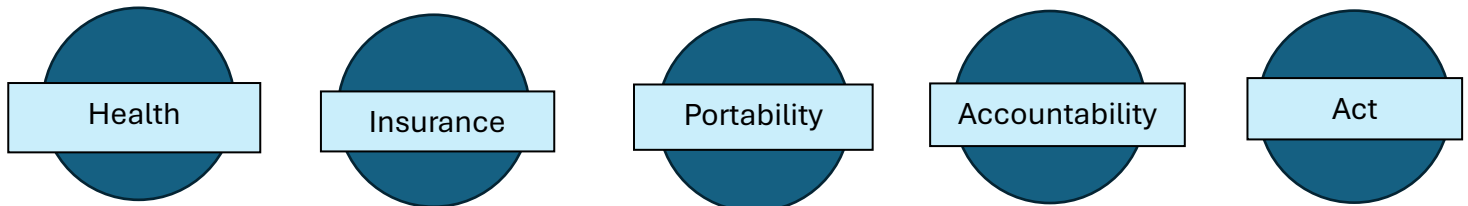


# Annual Volunteer Education

## HIPPA -Privacy and Security



- The purpose of HIPPA is to establish nationwide protection of patient confidentiality, electronic systems, and standards and requirements for electronic transmittal of health information.
- There are TWO parts to HIPPA: 1) Privacy; and 2) Security.
- All healthcare workforce members are required to train on these regulations annually.

Protected Health Information (PHI) is any health information that may reasonably identify a patient, such as:

Name	Genetic information
Address	Finger or voice prints
Date of Birth	Facial Photographs
Telephone number	Any other unique identifying number
Email address	Diagnosis or identifying circumstance
Social Security number	Age greater than 89
Medical Record number	Account number
Health plan numbers	

We are required to protect our patients' PHI in all situations, including, but not limited to:

- **\*\*\*\*Verbal** discussions (in person, on the phone, in hallways and elevators)
- **Written** on paper (medical charts, schedules, orders, invoices, etc.)
- In all of our **computer applications/systems**.
- In all of our **computer hardware/equipment** (laptops, cell phones, fax machines, flash drives, etc.)

# Incidental exposure to Patient Information

## **What is incidental Exposure?**

Incidental exposure occurs when you encounter Protected Health Information unintentionally during your volunteer shift.

Examples include:

- Overhearing conversations about patients in common areas
- Seeing PHI on unattended screens, desks or documents.
- Finding misplaced files or printouts with patient information

## **Reporting Incidents:**

If you accidentally view or are provided information that you should not have access to, or are made aware of unauthorized access, report it immediately to Volunteer Services or the Privacy Office.

**Remember:** Maintaining privacy and avoiding unauthorized access are essential steps in protecting patient rights and ensuring compliance with HIPPA regulations.

\*\*\*\*Volunteers MAY NOT access their own PHI or someone else's (co-worker, children, spouse family, friend or anyone else) without a business need to do so. IF IT IS NOT IN THE RESPONSIBILITY OF YOUR VOLUNTEER ROLE, YOU CANNOT DO IT.

\*\*\*\*Volunteers MAY NOT share any PHI with friends or family.

Vandalia Health takes violations of this policy very seriously. If it is determined that a volunteer has accessed inappropriate information or shared inappropriate information, discipline will be issued, that may include separation from the company.

If there is any doubt in your mind about whether you may access or share PHI, please ask your supervisor or call Volunteer Services.

## HIPPA Training

Question 1: Volunteers are not able to share PHI with their family when they discuss activities of their volunteer shift.

TRUE \_\_\_\_\_ FALSE \_\_\_\_\_

Question 2: If someone asks me to access information for them that I do not have permission to access in my volunteer role, I should:

- a. Tell them I do not have permission to access/provide that information.
- b. Ask them to wait while you call Volunteer Services to ask permission.
- c. I should go ahead and do it since we value customer service.

Question 3: It is acceptable to discuss patient information with coworkers on an elevator with others present. TRUE FALSE

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## Wheelchair Training

- Volunteers may provide simple wheelchair transport for outpatients and family members after receiving training.
- Simple wheelchair transport means that guests can get in and out of the wheelchair independently.

\*\*\*\*It is always the volunteer's decision regarding transporting a guest in a wheelchair.

