



Creating the Best Healthcare Experience

## Student Observation Orientation Handbook



**This booklet is intended for review  
prior to your student assignment at  
Lakeland Regional Medical Center.**

**A preceptor will arrange a department  
specific orientation prior to beginning  
your observation at Lakeland  
Regional Medical Center**

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## LAKELAND REGIONAL MEDICAL CENTER

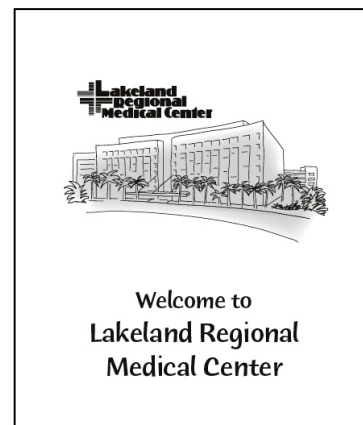
### Introduction

- Lakeland Regional Medical Center, a not-for-profit facility, has served Lakeland and the surrounding communities for more than 80 years. LRMC is licensed for 851 beds.
- Lakeland Regional's patients enjoy a wide scope of specialized medical services uncommon in a community of this size.
- Lakeland Regional offers some of the most comprehensive and sophisticated care available, from early detection and education programs, to primary and specialized care.
- Lakeland Regional is fully accredited by The Joint Commission on Accreditation of Healthcare Organizations.

### Parking and Getting around LRMC

Parking for the one day Observation is available in the Visitors Parking Lot A located off of Lakeland Hills Blvd. Please refrain from parking in the parking garage or assigned employee parking lots.

For further questions, contact the Safety & Security Department staff at ext. #1221 (687-1221) or ext. #7222



## **LAKELAND REGIONAL MEDICAL CENTER**

### **Customer Service**

Our *vision* is to create the best healthcare experiences.  
Our *mission* is to improve lives by delivering exceptional care.  
We are guided by these *core values*:  
Care • Quality • Stewardship • Accountability • Integrity • Courtesy

#### **LRMC Values and Behaviors**

**Care: We thoughtfully serve the needs of others.**

1. We provide for the physical, emotional, and spiritual needs of our patients and their families.
2. We lend a helping hand.
3. We actively listen.
4. We seek and value different ideas.

**Quality: We pursue the highest standards of care and safety.**

1. We do our jobs better everyday.
2. We change to improve quality and service.
3. We keep everyone safe.
4. We exceed the expectations of our patients and customers.

**Stewardship: We effectively use resources to best serve the healthcare needs of our community.**

1. We take care of hospital property and equipment.
2. We use our time, talents, and supplies wisely.
3. We are ambassadors of LRMC in and out of work.
4. We volunteer to serve one another in the community.

**Accountability: We have unwavering commitment to performance and are responsible for our actions.**

1. We know and do what is expected.
2. We ask for what we need.
3. We work together and think of others before we act.
4. We balance our lives in and out of work.

**Integrity: We are sincere in doing the right thing.**

1. We are honest.
2. We are fair.
3. We are forgiving.
4. We are trusting.

**Courtesy: We are kind and polite in all interactions.**

1. We always introduce ourselves.
2. We say “please” and “thank-you.”
3. We use respectful language and communication.
4. We treat others with dignity and respect.

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### Drug Free Workplace

It is the policy of LRMC to maintain a work place that is free from the effects of drug and alcohol abuse. In order to ensure the safety of LRMC's premises, work sites, patients, visitors and employees, and to maintain a work environment free of illegal drugs and alcohol, your preceptor may notify management at any time that he/she has a reasonable suspicion of violation of this policy. It is at the discretion of Management or the preceptor in his/her absence, to request that the observer leave the premises. The Observation Experience is immediately terminated, and further requests to observe are denied.

