

Job Shadow Self-Study Orientation

Job Shadow Overview

The purpose of the job shadow is to provide you with a worthwhile learning experience. Come with prepared questions to ask your mentor. **Patients are our number one priority**, thus all job shadow participants must comply with rules designed to **protect patient privacy**. This packet will introduce you to our policies on:

- Confidentiality & HIPAA
- Infection Prevention
- Safety
- Professional Conduct
- Dress Code

It's important to comply with these policies to participate in a job shadow. Please stay home if you are ill - we'll make every effort to reschedule your job shadow experience. Contact your assigned department if you have questions, need to reschedule or will be late.

Patient Confidentiality, HIPAA & Protected Health Information

- Patients have the right for their medical information to be kept private and confidential.
- Access to patient information is restricted to a "need to know" basis. As a job shadow participant you do not have rights to access patient paper and electronic records. This includes paper and electronic medical records.
- However, if you job shadow in a patient care areas you may be exposed to PHI (Protected Health Information). PHI includes patient name, names of relatives, patient address, photos, e-mail address, phone numbers or any other information that can be used to identify an individual.
- HIPAA (Health Insurance and Accountability Act) regulations govern how patient information is handled. HIPAA applies to our entire workforce, including employees, students, medical staff and volunteers. It also applies to job shadow participants.

Protecting Patient Privacy

A breach of confidentiality occurs when patient information is accessed, used or disclosed without proper authorization. Examples of situations you must keep confidential (do not share with anyone) while you are job shadowing . . .

- You may see public figures you recognize that are here for lab tests.
- If you are with a nurse you may go into a patient's room and realize it is a former neighbor.
- You may see a classmate leaving an OB physician's office.

"What do I do if I see a patient I know?"

It's okay to greet them. You can tell them you are here as part of a Job Shadow experience.

DO NOT

- Ask why they are here
- Tell friends, your parents, teachers or anyone else that you saw them in the hospital.

"What information can I share about my job shadow experience?"

- General information about the department you visited
- Types of procedures that are typically done
- The education and skill level required for the jobs you observed

Remember, patients trust us with their healthcare information. Job shadow participants will sign a Confidentiality Statement of Understanding. Ask yourself, "How would I want my personal, healthcare information treated?"

Infection Prevention

Infection Prevention is everyone's job. As a job shadow participant student you must remain with your guide or mentor, and follow their example:

- Cough or sneeze into your sleeve at the crook of your elbow.
- Wash with soap and running water for at least 15 seconds. Hand hygiene is the single, most effective way to prevent the spread of infection.
- Use waterless hand sanitizers. They are very effective and may be used up to 10 times between hand washing unless hands are visibly or knowingly soiled. Pumps are located in patient care areas and throughout the campus.

Practice hand hygiene:

- Before entering a patient's room
- When exiting a patient's room
- Before and after patient contact
- Before and after eating
- If your hands have been near your mouth, nose, or eyes
- After using the bathroom
- Before and after using gloves

Dress Code

- Business casual attire is appropriate -slacks with a blouse or polo shirt.
- No perfumes or cologne.
- Long hair should be pulled back.
- Visible prejudicial tattoos must be covered.
- Jewelry must be appropriate: No facial piercings other than a maximum of 3 earrings per ear.
- No jeans, shorts, sweatshirts, t-shirts, or tank tops.
- Scrubs and lab coats are generally reserved for healthcare professionals and shouldn't be worn unless the department provides them for you.
- Shoes must be closed toe and comfortable for prolonged walking and standing. No sandals, flip flops or high heels.
- Hosiery or socks must be worn.
- Clothing must be clean and your general appearance must be neat and professional.

Please comply with the dress code requirements. Individuals that are dressed inappropriately will be asked to reschedule their job shadow experience.

Professional Conduct

- Arrive 10 minutes early to your job shadowing experience and introduce yourself with a handshake.
- Professional conduct must be maintained at all times.
- The use of tobacco products is not allowed anywhere on the campus.

- Please turn cell phones off, or set to "silent". Sending and receiving text messages at any time other than break time are disruptive and disrespectful.

- No gum chewing, food or drink.

Patient care, including their privacy, is our number one priority!

Job Shadow Tips

- You may park in the visitor parking lot. Please don't park in areas marked for Volunteers or Valet parking.

- You are welcome to use cafeteria.

- Leave valuables at home, or locked in the trunk of your car. UnityPoint Health is not responsible for lost or stolen items.

- Ask questions! We want this to be a learning experience for you.

- A light meal is suggested before you job shadow, but please let someone know if you become nauseous or light-headed while you are here.

- Stay home if you are ill -we'll gladly reschedule your job shadow experience.

- Please arrive on time for your job shadow experience.