



Department of Medical Education Rotating Residents/Fellows Orientation Packet

Welcome Page

Welcome to Nicklaus Children's Hospital. We hope you enjoy your rotation and your time here in the hospital. All rotating residents and subspecialty residents are asked to read, understand and answer the questions following this orientation module prior to your rotation at the Hospital.

The Medical Education Office will need the following from you prior to starting your rotation:

1. Registration Application Form (to be completed for *each* noncontiguous rotation at Nicklaus Children's Hospital)
2. Confidentiality Statement.
3. Copy of ECFMG certificate, if applicable.
4. Orientation packet questions in the back answered (80% passing rate required) and signed acknowledgment from this on-line orientation packet.
5. Copy of criminal background check, BLS Card, CV, Medical School Diploma.
6. Florida Medical License or Training License required (Nicklaus Children's Hospital Medical Education staff will check)
7. NPI number provided.
8. Nicklaus Children's Hospital Medical Education Office must have current rotation schedule or approval letter from your sponsoring hospital/ Sponsoring Institution or Program.
9. Check out form/ badge to be submitted at the end of your rotation to the Medical Education Office.

Upon receipt of the above documents, you can get your Nicklaus Children's Hospital badge M-F, 7:00am-3:30pm in the Security Badge office after checking in with the Medical Education Department. Once you check in with us, we will give you an ID Badge form to be filled out to take to the Security Office for your badge.

We welcome you to Nicklaus Children's Hospital and wish you a worthwhile learning experience on campus.

1. GENERAL GUIDELINES FOR ROTATING RESIDENTS

- A Resident must sign-in with the Department of Medical Education the first day of each non-sequential rotation.
- A Resident must comply with the hospital dress code and NCH I.D. badges must be visible at all times. Failure to wear Nicklaus Children's Hospital Identification may lead you to be questioned by security and/or asked to leave the Hospital premises.
- A Resident will remain under the supervision of an NCH-credentialed attending physician while at the Hospital. The NCH GME Policy on residency supervision, duty hours and the overall working environment, Resident Duty Hours and Working Environment is available in the Medical Education Department and will be available on the MCHS Portal.
- Documentation: accurate, legible, timely and complete documentation is mandated by Hospital Policy & Procedures in accordance with accreditation standards and related laws; please review the NCH "do not use abbreviation" list (copy attached). Any questions can be directed to the Health Information Management (HIM) Department at x6412.



Department of Medical Education Rotating Residents/Fellows Orientation Packet

- A Resident must report any incident/accident to the Program Director or supervising attending.
- Rotating residents are encouraged to attend teaching conferences – attendance must be approved by the supervising physician prior to leaving your work area.
- Free parking is available in the visitor's parking lot; you may park in any space available.
- At the end of your rotation, please check out with the Medical Education Office and turn in your badge and have the form labeled **ROTATING RESIDENT/FELLOW CLEARANCE FORM** completed and returned to Medical Education Office.
- If you should return for any rotation at NCH in the future, you must return to the Medical Education Office the first day of your rotation.
- Complete all pending items in PEDS message center prior to ending rotation or within 5 days after departure.

2. CUSTOMER SERVICE

In keeping with Nicklaus Children's Hospital mission, vision and values, the hospital places the needs of customers above all. Customer service is a key element for success in all businesses, including healthcare providers. Outstanding customer service is our goal to all our customers, both internal and external.

NCH customer service standards include:

- Greet each customer using acceptable response and manners.
- Demonstrate active listening skills.
- Speak and respond to customers in a calm, respectful manner.
- Demonstrate to customers the knowledge of the Miami Children's Health systems and services.
- Maintain strict confidentiality regarding patients and all other confidential information.
- Serve as a role model to other employees by:
 - Seeking mutual resolution to conflict situations, using problem solving techniques.
 - Striving to maintain positive working relationships throughout the Hospital.
 - Treating your colleagues in a professional manner -- you are part of the clinical leadership team and are expected to show respect to all healthcare providers and staff in your clinical area of rotation.

