

# Student Orientation Handbook

Welcome Students



# Welcome

- WinnMed is dedicated to providing students interested in health careers the opportunity to learn about rural healthcare in the hospital or clinic setting.
- Aspects of the student experience are coordinated through the Education Office. Please go through Education rather than contacting our staff directly.
- If you have any questions regarding the material presented in this orientation, please contact the [Education Department](#).

# Orientation Topics

- This orientation will cover:
- General facility orientation, such as our mission, dress code, parking, customer service and diversity
- Your safety, and the safety of our patients, and confidentiality and privacy of our patients.

# Mission of WinnMed

WinnMed is a lifelong community partner improving the health and well-being of those we serve through patient – centered collaboration worthy of the trust our patients place in us.

# Vision Statement

WinnMed provides an unparalleled experience as the most trusted partner for health care.

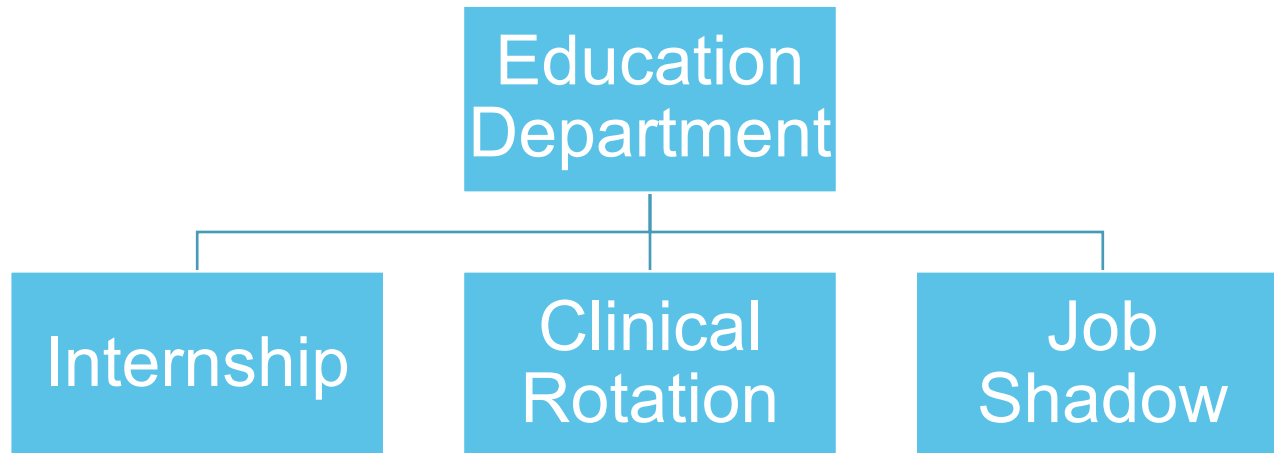
# Values

- Primary Value
  - ❖ The needs of the patient come first.
- Values
  - ☐ Respect
  - ☐ Integrity
  - ☐ Compassion
  - ☐ Healing
  - ☐ Teamwork
  - ☐ Innovation
  - ☐ Excellence
  - ☐ Stewardship



# Student Roles

Students have three primary roles



As a student, your patient care responsibilities must align with your current level of training and education. Approved clinical experiences are determined by your school and guided by your supervising preceptor. For specific details, please refer to your school's affiliation agreement or contact the Education Department

# Policy and Procedures

- Patients come first at WinnMed
- WinnMed retains the right to end any student experience of a student found violating WinnMed policies, procedures, or guidelines



# Name Badge

- WinnMed requires all students to wear an identification badge indicating student status.

Either--

- A school-issued photo ID badge or
- A student ID provided by WinnMed
  - ❑ Badges should be worn at chest level



