

WYOMING MEDICAL CENTER EMPLOYEE SERVICES 1233 EAST 2ND STREET CASPER, WYOMING 82601 (307) 577-2406 www.wyomingmedicalcenter.org	NON-EMPLOYEE PROFESSIONALS APPLICATION FOR ENTRY TO WYOMING MEDICAL CENTER Non-Employee # (HR Use) _____
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Last Name	First	Middle	Social Security # _____ DOB: ___/___/___
Address			Phone # _____ Email Address: _____
City, State, Zip			Company / School / Agency
Wyoming Medical Center Department:			Company/ Phone #

REQUEST TO ACCESS WMC

Reason for the request and scope of activities while at Wyoming Medical Center facilities:

Start Date:	End Date:
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Are you currently or have you ever been employed by WMC? **Yes** **No**

Date and reason of separation:

Have you ever pled guilty to or been convicted of a misdemeanor or felony (**except minor traffic violation**)? **Yes** **No** (A yes answer does not automatically disqualify you from Non-Employee Status at WMC. The nature of the offense, date and area you are applying for will be taken into consideration.) New Personnel must undergo a thorough background investigation upon applying at Wyoming Medical Center. The information furnished below will be used strictly for the purposes of identification, facilitating the background investigation and validating its findings. The personal history information contained herein will be retained in the WMC Human Resources Department. **Failure to disclose any misdemeanor or felony will result in complete termination of all privileges to conduct business at Wyoming Medical Center.**

If yes, please list the following information (if multiple accounts please list them all):

Charge:

Date:

Sentence:

Reviewed by Human Resources (Name): _____ Date: _____

FACILITY USE ONLY

Did applicant disclose prior misdemeanor or felony? **Yes** **No** If yes, was applicant approved by HR? **Yes** **No**

Check List Observation: Completed non-employee packet Copy of Driver's License Current PPD (TB)

2 Doses MMR 3 Series HEP B or Declination 2 doses Varicella History of Chicken Pox

Flu Vaccine OIG Criminal Check EPLS

Check List in addition to above for Observation in vulnerable areas and Students

10 Panel Drug Screen (current) National Background Check (current) BLS (if applicable)

Health Insurance License if applicable (RN, Pharmacy Intern etc) Letter of good standing Liability

I hereby request status as a Non-Employee of Wyoming Medical Center (WMC). All of the information submitted by me in this application is true to the best of my knowledge and belief. **I fully understand that any significant misrepresentation or omission constitutes cause for denial or revocation of my status as a non-employee.** I acknowledge and understand that as a non-employee, I am subject to WMC's policies and procedures as relevant to the scope of activities outlined above and approved within this document. I acknowledge that I can only perform activities that are listed within this document or are demonstrated in the competencies documentation that I have provided and that are retained with WMC. I will act professionally and within guidelines of WMC Service Excellence Standards. I also understand that WMC reserves the right to ask me to leave the facility at any time due to my behavior or organizational need.

Non-Employee Signature

Date

Human Resources Approval

Date

HIPAA PRIVACY STANDARDS

This handbook is designed to give you a basic overview of the HIPAA Privacy Standards, and to help you understand how and why to comply. If you should have any questions during the course of reading this material, please call the Employee Services at 577-2406, Matt Frederiksen 577-2034 or Nick Belveal at 577-2464.

WHAT IS HIPAA?

HIPAA stands for the **Health Insurance Portability and Accountability Act of 1996.**

This Federal law was created for three basic reasons:

1. To ensure that insurance was portable from one employer to the next.
2. To increase the efforts against fraudulent activity in the health care industry.
3. To standardize the transmission of electronic data within the healthcare industry.

The creators of the law realized that if they standardized the transmission of electronic data, several privacy and security issues would become a factor in order to keep patient information confidential. This led to 3 different sets of rules with 3 different implementation deadlines.

WHAT DOES THAT MEAN TO WYOMING MEDICAL CENTER?

1. New restrictions for the use and disclosure of protected health information (PHI).
2. Implementing a new billing system to submit electronic claims in a HIPAA mandated format.
3. Informing patients of their right to the protection of their health information and how we intend to accomplish that.

COMPLIANCE DEADLINES

Privacy Standards – April 14, 2003.