3. INFORMATION MANAGEMENT

Information Management is the process of obtaining, managing and using information to improve patient outcomes and Hospital-wide performance. Access to information is based on a need-to-know basis in order to safeguard the confidentiality of the data at all times. If you are given a password and/or security code, keep it confidential and do not share with others and sign off the computer when leaving your area. A confidentiality statement must be signed when requesting a security code/password for any Hospital system.





Department of Medical Education
Rotating Residents/Fellows
Orientation Packet

4. PATIENT BILL OF RIGHTS



Nicklaus Children's Hospital has a responsibility to give every patient child appropriate medical care. The Patient Bill of Rights is a set of guiding principles of patient care. The Bill of Rights is displayed in every department and is provided to them to educate them about their rights in patient care. The Patient/Family Services Department is responsible for pursuing any questions, concerns, or formal complaints patients/families may have about your rights or the quality of care and service provided by Nicklaus Children's Hospital. You or your patients may contact the Patient/Family Services staff directly at ext. 4400.



Department of Medical Education Rotating Residents/Fellows Orientation Packet

PATIENT CONFIDENTIALITY - HIPAA



Patient confidentiality is a conscious effort by every healthcare worker to keep private all personal information revealed by patients and their families and/or medical records during a hospital visit. You may have access to confidential information about patients and their families. You must never discuss, disclose or review any information about a patient's medical condition with any other person unless they have proper authorization.

Patients and their families are entitled to privacy and it is your ethical and professional obligation to respect that privacy at all times. All are responsible for patient confidentiality.

General Guidelines

- Medical record information can only be released with a proper consent signed by the parent or legal guardian, or in accordance with state or federal law.
- Refrain from having verbal conversations regarding patient information in hallways, elevators and other public places.
- Any questions regarding release of information should be directed to the HIM department
- All patient medical information must be discarded in 1) an approved confidential disposal bin, or 2) an approved shredder, as provided by the Hospital to prevent the information from being disclosed to unauthorized individuals.

All must follow the HIPAA (**H**ealth **I**nsurance **P**ortability and **A**ccountability **A**ct) regulations, which cover three areas:

- **Insurance Portability:** ensures individuals moving from one health plan to another will have continuity of coverage and will not be denied coverage.
- **Fraud enforcement (accountability):** increases the federal government's fraud enforcement authority
- **Administrative simplification:** policy changes in healthcare organizations in order to protect patient's privacy and the confidentiality of identifiable protected health information (PHI).

General notes about HIPAA:

- Confidentiality and privacy mean that patients have the right to control who will see their protected health information (PHI). PHI includes, but is not limited to: name, relative's name, address, social security number, account numbers, date of birth, telephone number, fax numbers, voice or finger prints, photos, and other personal identifying information.
- Communication about patient health information should be limited to those who **need** the information in order to provide treatment, payment, and healthcare operations (TPO).
- When faxing patient information, double check the number. If necessary, call to ensure the fax was delivered to the correct person. Do not fax sensitive, highly protected health information (e.g., information about a patient's drug or alcohol dependency, psychotherapy notes, HIV status, sexual assault)
- Patient privacy can be violated when PHI and patient names are left on voicemail messages or telephone answering machines.
- In a semi-private area, pull the curtain around the patient's bed, and lower your voice before speaking about medical information.



Department of Medical Education Rotating Residents/Fellows Orientation Packet

- Computer printouts, and other paper records containing patient information, must be kept in a secure place and shredded when no longer needed.
- You must never discuss, disclose or review any information about a patient's medical condition with any other person unless they have proper authorization.
- HIPAA violations may include both civil and criminal penalties for the individual as well as the hospital.

Patients and their families are entitled to privacy and it is your ethical and professional obligation to respect that privacy at all times. Generally speaking, all members involved in patient care, including physicians, nurses, residents, and other staff, as well as students and volunteers are responsible for patient confidentiality.