## Volunteers must consider each person they may be transporting individually.

- Will this person require more than a simple wheelchair transport (need assistance getting in and out of chair)?
- Is the person I may be transporting too large for me to manage the wheelchair safely?
- Do I personally have limitations that keep me from safely transporting people in a wheelchair? Any volunteer may choose not to provide wheelchair transportation.

If volunteers decide that they cannot safely transport a guest in a wheelchair:

- Communicate to guest that you cannot provide assistance but will find someone who can.
- Contact Security, Registration, Patient Transport or manager.
- Stay with guest until they are able to be transported.



STAXI

Wheelchairs are  
the chairs we use

Steps for Guest entering wheelchair:



Step 1: Raise side arm rest.



Step 2: Instruct guest to sit  
on side with arm rest raised





Step 3: Instruct guest to swing legs to face front.



Step 4: When guest is swing legs to Forward facing, lower side arm.

## Wheelchair Locking:



When handle is open, wheelchair is LOCKED.



Squeeze handle  
Unlock wheelchair



When fully squeezed,  
move wheelchair freely.

## Wheelchair Transport:

- When transporting guests, keep to the right of hallways.
- Proceed with caution at intersections and doorways.
- Use overhead mirrors to watch for others when turning corners.
- Back the guest onto elevators so they are facing the doors of elevator when closed.
- When stopping, release the handle squeeze to lock.
  - Raise the arm rest and instruct guest to swing legs to side to exit chair.

Always return chair to same place you got it.

### Clean/sanitize wheelchair:

- \*\*\*\*Sanitize wheelchair after each use.
- Wear gloves when using 'purple top' wipes.
- Wipe down the entire wheelchair including handles, seat, arm rests and leg rests.

#### Wheelchair training

Question 1: A volunteer has the right to decline to provide wheelchair transport for any guest that they feel is too difficult for them to transport.

TRUE      FALSE

Question 2: Wheelchairs should be sanitized after each use.

TRUE      FALSE

---

## Infection Control and Hand Hygiene

\*\*\*\*\*Key Moments for Hand Hygiene

1. Before starting your shift.
2. Before eating or drinking.
3. After using the restrooms.
4. After handling shared items (keyboards, carts devices, or high touch areas)
5. After coughing, sneezing or touching your face.

ALWAYS clean hands when you enter a patient's room AND when you exit a patient's room.

ALWAYS ensure your hands are dry (after washing), before starting any activity.



# Cough Etiquette

\*\*\*\* To control the spread of respiratory infections:



Cough into your elbow or sleeve.



Cough into a tissue



Turn your head away from others when you cough.



Throw used tissues in trash.



Wash your hands.

## To prevent the spread of infection, volunteers use STANDARD PRECAUTIONS.

- \*\*\*\*Followed for EVERY patient, EVERY encounter
- Assumes that blood and body fluid of ANY patient could be infectious.
- Decisions about gloves, gowns, or masks are determined by type of interaction with the patient.

This is in addition to consistent and appropriate HAND HYGEINE.

- ALWAYS WASH YOUR HANDS BEFORE AND AFTER ANY CONTACT WITH A PATIENT.
- IF YOU MAY COME IN CONTACT WITH ANY BODILY FLUID, WEAR GLOVES.
- IF YOU WEAR GLOVES, ALWAYS WASH YOUR HANDS AFTER GLOVE REMOVAL.

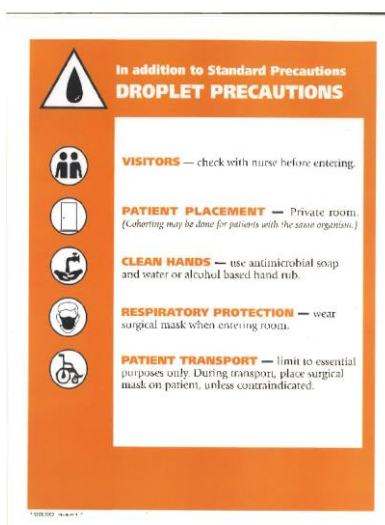
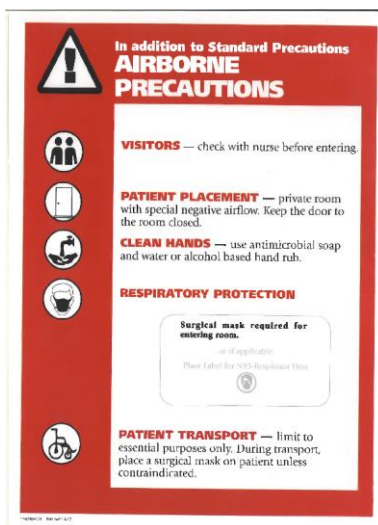


There are 2 acceptable methods of cleaning your hands in the hospital setting.



