



**EMORY
CLINIC**

Emory Clinic Volunteer Program Manual





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The Emory Clinic Volunteer Services Program

Employing more than 1,800 specialists, sub-specialists and primary care physicians, The Emory Clinic (TEC) is the largest and most comprehensive physician group practice in the state of Georgia. Founded in 1953 and celebrating more than 60 years of service to our community, Emory Healthcare employees provide care at 10 clinic locations across the metro Atlanta area.

The Department of Patient Experience, one of the Four Pillars of Ambulatory Care, is committed to creating the ideal patient and family experience through process improvement, coaching and patient feedback. To achieve and maintain this level of excellence in service we are committed to recognizing volunteers who give their valuable time, to share their knowledge and skills with our patients, families and visitors to create patient a visit that is second to none.

Goal:

The goal of The Emory Clinic volunteer program is to partner with passionate and caring individuals to proactively assist our clinical sections in creating the ideal patient and family experience.

Overview:

Volunteers at The Emory Clinic have the opportunity to assist in many ways, including:

- Wayfinding
- Assisting Clinical Departments
- Ensuring smooth patient flow
- Interacting with patients and their families
- Interacting with Emory Clinic staff, leaders, and care providers

Volunteers are not assigned to medical staff, to follow through their clinical day, nor be involved in any form of direct patient care. The volunteer program should not be considered a guaranteed path to employment with Emory Healthcare.

Volunteers are considered to be an extension of the Patient Experience team. Offering guidance and assistance to visitors, both new and returning, plays a key role in delivering the ideal patient and family experience. In addition the perspectives of volunteers can help improve processes and offer suggestions that may improve the patient visit. Volunteers should be 18 years of age or older and be reliable, committed, caring and have a passion for helping people. In addition all volunteers must be:

1. Committed to fulfilling a **4-6** month commitment.
2. Committed to completing a minimum of three (3) to four (4) volunteer hours per week.
3. Up to date on all vaccinations and complete and pass a TB skin test.
4. Available to receive the seasonal flu vaccine from Emory Employee Health (October – March).
5. Able to complete and pass a criminal background check.

Volunteer Process:

The following steps will help you with beginning your journey to becoming a volunteer with The Emory Clinic. This process will give you all the necessary information needed for your term with The Emory Clinic and assist you with understanding the Emory culture and resources available.

1. [Complete Online Application.](#)
2. Complete, and turn in, the Volunteer Documents packet.
3. Provide a copy of all immunization records: MMR (Measles, Mumps, and Rubella) and Chicken Pox.
4. Complete and pass a criminal background check.
5. Upon receipt and review of all materials, applicants that have met all criteria will be contacted via email, inviting them to our next Open House session.
 - a. Open House occurs every other month.
 - b. The online application and all requested volunteer materials must be turned in by the deadline specified in the email you receive after filling out an online application.
6. Attain uniform and ID badge.
 - a. You will receive this paperwork, if you are invited to come into one of our training sessions, after first attending Open House.
7. *Sign a four (4) to six (6) month commitment contract. (University and College Candidates may commit to a 12 week contract)*

Dress Code:

Our volunteers are considered an extension of our Patient Experience team, as such, volunteers are expected to wear appropriate attire. Business casual clothing, khaki pants or dress slacks and collared shirts (either button down or polo) are acceptable for men. Women may wear dresses and skirts below the knee, blouses with sleeves, collared shirts (either button down or polo), and business slacks. Jeans are not permitted while volunteering. As this is a health care institution, no open toe shoes or sandals (no tennis shoes please) are allowed as a matter of patient safety.

Uniform smocks will be purchased by the volunteer, for \$15, and must be worn at all times. Additionally all volunteers will receive an ID badge that must be visible. While volunteering you must wear both your uniform smock and ID badge.

It is your responsibility to maintain the cleanliness of your volunteer uniform. Please keep them neat and free of dirt or stains. You may purchase an additional smock if necessary.

Upon completing your volunteer tenure with The Emory Clinic, if you choose not to commit to another four to six month term you must return your volunteer uniform and badge in person to the Department of Patient Experience within two weeks of your final day.