5. ENVIRONMENT OF CARE

I. Emergency Preparedness

This section will help you learn how to respond to unexpected events and emergencies, as your actions could have an impact on patients, parents and coworkers. Following these procedures should help to ensure safety for yourself, our patients and their families.

A. Code Red = Fire Code Red means there is a fire somewhere at the hospital. If there is a fire, remember the term "RACE". RACE is a national acronym used to help you remember what you must do in case of a fire:

- | | |
|---------------------|--|
| R - Rescue | Your first priority is to remove patients from immediate danger. |
| A - Alarm | Pull the red pull box in your work area to activate the alarm. The pull station activates the Code Red procedure which informs the whole Hospital of the location of the fire. |
| C - Contain | Close all doors and prepare for evacuation. The response team will contain the fire. |
| E - Evacuate | Go to the next fire zone. Evacuate horizontally following your unit's evacuation plan. Do not use elevators, use only stairs. Remember to Close ALL doors. |

B. Code 13 = Bomb Threat

Report to your work area right away and look around the work area for anything unusual, such as unattended bag or box. If you find something unusual, do not touch it and report it to the unit secretary or call ext 4911 immediately to report the object. If you answer a phone and it is a bomb threat, write down the time of the call. Try to keep the caller on the line and collect information about the caller such as age, race and gender. Listen for background noise. Make a signal to someone near you to call Security at 4911 immediately.

C. Code Blue = Cardiac Arrest

If a patient, visitor or employee has cardiac or respiratory arrest, call for help:

- If you are in a patient's room, press the Code Blue Button near the bed and dial 555 on the telephone.
- If you are in another area, dial 555 and give the operator your location. The Code Blue team will arrive immediately.
- Begin CPR if you are certified to do so. If you are not, wait for the team.





Department of Medical Education Rotating Residents/Fellows Orientation Packet

D. Code D= Disaster

Report to your unit right away. Use only the Hospital's Main Entrance; all other doors will be locked. Do not talk to any media people; refer them to the Public Relations Department. If you hear "CODE NBC", this means the disaster is Nuclear, Biological or Chemical related.

E. Code Orange = Trauma case arriving to the hospital

Often, a helicopter brings the trauma victim. The Trauma Team reports to the Emergency Department right away. During a Code Orange, stay away from the helicopter landing area!

F. Code Lindbergh = Kidnapping

If you are suspicious, get a description of the person you suspect and call Security at ext 4911. Give a detailed description to help them catch the suspect. As soon as a Code Lindbergh is announced, the Hospital Lock-Down System goes into effect.

G. Code 36 = Lost Child

If you find a lost child, call Security immediately at ext. 4911. Give a detailed description of the child. If a Code 36 is announced, please check your area for a lost child with the description provided.

H. Code Water = No Water

Code Water can mean two things: a) there is no water or b) the water is contaminated. Use water that is delivered to your area and do not use the sinks, showers, tubs, ice machines, or water fountains. Do not flush the toilet. Use alcohol rinse to wash your hands.

I. Code Blackout = Blackout

Code Blackout means that there is no power from Florida Power & Light Company (FPL) and the Hospital is using its last generator. In a Code Blackout, only the red electrical outlets can be used; electricity should be saved only for the life support machines, critical equipment, and communications equipment. Unplug everything else.

J. Communication Failure

Communication failure means that the telephone system is not working. When this happens, we need to use other communication methods –you will be provided with proper direction.

K. Personal Safety Tips

You can help us make this Hospital a safer place by taking steps to protect yourself:

- Report any suspicious person or unauthorized persons to Security immediately.
- Do not leave your purse or wallet unattended. Keep them out of view.
- Watch drug containers and packages for signs of tampering.

For children's safety:

- Keep the following items out of reach of children: medications, needles, cleaning supplies, cords
- Latex Balloons are not allowed in the Hospital

L. Hazardous Materials

Hazardous Materials are chemical products that can harm your eyes, lungs or skin. Be sure to protect yourself when handling these materials. Use Personal Protective Equipment including gloves, mask, gown, and/or boots. If you discover a chemical spill, contain the spill and notify Environmental Services at ext 4040.



