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ABSENCES

Pre-Planned Absences
When an absence is pre-planned (e.g., the trip to Florida, a medical appointment, etc.), the assigned department manager/liaison should be notified and permission obtained.

Illness and Emergencies
Unexpected illnesses or emergencies should be reported to your school (if necessary) and to the SLHN department manager/supervisor/preceptor preferably one-hour before start time.

ACCIDENT OR INCIDENT REPORTING

All students have the responsibility to report to their SLHN department manager/supervisor(s) any accident or incident in which they were directly involved or to which they were an eyewitness. No matter how minor the problem appears to be, the incident or accident needs to be documented immediately by a SLHN employee.

Student Accident/Injury:

- If the injury is severe a medical emergency should be called. The medical emergency team shall evaluate the student and transport to the Emergency Department if necessary. Security will investigate and document the injury and notify the hosting department manager.

- If the injury is not severe, a responsible staff member will contact Security who will investigate and document the injury and contact the hosting department manager. If necessary, the student will be escorted to the Emergency Department for treatment.

In either case, if the student is injured while working within the scope of his/her assignment during the scheduled time, he/she will be registered in the Emergency Room as a visitor with a “student notation” to alert finance.

- The bills for the Emergency Room fees and attending ER physician fees will be submitted to the student’s insurance carrier or school.
- The non-reimbursed portion of the bill will be covered by the hospital if appropriate.
- Students without medical insurance coverage may be asked to apply for medical assistance.
BODY MECHANICS

Follow the recommendations listed below to safely...

STOOP
1. Stand close to the object.
2. Place the feet apart laterally and one in front of the other so that a broad base is assumed.
3. Lower the body by bending the hips and knees, keeping the trunk straight or only slightly forward from the hip; bring the hand to the object.
4. Do not bend over from the waistline and reach down for the object.

LIFT
1. Grasp the object firmly and as near to its center as possible.
2. Get set for the load.
3. Lift by pushing with the legs, straightening the ankle, knee and hip joints.
4. Keep the load as close to the body as possible during the lift.
5. Do not twist the body. If a change in direction is necessary, turn the body by changing the foot position.

CARRY
1. Keep the back as straight as possible.
2. Keep the load close to the body and centered as much as possible over the pelvis.
3. Set the object down by bending the hips and knees with the back straight and keeping the load close to the body.
4. When two or more are carrying a load, teamwork is important. One should assume leadership and give the orders to assure the necessary coordination.

PUSH
1. Stand close to the object to be moved.
2. Crouch down to the object with the feet apart (one forward, one backward)
3. Place hands near the center of the object to be pushed.
4. Keeping back straight, push with legs in the direction object is to be moved.

PULL
1. Place feet apart but close to the object, allowing enough room to move the object.
2. Grasp the object firmly near its center.
3. Crouch down and lean away from the object.
4. With the back straight, pull by straightening the legs. Allow the legs to do most of the work.

REACH
1. Use a footstool whenever possible.
2. Stand close enough to the object as is necessary to keep the body straight.
3. Place the feet apart one slightly in front of the other.
4. Maintain the body straight, bending forward with the legs.
5. Do not reach to the point of straining in an outreaching movement.
CIVIL RIGHTS

No prospective student is excluded from an internship/clinical experience at St. Luke’s Hospital and Health Network on the basis of age, race, color, national origin, religion, sex, sexual orientation, or disability. Learning objectives, provided by the student’s educational institution, outline all requirements appropriate for each internship. All students are expected to review these requirements to determine for themselves whether they are eligible for the internship/experience. Refer to your program’s affiliation agreement with any questions.

COMMUNICATION

Hosting departments will ensure appropriate hospital information is shared with students.

COMPLAINTS

Any complaints or suggestions for improved service for the benefit of either patients or staff should be discussed with the hosting department manager/supervisor who will see that proper attention is given through approved channels.

Patient complaints must be reported to department manager/supervisor immediately.

COURTESIES

Students are offered several hospital courtesies as an acknowledgment of their contributions. They include:

Parking
Free parking in designated areas. Parking in areas designated for patients and/or visitors is not permitted. Parking areas designated below may change based on the time of day the student is present on site. For all parking questions, contact the department manager/supervisor.

Bethlehem Campus
Students are to park in Lot A (lowest level) of the 4 level parking deck off the access road behind the Doctor’s Pavilion. Valet parking is not permitted.

Allentown Campus
Students are to park in the Annex building parking lot. The Annex building is on the corner of 18th & Hamilton Sts, across the street from the hospital.

Quakertown Campus
Students are to park at the West End Fire Company Lot. A shuttle is available from 6:30am to 8:30am and 3:00pm to 5:30pm.