The privacy standards deal with the protection of information that is either written or verbal.

Transaction Standards (TCS) – October 16, 2003.

The transaction standards address the standardization of electronic submission. (Are we billing the same way everyone else is?)

Security Standards – February, 2005.

The security standards deal with the protection of data that is stored on computers, servers, etc.

*This is the area of concern for our hospital

WHAT IS A COVERED ENTITY?

Covered entity means:

A health plan; A health care clearinghouse; A health care provider who transmits any health information in electronic form in connection with a transaction covered by the HIPAA regulations

WHAT IS PROTECTED HEALTH INFORMATION?

Protected Health Information is information given to a covered entity about an individual's physical or mental condition. PHI includes the services provided by the covered entity or billing information related to the services provided. PHI also includes any information that can connect an individual to that information such as address, social security number, name, etc.

WHEN IS PHI USED?

PHI is used when it is shared, examined, applied or analyzed.

WHEN IS IT OK TO USE OR DISCLOSE PATIENT INFORMATION?

Covered entities can use or disclose information for the purposes of:

1. Treatment
2. Payment
3. Other healthcare operations

WHEN IS AN AUTHORIZATION REQUIRED?

Generally, an authorization is required to use PHI outside of the three areas listed above. By filling out an authorization form, the patient gives us the authority to use their information in the manner prescribed by the patient. There are times when an authorization is not needed to use or disclose PHI.

The Health Information Management department is the gatekeeper of the releasing of patient information. All requests for the release of information should be coordinated through this department.

WHEN IS AN AUTHORIZATION NOT REQUIRED?

PHI can be used or disclosed without an authorization for the following reasons:

1. Patient directory listing patients in the hospital.
2. Keep family members or other identified individuals informed.
3. Inform appropriate agencies during disaster relief efforts.
4. Public health activities related to the prevention or control of disease.
5. To report victims of abuse, neglect, or domestic violence.
6. Health oversight activities.
7. Coroners, medical examiners, or funeral home directors.
8. Tissue/organ donations.
9. To avert a crime from being committed.

If you have a question about disclosing information, please call the hospital's Privacy Officer or Privacy Official.

PRIVACY OFFICER

Wyoming Medical Center is required to identify in writing who the Privacy Officer is. The Privacy Officer is the individual who is chiefly responsible for implementing the HIPAA standards and maintaining privacy throughout the organization. The current Privacy Officer is Matt Frederiksen.

MINIMUM NECESSARY

Wyoming Medical Center must develop policies and procedures that address the minimum necessary use of PHI. This means information that is disclosed is the minimum amount needed to get the job done. Also, Wyoming Medical Center is required to limit access to PHI on a need to know basis only, which is currently determined by your manager.

NOTICE OF PRIVACY PRACTICES

Wyoming Medical Center has developed a Notice of Privacy Practices (NPP), which contains the patient's privacy rights and our legal duty to protect those rights. The NPP is displayed in the admitting areas, and a copy is handed out to every patient that comes into the hospital at their initial visit. The NPP is also posted on our website.

WHAT HAPPENS TO THOSE WHO DON'T COMPLY?

\$100 fine per day for each unmet standard. (Up to \$25,000 per person, per year, per standard.)

\$50,000 fine + one year in prison for improper disclosure of health information.

\$100,000 fine + five years in prison for obtaining health information under false pretenses.

\$250,000 fine + ten years in prison for using health information for personal gain.

IMPLICATIONS FOR YOU AS A NON-EMPLOYEE?

1. You are expected to share information only when needed and only as much as is necessary. (This means do not share patient information with co-workers in the elevators, in the cafeteria, or other anywhere else that is not appropriate.)
2. You are responsible for protecting the rights of the patients that come to Wyoming Medical Center.
3. You put yourself and the hospital at risk when you share patient information inappropriately.

WHAT HAS WYOMING MEDICAL CENTER DONE TO COMPLY?

1. Named a Privacy Officer to coordinate the HIPAA implementation effort.
2. Created a Notice of Privacy Practices to inform patients of their rights.
3. Developed a Business Associate Agreement to ensure that our partners in business are using our patient's information appropriately.
4. Formed a HIPAA committee to address the HIPAA standards.