### Tobacco Free Environment

It is a goal of Lakeland Regional Medical Center/Lakeland Regional Health Systems (LRMC/LRHS) to provide a healthy environment for its patients, employees, physicians, students, volunteers, vendors, contractors, and visitors. Therefore, it is a policy of LRMC/LRHS to prohibit the use of all tobacco products on any LRMC/LRHS campus.

### Dress Code

It is our belief that maintaining a professional image helps to instill confidence in our ability to provide a high standard of care. During your observation experience, you will be expected to adhere to the following dress code:

- Clothing is clean and neatly pressed.
- You may wear scrubs, or business casual which is defined as dress slacks or pressed chino-type pants, skirts and dresses of conservative length and style.
- Shoes are sturdy, safe, clean. No open toed shoes, sandals, or flip-flops. You must wear socks or hosiery.
- Shirts must have a collar and sleeves and be free of offensive logos, wording or designs.
- Jeans, leggings, knickers, T-shirts, shorts, and midriff-baring shirts are not appropriate attire.
- Any clothing that is distracting in appearance or inappropriately suggestive is not permitted.
- Hats are not permitted.
- Hair is neatly cut, styled and clean and is a conservative color and style.
- Beards, sideburns and mustaches are neatly trimmed
- Make-up is appropriate for day wear and consistent with a business environment.
- Fingernails are clean and well groomed, and polish is conservative.
- Good personal hygiene is expected.
- No perfume, after-shave or cologne as this can be uncomfortable for some of our patients.
- Moderate jewelry is permitted. No dangling earrings. Rings on fingers, toes or ears, necklaces, bracelets and anklets are permitted. Jewelry worn on other visible body parts is not permitted. Tongue piercing retainers that do not impede speech and are not visible are permitted.
- Tattoos must not be offensive and are to be covered, whenever possible, by clothing or hosiery.



**Non-adherence to our dress code will lead to cancellation of that day's observation experience. Continued non-adherence will lead to cancellation of all further observation dates. Please speak with your preceptor if you require any clarification of our dress code policy.**

## **Cultural Diversity and Sensitivity**

We all differ from one another. As students in the health care industry, our differences can become more important due to the extremely personal nature of the services we provide. As we work with employees and patients/families, we need to be aware of different beliefs and practices and be willing to create and maintain an environment that is respectful of all people.

No one can know and understand all the ways we differ from one another. However, we can create an environment that is respectful of differences. To do this, you must be aware of your own feelings about differences and consistently use behaviors that communicate respect.

You have a big role to play when it comes to embracing cultural difference and sensitivity toward other cultures. When dealing with patients, families and employees:

- Warmly greet each person you interact with
- Simply display overall positive body language
- Offer assistance to anyone you see needs help
- Maintain Confidentiality
- Recognize that families, patients, employees and colleagues come in varieties.
- Offer the full range of LRMC services, such as chaplain, social worker, patient education TV, Interpreters
- Use your resources to resolve any conflicts.



## **HIPAA**

### **Definition of HIPAA**

The **Health Insurance Portability and Accountability Act** of 1996 is a multifaceted piece of legislation covering three areas:

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

### **The Consequences of Breaking a HIPAA Rule**

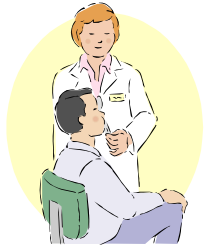
Breaking HIPAA privacy or security rules can mean civil or criminal sanctions:

- Civil penalties can result in fines up to \$100 for each violation per individual. That means that if the hospital releases 80 patient records, it could be fined for a total of \$8,000. The annual limit per person for violating an identical requirement is \$25,000.
- Criminal penalties for knowingly disclosing PHI may include large fines as well as jail time. Criminal penalties increase as the seriousness of the offense increases.

### **Confidentiality and Privacy**

Confidentiality and privacy mean that patients have the right to control who will see their protected health information (PHI). Communication about patient health information should be limited to those who need the information in order to provide treatment, payment, and healthcare operations.