Department of Medical Education Rotating Residents/Fellows Orientation Packet

Waste Disposal: There are several types of waste at the Hospital. Each type of waste has its own type of waste container:

1. **Biohazardous Waste:** All items contaminated with blood, drainage, or infectious secretions are discarded in red bags for incineration. These containers have the Biohazard symbol.
2. **Sharps** are disposed of into a hard, plastic Sharps Box.
4. **All other waste** is considered regular waste.



M. Security

The Security Services department full time, professionally trained security officers. Officers are on duty 24 hours a day, 7 days a week, every day of the year. They patrol inside and outside the Hospital. For general information, you may contact the Security office at 4945. In case of an emergency, call ext. 4911.



N. Workplace Violence

If you witness or experience a verbal, physical or sexual harassment on hospital premises, please report it immediately to Security at ext 4911. All allegations of physical or verbal abuse shall be fully investigated and corrective or disciplinary action up to and including dismissal from employment or revocation of staff privileges will be taken as warranted.

O. Standard Precautions:

Standard Precautions are a set of standardized precautions to be used for all patients, regardless of illness or medical condition. These procedures were originally designed to manage possible exposures to blood borne viruses such as HIV or Hepatitis B, but have evolved to include procedures that will reduce exposures to other pathogens as well. Nicklaus Children's Hospital adheres to the CDC definitions on Standard Precautions and Transmission-Based Isolation Guidelines. Please review infection prevention and control policies on the MCHS portal (e.g. Hand hygiene and Standard precautions, and Isolation Guidelines).

P. Infection Control

To contact the office, call ext. 2399.

The Pediatric Health Care environment has special infection control risks for both patients and personnel. Children are more likely to have a communicable illness present on admission (approximately 40% of pediatric admissions). Please adhere to all Isolation Precautions by using the Personal Protective Equipment (PPE) listed on the posted Isolation Precautions Sign (Contact, Droplet & Airborne).

General Infection Control Guidelines

All residents need to follow a basic level of caution during their work activities. These include:

- Clean uniforms/clothing; long hair should be restrained or tied back
- Avoid touching eyes or mouth during patient contact activities.
- No eating or drinking in areas where patient contact activities

NCH performs electronic hand hygiene monitoring with the Hygreen System. All patient care staff are required to wear a Hygreen badge when giving patient care. Please find the FELLOW, RESIDENT or ANCILLARY badge to wear while giving patient care at Nicklaus Children's Hospital. Routine hand washing should be performed

1. At beginning of shift.



Department of Medical Education Rotating Residents/Fellows Orientation Packet

2. Before and after breaks.
3. After using bathroom.
4. Before and after handling food items.
5. Before and after known or potential contact with wounds, feces, blood, or body fluids.
6. After contact with a source that is likely to be contaminated with microorganisms, such as; patient care environment or equipment, specimens, etc.
7. Prior to entering Bed Monitor sensor area in Patient care room and upon exiting patient care area.

Work Exclusions

In general, any time you have symptoms of an acute infection, fever, cough, vomiting, diarrhea, or skin infections, you should not be at the hospital until cleared by the Employee Health Office or your private physician. For more information, please contact the Employee Health Office at 2636.

6. CORPORATE COMPLIANCE



EMTALA stands for the **E**mergency **M**edical **T**reatment **A**ctive **L**abor **A**ct. You may also hear it referred to as COBRA or the Anti-Patient Dumping Statute.

Important Things to Remember

EMTALA prohibits hospital EDs from delaying care, refusing treatment, or transferring patients to another hospital based on their inability to pay for services. Hospitals and physicians cannot delay medical screening (examination) or treatment to inquire about the patient's method of payment or insurance status. Anyone (child or adult) on the Hospital grounds/property, who needs to be examined or who requests a medical examination, receive a medical screening by a doctor. We do not refuse anyone who needs or requests medical treatment.