HIPAA TEST

1. Who is Wyoming Medical Center's Privacy Officer? Matt Frederiksen

2. Name 3 instances when an authorization is not required?

- Patient Directory
- Keep family members informed.
- Tissue/organ donations.
- Inform appropriate agencies during disaster relief efforts.
- Health oversight activities
- To report victims of abuse, neglect, or domestic violence.
- To avert a crime from being committed
- Public health activities related to the prevention or control of disease.
- Coroners, medical examiners, or funeral home directors.

3. When is it OK to use or disclose patient information? Treatment, Payments, or Other healthcare operations.

4. Who should you contact (Gatekeeper) when a patient requests a copy of their patient records? HIMS or Release of Information

5. What does HIPAA stand for? The Health Insurance Portability and Accountability Act of 1996.

6. A patient should get a copy of our Notice of Privacy Practices upon their initial visit. (T or F) T

7. Who should you call if you have a question about HIPAA or patient confidentiality? Privacy Officer or Matt Frederiksen.

Signature _____

Statement of Confidentiality and Non-Disclosure

I, the undersigned, do hereby acknowledge that access to Wyoming Medical Center's network and data is a privilege and not a right. As such, all information obtained through the use of the hospital's computer systems with respect to any patient or employee data, and/or learned through conference with physicians, employees, patients, or family members are to be handled in the highest manner of confidentiality. This information is for dissemination, sale, or personal use. It is not to be discussed or shared with anyone outside of the direct care of the patient, or contract. By signing this document I am indicating I understand and fully comply with these guidelines. I also understand that any violation of the confidentiality of said information gleaned while an employee or contractor of WMC which results in financial, reputation, or other type of harm to the patient or employee may result in disciplinary action, up to and including discharge for employees, and civil actions against contractors.

Signature _____

SUMMARY OF POLICIES & PRACTICES

Updated 2011

This is a summary of some Wyoming Medical Center policies. This in no way is the entire policy. The responsibility is left to the non-employee to know the policy or seek the appropriate person for clarification. WMC policies & procedure are available on the Intranet and the nursing office. Ask an employee for access.

CUSTOMER SERVICE IS A PRIORITY! - The behaviors we expect are a service attitude, empathy, respect, values, integrity, courtesy and excellence. Please read the brochure provided.

Confidentiality - All information obtained by being employed or associated at Wyoming Medical Center must remain confidential. Only by maintaining confidentiality can an organization maintain the trust of the community. If a breach of confidentiality occurs, a non-employee may not be allowed on WMC premises.

Vision - Wyoming Medical Center will be a leader in Quality, Safety and Service.

Mission - Wyoming Medical Center's mission is to deliver outstanding quality of care by people who care. **Elevator Rules** - The first priority for elevator use is for the patient. Wyoming Medical Center associates are to give right-of-way to patient, family and guests. An employee of the medical center will further explain elevator etiquette.

Patient Rights - To receive service responsive to their needs and have available services identified to them and their family.

Patient Communication - Customers have a right to explanations by those responsible for their care. The health care provider has an expectation that the patient and their family ask questions or request clarification and then follow instructions and treatment plans. There are different appropriate communication methods based on age that WMC define the Age Appropriate Care manual.

Restraints & Seclusion - WMC uses two types of restraints these include: behavioral and medical. Within each there is chemical and physical component. Seclusion is removing a person from the general populous and must follow appropriate protocols. There are specific guidelines and documentation required for both of the above procedures. Refer to your mentor or the primary care giver for that patient for clarification on the restraint policy.

Non-accidental trauma - Suspected or actual abuse or neglect observed or communicated to a non-employee must be reported to your mentor or the primary care giver for that patient.

Exits & Fire Extinguishers - An employee will show you where all the exits and fire extinguishers are for the area you are in.

Codes are methods of communication at Wyoming Medical Center. Codes are generally announced over the PA system.

Code **Red** indicates Fire-*The acronym RACE is used to define the process for working through a fire.*

Rescue anyone in immediate danger

Activate the nearest fire alarm pull station, alert other staff members

Confine the fire by closing all doors

Evacuate or Extinguish if the fire is small enough and you have been trained in how to use a fire extinguisher.