## **Protecting Patient Privacy and Confidentiality**



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. This may include, but is not limited to: name, address, telephone numbers, background information, physical condition, psychological condition, emotional status, family status, financial status and legal situation.

You may have access to confidential information about patients and their families. You must never discuss or 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. Generally speaking, all members involved in patient care, including physicians, nurses, allied professionals, environmental services staff, food and nutrition staff, hospital operation staff as well as students and volunteers are responsible for patient confidentiality.

## **Patient Rights and Responsibilities**

The hospital's foremost concern is to provide our patients' health care needs, while recognizing their dignity as human beings. Lakeland Regional Medical Center provides all patients with a complete copy of "Patient's Rights and Responsibilities" for reference.

### **Patients at Lakeland Regional Medical Center have the right to:**

- Medical Treatment
- Respectful Care
- Privacy and Confidentiality
- Complete Care Information
- Informed Consent
- Refusal of Treatment
- Hospital Rules and Regulations

If you wish to review more of the Patient Bill of Rights in detail, please ask to read the following policy:

Patient Bill of Rights #1.81.001 found in the LRMC Policy listing.

## Environment of Care



### Emergency Preparedness

As a hospital, we must ALL be prepared to handle all sorts of emergencies. An emergency situation should be called to the Operator by dialing “55”. Identify yourself and give the operator all pertinent information and exact

location of the emergency. The operator will announce the emergency code with the exact location of the emergency, using the overhead page, several times until notified by appropriate personnel to announce the “all clear”.

Policies relating to each type of code can be found in the Safety and Security listings on the LRMC Intranet.

**CODE 1**—is the emergency code for a potential child or infant abduction. All personnel need to search their departments, paying special attention to bathrooms, closets and stairwells. They should also keep their ears and eyes open for suspicious activities, like persons walking quickly with an infant or a large bag. Any suspicious activity should be reported to Safety and Security extension 1221.

**CODE 2**— is called when there is a disaster in the community, and we are receiving disaster victims. Your role in this emergency is to report to your assigned department for instructions and remain there unless directed by your clinical instructor to report to another location. Staff from all areas of the hospital will activate the emergency preparedness plan and report if necessary to designated treatment areas. If you remain in the clinical area realize that some staff may have left to report to other victim treatment locations.

**CODE 3**—Suspected smoke/ fire. Respond the same as CODE 3 CONFIRMED if the fire is on the same floor, the floor above or below your present location. A Code 3 All Clear or Code 3 Confirmed will be announced by the hospital operator when the situation has been further investigated.



**CODE 3 CONFIRMED**—Smoke or fire confirmed by the fire response team. Follow the steps of SAVE and PASS if in immediate department (see Fire Safety after this section). All hallways in the hospital are cleared. All doors, windows and vents will be closed. Exits are monitored and visitors are calmly asked to remain in the area. All elevators are to be approved prior to use.

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**CODE 333**—Evacuation or relocation of patients, visitors and staff is necessary. Employees follow the Emergency Preparedness Plan for assignments for the evacuation or relocation process. Students report to their assigned clinical instructor for additional information. Realize that some staff leave their regular departments to provide the necessary emergency evacuation or relocation assistance.

**CODE 3 Drill**— Follow the steps of SAVE and PASS if the RED FIRE Blanket is located in your immediate area. All others throughout the hospital respond with the Code 3 Confirmed responsibilities.

**CODE 5**—is announced when Safety & Security assistance is needed in subduing a disorderly or violent patient, visitor or employee on a short term emergency basis.

**CODE 5 BACKUP**—Security and other trained hospital personnel immediately respond to the announced area to assist or intervene as needed.

**CODE 13**—is a confirmed hostage situation. Upon hearing the code, everyone should remain calm report to your assigned area and await further instructions. Do not go to the incident location.

**CODE 14**—called to alert the Trauma Response Team that a trauma patient has arrived or is expected in the Emergency Department. All other areas maintain normal work operations.