# Tobacco Free Campus

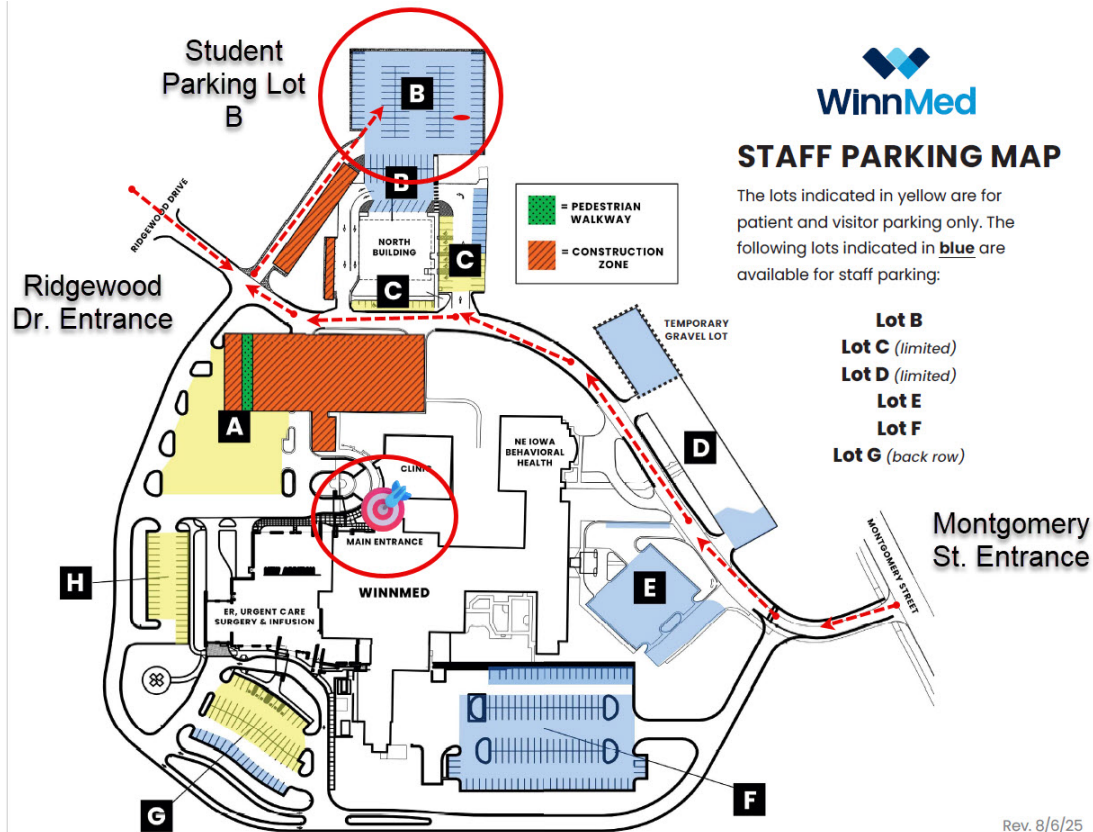
- WinnMed campuses are tobacco free. This includes smokeless and smoked products.
- Use of tobacco is not allowed in vehicles while parked on our campus.
- Students should not smell of cigarette smoke while at any of our campuses.



# Parking

- Please park in **Lot B**, **Main Entrance** unless directed otherwise
- It is very important that you enter where you were told in the email you received. Ask if you do not know where to report.
- Park further away to leave closer parking spots for our patients and other visitors.

# Student Parking-Lot B



# Timeliness/Attendance

- Students should arrive promptly.
- If you cannot attend, it is very important that you contact the department you are scheduled in to let them know of your absence.
- Also email [education@winmedical.org](mailto:education@winmedical.org) to let them know you will not be attending as scheduled and if the reason for your absence is an illness.

# Background Screening

- WinnMed requires a background check or will conduct a simple state court records search.
  - ☐ Schools should provide you with a background screening upon admission for clinical programs.
  - ☐ Students may need to provide authorization to WinnMed Staff to conduct a criminal, sex offender and sanctions check if their school has not provided one to WinnMed.

# Conduct and Behavior

- Professional behavior is expected.
- Discussions should be conducted in a confidential manner.
- You are expected to be supervised by a WinnMed staff member at all times.

# Alcohol and Drugs

WinnMed prohibits the use, possession, transfer and/or sale of alcohol and/or illegal drugs while working, while on all premises owned, leased, or otherwise controlled by WinnMed and while operating any company vehicle, machinery, or equipment.



