




To use a fire extinguisher

Remember the acronym - **P.A.S.S.**



- ✓ **P**ull the pin.
- ✓ **A**im the nozzle.
- ✓ **S**queeze the handle.
- ✓ **S**weep side to side at the base of the fire.



To help prevent fires, fire doors must not be blocked, flammable chemicals must be stored properly, and electrical closets must be clear of clutter

EMERGENCY

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Emergencies are classified into 2 types: internal and external



- ✚ Occurrence reporting should be completed by everyone
- ✚ A complaint from a patient should be reported in Occurrence Reporting
- ✚ To ensure a culture of safety, we promote open reporting of errors through our Occurrence Reporting system



Your culture affects the way you act.



- ✚ You must have a legitimate, job-related reason to access, use, or disclose protected health information.
- ✚ In order to appropriately encrypt an email to an outside email, the following must be included in the subject line: [encrypt]
- ✚ If you want to make a call to the Compliance line, the number is located on signs throughout the hospital, with one being located on the wall outside Human Resources. The toll free number is 1(800) 385-4069
- ✚ Medical records are confidential. They do not have to be written to be confidential. Computerized information is considered confidential as well. Medical records are a need to know. Only those who require the information for the care of the patient are the ones who need to know.



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4 types of abuse: 1) Verbal 2) Sexual 3) Physical 4) Mental



Duke Energy is one disaster drill we can anticipate every year



- ✚ If you notice electrical equipment has been damaged or exposed to liquid, **DO NOT** use it until it has been checked by bio-med in Plant Operations
- ✚ The purpose of the third prong is to act as a ground connection to improve safety in the event of either a short circuit within the appliance that otherwise might result in delivering a shock to the user.
- ✚ **THINK BEFORE YOU ACT**, if you encounter an electrical shock accident in process



- ✚ Make sure you always wear a surgical mask when going into a room with **Droplet Precautions**
- ✚ Gowns and gloves must be worn before entering a patient's room with **Contact Precautions** for MRSA
- ✚ Always wash your hands before and after touching a patient, after removing gloves, and after touching object in close proximity to the patient- hand sanitizers can be used in most circumstances; however when there is visible soiling of your hands, a thorough hand washing is recommended



If you suspect that a patient has TB (**Airborne Precautions**), you must use a N95 respirator or powered air purifying respirator (PAPR) before entering the room.



Infection Control policies are located on Policy Manager shortcut on desktop



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✚ The employee health nurse handles Workman's Comp claims

Employee Safety Event Reporting

It is extremely important for you to follow all directions at the time of the event, but no later than the end of your shift. Even if you don't think you need medical treatment at the time of the event, follow the steps.

Directions *

1. Tell your **manager** about the event.
2. Call **Lisa Tyson** in Employee Health Services at **457-3937** about the event. Leave a message, if needed.
3. Go to the **lab** for a drug test.
4. Call **CompWorks Injury Management** at **1-888-788-1492** about the event. The nurse will ask you questions and tell you what to do/where to go next.
5. Complete **Employee Safety Event online**. 🍷

***Bloodborne pathogens exposure:**

Immediately flush eyes, nose or mouth with water or wash wounds and skin sites with soap and water. Immediately call Lisa Tyson in Employee Health Services. If unavailable, call **CompWorks Injury Management**. If seen in the Emergency Department, complete all forms provided to you and return the Blood & Body Fluid Exposure packet to EHS on the day of the incident. If the office is closed, slide it under the door or put it in the mailbox in Patient Service Center.



- ✚ There are 2 types of advance directives: Power of Attorney and Living Will
- ✚ You must be at least **18 years old** to complete an Advance Directive



Acknowledge, Introduce, Duration, Explain, Thank

- ✚ AIDET improves: patient relationships, clinical outcomes, treatment compliance, and patient experience
- ✚ Always stop and greet the customer personally (unless emergency)
- ✚ Always maintain eye contact, nod attentively, and encourage them to express their complete thoughts and requests when responding to a customer.
- ✚ Customers include: patients, families, physicians, and co-workers



I. USE OF PTO

- ✚ PTO time shall be requested in advance and approved by the Department Head at the convenience of the department and Hospital. It is the employee's responsibility to ensure

PDT is entered correctly before the end of the pay period. Should time off be needed because of illness, the employee must call and report this fact as early as possible before their scheduled start time to his/her supervisor. Failure to call in and report off from work will be considered job abandonment, resulting in termination, forfeiting all accumulated PTO time.

- ✚ PTOs must be accrued in the employee's PTO bank before they can be used. There is no "advance" of PTOs for any reason.

DEFINITIONS

Social media –websites or other online technology used to communicate with people and exchange information. Social networking sites include, but are not limited to:

- Facebook
- Twitter
- Instagram
- LinkedIn
- Flickr
- Tumblr

POLICY

I. Professional Social Media Use: Team members may not post updates, comments, photographs or other information on behalf of Doshier unless expressly permitted by their job description or as directed by Doshier Administration.