If you see any of the following signage, do not enter the patient's room.

\*\*\*Volunteers are not permitted to enter the rooms of patients on isolation/precautions.



Biohazard signs are always RED.

The biohazard symbol is a universal symbol place on any container or area that may contain infectious waste or potentially infectious material (soiled utility room doors, lab specimen bags, linen bags, etc.





- If a volunteer is sick, they are asked to stay home. This is part of how we control infections.
  - If a volunteer has any draining skin wounds, etc., they should also stay home.
  - If there are any questions about whether you should stay home, please contact Employee Health.
- 

### Infection Control and Hand hygiene

Question 1: What are 2 of the key moments for hand hygiene?

\_\_\_\_\_, \_\_\_\_\_

Question 2: Name one of the ways we control respiratory infections.

\_\_\_\_\_

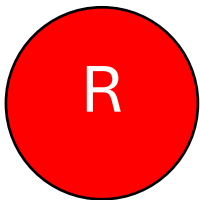
Question 3: Standard Precautions are followed for every

\_\_\_\_\_.

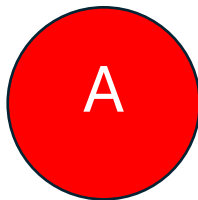
Question 4: Volunteers are permitted to enter patient rooms that are on isolation/precautions. TRUE FALSE

## Environmental Safety

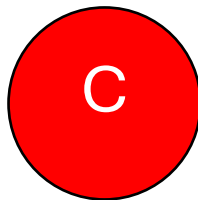
Any workforce member who detects smoke and/or flames or any type must take immediate action. \*\*\*\*RACER



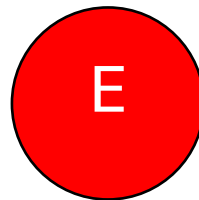
RESCUE



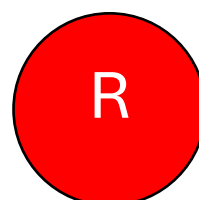
ALARM



CONTAIN



EXTINGUISH



RELOCATE



#### FIRE SAFETY:

- Fire alarm pull stations are near exits and stairwells.
- Never obstruct the view of fire doors and fire extinguishers.
- \*\*\*\*Never BLOCK fire doors, fire alarms or fire extinguishers.
- When fire alarm is pulled: The fire alarm will sound, Fire doors will close and strobe lights will activate.

### HOW TO USE A FIRE EXTINGUISHER



PULL SAFETY PIN



AIM AT THE BASE OF FIRE



SQUEEZE THE LEVER



SWEEP SIDE TO SIDE

#### SECURITY ID BADGE



- \*\*\*\*Your Security ID badge MUST be worn at all times when volunteering.
- Your ID badge identifies you as a member of the workforce.

#### Environmental Safety:

Question 1 What is the word used to help you remember the steps of how to respond if there is a FIRE? \_\_\_\_\_

Question 2 NEVER \_\_\_\_\_ fire doors, fire alarms or fire extinguishers.

Question 3 My \_\_\_\_\_ MUST be worn at all times when volunteering.

# Active Shooter Training



\*\*\*\*Stay alert for these common

## WARNING SIGNS:

- Pacing
- Extreme anger
- Aggressive Behavior
- Swearing
- Changes in tone of voice
- May be carrying backpack or gym bag

If you are approached by an aggressive individual, but **DO NOT** see a weapon:

- Remain calm
- Be aware of your posture, gestures, tone of voice, speed of speech.
- Keep communication simple, supportive, positive and direct.
- Don't argue; speak calmly and with respect.
- Push your Strongline 'panic button' if you feel in danger.