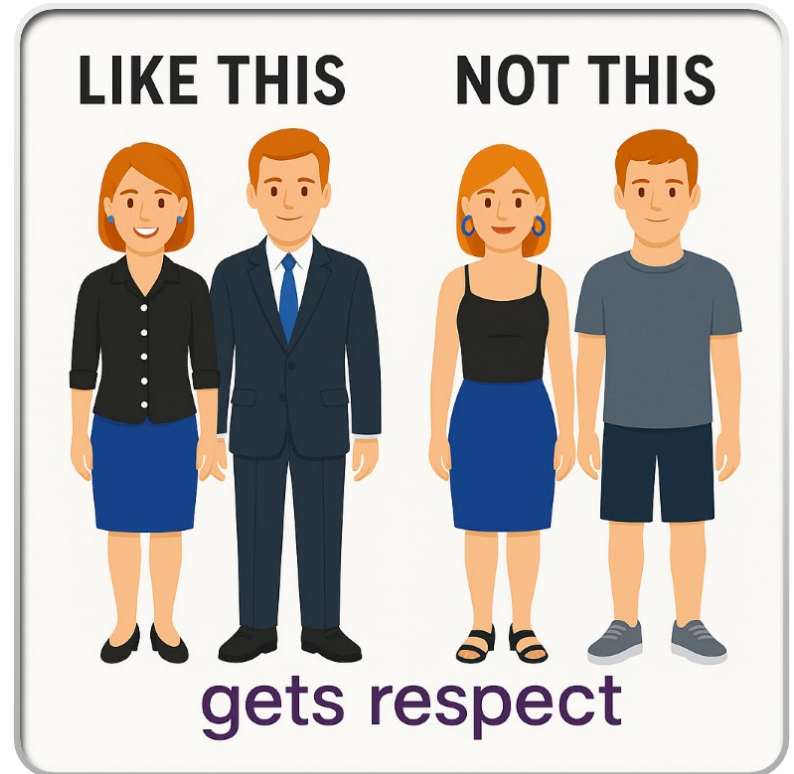
# Phones and Mobile Devices

- Personal cell phones must be turned off during your experience and stored with your personal belongings.
- Cell phones and / or cameras are not allowed in patient care areas.
- Texting or social media use during “work” hours is not allowed.
- Scheduled breaks (lunch, rest room) would be the appropriate time to check your phone.
- Please let family and friends know prior to your time at WinnMed that you are occupied during the hours of your experience, so patient care is not interrupted by your devices.

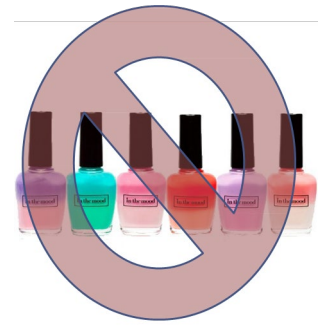


# Dress Code

- Professional attire helps establish professionalism, pride, and respect for the organization. All students must adhere to the dress code.



# Dress Code Cont.



## ACCEPTABLE

- School uniform or solid scrubs are acceptable.
- WinnMed prefers a black or white long sleeved shirt under your scrubs if one is needed.
- Clean tennis shoes or work shoes must be worn with your scrubs/uniform.
- Surgery will provide you with WinnMed issued scrubs for the day.
- Black, tan, gray or brown khaki type or dress pants. (appropriate in the Rehab dept. also)
- Skirts (must be no more than 2 inches above knee)
- Closed toe shoes are required
- Ties project professionalism, but are not required at WinnMed

## UN-ACCEPTABLE

- Denim
- T-shirts
- Sweatshirts or hoodies
- Shorts
- Sleeveless or low cut tops
- Shirts with logos or images
- Flip flops/casual sandals/open toe
- Skorts or mini skirts
- Stretch pants/ leggings, yoga pants or athletic wear
- Artificial fingernails are not allowed in patient care areas due to infection control concerns.
- Nail polish in patient care areas is generally discouraged.

# Tattoos and Other Body Art

- We do NOT allow offensive tattoos; the preference is to have all tattoos covered if possible.
- Limit ear piercings to three earrings per ear. No bars or gauges.

# Hygiene

- All students should maintain good hygiene.
- This includes:
  - Neat and clean clothing and hair
  - Absence of offensive body odor
  - Well maintained hair and facial hair

# Customer Service/ Courtesy

- All students will display courtesy, friendliness, and a caring attitude toward fellow students, staff, patients, volunteers, and visitors.
- Acknowledge and greet each person you meet or talk with in a courteous manner.
- Display patience
- Make eye contact
- Smile
- Show respect
- Use each person's name when you know it, and use the appropriate title. It is ok to ask for a preferred pronoun and it is ok to share your pronouns.
- **Never use:**
  - ☐ Honey
  - ☐ Dear
  - ☐ Sweetie

# Customer Service / Courtesy Cont.

- Knock before entering a patient's room or procedure area.
- Ask permission of the patient for everything.
- Be respectful of the patient's wishes if they do not want a student present.