**CODE 55** — chemical spill. Keep people away from the immediate area and contain the spill if possible (do not attempt to clean up the spill).

Isolate the area by closing doors and windows. Identify the type of chemical spilled. Dial 55 so the Chemical Spill Response Team will arrive to handle the spill. Staff will complete an incident report if an exposure occurs.

**CODE 77**— code for a bomb threat. Stay calm and do not discuss the threat with the public. You should report to your assigned area immediately for instructions. Look around your area for anything unusual or suspicious such as unattended bags or packages. If you do not find anything out of the ordinary during your search, let the team leader or supervisor know. If YOU DO find something, do not touch it. Try to open all of the doors and windows in the immediate area and call extension 1221 to report what you found.

**CODE 100**—is called when an emergency situation arises and any physician in the building is needed for quick assistance. If a certain type of specialist is needed, then the announcement will indicate this, for example, Code 100 Cardiologist and the emergency location.



## **CODE 99 Cardiac/Respiratory Arrest (Adult) and**

## **CODE 44 Cardiac/Respiratory Arrest (Pediatric)**—these

emergency codes can happen anywhere in the hospital. It may be a visitor, employee or patient. Quickly assess the person then activate the patient’s emergency call light or communicate loudly that you have an emergency and need help. Initiate CPR. Once the Code 99 or 44 is called by dialing “55” and providing the operator with the code situation and location, the Code Team from the Critical Care Units will quickly respond to the area within minutes.

## **Fire Safety**

Fire prevention is our first line of defense at LRMCM.

Our first goal is to prevent fires from starting.

Our second goal is to know how to react if a fire does occur.

Some basic steps for fire prevention are:



- Be sure that all visitors, patients, employees and students observe the NO SMOKING Policy. If you see someone breaking this policy, ask them to extinguish their smoking material.
- Be observant of your work area and report any unsafe conditions immediately.
- Keep all fire and smoke doors clear—do not block them. If you see a fire exit blocked, either clear the exit yourself or have it cleared by reporting to the supervisor of the area.
- All storage areas must have items at least 18 inches from the ceiling.
- Use good electrical safety practices.

### **In Case of Fire**

When a fire starts, it is difficult to remember what to do. We use **SAVE** to describe the actions that you perform if you discover a fire or fire drill red blanket.

**S** Save the patient, visitor or employee

**A** Keep people away from the area. Pull the nearest fire alarm, dial “55” and tell the operator Code 3 (or Code 3 Drill) with exact location. Do not use the word “fire” but Code 3 so not to panic patients and visitors.

**V** Ventilation. Smoke and fire generated gases cause the vast majority of fatalities in fires. To minimize the spreading of smoke and gases, it is important that all doors to patient rooms and hallway smoke doors be closed. The closed doors will slow the spread of fire and gases. Never re-open the door of a fire room. The rush of air/oxygen may cause an explosion.

**E** If the fire is small, you should locate the nearest fire extinguisher and attempt to extinguish the fire by following the steps of PASS.



**P**in—When you get the extinguisher to the scene, pull the locking pin.

**A**im—the extinguisher nozzle at the base of the flame.

**S**queeze—the extinguisher handles together.

**S**pray—or sweep from side to side of the fire. Evenly coat the area of the fire.

## **General Infection Control Guidelines**

All students need to follow a basic level of caution during their observation. These include:

1. Comply with hospital and department specific dress code regulations including nail care and hand HYGIENE guidelines.
2. Do not come for your observation if you have signs or symptoms of communicable disease such as cold, flu, pink-eye, measles, mumps. Contact your preceptor prior to coming for observation if you are unsure.
3. Avoid touching eyes or mouth during patient observation activities.
4. No eating, drinking or applying make-up /personal hygiene products in areas where patient contact activities or contact with contaminated equipment or surfaces occur.
5. Follow your preceptor's instructions when observing patient treatments, which will include Standard Precautions. Do not assist with direct patient care.
6. Do not observe patient treatments in any rooms that require clinicians to wear gowns and/or masks.
7. Be familiar with those conditions or symptoms, which would limit the areas in the hospital where you should continue your assignment. (Example: if your immune system is compromised).