Miner’s Campus
Students are to park in the employee parking lot in the back of the hospital.
Student Guidelines

Library (Allentown, Bethlehem, & Quakertown)
The hospital libraries are open to students for reference materials and study time. Materials may not be signed out of the libraries by students. Appropriate use of computers is expected. Use of copy machines available varies by site. The student must wear his/her ID badge.

Automatic Teller Machine (ATM) (Allentown & Bethlehem)
ATMs are located in the Priscilla Payne Hurd Pavillion lobby, next to the cashier’s office off the Main Lobby, and in the cafeteria at the Bethlehem Campus. The ATM is located in the Cafeteria at the Allentown Campus.

DEPENDABILITY
Students must be dependable. Arrive in uniform at the hospital early enough to sign in and report to the unit/department. Remain in the unit/department for the full time. If leaving the area in the line of duty or at the request of the person in charge, perform the errand and return as soon as possible. Students should notify their department manager/supervisor when leaving for a break or at the end of the shift.

DISASTERS
External
A mass casualty situation occurs outside the hospital.

Internal
A situation occurring in the hospital which threatens or impacts normal operations.

In either situation, the hosting department manager/supervisor will instruct staff and students where to report if not needed in their assigned area.

DISMISSAL
Students who do not comply with the policies and procedures of St. Luke's or who do not satisfactorily perform their assignments are subject to dismissal. Possible grounds for dismissal may include, but are not limited to, the following:

- Breach of confidentiality and/or refusal to sign the Commitment to Privacy & Confidentiality and Student Statement of Responsibility
- Supplying falsified information
- Harassment (sexual, physical or verbal) or mistreatment of patients, staff, volunteers or others
- Offering medical advice or opinion to a patient/others
- Reporting for work under the influence of illegal drugs or alcohol
- Possession or selling of illegal drugs or alcohol
- Possession of weapons on hospital property
- Theft or destruction of hospital property
- Repeated absences or tardiness
Student Guidelines
- Failure to follow or refusal to follow assignment guide
- Accepting gifts or gratuities from patients

DRESS CODE AND PERSONAL APPEARANCE

Students are members of the St. Luke's health care team and therefore are expected to adhere to a standard of attire and appearance. Check with the department manager/supervisor for uniform standards before the first day of the assignment.

- Students using hospital issued scrubs may not wear or take them home. Scrubs must be placed in the linen hamper at the end of the shift.
- Name badges are to be worn at all times on the upper left chest area. Lanyards are not permitted.
- Tattoos and body piercing must be covered.
- Body jewelry such as face, tongue, nose, eyebrow and lip piercing jewelry are not permitted.
- Jewelry should be kept to a minimum.
- Attire must be clean, neat, and fit properly.
- Uniforms should be washed frequently for infection control.
- Personal hygiene and cleanliness is essential.
- Do not wear colognes, perfume or after-shave lotion in patient care areas or if contact with patients is anticipated.
- No artificial nails or wraps while in Patient Care Areas.
- Beards, mustaches and sideburns should be neatly trimmed at all times.

EDUCATION

Students are expected to abide by the “Standards of Performance” information. All students must have a department orientation, learn their assignment, and welcome supervision. The success of the internship/experience depends upon cooperation of the student and their efforts to succeed.

Competencies
Students are required to adequately perform tasks related to their curriculum. Competencies, such as doing tasks correctly, are written and reviewed to ensure students are upholding all safety standards and essential functions. Some tasks may be performed independently after the supervisor documents completion as appropriate, while other tasks will need to be supervised at all times.

Essentials® Newsletter: Prior to starting and annually thereafter, students are required to read the Essentials® Newsletter, St. Luke’s Hospital & Health Network’s mandatory education newsletter.

HIPAA: The Health Insurance Portability and Accountability Act of 1996 is an important federal law that affects how our organization handles confidential patient health information. It is intended to protect the confidentiality and privacy of Protected Health Information (PHI). Students’ concern with HIPAA regulations center around PATIENT PRIVACY. Any information that can identify a patient is considered “Protected Health Information”. Divulging this information either in written or oral form is a violation of the regulations.
Student Guidelines

- Patients have the right to not have their patient information disclosed to people, unless they want someone to know.
- If students need to know something to complete a task, they should ask an authorized person to receive the minimum information necessary to do the job. Employees and students are on a “need to know” basis. Looking up information concerning friends or acquaintances on a computer or the alphabetical census report is a violation of HIPAA.
- Conversations with patients should be limited to only what is needed to provide patient care.
- Students should avoid listening to medical information being discussed between the patient and staff, unless it is a part of patient care.
- When carrying patient information, students should put it in a folder, cover the top sheet with a blank piece of paper to hide the name/s or, if it is a medical chart, turn it upside down with the name facing the body.
- Computer passwords must be kept confidential.