# Diversity and Inclusion

WinnMed is committed to providing equitable access to care, services, and employment without discrimination based on race, color, gender, sexual orientation, gender identity, age, national origin, religion, disability, or communicable disease status. We strive to accommodate individual needs and ensure inclusive participation across all programs and activities.



# Language Services

- Interpretive services are provided to patients and/or family members when requested or identified as a need.
- Medical language interpreters meet qualifications and have training in medical interpretation. Most are certified to assure professional, competent and safe service.
- Please keep patient safety in mind when an interpreter is needed and notify a WinnMed Staff member.

# Facility Safety

- General Safety
- Fire Safety
- Safety Codes
- Infection Control



# CAMPUS CODE CALLS

## OVERHEAD PAGING

- Activate overhead paging by dialing 700 (wait for short tones) or
- Push the Paging button on your Avaya phone
- Announce Code Call
- Repeat 3 times

## Poison Control Center

1-800-222-1222

## Suicide & Crisis Lifeline

988

## FIRE ALARM

**CALLED BY**  
Activate the fire alarm if you encounter a fire.

**ACTION**  
NEVER use the elevators!

- R – Remove/rescue those in danger
- A – Activate alarm; call 8-4911
- C – Confine fire, close doors/windows
- E – Extinguish / Evacuate

Close all department doors

To use a fire extinguisher:  
P - Pull the pin  
A - Aim at the base of the fire  
S - Squeeze the handle  
S - Sweep from side to side

**RESPONDERS**  
All Staff; follow Fire Response Plan

## Rapid Response

**CALLED BY**  
Anyone needing assistance with a patient whose condition is deteriorating.

**ACTION**  
• Announce overhead: Rapid Response and location. Repeat 3 times.

**RESPONDERS**  
Designated in-house CRNA, Lab, RT, Ambulance, NOC, Hospitalist, ED Provider, Clinic Staff, and RN from ED, Med/Surg, and OB.

## SEVERE WEATHER

Including Thunderstorm & Tornado Watches/Warnings

**CALLED BY**  
The Emergency Department RN will announce weather advisories with expiration times overhead when the National Weather Service issues a watch or warning.

**ACTION**  
• Close all windows, drapes, and blinds  
• Remove objects from window sills  
• Prepare for possible power outage

**RESPONDERS**  
All Staff; follow Severe Weather Alert Plan.

## CODE BLUE

**ACTION**  
• Activate Code Blue button (if available).  
• Activate overhead paging by dialing 700 (wait for two short tones).  
• Announce: Code Blue and location. Repeat 3 times.  
• If pediatric patient (age 14 and under), announce Code Blue - Pediatric.

**RESPONDERS**  
Designated CRNA, Lab, RT, RAD, Ambulance, NOC, Hospitalist, ED Provider, Clinic Staff, and RN from ED, Med/Surg, and OB.

## INTERNAL/EXTERNAL EMERGENCY ALERT

**CALLED BY**  
NOC or AOC to alert staff of internal or external event that may impact the facility.

**ACTION**  
• Refer to Emergency Management Plan and department specific procedures.

**RESPONDERS**  
All Staff

## MISSING PERSON

**CALLED BY**  
Employee identifying missing person

**ACTION**  
• Announce Overhead: Missing Person, (location & description of person). Repeat 3 times.  
• Respond to designated location  
• Secure all exits to facility  
• Begin search of campus

**RESPONDERS**  
All Staff; follow Abducted or Missing Patients Alert Policy

## BOMB THREAT

**CALLED BY**  
NOC or AOC when a credible threat is received that requires securing the facility.

**ACTION**  
• Remain in your department  
• Return patients and visitors to patients' rooms  
• Close all doors  
• Wait for further instructions  
• Do not use wireless communication devices

**RESPONDERS**  
Maintenance, Ambulance, AOC, NOC, Law Enforcement

## NUMBER 10

Surgery Staff Needed

**CALLED BY**  
Surgery or Surgery & Infusion Staff

**ACTION**  
• Announce Overhead: Number 10 and staff name. Repeat 3 times.

**RESPONDERS**  
Surgery staff and providers

## MEDICAL TEAM

**CALLED BY**  
Any person needing medical assistance

**ACTION**  
• Announce Overhead: Medical Team (location). Repeat 3 times.

**RESPONDERS**  
AOC or NOC, Ambulance Staff, Designated Clinic staff, Designated Med-Surg Code Blue RN

Refer to Emergency Response Resources for additional information.

