assist with complex decedent affairs issues, judicial consents for treatment, and the management of patient capacity and Emergency Department diversion situations. They respond, support and provide on-site problem-solving/management for critical incidents, including internal and external disasters.

Care Coordination Department – Discharge Planning/Utilization Review

The Department of Care Coordination is comprised of Registered Nurses and Social Work Care Coordinators. The Department utilizes the dyad model in which services are provided by a Registered Nurse and/or a Social Worker, depending on the needs of the patient. The Department of Care Coordination staff is assigned to each unit and work as members of the multi-disciplinary health care team. For assistance with utilization review or discharge planning, call 828-2273. For social work referrals, call 828-0212.

The Department further focuses on the appropriate utilization of patient, family, third party payer, facility and community resources in establishing safe, timely, ethical and effective ongoing care plans for patients. During non-business hours a Social Worker who is assigned to the Emergency Department is available to assist with discharges by paging 6149.

ANNUAL REQUIREMENTS

MCV PHYSICIANS FACULTY CONTRACT PROCESS:

MCV Providers who bill for services for MCV Physicians are issued an Employment Agreement upon hire. This Employment Agreement or Contract is valid and binding from the

time of hire until the end of the fiscal year (or June 30th of every year). The Employment Agreement is signed by the Department Chair, the President of MCV Physicians and the employee when the employee is first hired with MCV. There are also two Schedules and the Restrictive Covenant Agreement that are included with the Employment Agreement. These Schedules are “A” (which outlines compensation) and “B” (which outlines Benefits.) The Restrictive Covenant Agreement is the non-compete restrictive covenant.

The employee signs and returns the original contract to his/her Department Chair. A copy is kept in the employee’s department file and the original is forwarded to Human Resources. The Employment Agreement is issued every year to providers.

CONTRACT PROCESS:

The Contract process occurs on the 1st of July every year and coincides with the VCU School of Medicine’s Contract process. The employee signs and returns his/her contract 10 days prior to July 1st to his/her Department Chair. In the event that a department does not wish to renew a Contract, the department will provide written notification to the employee.

ANNUAL REQUIRED EDUCATION

In order to remain current on VCUHS organizational and emergency policies and procedures, all employees, including physicians and other licensed independent practitioners, are required **annually** to complete Annual Required Education. Modules to be completed based on your job responsibilities are identified on your Learning Exchange personal page.

ANNUAL HEALTH SCREENING

All Licensed Independent Practitioners, including physicians, are required to have annual tuberculin skin test placement or health screening if they have had a past positive TB Skin Test. Contact the Employee Health Office to schedule placement of your TB Skin Test. Failure to complete this requirement could result in delay of privileges.

EMERGENCY RESPONSE PREPARATION

If you need assistance in maintaining your CPR, BLS, ACLS, or other emergency preparedness, contact the Office of Education and Professional Development for resources at 628-0418.

STAFF CONCERNS REGARDING PATIENT CARE

Patients at the Medical College of Virginia Hospitals and MCV Physicians clinical sites are entitled to certain rights. We affirm our Patient Bill of Rights and Responsibilities, and all staff and patients are expected to support and respect these principles.

If you have concerns about patient rights, or you want to voice a concern about patient rights, treatment, or care, we encourage you to first discuss your concerns with your medical director. If you need further assistance in resolving your concerns regarding patient care, other VCUHS resources are available to help you:

Patient Relations Department	628-0400
Clinical Administrator	628-0034
Ethics Committee	628-3844
Patient Safety Officer	828-0506
Corporate Compliance	828-0500
Compliance Helpline	1-800-620-1438
Risk Management	828-1717

If you continue to have concerns that you feel VCUHS has not addressed, you may choose to directly contact the following agencies. Staff, who in good faith, access any of the above avenues for problem resolution, will not be subject to retaliation.

- Virginia Department of Health's Center for Quality Health Care Services and Consumer Protection at 804-367-2104
- Virginia's Department of Mental Health, Mental Retardation and Substance Abuse Services at 804- 786-3921
- The Joint Commission on Accreditation of Healthcare Organizations at 630-792-5000

CONCLUSION

We hope that you find this information helpful in becoming acquainted with VCU Health System. If you have questions regarding this handbook, call 628-9433.

DIRECTORY

All policies and manuals	vcuhsweb.mcvh-vcu.edu
Care Coordination Department	828-2273
Care Coordination/Social Work	828-0212
Community Health Education Center (CHEC)	828-2432 http://www.vcuhealth.org/chec/
Chief Medical Officer	828-4654
Clinical Administrator	628-0034
Clinical Engineering Department	828-1165
Continuing Medical Education	www.vcu-cme.com/cs/
Corporate Compliance Office	828-0500
Compliance Helpline	1-800-620-1438
Department of Human Resources	628-4748
Education and Professional Development	828-0418
Employee Health Services (EHS)	828-0584
Environmental Services	628-4472
Ethics Committee	628-3844
General Counsel's Office	828-9010
HIPAA Training	http://www.vcuhealth.org/hipaaTraining
Hospital Hospitality House	828-6901
Joint Commission on Accreditation of Healthcare Organizations	630-792-5000
MRI Safety	828-4494 828-0953
Office of Medical Staff	828-8707
Pastoral Care	828-0928
Patient Education	http://pe.mcvh-vcu.edu/default.htm
Patient Relations Department	628-0400
Patient Safety Officer	828-0506
Performance Improvement Department	http://pi.mcvh-vcu.edu/default.htm
Practitioner Information Division	662-9999 info@vahealthprovider.com