Your Role Is Very Important : If anyone comes up to you and asks you or tells you that they want to be seen by a doctor, or needs to be seen for medical care, take them to the Emergency room right away.

Corporate Compliance

Healthcare corporate compliance refers to an organization's ability to operate within the rules, regulations, and policies created by the facility, government, regulatory agencies or payers.

We are committed to the delivery of high quality health care through the ability and professionalism of the NCH family, including you. Each of you has a hand in compliance and can help ensure that NCH maintains the highest standards of legal and ethical excellence by asking questions and/or informing your supervisor of any suspected compliance violations.



**Department of Medical Education
Rotating Residents/Fellows
Orientation Packet**

8. LIBRARY GUIDELINES FOR ROTATING RESIDENTS

During your clinical experience at NCH you are granted limited library privileges for the Medical Library. The library is located on the first floor of the south corridor and is open Monday – Friday 8 am - 5 pm.

Please follow these guidelines when using the library:

- You will need to get prior approval from the Medical Education Department if you choose to check out books or use the Library after-hours. You will need to sign-out prior to the end of your rotation if you choose to use this service.
- Use of computers is permitted, but may not to be used for personal business.
- Noise in the library is held to a minimal level; no food or beverages are allowed.



**NICKLAUS CHILDREN'S HOSPITAL
DO NOT USE ABBREVIATION LIST**

Do not use on any medical orders or on any clinical documentation in the patient's medical record.

DO NOT USE	Intended Meaning	Misinterpretation	USE
µg	microgram	Mistaken for "mg" when handwritten	Use "mcg."
QD or QOD	once daily	Mistaken for each other. The period after the Q can be mistaken for an "I" and the "O" can be mistaken for an "I".	Use "daily."
SC	subcutaneous	Mistaken for SL (sublingual)	Use "subcut." or write "subcutaneous."
U or u	unit	Read as a zero (0) or a four (4), causing a 10-fold overdose or greater (4U seen as "40" or 4u seen as "44").	"Unit" has no acceptable abbreviation. Use "unit".
IU	international unit	Misread as IV (intravenous).	Use "units."
> and <	greater than and less than	Mistakenly used opposite of intended.	Use "greater than" or "less than."
Trailing Zero (X.0 mg), Lack of Leading Zero (.X mg)		Decimal point is missed.	Never write a zero by itself after a decimal point (X mg), and always use a zero before a decimal point (0.X mg).
Ms, M So ₄ , Mg So ₄		Confused for one another. Can mean morphine sulfate or magnesium sulfate.	Write "morphine sulfate" or "magnesium sulfate."



Department of Medical Education
Rotating Residents/Fellows
Orientation Packet

GENERAL ROTATING RESIDENT ORIENTATION - TEST QUESTIONS

1. While you are on your way to the cafeteria, a mother with two children asks you where she can find the Neuroscience Center. You have only been in the hospital for one day and do not know your way around. Your best response is:
 - a. "I don't know."
 - b. "That's a good question; let me find out for you."
 - c. "You should go to the information desk to ask."
 - d. "You need to ask someone else; I'm not an NCH employee."

2. Which statement is **not true** about HIPAA?
 - a. HIPAA violations may include both civil and criminal penalties for the individual as well as the hospital.
 - b. Privacy is a patient's right. Medical information must be shared only with those who need to know.
 - c. All protected health information may be faxed as long as a cover page informs the recipients about confidential information.
 - d. In a semi-private area, pull the curtain around the patient's bed and lower your voice before speaking about medical information.

3. What should you do if you see someone suspicious or witness an act of violence on hospital premises?
 - a. Call your supervisor
 - b. Call the Operator at ext: 0
 - c. Call Security at 4911
 - d. Call Code Blue at 555

4. In case of a Code Red, circle the response that corresponds to the acronym **RACE**:
 - a. Run Away and Clear the Exits
 - b. Run, Alarm, Clear, and Evacuate
 - c. Rescue, Alarm, Contain, and Evacuate
 - d. Rescue, Ask for help, Contain, and Extinguish

5. What should you do in case of a Code Blue?
 - a. Get the crash cart, open the airway, start ventilations with a barrier device, and call 555.
 - b. Call 555, begin chest compressions, start ventilations with a barrier device, open the airway, and yell for help.
 - c. Call 555. If a phone is not available, press the Code Blue Button or call for help. If you know CPR, open the airway, assess for breathing, and start ventilations.
 - d. Leave the victim and look for help. Ask a staff member call a code.