Remember: Students must always remember WHAT they are saying, WHERE they are saying it, and TO WHOM they are saying it. These three W’s can determine whether or not a student is being compliant with the HIPAA regulations. Students must keep this in mind when discussing patient situations.

Commonwealth of Pennsylvania – Act 13:
Act 13 promotes a great focus on patient safety and requires a non-punitive approach to reporting potential safety hazards events and incidents. Act 13 also provides for establishment of a mechanism for reporting events. It is a student's responsibility to report “serious events” and “incidents” he or she witnesses or encounters to the hosting department manager/supervisor immediately.

Serious Event: “An event, occurrence or situation involving the clinical care of a patient in a medical facility that results in death or compromises patient safety and results in an unanticipated injury requiring the delivery of additional health care services to the patient.”
An example of student involvement: A patient falls out of a wheelchair and is injured.

Incident: “An event, occurrence or situation involving the clinical care of a patient in a medical facility which could have injured the patient but did not either cause an unanticipated injury or require the delivery of additional health care services to the patient. The term does not include a serious event.” An example of student involvement: A student goes to use a wheelchair and the brakes are broken; or goes to transport a patient and the patient has no name bracelet.

Code of Conduct

- **Record Keeping** - Student should not share patient information with anyone except the person designated to receive it. For example: A student, who is assigned to deliver patient records or other documents, must complete the task and not delegate it to another student who might be going to that location within the hospital.
- **Shredding** - Students must always check with the department manager/supervisor before destroying any records.
- **Intellectual Property** - This involves knowledge or information inadvertently gained about the staff or organization. For example: If a student learns about future expansion ideas, or an anticipated employment of a physician, these reports should not be repeated to anyone.
Student Guidelines

☞ Use of Corporate Resources – Students should not use St. Luke’s property for unapproved purposes. This would include, but is not limited to, using the photocopier or fax machine for personal use.

☞ Tips and Gifts – Students are not to accept gifts or tips from patients or visitors.

NAME BADGES

All students must wear identification during experiences at SLHN. If students receive a name badge from SLHN to assist in identification and logging hours, it must be returned to the hosting department manager or supervisor on the last day of the internship or experience. If students do not receive a name badge from SLHN, the school ID badge must be worn.

Personal Pagers & Cell Phones

Personal pagers or cellular phones are to be turned off while working in the hospital. Cellular phones may cause problems with some hospital equipment. They may only be used in hospital lobbies or outside. Personal telephone calls should be kept to a minimum, should be restricted in length, and carried out away from patient areas.

TRACKING HOURS

As a student, you are required to follow a process to sign in/out on a daily basis.

Allentown & Bethlehem Campus Students
Students, who are at the Allentown and/or Bethlehem Campuses will sign in/out at a Kronos time clock designated by the hosting department. Important: upon arrival, sign in and when leaving, sign out.

Off Campus Students (i.e. Eaton Ave, Community Health Broad St. Office, St. Luke’s North)
The hosting department will show you the appropriate method to sign in and out.

If you forget to sign in/out
Students are required to have their hosting department manager/ supervisor adjust their time in Kronos.

SMOKING

St. Luke’s is a smoke-free health network. Smoking anywhere on the premises is strictly prohibited.

- Students who use tobacco products are not permitted to use while on St. Luke’s property and should never smell like tobacco products were used.

- FYI: St. Luke’s no longer hires employees who test positive during the pre-employment physical for Nicotine. The drug screen for students does not prohibit those using nicotine from interning at St. Luke’s.
SOLICITATION
No matter how worthy the cause, students may not solicit staff, patients, volunteers, or others or promote support for any group or organization by distributing literature, selling merchandise or raising funds within the hospital. Religious tracts and sharing personal religious beliefs are also not permitted.

SPEECH OR HEARING IMPAIRMENTS
Communication devices are provided to meet the needs of patients or their companions who are deaf, hard-of-hearing or have speech impairments. Students should directly face the patient/visitor to communicate. If communication is unsuccessful, notify the hosting department manager/supervisor immediately. Text telephones and interpreters are available.

SUPERVISION
Each student is under the direction of the hosting department manager/supervisor regarding time, assignment, conduct, general policies and student rules. These parameters are outlined in the Affiliation Agreement between your program and SLHN. A student is also responsible to the department staff member(s) where he/she is assigned, must follow instructions explicitly, and should not take initiative in performing unauthorized services. Students must always consult the hosting department manager/supervisor or staff member in charge of the department when in doubt about anything. What may seem trivial to a student may have vital significance to the patient or the department.

VALUABLES
Students are discouraged from bringing valuables to the hospital. The hospital is not responsible for items lost or stolen. Lockers or secured areas are not readily available in all departments. Bring only the minimum cash or debit card needed while on site.
Appendix 1 – Emergency Response Matrix

View the Emergency Response Matrix