Risk Management Help Line	828-RISK
Risk Management	828-1710
Service Response Center	628-4772
	www.vcuhealth.org/supportservices/ responsecenter.htm .
VA Department of Social Work	1-888-832-3858
VCUCard Office	827-CARD (Monroe Park Campus) 628-CARD (MCV Campus)
VCUHS Communications Center	628-2666
VCU Police	828-1234
VCU Sexual Harassment Training	www.vcu.edu/sexual_harass.html
VCUHS Worker's Compensation	628-0569
VCU Worker's Compensation	828-1533
Virginia Department of Health's Center for Quality Health Care Services and Consumer Protection	804-367-2104
Virginia's Department of Mental Health, Mental Retardation and Substance Abuse Services	804- 786-3921
Volunteer Services	828-0922

ORIENTATION HANDBOOK AGREEMENT

My signature below indicates that I have received a copy of the VCU Health Clinical Provider Handbook Orientation.

I understand that this handbook does not represent a contract and is intended as a general overview only. For further information I should contact the Department of Human Resources.

The information presented is intended to be accurate as of the published date. The provisions of this handbook, as well as all VCUHS policies, procedures and benefits are subject to change (without prior notice) based on VCUHS' needs and administrative approval.

By signing this page of information, I confirm my receipt of the VCUHS Handbook, as well as my acknowledgement that employment with VCUHS is at-will.

Signature

Date

Please print name

Return only this page to your Department Director or Service Administrator.

CONFIDENTIALITY AGREEMENT

As an employee of any of the entities associated with VCU Health System (MCV Physicians, MCV Hospitals, Virginia Commonwealth University, or any affiliated service provider), hereinafter referred to as VCUHS, I acknowledge and understand that I may have access to proprietary and/or other confidential information belonging to VCUHS. In addition, I acknowledge and understand that I may have access to confidential information regarding business operations, patients, patient care, and staff of VCUHS.

I understand that I should access information for work related reasons only (i.e., on a need to know basis), and only with proper authorization. Therefore, except as required by my employer or by law, I agree that I will not a) disclose to any other person, or b) access unauthorized or unnecessary information, or c) allow any other person access to, any information related to VCUHS which is proprietary, confidential, and/or pertains to patients, patient care, staff or which is proprietary in nature.

“Disclosure of Information” can be defined as, but is not limited to, verbal discussion, fax transmissions, electronic transmission, voice communication, written documentation, “loaning” computer access codes, and/or other electronic transmission or sharing of data.

I understand that it is the policy of the VCUHS to protect the confidentiality of all data residing in information systems particularly related to patient and employee data. I acknowledge that my system access is defined based on my job duties; and that should my job duties change, I should ask my manager/supervisor to change my system access accordingly. I acknowledge that my access and use of any VCUHS system or application is subject to the following terms.

- I will use VCUHS information systems and data to conduct VCUHS business only.
- I will not disclose my User ID or confidential password to any individual nor will I use any User ID or password that has been assigned to another user.
- If I have any reason to believe that my User ID or passwords have been compromised, I will report it to my Manager/Supervisor and/or IS Security immediately.
- I understand that I will be held responsible for the consequences of any misuse occurring under my User ID or password due to negligence on my part, including failure to close an application opened using my password.
- I will respect the confidentiality of all patient, employee, private or sensitive information accessed in any VCUHS information system. I am aware that every system user is responsible for the safekeeping and handling of financial, medical, patient and personal information to prevent unauthorized disclosure. I understand that accessing system data to satisfy personal curiosity is strictly forbidden.
- I will not share system data that I have access to with persons who are not authorized to have access to it or do not have an appropriate ‘need to know’.

- I understand that ALL VCUHS information system access is subject to security monitoring and auditing; VCUHS will take appropriate action when improper uses are detected up to and possibly including termination of employment or affiliation agreement.
- I agree not to alter, add to, delete from, or otherwise change system hardware or software without proper authorization and that I will heed warnings not to access or download information unrelated to my job responsibilities.
- I understand that I will be held responsible for the intentional misrepresentation of data.
- I agree to use my access only to perform tasks for which I have responsibility and proper authorization.
- **I agree to follow the system access policies and procedures established by VCUHS. Failure to follow the system access policies and procedures may result in the revocation of my system privileges and/or disciplinary action(s) including termination of employment and where applicable, criminal charges.**
- **After termination of employment with VCUHS I will not disclose any confidential or sensitive information obtained from any VCUHS information system without VCUHS authorization.**

I understand that equipment/resources provided by VCUHS are made available to me for a business purpose(s), and are the property of the VCUHS. Therefore, VCUHS has the right to access/inspect equipment (e.g., personal computers, electronic mail systems, databases, etc.) to ensure that it is being used for a legitimate work related reason, and/or to audit work activities.

I understand that VCUHS may suffer irreparable harm by disclosure of such information and that VCUHS will seek legal remedies available should such disclosure occur.

Further, I understand that violations of this agreement and the VCUHS policies regarding confidentiality and/or privacy will result in disciplinary action, up to and including termination of employment and/or affiliation agreement.

My signature below indicates that I have read, understand, and agree to abide by the terms and conditions of this Confidentiality Agreement.

Employee Signature

Date

 Employee Name (please print)

 Department Name

Return to Department Administrator for employee file