## **If there is an active shooter:**



\*\*\*\*Step 1:  
ACCEPT

Step 2:  
ASSESS

Step 3:  
ACT

Step 4:  
ALERT

- Remain calm.
- Stay away from the area where the incident is occurring if possible.
- Shut the doors to your unit or area.
- Stay away from doors and windows.
- If you are hiding, lock and barricade inside a safe area.
- Turn off all lights and silence cell phones.
- \*\*\*\*When you can call for help, call 911.
- Grab anything that can be used as a weapon, such as a fire extinguisher, in case you decide you must fight.
- Work together as a team, if possible, to do so safely.
- Remain in hiding until you are ordered to do so by police or security.
- If you are ordered to move by the police, do so in an orderly manner with your hands visible and above your head.

Active Shooter:

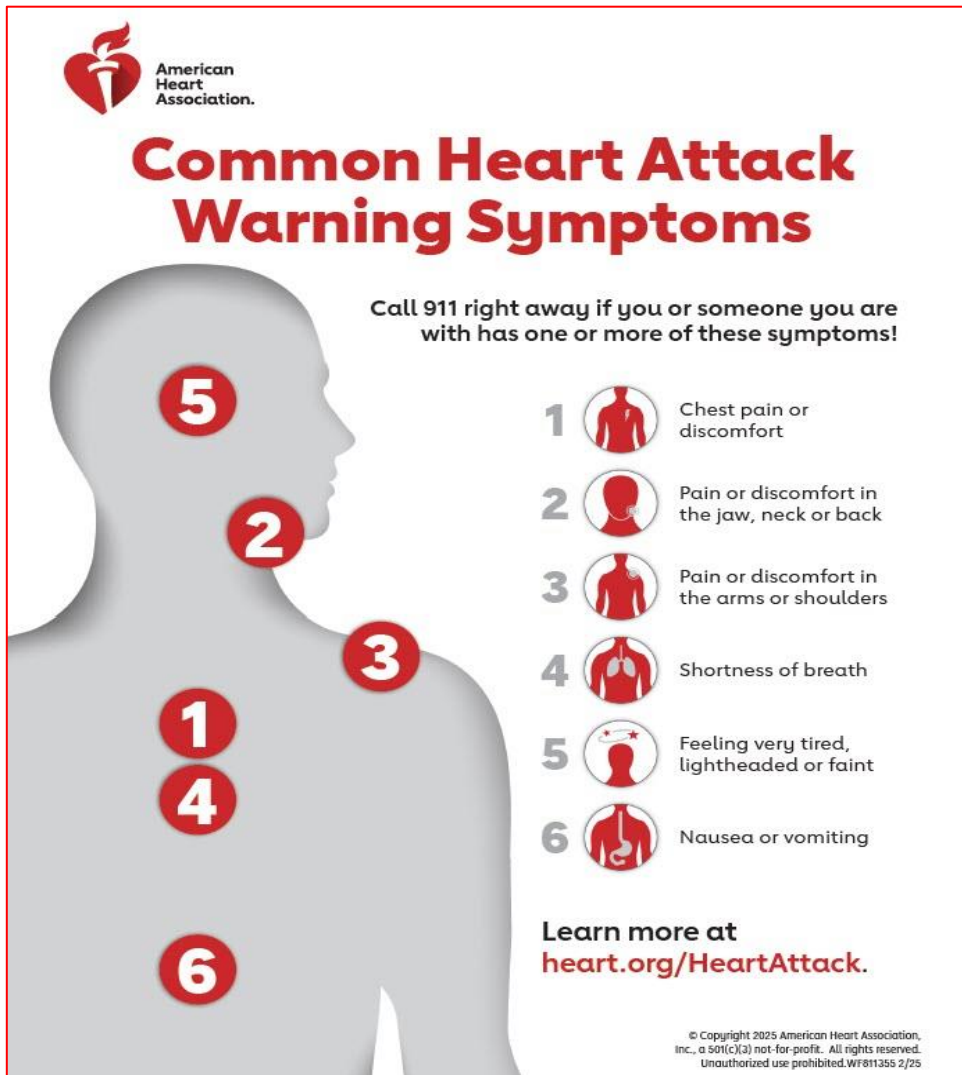
Question 1 What is one warning sign for aggressive behavior? \_\_\_\_\_

Question 2 What is the first step if there is an active shooter? \_\_\_\_\_

Question 3 If there is an active shooter, what number do I call to report it (when I am safely able to make a call)? \_\_\_\_\_



# How to recognize a Heart Attack:



\*\*\*\*Chest pain can also be described as pressure, heaviness, tightness, or squeezing.