Department of Medical Education
Rotating Residents/Fellows
Orientation Packet

6. Select the code information that is **false**:
 - a. Code 13 means a bomb threat.
 - b. Code Orange means there is a lost child.
 - c. Code Red means fire.
 - d. Code Lindbergh means child abduction.

7. Circle the **false** statement about EMTALA:
 - a. A grandparent coming to visit her grandchild is in the parking lot, feels short of breath and says that she needs to see a doctor – she should be taken to the emergency room at once.
 - b. Since we are a children's hospital, we can refer an adult to another hospital without being seen first by a physician.
 - c. We must screen and stabilize all patients before transporting them to another hospital.
 - d. NCH cannot refuse any patient asking for treatment.

8. Choose the **true** statement.
 - a. As a rotating resident at NCH, you only have to wear the badge of your sponsoring hospital as a means of identification.
 - b. You don't have to check out at the Medical Education Office on your last day of rotation as long as you checked in at the beginning of your stay.
 - c. You should park in the visitor's parking lot.
 - d. You can use the pharmacy abbreviations from your institution of employment instead of those approved at NCH.

9. Circle the **false** statement.

Information Management is the process of obtaining, managing, and using information to improve patient outcomes and hospital-wide performance. To maintain the security of patient information:

 - a. Do not release medical information without proper consent signed by the parent or legal guardian.
 - b. Do not share or ask to share computer passwords.
 - c. Only explain procedures and answer questions for the patient or their family.
 - d. Discard patient medical information in the regular trash.

10. Circle the **false** statement:
 - a. In case of a chemical or body fluid spill on floor, call Environmental Services.
 - b. Discard needles and scalpels in a red bio hazardous container.



Department of Medical Education
Rotating Residents/Fellows
Orientation Packet

- c. You cannot report to your work area until cleared by the NCH Employee Health Office or with a physician's note if you have a skin infection or other symptoms of infection, such as diarrhea.
 - d. Hand washing is not necessary in-between patient visits if you wear gloves when seeing them.
11. Choose the correct statement
- a. All patient-care staff must wear a Hygreen badge when giving care.
 - b. Even though you don't have a Hygreen badge assigned to you, the FELLOW, RESIDENT or ANCILLARY badge must be used by you.
 - c. Minimally, I agree to perform hand hygiene as I enter a patient room, before I perform a procedure on a patient, and as I exit the patient room.
 - d. All of the above.
12. Choose the correct statement:
- a. Isolation Precautions are only for the nursing staff
 - b. When I see an Isolation Precaution sign I will wear the PPE listed on the sign.
 - c. PPE is only a suggestion and I can decide not to use it.
 - d. Isolation signs tell that the patient cannot have anything to drink.
13. Choose the correct statement:
- A. Pending items in PEDS message center should be completed prior to departure or within 5 days after departure.
 - B. Questions about release of patient information should be directed to Health Information Management department.
 - C. Documentation is accurate, legible, timely, and complete as mandated by hospital policy and procedures in accordance with accreditation standards and related laws.
 - D. All the above



**Department of Medical Education
Rotating Residents/Fellows
Orientation Packet**

ACKNOWLEDGEMENT

I, _____, have read and understand the orientation for Rotating Residents at Nicklaus Children's Hospital and I will abide by the principles outlined in the document. I acknowledge that I have reviewed and received copy of the "Do not Use Abbreviation list."

I also acknowledge that I will address my patients, their families and my co-workers in a respectful and professional manner.

Name (please print)

Signature

Date