Behavior:

All volunteers must act within the scope of their responsibilities within their assigned section. Please refrain from eating, smoking or chewing gum while performing your volunteer duties. The use of **cell phones** is not allowed during your weekly shift. Volunteers must adhere to all Emory Healthcare compliance and confidentiality guidelines. Any deviation or abuse of these guidelines will be grounds for immediate removal from assigned volunteer duties. Avoid offering any medical advice or opinion while interacting with patients. Improper behavior in this area or the sharing of patient medical information will be grounds for immediate dismissal.

Parking & Additional Benefits:

All volunteers will receive free parking in the Lowergate Parking Deck located between buildings A and B of The Emory Clinic. Parking passes, if needed, will be given at the conclusion of the volunteer's shift. Career & Education letters of reference after completing **at least 36 volunteer hours**, or four months of volunteer service.

Attendance:

All volunteers must commit to a consistent schedule for volunteer days and are required to sign in and out at the concierge desk of Building A, or another designated area at one of our Emory Clinic locations. In the event that you are unable to show for your assigned day due to illness; please fill out the Volunteer Program Absence Request Form, found on our website (<http://www.emoryhealthcare.org/about/volunteering/index.html>), at least 24 - 48 hours in advance of your scheduled day.

If you are injured, or have a slight cold or fever, *please do not volunteer for that day*. Interacting with patients while sick or injured could potentially pose healthcare risks to those you are attempting to assist. Contact the TEC volunteer services manager and notify them of your ailment.

NOTE: Not showing up or not calling on scheduled days is considered inappropriate. Three (3) no show/no call incidents will result in a suspension from volunteer services and a review before any return.

Assisting with Float Areas:

As a volunteer at The Emory Clinic you will be afforded the opportunity to assist patients and families resolve any issues and/or complications throughout our buildings. When volunteering as a float, your responsibilities include:

- Greet ALL visitors that enter into our buildings with a smile and ask "How may I assist you?"
- Take ownership in proactively interacting with visitors
- Assist with locating desired destination of the visitor
- Assist with any transportation needs of our visitors (if trained and approved by Volunteer Supervisor)
- Do not wait till a visitor approaches you, a volunteer should approach the visitor
- When not assisting a visitor, please find the entry location of the building and proceed to assist visitors as they enter into our buildings.

Assisting with Clinical Areas:

As a volunteer at The Emory Clinic you will be afforded the opportunity to assist patients and families in a variety of clinical settings. Emory Clinic sections are extremely diverse, consisting of everything from Internal Medicine and Cardiology to Endoscopy and Brain Health. When volunteering in these sections your responsibilities may include:

- Creating a warm and welcoming environment to all who visit
- Providing guidance to appropriate check-in stations for arriving patients
- Assisting patients who may be lost or require clinic information
- Offering comfort to those patients who may be ill at ease or nervous
- Assisting patients who require special needs such as a wheelchair or walker
- Answering questions within the scope of your practice or seeking out an appropriate individual to answer
- Helping with Service Recovery within the scope of your role
- Providing information to patients on waits and delays
- Carrying out specific duties or projects as assigned by the clinical section and approved by the volunteer coordinator

Things to Remember:

- When speaking with patients all information is strictly confidential and should not be shared with any other individuals other than appropriate medical staff.
- Do not question patients about their condition, rather act as a good listener.
- Never attempt any form of patient care. If a patient requires immediate medical assistance find appropriate staff.
- Avoid controversial subjects with patients, such as politics or religion.
- Avoid conversations on physician methods or hospital policies. If a patient raises these concerns, be good listener and contact the Patient Services Coordinator for the clinical area.



HIPAA and Patient Privacy

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) sets national guidelines to ensure the privacy of patient protected health information (PHI) or patient medical information.

- HIPAA provides patients with more control over their medical information.
- Allows patients to find out how their medical information may be used
- Provides guidelines to health care providers to ensure the protection and privacy of Patient medical information.

What is protected health information (PHI)?