II. Personal Social Media Use:

- ✚ Team members are not authorized to use Doshier's name or image in their personal online accounts in a way that creates the appearance of representing, or speaking on behalf of, the organization.
- ✚ Team members shall not post any information on personal social media accounts related to patients in violation of the Health Insurance Portability and Accountability Act ("HIPAA") or Doshier policies and procedures. Team members are expected to protect patient privacy and refrain from posting patient photographs, films, x-rays, diagnostic information, or personal identifiers.
- ✚ Any employee who feels that he or she has been subjected to sexual harassment –whether by a co-worker, supervision, or third party (vendor, physician, patient, patient family member, etc.) – should immediately report the problem to his/her supervisor so that the situation may be addressed and corrected. If the supervisor is the source of the problem, or if the employee is not comfortable approaching the supervisor with this problem, the employee should notify one of the senior team members or Human Resources.

IDENTIFICATION BADGES

- ✚ Identification Badges are the only acceptable form of employee identification that must be worn

during an employee's regularly scheduled shift. Identification badges should be displayed where it can be easily read, either around the neck on a lanyard or clipped to the lapel. It should not be worn around the waist.

APPAREL

Clothing should be clean, pressed and appropriate. Examples of inappropriate attire include, but are not limited to:

- Skirts more than 2 inches above the knee are not permitted
- Tube or tank tops, T-Shirts are not permitted
- See through, plunging necklines, or extremely tight fitting clothing that reveal undergarments are not permitted; leggings are not permitted
- Shorts of any length and jeans are not permitted
- Capris are not permitted,
- Cropped pants (ankle pants) ending just above the ankle are allowed.
- Sleeveless tops, sleeveless dresses or "cold shoulder" type tops or dresses are not permitted. (Upper arms must be covered.)

Shoes; should be neat and clean. Employees in clinical departments, Environmental Services and Dietary are required to wear non-slip footwear. Closed toe and heel with a solid upper covering is required (no holes on the top or sides of the shoe).

- All Shoes must have a back –Clogs, mule type shoes or flip flop type sandals are not permitted

DEFINITIONS:

Scheduled absence: Any absence approved by the Director, Manager or Supervisor with advance notice of 24 hours. (Examples: pre-approved vacation/holidays, funeral leave, jury duty, and approved leave of absence)

Occurrence of unscheduled absence: A failure of the employee to report to work at the proper time and place according to the assigned work schedule or failure to provide advance notification of 24 hours. All hours and days of the same unscheduled absence shall be counted as the same occurrence regardless of pay status or reason for absence.

Tardy: A failure of the employee to clock in and be ready for work 8 or more minutes after the start of his/her shift. Two instances of tardiness will be counted as one occurrence.

Incomplete Shift: A failure of the employee to complete their scheduled shift without prior approval of their manager (ex. Leaving early without prior approval from manager). Two instances of an incomplete shift will be counted as one occurrence.

 Failure to call in is considered job abandonment and can lead to termination of

employment.

- ✚ The standard for occurrences shall be less than 6 occurrences within a rolling 12 month period.

Failure of the employee to solve an attendance problem will be addressed through formal discipline:

Verbal Warning 3rd Occurrence

Written Warning 4th Occurrence

Suspension w/out pay 5th Occurrence

Termination 6th Occurrence

- ✚ All employees must clock out if they are going to leave ANY Doshier campus for any reason

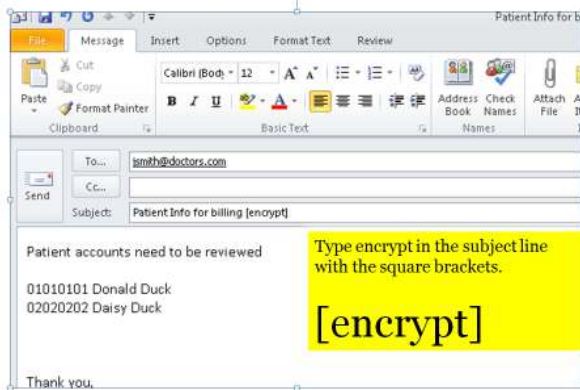


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- ✚ Laptops have encryption - The encryption is seen when the device is rebooted or powered off / on. The password is not the same for all devices. Ask someone in your department, clinic or call IT
- ✚ Make sure you log off or lock the screen when you walk away – even if you think you will only be away briefly



Internet / Email use



- If an email seems suspicious, **DO NOT** forward to anyone! Contact IT!!
- Proximity badges are assigned to an individual, if you lose your proximity badge, you cannot use someone else's.
- No drinks should be kept next to your PC, even if there is a tight lid on it