The 7 - 11 Rule

In the first seven seconds of contact, a person (patient, visitor, coworker) forms 11 impressions about you and our organization.

Friendly

Smile. Have a positive attitude.

Attractive

Dress professionally. Take pride in your appearance. Clothes/uniform should be clean and appropriate for the setting.

Knowledgeable

Answer questions; if you do not know the answer, find someone who does.

Professional

Always maintain patient confidentiality and privacy.

Emphatic

Act with confidence and determination.

Credible

Establish a reputation for ethical behavior.

Confident

Believe that your contributions are valued.

Clean

Be attentive to personal hygiene; do not use heavy fragrances and avoid ‘smoky’ situations.

Helpful

Look for ways to "go the extra mile."

Courteous

Meet patient and staff needs graciously.

Responsive

Listen carefully. Offer help whenever possible.
AIDET

AIDET outlines 5 steps to provide great customer service.

**Acknowledge** – greet the person with a friendly smile.

**Introduce** – tell the person your name and your position.

**Duration** – talk to the person about the length of time involved (how long the test will take, when they can expect the doctor to arrive, how much longer the wait will be, etc.)

**Explain** – provide information

**Thank** – thank the person for choosing St. Luke’s

### Patient Rights

Each patient has the right to:

- Have pain assessed and managed
- Respect and dignity
- Privacy and confidentiality
- Safety
- Refuse treatment
- Informed consent prior to treatment

### Students’ Guidelines to Ensure Patient Privacy Rights

- Address all patients with respect, using title and last name when known.
- Knock and ask permission to enter a patient's room.
- Identify yourself and reason for visit.
- Adjust voice level to accommodate patient.
- Cover patient while transporting.
- Treat all interactions with patients as confidential.
- Create a sense of security and privacy.
Infection Control

Infection Control Procedures

The risk of exposure to blood-borne pathogens and infectious materials is a possibility during internships/experiences at St. Luke's Hospital & Health Network. Therefore, every student is expected to adhere to the following infection control guidelines as stated in the Centers for Disease Control (CDC’s) Standard Precautions for Infection Control:

**Tuberculin testing** – initial TST and annual review of education

**Illness** - do not come to the hosting department if you are sick or have been exposed to someone who has had a contagious illness or fever, cold, or flu symptoms.

**Chicken Pox** - must document having disease or vaccine; when in doubt, a titer is required.

**Hepatitis B Vaccine** - is available for those having potential contact with patients' blood or body fluids. The series should be administered to those working in Patient Care Areas. This immunization series is optional but strongly recommended as Hepatitis B is contagious through blood and bodily fluids.

Students should not enter any patient room where signs are posted indicating a transmission-based precaution. Such signs may read: *Airborne Precautions, Droplet Precautions, or Contact Precautions*. Always ask a staff member for guidance before entering; you may be required to wear personal protective equipment (PPE) in order to enter.

**Wash Hands, or Use AVAGARD™ or Purell™**

Hand washing, or using Avagard™ or Purell™ is one of the most important methods of preventing the transmission of disease. Thorough hand washing or using Avagard™ or Purell™ is required when a student:

**Procedure for Handwashing**

- Wet hands and forearms with warm water; leave water running.
- Apply soap to hands. Use anti-microbial skin cleanser if a bottle is provided.
- Using friction, lather the hands and arms vigorously for 15 to 20 seconds.
- Holding hands in a downward position, rinse under running water.
- Dry hands thoroughly with a paper towel.
- Use the paper towel to turn off the hand-operated faucet or use the foot pedals, if present, to turn off the faucet.
Wear Gloves

- Gloves should be worn when touching blood, body fluids, secretions, excretions and contaminated items.
- Change gloves between tasks and procedures.
- Remove gloves immediately after use and wash hands.
- Remove gloves by pulling them down over the hands. In removing the second glove, handle it only from the inside so that you touch only the non-contaminated area.