PHI is any individual identifiable patient information that Emory Healthcare maintains or transmits that could identify a patient and their medical condition or mental health. This can be electronic, written or oral information. Identifiers defined by HIPAA consists of:

1. Name
2. All address information
3. E-mail addresses
4. Dates (except year)
5. Social Security Number
6. Medical record numbers
7. Health plan beneficiary numbers
8. Account numbers
9. Certificate numbers
10. License numbers
11. Vehicle identifiers
12. Facial photographs
13. Telephone numbers
14. Device identifiers
15. URLs
16. IP addresses
17. Biometric identifiers

(Any information that identifies the patient or there is a reasonable basis to believe the information can be used to identify the patient).

It is **everyone's** responsibility to keep patient medical information confidential. Here are steps that everyone can take to ensure patient confidentiality:

Do not leave patient information out in plain view

Log-off your computer

Don't share your password(s)

Don't talk about patients in public areas (elevators, buses, assigned areas, etc.)

Lock your file drawers that contain patient information

Shred patient information that needs to be thrown away

To find out more about HIPAA, please call the OCP at 404-778-2757 or visit: <http://www.hhs.gov/ocr/hipaa> or <http://cms.hhs.gov/hippa>

Patients Rights & Responsibilities

The employees and medical staff of Emory Hospitals recognize that you are an individual with unique needs and perspectives. The following reflects your rights and responsibilities as we work with you to provide your care.

YOU HAVE A RIGHT TO:

- Participate in the development and implementation of your plan of care
- Make informed decisions regarding your care
- Know who is responsible for coordinating your care
- Receive considerate and respectful care
- Expect your care to be given with regard to your safety and in a safe setting
- Expect care to be given in an environment free from all forms of abuse or harassment

- Receive appropriate assessment and management of pain
- Ask for and receive complete and understandable information about your condition and care
- Request and/or refuse treatment
- Have access to treatment facilities that are available and medically indicated

- Request auxiliary aids when necessary for effective communication
- Receive respect for your cultural and spiritual beliefs
- Formulate advance directives and expect that hospital staff will honor these directives

- Have a family member or representative of your choice notified promptly of your admission to the hospital
- Have your attending physician notified promptly of your admission to the hospital

- Have a right to personal privacy
- Receive private and confidential care

- Receive an explanation of your bill
- Request information contained in your medical record and expect to receive it within a reasonable time frame
- Expect that confidentiality of information in your medical record will be maintained

- Voice concerns to hospital or medical staff or Patient Relations without fear of reprisal or discrimination
- Utilize the hospital's grievance process as well as or instead of filing a complaint with the State agency*
- Request assistance for concerns and receive a response from Patient Relations and/or appropriate hospital representatives
- Ask for and receive guidance from the hospital Ethics Committee
- Be free from any restraint or seclusion that is not clinically necessary or necessary in an emergency situation

YOU HAVE A RESPONSIBILITY TO:

- Provide complete and accurate health, medical and insurance information, including an advance directive if you have one
- Show consideration for others around you, including other patients and staff

- Ask questions when you are in doubt
- Communicate changes in your health and/or condition to your caregivers
- Follow your caregivers' instructions or discuss with them any obstacles you may have in complying with your prescribed treatment plan
- Accept responsibility for refusing treatment or not following your treatment plan
- Be aware that your right to be involved in your plan of care does not include receiving medically unnecessary treatment

- Meet financial obligations associated with the healthcare services received
- Follow all hospital rules affecting patient conduct and care

*Georgia Department of Human Resources, Atlanta, Georgia, 404-657-5726

If you have a concern about the quality of care, service or safety you or your family member experienced at our hospital facilities, we encourage you to report your concerns to department leadership directly or call Patient Relations at the following numbers: 404-686-7593 (Emory University Hospital, Emory University Hospital Midtown and Emory Orthopaedics & Spine Hospital, 404-728-6464 (Wesley Woods Center) and 404-778-3539 (The Emory Clinic). Should we be unable to resolve your concerns, we encourage you to contact The Joint Commission (TJC) through its toll-free patient line, 1-800-994-6610, or by e-mail at complaint@jointcommission.org.