Notes from: HAND HYGIENE AND ARTIFICIAL NAILS **POLICY #2.09.024** located on the LRMC Intranet. Persons with artificial nails are more likely to harbor Gram-negative pathogens on their fingertips before and after hand washing than those who have natural nails. Several outbreaks of infection with Gram-negative bacilli and yeast have been attributed to personnel wearing artificial fingernails. Gloves do not provide complete protection and the glove integrity may be compromised by long or poorly groomed nails. **At LRMC, artificial nails are not permitted by any person providing direct patient care and those handling patient care food or materials.**

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**DEFINITION: Artificial fingernails** are defined as enhancement products that are applied to the natural nail:

- Gels
- Wraps
- Extenders
- Acrylic nails
- Overlays
- Tips
- Tapes
- Any appliqués other than those made of nail polish
- Fingernail and nail-piercing jewelry

### **HAND HYGIENE PROCEDURE:**

1. Hands must be washed with the hospital approved antimicrobial agent. Bar soap is NOT acceptable for hand washing.
2. The proper hand washing procedure is:
  - a. Turn hot and cold water faucets on to obtain warm water.
  - b. Place hands under water stream and thoroughly wet hands.
  - c. Dispense liquid antimicrobial soap on the palm of the hand.
  - d. Vigorously rub hands together, covering all surfaces, for at least 15 seconds or as mandated by department policy.
  - e. Rinse hands under the stream of water.
  - f. Dry hands thoroughly with a paper towel.
  - g. Turn off faucets with paper towel.
  - h. Open door with dry paper towel.
3. If hands are not visibly soiled, an alcohol based hand rub may be used for routinely decontaminating hands.
  - a. Dispense antiseptic solution on the palm of the hand.
  - b. Vigorously rub hands together, covering all surfaces, including at the nail and skin junctures.
  - c. Allow hands to air dry. This takes approximately 15-25 seconds.
  - d. When hands are visibly soiled or contaminated, they are washed with the hospital approved antimicrobial agent.
4. Moisturize.
  - a. Use hospital provided hand lotion frequently throughout the day to minimize the occurrence of irritant contact dermatitis.
  - b. Hand lotion is provided by the hospital and is used instead of personal use hand lotion.

## **Waste Disposal**

There are several types of waste at the hospital and each type of waste has its own type of waste container. Discuss the types of containers in-use in your observation area with your preceptor.

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### Biohazardous or Biomedical Waste

Biomedical Waste should always be placed in the properly labeled container as soon as possible. Always remember that these containers will ultimately be handled by other individuals.



- Biomedical Waste, except sharps, are packaged and sealed at the point of origin in a RED BAG with the BIOHAZARDOUS SYMBOL and one of the following phrases: Biomedical Waste, Biohazard or Infectious Substance.

**SHARPS:** Substances that can poke or cut the skin.

- All sharp items should be handled and disposed of carefully in order to protect yourself as well as others.
- Needles are NOT to be broken or recapped prior to disposal. All sharps for disposal are placed in an approved puncture resistant sharps container.



### Sharps Containers

- A sharps container is a rigid, closable, leak and puncture resistant container. It is clearly labeled with the biohazard symbol and is considered FULL when materials placed in it reach the 3/4 level.

Regular waste bins are abundant in the hospital in working areas as well as the public areas.

## **Safety and Security**

The Security Services department employee full time, professional trained security officers that are on duty 24 hours a day, 7 days a week, every day of the year. They patrol inside and outside the hospital. Some of their responsibilities are:

1. 24 hour monitoring of hospital alarms and video patrol camera equipment.
2. Patrolling all outside areas including parking lots, loading docks, roads and driveways, as well as enforcement of parking regulations.
3. Patrolling all departments and facilities.
4. Escorting night shift staff to their cars upon request.
5. Providing emergency services to disabled cars (jump start a dead battery).

