

The University of Tennessee Medical Center Guidelines for Outside Learner/Observer

Purpose:

The purpose of these guidelines are to provide an environment that is safe for patients, staff, students, and observers; respects patients' rights to privacy and confidentiality; allows for continued provision of patient care; and enhances the educational experience of the outside learner/observer.

Scope:

These guidelines apply to any Outside Learner/Observer (hereafter referred to as observer) 18 years of age or older with high school diploma or successful GED entering the UT Medical Center to participate in an educational experience or observership who is not enrolled in a health-related program through an "affiliated" educational institution. This guideline also applies to all sponsors of individuals seeking observational experiences.

Identification:

Identification badges are important for our patients and visitors to be able to identify those providing care or working for the Medical Center. Affiliated educational badge or an identification badge must be obtained from Human Resources prior to commencing any educational experience or observership. Identification badges must be:

- properly worn at all times when on the hospital campus;
- worn at the lapel level on the outside of the outermost garment or upper pockets;
- visible at all times with the picture and name showing on the outside;
- unaltered in any way (pins, stickers are not allowed); and cared for as to avoid discoloration, mangling, or splintering.

An access card is the only item that can be placed on the badge clip with the identification badge. If the access card is on the clip, the front side of the identification badge must be visible to others at all times.

Patient Confidentiality:

Privacy is a basic right in our society. Safeguarding that right is your ethical obligation if you work/observe within the healthcare system.

Confidential information may include, but is not limited to, information on patients, employees, students, other workforce members, donors, research, and financial and business operations. Some of this information is made confidential by law (such as "protected health information" or "PHI" under the federal Health Insurance Portability and Accountability Act) or by UT Medical Center policies. Confidential information may be in any form, e.g., written, electronic, oral, overheard or observed. Access to all confidential information is granted on a "need-to-know" basis only. A "need-to-know" is defined as information access that is required in order to engage in studies or to complete an approved

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observership. No confidential information may be removed from the UT Medical Center campus at any time.

You must take all reasonable safeguards to keep Confidential Information private.

A reasonable safeguard is a precaution that a prudent person would take to protect PHI. It is a common sense safeguard. Reasonable safeguards include pulling curtains in patient care areas, speaking quietly and in a private location if possible, and asking visitors to step out of the room when discussing PHI. The patient must consent to the presence of ANY visitor before discussing any PHI.

- Do NOT... Send text messages/pictures containing PHI to cell phones as the text messages are NOT secure.
- Do NOT... Use or store PHI on any 3rd party mail system (e.g., Gmail, Hotmail, Yahoo, etc.) or cloud fileserver (e.g., Google Drive, Dropbox, OneDrive, etc.). These 3rd party systems do not conform to HIPAA requirements for storage of PHI.
- Postings made on social media accounts (Facebook, Instagram, Twitter, Snap Chat, etc.) must be in adherence with all local, state and federal laws as well as all policies and guidelines of UTMC. Posting the following types of information on a social media site is prohibited, and, in some cases, may be a violation of law (not an exhaustive listing):
 - Patient information of any type, narrative or pictorial
 - Photographs of patients, or patient care environments
 - Reference to information as it relates to a patient/family or touches upon a patient/family emotion, reaction or event while at UHS
 - UTMC logos and/or proprietary information of UHS or a business partner where use of the logo or proprietary information could reasonably be construed as an endorsement of the posting
 - Defamatory, false and/or malicious statements about UHS or UHS staff
 - Defamatory, false and/or malicious comments regarding other health care providers or their leadership teams
 - Defamatory, false and/or malicious statements about physicians, dentists or other health care professionals who practice in the region
 - Speaking or posting on behalf of UTMC without express authorization
 - Postings that violate other UHS policies, including the Code of Conduct, anti-harassment policies, and anti-discrimination policies

University of Tennessee Medical Center does not permit disclosure, by any means, including photos of any sort, any confidential or proprietary information. Such information may include, among other things, electronic or written patient

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records, patient lists, strategic plans, marketing information, supplier information, and financial information and records.

University of Tennessee Medical Center does not permit even in response to a personal request, accessing the medical record of friends, relatives, coworkers or other individuals when not relevant to job function is strictly prohibited.

If the activities of your assignment require access to or the use of proprietary information, you may be asked to acknowledge the restrictions regarding the use of such information by completing a separate Confidentiality Agreement.

Safety/Infection Prevention and Control:

The following general guidelines have been developed for students with their safety in mind. If you have any questions about this information, ask your point of contact at the hospital.

Safety – Students may not enter any area that they have not been authorized to enter. Access may be restricted for your safety or that of the patient or others. If you become lost at the hospital, ask any staff member for directions. Keep the name, phone number and department of your point of contact handy.