Emory Healthcare, Inc. 202334C-409

POLICY NO: EHC-HR-121

EMORY HEALTHCARE

Policy: STANDARDS OF CONDUCT

Submitted By: Employee Relations Approved By: Dallis Howard-Crow

Initial Date: August 1, 2011 Title: Chief Human Resources Officer POLICY:

To ensure all employees of Emory Healthcare are aware of the expectation of compliance with the Standards of Conduct listed below and to ensure that all EHC employees take personal responsibility for their actions and conduct themselves in a professional, positive and ethical manner. All EHC employees are expected to respect patients and patient's family members, residents and resident's family members, employees and employees' family members and colleagues and conduct themselves in a manner that reflects favorably upon Emory Healthcare.

It is the responsibility of employees to conduct themselves appropriately and to adhere to Emory Healthcare's standards of conduct. It is the responsibility of management to ensure the application of Emory Healthcare policies and procedures with respect to management practices and corrective discipline within their departments.

Emory Healthcare reserves the right to discipline and discharge employees at any time with or without cause and to modify at any time the terms and conditions of employment (including, but not limited to, salaries, work schedules and job duties).

All employees must take personal responsibility for their actions and conduct themselves in a positive and ethical manner, and adhere to all Emory Healthcare's policies and the following standards of conduct. Types of unacceptable conduct for which immediate disciplinary action, including termination, may occur include, but are not limited to, the following:

- Neglect of duty (including leaving patients/residents without care) or any conduct harmful to patients, visitors, residents, medical staff and/or employees.
 - Unauthorized absence from work, unacceptable attendance patterns, tardiness or failure to follow established standards for requesting or reporting absences.
 - Inappropriate handling or disclosure of confidential information or records contrary to Emory Healthcare confidentiality policies.
 - Inappropriate, disruptive, discourteous or irregular behavior adversely affecting patients/residents, employees, medical staff, or visitors.
 - Falsification of forms, time and attendance records, patient records, or other documents, including but not limited to application, employment, promotion or transfer documents.
 - Solicitation/distribution of materials contrary to Emory Healthcare's no-solicitation policies.
 - Acts of physical misbehavior or acts of violence or threats of violence, including but not limited to provoking or participating in fighting or making threats.
 - Possession of firearms, weapons, explosives or dangerous materials on Emory Healthcare property unless authorized for a work related assignment.
 - Performance of duties in an irresponsible, careless, or unsafe manner or behavior not conducive to a safe and appropriate work environment, including but not limited to failing to adhere to the no-smoking policy.
 - Non-compliance with Emory Healthcare' commitment to equal opportunity and affirmative action. Commission of acts of discrimination or harassment.
 - Pleas of nolo contendere or conviction for an illegal act, committed on or off the job, which adversely impacts job performance, attendance or the reputation of Emory Healthcare.
 - Unauthorized access, inappropriate use, or abuse of Emory Healthcare' equipment or property, such as but not limited to, copiers, computers, computer software, internet access, e-mails, fax machines and telephones.
 - Sleeping on the job.
 - Refusal to perform job-related duties and assignments, including refusal to cooperate with an organizational investigation.
 - Failure to follow Emory Healthcare's policies or procedures.
- POLICY NO: EHC-HR-121**
- Gambling or playing games during work hours.
 - Misappropriation of departmental or organizational funds or property.
 - Unauthorized possession, removal, destruction or use of property belonging to Emory Healthcare, Emory, a patient/resident, employee, medical staff or visitor.
 - Violation of safety or security regulations.
 - Misuse, defacement, or destruction of Emory Healthcare, employee, patient/resident medical staff or visitor property.
 - Unlawful manufacture, distribution, sale, possession, or use of any controlled substance, illegal drugs, or alcohol. Failure to obtain or maintain, within a designated time, licensure or certification credentials necessary for continuation in the job.

● Use of personal cell phones and personal listening devices, such as Bluetooth headsets, should be limited to nonwork areas. Occasional, limited personal calls are understandable and acceptable; however, they should not interfere with patient care. Internet usage for non-business reasons should be limited to employee meal or break periods consistent with all other Emory Healthcare policies. Personal radios or using the PC web for music is not acceptable in patient or shared work areas. Additional restrictions may be imposed based upon operational needs of the department/section.