## SECURITY ASSISTANCE

**CALLED BY**  
Anyone needing security assistance for violent or disruptive person who is verbally or physically aggressive.

**ACTION**  
• Announce Overhead: Security Assistance (location). Repeat 3 times.

**RESPONDERS**  
AOC or NOC, Ambulance Staff, Maintenance Staff

## ACTIVE SHOOTER

**CALLED BY**  
Any person needing assistance for a person armed with a gun and has used deadly physical force.

**ACTION**  
• Announce Overhead: Active Shooter (location). Repeat 3 times.  
• Close doors  
• Prepare for evacuation and plan two ways out  
• RUN, HIDE, FIGHT

**RESPONDERS**  
AOC or NOC, Ambulance Staff, Maintenance Staff

## VIOLENT INTRUDER

**CALLED BY**  
Any person needing assistance with a person engaged in hurting or attempting to hurt people in a confined, populated area.

**ACTION**  
• Announce Overhead: Violent Intruder (location). Repeat 3 times.  
• Close doors  
• Prepare for evacuation and plan two ways out  
• Prepare to RUN, HIDE, FIGHT

**RESPONDERS**  
AOC or NOC, Ambulance Staff, Maintenance Staff

# Directions for Safety Codes

- Follow your supervisor or preceptor's direction.
- Your assistance may be needed to evacuate patients and guests in an evacuation. You will be directed by our staff on your role.

# Hand Hygiene

- Cleaning your hands is the best way to keep yourself and our guests safe from infectious germs.
- Washing your hands should be done by staff and students in front of the patient before and after contact with the patient, doors, etc.
- Soap and water hand washing is required when hands are visibly soiled.



# Hand Washing YouTube Video

- <https://youtu.be/2TRAVbNqE4E?si=NR-q2r-fdCdK9nuk>
- Please watch this video on hand hygiene.
- See how easily infection spreads, and also how easy it is to prevent them from spreading.

# When to Wash

- Before beginning work
- Before patient contact
- Before leaving work
- Before eating
- Before procedures
- Before using the computer
- After leaving work
- After eating
- After using the bathroom or grooming
- After patient contact
- After using the computer
- After procedures
- After removing gloves
- After contact with blood, body fluids, mucous membranes, secretions/excretions



# Blood Borne Pathogen Exposure Plan

- In the health care environment, there is always the possibility of being exposed to blood or bodily fluids.
- Diseases can be transmitted via blood or body fluids, it is essential that you know what to do, should you be exposed.



All blood born pathogen exposures must be reported immediately.



Students and sources should be tested within 2 hours, and if needed, treatment initiated.



Notify your supervisor or the infection prevention nurse.



Complete an event report form before the completion of your shift and take it to the Chief Nursing Officer in Administration.



You will be notified of the results of the testing.



# Infection Prevention

- Students in patient care areas should be familiar with the standard precautions for preventing infection:
- Hand hygiene (washing and sanitizing)
- Use of gowns, gloves, mask, eyewear as directed
- Soiled linens – avoid touching your skin / uniform
- Patient care equipment – clean / sanitize after each patient use if within your scope of practice
- Patient placement – use a private room if the patient has the potential to contaminate the environment or cannot maintain appropriate hygiene
- Shadow students should focus on hand hygiene and use of gowns, gloves, etc. when directed. If you have any questions about protecting yourself from disease, ask the staff member you are assigned to.

# Temporary illness

At WinnMed, patient safety comes first. Students must be in good health to participate in clinical experiences. Do not report if you have symptoms such as fever (over 99.9°F), vomiting, diarrhea, sore throat, cough, runny nose, headache, body aches, chills, rash, or any signs of COVID-19. You must be symptom-free for at least 24 hours before returning or rescheduling.