Infection Prevention and Control – The Infection Prevention and Control program is committed to preventing the spread of infection to you and our patients. In that regard, you should be up to date on diphtheria, tetanus, pertussis, hepatitis B, measles, mumps, rubella, and varicella vaccinations; including influenza vaccination (Oct-Mar). Non-compliance with the

[Universal Influenza Vaccination Policy](#) will result in exclusion from assignment at University of Tennessee Medical Center until documentation of vaccine or approval exception is provided. Any individual with an approved exception from the universal influenza vaccination policy will be required to wear a surgical mask for the duration of flu season (typically October 1st through March 31st). Please be aware that access to certain areas of the hospital/day surgery may be restricted for employee, visitor and/or patient safety. You may not enter an Airborne Isolation patient room unless you have been fit tested to wear an N-95 respirator. In other situations, you may be asked to wear personal protective equipment such as a gown, shoe covers, head cover, gloves or mask may be required. Hand hygiene, as defined by policy, is required in all patient care areas and for personal hygienic purposes. Please follow appropriate signs, and if you are unsure about restricted entry or the need for personal protective equipment, ask your point of contact.

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Cell Phones

Cell phones may be used in the hospital/day surgery, unless signs prohibit their use. Cell phones may interfere with medical equipment and should be turned off in posted areas.

Tobacco Free Workplace

Effective January 1, 2011, staff, physicians, students and vendors of the University of Tennessee Medical Center, UT Graduate School of Medicine and all our partners are not permitted to smoke or use any tobacco products (including electronic cigarettes) on any UTMC campus facility or grounds. The campus restriction begins once the student or arrives on any UTMC road or parking lot. Smoking or using tobacco products of any kind inside and outside the hospital or any owned or leased UTMC building will not be permitted including the parking areas.

Signs

Signs throughout the medical center campus provide information and directions. Please observe these signs.

Disruptive Behavior

University Health System believes that all individuals within the hospital should be treated courteously, respectfully and with dignity. To that end, students must conduct themselves in a professional manner. Safety and quality of patient care are dependent on teamwork, communication and a collaborative work environment. To assure quality and to promote a culture of safety, UHS will address behaviors that threaten the performance of the healthcare team.

Unacceptable Behaviors

Use, possession, or being under the influence of drugs or alcohol is strictly forbidden. The possession of a weapon of any type is prohibited.

Slips, Trips and Falls

There are a number of potential circumstances that could lead to a fall, such as wet floors and extension cords used during building maintenance. Always be aware of the walking surfaces and watch for potential hazards. Clean up any spill you cause or ask for assistance.

Moving About the Hospital

There is considerable pedestrian traffic in the hospital that includes carts, stretchers, patients in wheelchairs, group tours, and equipment delivery. Please stay to the right when walking in hallways and be alert for equipment or patients that are being transported. NEVER RUN. Many intersections in the hospital have mirrors that can be used to check for oncoming pedestrians and equipment.

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Bloodborne Pathogens

You may encounter blood and/or body fluids at the hospital/day surgery. Stay clear of these fluids. Do not attempt to clean up spills. If you come in contact with blood or body fluids, wash the contaminated area immediately and report this information to your point of contact immediately.

Fire

The hospital/day surgery has a detailed plan to address fires, and fire drills are conducted periodically. If the fire alarm sounds in your area or if a “Code Red” is announced over the intercom, please follow the directions of the staff in the area.

Workers’ Compensation:

Student is not an employee University Health System, Inc. or The University of Tennessee Medical Center and is not entitled to workers’ compensation benefits. Student individually or student’s parent(s)/guardian is responsible for the cost of any medical care or other services that may be required as a result of any injury or illness student may incur while participating in an educational experience or observership at UT Medical Center. Any injury or illness that may occur should be reported to the point of contact.

Liability:

Student and student’s parent(s)/guardian (if applicable) agree at all times to be responsible for the actions of student in conjunction with this agreement and understand that UHS, Inc., The University of Tennessee and their employees and agents shall have no liability for the actions of student and further agree to waive all rights of action, for any injury or illness that student might incur in conjunction with this agreement even if such injury or illness is believed to result from the negligence of UHS, Inc., The University of Tennessee or their employees or agents.

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University of Tennessee Outside Learner/Observer Experience Application:
Applicants must complete the below online Outside Learner/Observer Experience Application at the below link before participating in the observation. Before clicking the submit button, print (3) copies for distributions as listed below:

[University of Tennessee Medical Center Outside Learner/Observer Experience Application](#)

Distribution of printed Administrative Requirements Form for the University of Tennessee Outside Learner/Observer Registration:

- Copy to be maintained in department file
- Copy to Human Resources if identification badge is required
- Copy to outside learner/observer

[Flowsheet for Outside Learner/Observer at University of Tennessee Medical Center](#)

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