Gross Misconduct:

Employees terminated for gross misconduct, which includes but is not limited to the following types of misconduct, are not eligible for COBRA Benefits:

1. unlawful manufacture, distribution, sale, possession or use of any controlled substance,
2. defacing or destroying Emory Healthcare patient, visitor and/or employee property,
3. falsification of forms, time and attendance records, patient records, or other documents or information, including but not limited to application, employment, promotion or transfer documentation,
4. unauthorized possession, removal or use of property belonging to Emory Healthcare or an employee, student, patient, guest or visitor,
5. unauthorized possession of firearms, weapons or dangerous materials on Emory Healthcare property,
6. commission of a criminal act in connection with job performance, or which victimizes or is abusive to an Emory Healthcare employee, student, patient, guest or visitor.

SCOPE/APPLICABILITY:

This policy is applicable to all Emory Healthcare employees.

RELATED POLICIES, PROCEDURES, AND ASSOCIATED FORMS:

- Corrective Disciplinary Action Policy
- Attendance Policy
- Emory Healthcare: Compliance Program Manual
- HIPPA Workstation Security Policy
- Dress Code Policy
- Substance Abuse Policy
- EEO and Discrimination Policy
- No Smoking Policy

CONSEQUENCES OF NON-COMPLIANCE:

Violation of this policy may lead to disciplinary action, up to and including discharge. X

- Administrative
- Departmental

Emory Healthcare

Unified Emergency Codes

UNIFIED EMERGENCY CODE CARD (EFFECTIVE DATE 10/1/2013)

EMERGENCY NUMBERS

Emory Johns Creek Hospital: 4444
 Emory University Hospital: 2-1777
 Emory University Hospital Midtown: 6-1777
 EU Orthopaedics and Spine Hospital: 1-3777
 Saint Josephs Hospital: 3-5555
 The Emory Clinic: 8-8888
 Wesley Woods Center: 6999

INCIDENT COMMAND CENTER (ICC)

Emory Johns Creek Hospital: 7008
 Emory University Hospital: 2-9999
 Emory University Hospital Midtown: 6-9999
 EU Orthopaedics and Spine Hospital: 1-3999
 Saint Josephs Hospital: 3-5555
 Wesley Woods Center: (404) 728-6945

REVISED JULY 2013

"CODE BLUE"

To report cardiac arrest or life threatening medical conditions call the emergency number specific to your location and say, "CODE Blue", give the exact location and any additional information requested.

STROKE is an Emergency.
 Every minute counts "ACT F.A.S.T."

FACE – facial droop/uneven smile

ARM – arm numbness/arm weakness

SPEECH – slurred speech, difficulty speaking or understanding

TIME – Call EUH/EUHM/EUOSH/TEC 8-4700, EJCH 4444, SJH 678-843-4053 and get help.

"CODE GREY"

Bomb threat, if received by phone:

- Obtain as much information as possible, "DO NOT HANG UP", call the emergency number specific to your location and say "Code Grey", give your exact location and any additional information requested.
- Complete the bomb threat card or form. Write down everything you can remember concerning the caller; voice, accent, background sounds, etc.

If received by mail:

- If received by mail do not touch the package, call the emergency number specific to your location and report it. The response team will come to your area and evaluate the materials.

In either case:

- Notify your supervisor immediately.
- Be prepared to search your own area to identify unusual objects.
- Call the emergency number first, if object is found. Followed by the Incident Command Center (ICC), if activated.

"CODE MET"

MEDICAL EMERGENCY TEAM

This code can be called by anyone. To get medical assistance for patients, visitors or staff exhibiting warning signs of deterioration or instability. Call the emergency number specific to your location and say, "Code MET", give the exact location and any additional information requested.

"CODE MISSING PERSON"

For missing visitor, employee or non-bedded patient. Includes infants, children and adults. Dial the emergency number for your location. Say, "Code Missing Person." Give your specific location and a brief description of the missing person. Provide your name and a call-back number. Security will be dispatched to the location.

"CODE ORANGE"

If a **SMALL HAZARDOUS MATERIAL SPILL** implement department specific spill procedures.