Code **Red** indicates Fire

Code **Blue** indicates Cardiac or Respiratory Arrest

Code **Black** indicates Bomb Threat

Code **Orange** indicates Disaster

Code **Pink** indicates Abducted Child

Code **Green** Physician not in attendance at delivery

Code **Gray** indicates a Behavioral Emergency

Code **Tan** indicates a Staff

Crisis Code **Yellow** indicates a Hostage Situation (Requires no staff response)

Call 3333 on campus and Call 9-911 is off campus when you identify one of these situations.

Campus is defined as the main hospital building, parking structures, the oncology building and WMC Support Services Building. This is the area between Conwell Street and Washington Street going north to south and Second Street and Third Street going east to west.

Infection Control - Blood/Body Fluids (BBF)

In a healthcare facility, you may encounter bloodborne pathogens. To routinely prevent contact with germs:

- Use Standard precaution procedure with all patients.
- Wash hands for 10 seconds before/after hand or glove contact with patient
- Wear gown and gloves to protect yourself from splashing if BBF is likely
- Wear mask and eye gear (or face shield) if BBF soiling is likely
- *Any contact with an isolation patient requires further education*

Communication - We know communication is the key to good patient and employee relationships. We communicate not only with our words, but through our tone, body language, and expressions. Communication is irreversible - once you say something, it is not possible to "take it back." Try to tailor your communication to fit your audience (even if it is only one person). Be sensitive to cultural and religious backgrounds.

- Break down communication barriers by thinking before you speak - what is the desired outcome? What is the other person's opinion? What are the potential responses?
- When you consider these issues, formulate your statement, observe the responses, ask for feedback, ask the listener to paraphrase to check their understanding. Speak clearly and concisely, and with enthusiasm.
- Be an active listener - don't interrupt your speaker. Ask questions when appropriate. Empathize with the person, be open-minded and non-judgmental.
- Foster open communication. Keep managers and co-workers informed. No one likes to be left out of the loop!
- The ultimate goal of communication at WMC is to promote clear and accessible channels of information sharing between team members, and to promote effective processes wherein patient and employee safety are achieved.
- For further communication training offerings, please contact the HR department at x 2456.

Smoking - Wyoming Medical Center is a tobacco-free environment.

Dress Code - The expectation is everyone that wears an identification badge with the Wyoming Medical Center logo is a representative of the medical center. The dress of each person should be professional and appropriate for the function the individual provides.

Discrimination and Unlawful Harassment - Everyone who enters Wyoming Medical Center whether employee, non-employee, patient or visitor must be treated with dignity and respect. "Harassment in any form, including verbal, physical, and visual harassment, because of a person's race, color, national origin, ancestry, sex, pregnancy, religious creed, age, physical disability or handicap, medical condition, marital status, or because of a person's relationship or association with members of a protected group or association with organizations established for the preservation of rights protected under the law, or for any other reason prohibited by law or regulation, is strictly prohibited." Contact a supervisor or Human Resources for questions.

Organizational Ethics is important in a healthcare environment. WMC has an organizational ethics policy. One important concept is the conflict of interest. If a person has an advantage due to their relationship with WMC that could include, but not limited to monetary compensation, you may be entering into a conflict of interest. If you feel you are making a decision which would be interpreted as a conflict of interest, check with a supervisor or Human Resources.

Drug Free - If an employee is suspected of being under the influence of a controlled substance or alcohol, the employee will be removed from duty and tested.

PATIENT SAFETY: The Patient Safety goals are:

Goal 1 - Improve the accuracy of patient identification.

- A. WMC use at least 2 patient identifiers (neither to be the patient's room number) whenever administering medications or blood products; taking blood samples and other specimens for clinical testing, or providing any other treatments or procedures.
 - B. WMC conducts a final verification process to confirm the correct patient, procedure, site, and availability of appropriate documents.
 - C. WMC labels containers used for blood and other specimen in the presence of the patient.
- Goal 2 - Improve the effectiveness of communication among care givers.

- A. For verbal or telephone orders or for telephonic reporting of critical test results, verify the complete order or test result by having the person receiving the order or test result “read- back” the complete order or test result.
- B. A standardized list of abbreviations, acronyms and symbols that are not to be used are on all physician orders at WMC.
- C. The timelines to report critical test results and values is 30 minutes at WMC.
- D. The standardized approach to “hand off” communications, including an opportunity to ask and respond to questions is the “I PASS My BATON” at WMC.