\*\*\*\*If you encounter someone in the hospital with these symptoms, alert the closest staff member, call your hospital's emergency number OR push your Strongline badge twice.

If YOU are in the hospital and have these symptoms, alert the closest staff member, call your hospital's emergency number OR push your Strongline badge twice.

A heart attack is a medical emergency!

✓There are treatments to reduce the risk of damage from a stroke.

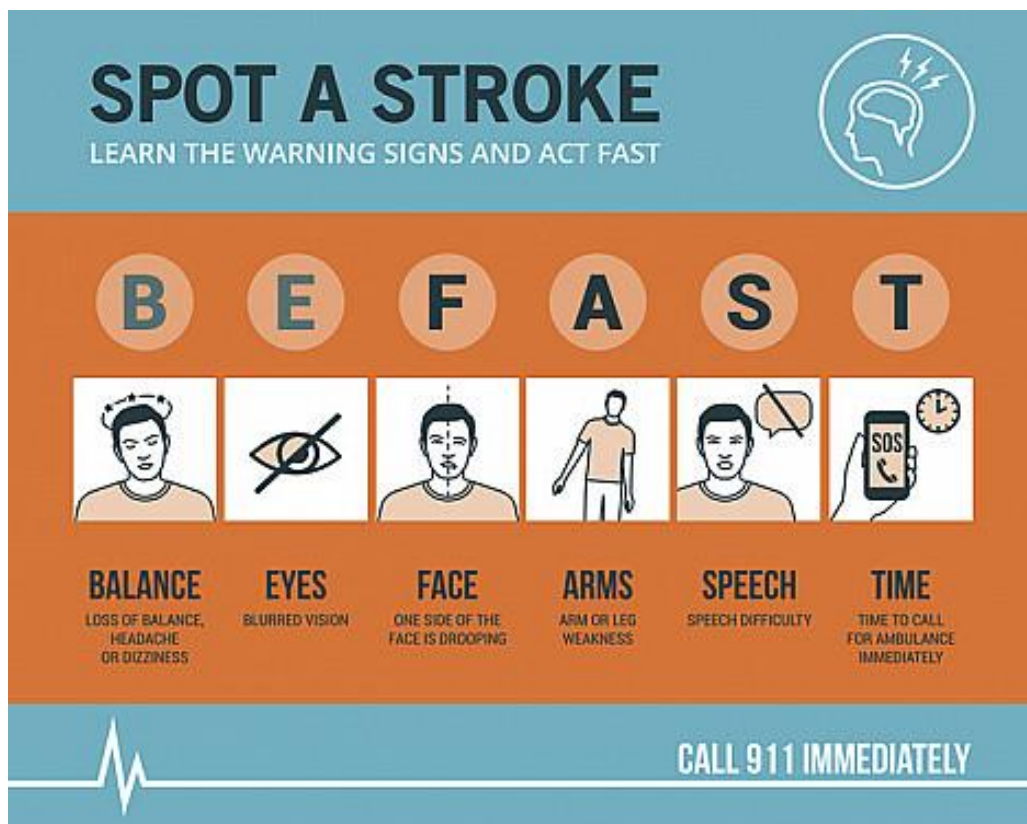
✓The earlier treatment is started, the better the outcome.

### Heart Attack:

Question 1: What is one warning sign of a heart attack? \_\_\_\_\_

Question 2: What will you do if you encounter someone in the hospital with these symptoms?

# How to recognize a STROKE:



Even if these symptoms go away and only last a short time, it could be a 'warning stroke' or 'mini stroke.'

A 'warning stroke' or 'mini stroke' is called a TIA – Transient Ischemic Attack.

A TIA may not have lasting damage, but you still need to call 911.

\*\*\*\*If you encounter someone in the hospital with these symptoms, alert the closest staff member, call your hospital's emergency number OR push your Strongline badge twice

If **YOU** are in the hospital and have these symptoms, alert the closest staff member, call your hospital's emergency number OR push your Strongline badge twice.

STROKE IS A MEDICAL EMERGENCY!

✓There are treatments to reduce the risk of damage from a stroke.

✓The earlier treatment is started, the better the outcome.

Stroke:

Question 1: What is one warning sign of a stroke? \_\_\_\_\_

Question 2: What will you do if you encounter someone in the hospital with these symptoms?

Please submit completed file to [volunteer@camc.org](mailto:volunteer@camc.org)