For **LARGE HAZARDOUS MATERIAL SPILLS** call the emergency number specific to your location and say "CODE Orange", give the exact location and any additional information requested. Implement department specific procedures for

C.I.E.A.N.

CONFIRM that required personal protective equipment (PPE) is in use.

LEAVE the area, close the door (if possible) and restrict access.

ENSURE those exposed are given emergency medical care.

ACCESS and provide the Safety Data Sheet (SDS).

NOTIFY your Supervisor and the Department of Safety Management at your location.

"CODE PINK"

Missing Infant Bedded Areas: To report an infant abduction call the emergency number specific to your location and say "Code Pink", give the exact location and any additional information requested.

"CODE RED"

To report a **FIRE** follow the acronym: **R.A.C.E.**

RESCUE – anyone in immediate danger. Reassure patients and visitors. **ALARM** by pulling nearest FIRE ALARM box and call the emergency number specific to your location. **CONFINE** the fire by closing doors and shutting off oxygen supplies according to hospital and department policy. **EXTINGUISH** if possible and be prepared to evacuate.

For fire extinguisher use: **P.A.S.S.**

PULL the pin. **AIM** at the base of the fire. **SQUEEZE** the handle. **SWEEP** from side to side.

"CODE SECURITY"

For anyone requiring immediate response to threatening activities or to report a suspicious person or activity while on the property of Emory Healthcare call the emergency number specific to your location. Give exact location, a brief description of the situation and any additional information requested.

"SEVERE WEATHER"

TORNADO WATCH indicates a Tornado is possible. Close drapes and blinds. Inform patients and visitors to move away from glass. Listen for further instructions and announcements.

TORNADO WARNING indicates a Tornado has been confirmed or sighted. Instruct patients how to use pillows and bed covers for protection. Inform visitors where to take safe refuge. Be prepared to move patients to an inside corridor if directed by Senior Nurse, Administrator on-call or ICC.

CONDITION SNOW/ICE indicates an Ice or Snow emergency is likely to occur. Verify staffing requirements and reporting procedures with your department.

"CODE SILVER"

Indicates an Active Shooter on site. Follow location and department specific guidelines. Remain calm, clear hallways of patients, visitors, and staff. If possible, close all window blinds, turn out all lights, silence cell phones and remain quiet.

"CODE STORK"

To report a neonatal or obstetric emergency: Call the Emergency Number specific to your location and say, "Code Stork". Give the exact location and any additional information requested.

"CODE WHITE"

UTILITY FAILURE. Follow location and department specific guidelines for the emergency indicated. Call telephone repair, contact Facilities Management or Information Services, as appropriate. **Condition:** • Electrical Failure • Steam Failure • Medical Air/Gas/Vacuum System Failure • Natural Gas Leak or Service Failure • Telephone System Failure • Water Failure • Information System Failure • HVAC System Failure • Tube System Failure

"CODE TRIAGE"

INTERNAL OR EXTERNAL DISASTER

The Senior Administrator, Administrator-on-call or Nursing Administrative Supervisor on duty initiates "CODE Triage". **Staff on duty:** • Implement CODE TRIAGE procedures. Be prepared for additional directions from the Incident Command Center (ICC). • Implement department specific plans. Immediately report department status and points of contact to the ICC.

Staff not on duty: • Verify staffing requirements with your department or location specific emergency number (Do not call ICC). • Be prepared to report in and remain during the duration of the Disaster.

"CODE WALKER"

Missing Patient Bedded Areas: Using department specific search procedures, search for the missing patient. Assign staff to monitor exit/access points, as appropriate.

INTERIM LIFE SAFETY MEASURES (ILSM)

If there is an egress route obstruction, change to life safety utilities or change to life safety plan in your area. **KNOW** what Interim Life Safety Measures (ILSM) are required for your area and staff.

Know what to look for when construction or renovations occur in or around your Environment of Care (EC):

CHECK FOR:

- Alternate Egress Routes to safety
- New or changed Fire Alarm locations
- New or changed Fire Extinguisher locations
- New or changed locations of Electrical Cut-Off Panels
- Increased staff training and/or Fire Drills for your area.