Goal 3 - Improve the safety of using medications.

- A. The list of look-a-like/sound-a-like drugs that have been identified by WMC is located on the Omni Cell in each medication area.
- B. All medications or other solutions must be labeled once they leave their original container on and off the sterile field.
- C. WMC has a safety plan in place in relation to anticoagulation

therapy. Goals 4, 5, and 6 - Not applicable

Goal 7 - Reduce the risk of health care-associated infections.

- A. Comply with the World Health Organization Hand Hygiene Guidelines or the Center for Disease Control Guidelines.
- B. WMC will do a full investigation of all identified cases of unanticipated death or major permanent loss of function associated with a health care-associated infection.

Goal 8 - Accurately and completely reconcile medications across the continuum of care.

- A. All medication will be reconciled on admission by taking a full list of the patient’s home medications.
- B. All medication will be reconciled on transfer.
- C. All medication will be reconciled on discharge and the patient will be given a full list of medications to be taken at home.

Goal 9 - Reduce the risk of patient harm resulting from falls.

- A. WMC assesses all patients for falls including risk of fall and risk of injury from fall.
- B. WMC has a fall prevention program in place including Red Slippers, Colored Wristbands, and Magnetic Signs on patient room doors to indicate patient is a fall risk.

Goals 10, 11, and 12 - Not applicable

Goal 13 - Encourage patients’ active involvement in their own care as a patient safety strategy.

- A. WMC has “Speak Up” posters in all patient rooms in ways patients can report concerns related to patient safety. Patient goals are established daily with input from the staff and the patient and communicated on a whiteboard in the patient’s room.

Goal 14 - Not applicable

Goal 15 - The organization identifies safety risks inherent in its patient population.

- A. WMC identifies those patients at risk for suicide by doing a risk assessment on all patients.

Goal 16 - Improve recognition and response to changes in a patient’s condition.

- A. WMC has a Rapid Response Team that may be initiated by staff if there is a change in the patient’s condition and staff feel they need additional resources. To initiate call 3333.
- B. WMC has a Neurologic Team that may be initiated by staff if there is a neurologic change in the patient’s condition and staff feel they need additional resources. To initiate call 3333.
- C. Patients and family may initiate a Condition H which is a Patient and Family activated rapid response. Patients and family will be educated to call 4444 if they feel additional resources are needed for their loved one.

RISK MANAGEMENT

INCIDENT/OCCURRENCE REPORTING

- Definition of an Incident/Occurrence: An unexpected outcome or series of events that could increase the risk of injury or loss to Wyoming Medical Center, its patients, employees, visitors, or medical staff.
- Report any incident/occurrences in one of the following ways (please be as detailed as possible): Midas REDI accessible on any Wyoming Medical Center computer through the intranet. Leave a message for Risk Management at x 2402 or x 2306. Send an e-mail to PtSafety@wyomingmedicalcenter.org

ENVIRONMENT OF CARE

- 7 Management Areas (Safety, Security, Emergency, HazMat/Waste, Medical Equipment, Utilities, and Fire Prevention).
- Electrical Safety - All “red receptacles” are designated receptacles that are connected to the emergency power generator, in the loss of the electrical utility
- Defective Medical Equipment - Be sure to fill out a Defective Medical Equipment form for all pieces of equipment out of order. The form includes the date, time, WMC Control #, Requested by, Equipment user, Equipment description, whether or not equipment was in use on a patient at time of failure, detailed description of failure. One copy will be attached to the equipment.

HAZARDOUS COMMUNICATION - MSDS & YOUR RIGHT TO KNOW

- The materials safety data sheet (MSDS) is the key data source on any hazardous chemical and must be available to you on the job. Every department should have an MAX COM book that contains a list of the chemicals used in that department.
- The MSDS gives the chemical name and hazardous ingredients, manufacturer, date of preparation, and safe exposure levels. It also contains what to do if the chemical spills or if you accidentally come in contact with chemical (first aid).
- The MSDS provides a list of required PPE (personal protective equipment) for safe handling of the chemical. Basically, the MSDS provides all of the important details about the chemical and its hazards and protections.
- The first step in any job involving a hazardous chemical is to read its label and MSDS and follow the precautions and instruction. When in doubt, ask
- Never handle, move, or open a chemical container until you read the label and understand its hazards and protective measures. When in doubt, ask.
- Every chemical container in WMC shall bear a label with the necessary information.