You can contact Security staff by calling 1221.

## **Personal Safety Tips**

You can help us make this hospital a safe place by taking a few extra steps to protect yourself.

1. Report any suspicious person or unauthorized persons to Security immediately.
2. Do not leave your purse or wallet in any unattended area.
3. Always display your college, university, school picture or observation ID badge. **Do not** go in to patient care areas without this ID badge.



## **Did You Know?**

Refrain from using personal cell phones during work time, only use them during your breaks and lunchtime and only in designated areas of the hospital so as not to interfere with sensitive equipment.

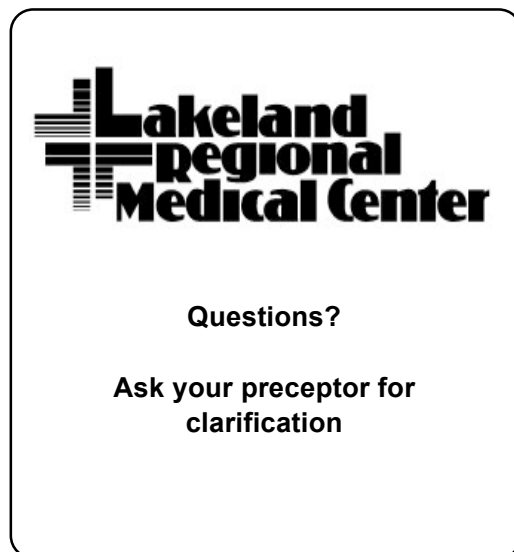


## **Opportunities for Employment with LRMC**

To explore opportunities for employment at Lakeland Regional Medical Center, please visit our website – [www.lrmcjobs.com](http://www.lrmcjobs.com) . This website will tell you more about our on line chat with a recruiter.

You may also call the Human Resource Department at (863)687-1205 or visit them on the first floor of the hospital.

Opportunities are available for employment while you are in school and after graduation. We encourage our students to continue with Lakeland Regional Medical Center by becoming part of our permanent team.



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**Application and Observation Experience Agreement**

Current Date: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Currently Enrolled at: \_\_\_\_\_

Applying to (University or College): \_\_\_\_\_

Program (circle one): PT, OT, Speech, RT, ECHO, Radiology

other: \_\_\_\_\_

Name of person to call in the event of an emergency: \_\_\_\_\_

Relationship: \_\_\_\_\_ Phone (hm) \_\_\_\_\_

Alternate Phone (cell): \_\_\_\_\_ wk: \_\_\_\_\_

Health Insurance Company: \_\_\_\_\_ Policy Number: \_\_\_\_\_

Allergies (if any): \_\_\_\_\_

Current Medical Conditions (if any): \_\_\_\_\_

I request to participate in the LRMC Observation Program. This will allow me to obtain the required observation hours needed to apply to LRMC School of Radiologic Technology.

**I have read the Observer Orientation Handbook, have been given an opportunity to ask questions, understand all the content, and agree to follow all policies as outlined by the Handbook and the instruction of my observation preceptor.**

**I understand that it is my responsibility to assume financial responsibility for expenses associated with any personal accident or injury that may occur while at the Hospital, and that any illness or injury shall be reported immediately to my preceptor.**

**I understand that the observation experience may be discontinued, without cause, at any time by LRMC or the observer.**

**It is my responsibility to record and keep track of all observation hours. LRMC is not responsible to keep this information on file.**

**Observer Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Manager Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

For Hospital use only:

Name of assigned preceptor: \_\_\_\_\_

Start Date: \_\_\_\_\_ End Date: \_\_\_\_\_ Total Hours (provided by observer): \_\_\_\_\_