# Immunization

- All immunizations must be up to date
- Students at WinnMed are asked to provide record of the following:
  - ❖ Hepatitis series (or titer)
  - ❖ Mantoux (tb test for tuberculosis) within the last 5 years
  - ❖ MMR series (or titer)
  - ❖ Tdap (or TDP)
  - ❖ Chicken pox booster or date you had disease
  - ❖ Flu vaccine during flu season
  - ❖ Covid vaccine (Please provide your current status)

# Confidentiality and privacy

- All students (and parents if student is under 18) will read and sign a confidentiality agreement.
- **Students who do not maintain privacy and confidentiality do not come back as students. This includes posting patient information on social media!**
- This puts at risk losing the opportunity for others to be students at our facility as well.
- **What you see or experience during your WinnMed experience stays here.**

# HIPAA

- HIPAA is a Federal law that establishes privacy protections to all patients.
- HIPAA establishes rules for when and how you may use or release patients' PHI (protected health information). PHI includes anything that can be used to identify a patient, as well as actual health information and insurance and billing information.
- Patients need to authorize the use of their protected health information in writing.
- Unauthorized use of PHI could result in up to \$250,000 in fines and jail time.

# HIPAA Cont.

## WinnMed is a HIPAA covered entity

- Other HIPAA entities include:

- ❖ Health plans
- ❖ Physician practices
- ❖ Therapists
- ❖ Hospitals
- ❖ Ambulatory facilities
- ❖ Nursing homes
- ❖ Home health agencies

All HIPAA covered entities must obey HIPAA privacy and security rules and the enhanced HITECH Act privacy and security provisions.

# HIPAA and Security

- Some students will be given electronic access to PHI.
- Pick a password to the computer that is not obvious
- Don't access web sites that are not needed for work, as they may contain viruses, malware, adware, etc.
- Do not access or click on attachments in WinnMed or personal email.
- Log off from your computer or CTRL-ALT-DELETE to lock it if you are not using it.
- Do not take patient information off site or try to access it from a non encrypted device.
- Do not share your password with anyone.



**HIPAA  
Violations  
May Result  
in Private  
Right of Action  
under State Law**

As well as fines up to  
\$250,000 per instance  
and possible jail time.

# PHI – Protected Health Information

- PHI includes anything that can be used to identify a patient, as well as actual health information (e.g. diagnosis codes) and insurance and billing information.
  - ☐ Name, address, date of birth
  - ☐ Employer, relatives names, phone number
  - ☐ Email address, social security, photo
  - ☐ Characteristics (job, skin color, etc.)
  - ☐ Account numbers



# Best Practices for Safeguarding Confidentiality

- Avoid discussions about and with patients in elevators, cafeteria lines, nurses stations, waiting rooms, and other public places in and outside your facility.
- Return patient information to its appropriate location or destroy it properly.
- Close the door or curtains to a patient's room when discussing treatments and administering procedures.
- Flip patients' charts backward if you leave them outside patient rooms
- If using electronic health records, control alt delete to lock the screen if you must leave the room.

# Actions That Compromise Privacy

- Don't discuss patients other than when necessary for work-related purposes or share patient information outside of work; don't have discussions with patients in public areas if there's a more private option.
- Don't leave medical records unattended.
- Don't page patients using information that could reveal health issues or discuss patient PHI in public places.
- Don't leave charts facing a public space, revealing names, etc.
- Don't leave computer screens open for others to view with patient information up, or worse yet, walk away from your up and running computer rather than locking it down.

# Next Steps

- Complete the paperwork requested
- Confidentiality form
- Student Information form
- Orientation Acknowledgement form
- Immunizations / health record
- Flu vaccine proof if experience is October 1 – March 31
- Covid vaccine proof
- If a student intern or clinical student, provide a copy of the background check your school completed
- Make a copy /take a picture of your driver's license or school photo ID
- Submit all completed and signed forms to [education@winmedical.org](mailto:education@winmedical.org) or fax to 563-382-1962

# Completion of Paperwork

- The Education Office will contact you to set up your experience or prepare for your start date.
- Questions please contact the education department at [education@winmedical.org](mailto:education@winmedical.org) or call 563-387-3131

# Please remember this image

- One of your required forms will ask you to remember it or write it down.
- This is how we know you made it to the end of this orientation overview.