I have read and understand the information presented by Wyoming Medical Center, its employee, and that which is on this form. I understand that it is my responsibility as a non-employee to adhere to Wyoming Medical Center policies.

Signature

Date

Clinical Education Agreement (Individual Student/Trainee)

This Agreement made and entered into this _____ day of _____, 20____, by and between _____, (Trainee), whose address is _____, and Wyoming Medial Center (WMC) located at 1233 East 2nd Street, Casper, WY 82601.

In order to be present in patient care areas, vehicles, or properties belonging to, or managed by WMC for educational purposes, Trainee must follow / meet all terms of this agreement. This agreement shall be for a period of one year. The agreement may be cancelled at any time and for any reason by either party with written notification.

Trainees that have contact or potential contact with WMC patients must have completed all non-employee processes / paperwork before starting shadowing / ride-along or any other activity associated with the educational opportunities at WMC. Contact WMC, Human Resources at 307-577-2406 for necessary processing. All Trainees at WMC for educational purposes must have appropriate ID plainly visible on the outside of their clothing and be willing to surrender that ID to WMC employees, managers, administration, or security when asked.

As consideration for being provided with these educational opportunities, Trainee agrees to hold WMC harmless from all liability for injuries sustained by Trainee while on properties of WMC or from injuries sustained while obtaining educational opportunities at WMC. This includes, but is not limited to, slips, falls, strikes, assaults, vehicle accidents, collisions, crashes (ground, air), exposures to fire, chemicals, hostile environments, etc.

Trainee agrees that all information learned about WMC patients, staff, physicians, or visitors to WMC is strictly confidential and cannot be discussed for reasons other than the care or safety of the aforementioned individuals or groups of people. Trainees will only perform skills within their scope of practice and which they have proven competence.

My signature declares that I abide by the terms of this contract.

Signature of Trainee

Date

WYOMING MEDICAL CENTER AMBULANCE SERVICE RIDE ALONG POLICY

YOU MUST BE 18 YEARS OF AGE AND ENROLLED IN AN EMT CLASS, A NURSE OR A NURSING STUDENT, OR BE AFFILIATED WITH A PUBLIC OR INDUSTRIAL SAFETY ORGANIZATION IN ORDER TO PARTICIPATE IN THIS PROGRAM

Purpose: To provide clinical experience to public and industrial safety officers, nurses and nursing students and allied health professionals and students.

Time: Ride alongs will be allowed from 0700 until 2359 daily except holidays. A maximum of 24 hours monthly can be spent in this program. A precepted paramedic student may spend more time in the program as required by the program.

Uniform: Riders will wear a clean, white polo or button down shirt with a collar. Navy blue or black slacks (Dockers) are acceptable in the place of EMT pants. Blue jeans or Levi's are not allowed. Comfortable footwear (black or brown) is appropriate as long as they are clean. Unless you are affiliated with a Natrona County Public Agency, do not wear a shirt or jacket with agency patches on it.

Expectations: As a student or a 3rd rider, we expect you to be inquisitive and ask questions. Do not be afraid to ask, but remember that we need to be considerate of patient confidentiality. If you are not sure that it is the right time to ask a question, wait until you are in a private location with your preceptor. We also expect you to participate in patient care within your scope of training. If you are uncomfortable with a task, let your preceptor know.

Scheduling: All ride along time will be scheduled through the on-duty charge medic or the ambulance service manager. Remember, only 24 hours a month is allowed except as noted for paramedic students.

I understand and will adhere to the above policy. I also understand that if I fail to comply with the above, that I may be asked to leave by the on duty charge medic. I further agree that I will not hold Wyoming Medical Center responsible for any injury or illness that is incurred during this internship. I understand and agree that all matters of patient care and/or information is strictly confidential and will not be discussed outside this facility or with persons not affiliated with this program.

Student / Shadow Signature

Date