UAB MEDICINE

Volunteer Services Manual

UAB Volunteer Services
W 102 Spain-Wallace Building
619 19th Street South   Birmingham, AL 35249
205.934.4270   205.934.3222 (fax)
volunteerservices@uabmc.edu
www.uabmedicine.org/volunteer

UAB Medicine Guidelines

Purpose

To meet the needs of patients, visitors, and staff through professional, personal, and efficient volunteer service.

Office Location

Spain Wallace Building, 620 19th Street South, room number W102

Qualifications

- Age
  - Adult / Auxiliary (over 18 and non-degree seeking)
  - College (over 18 and degree seeking)
  - Teens (over 15 and enrolled in high school)
- Complete volunteer application, interview, orientation, and any required training
- Have a negative TB skin test every year (requires 2-step test the first time)
- Receive yearly influenza immunization (volunteers without a flu shot must go on hiatus from December – April)
- Be friendly and outgoing; Have the ability to develop rapport with people of various lifestyles, backgrounds, cultures
- Service Requirements
  - Teens (four complete weeks during summer; M-Th 9am–3pm)
  - College (minimum one complete Fall or Spring semester)
  - Adult (minimum six months of service; Auxilians achieve a minimum of 50 hours yearly)

Duties

- Always wear authorized uniform and hospital badge while on duty (this is a collared shirt with khakis for college-students; burgundy uniform for adult volunteers; pink vests for Angels in TKC, yellow polo for Hand-In-Paw and green polo for teens, unless otherwise stated).
- Follow all UAB policies (confidentiality policy, HIPAA guidelines, environment of care practices, infection control guidelines, hand-washing procedure, safety guidelines, etc.)
- Log hours for shifts online or in designated area
- Contact your department if you are going to be absent or tardy.
- DO NOT come to volunteer if you are or believe you are sick.
- Parking:
  - Adults:
    - Hospital Volunteers - 4th Deck
    - TKC Volunteers – TKC Deck on 6th Avenue South
    - Highlands Volunteers
    - Callahan Volunteers – Callahan Deck
  - College:
    - UAB Students should park on campus in their designated and walk/ride to medical district
    - Non-UAB Students need to communicate with Volunteer Services
  - Teens:
    - Remote 3 with approved parking decal
- Follow directions as given by supervisor in your area of care
- DO NOT use your cell phone unless in an emergency situation
- ONLY use the computer for WORK. Computers are not there for personal use.

Instructions for TB Skin Testing

All volunteers at UAB Hospital, The Kirklin Clinic, UAB Highlands, and Callahan Eye Hospital must be free of contagious disease, including tuberculosis. Therefore, initial and annual TB testing is required and is offered, **at no charge to volunteers**, in the Employee Health office.

- If a volunteer has a positive TB/PPD test result additional testing shall be required and possible referral to the Jefferson County Department of Health TB Clinic.
- Volunteers who provide documentation of a negative TB/PPD test result performed **within the calendar year** of active service may use this result as the (1st step) but will still be required to have a TB/PPD skin test during their 2nd week of service (2nd step). The volunteer must bring a copy of the form completed when they received the skin test. This form should be on an **official letter head from the facility (Health Department, Urgent Care, Primary Care), have the volunteer's name, date placed, date read, measurement, full written name and signature of clinician performing the test and credentials**.
- Volunteers who provide documentation of a prior positive TB/PPD skin test and/or BCG vaccination shall not have skin testing performed but must have a blood test (QuantiFERON/QFT/TSPOT) performed by the Health County Health Department or a physician's office. Results take approximately one week to return after which a questionnaire must be completed
- Volunteers who provide documentation of prior positive QFT but negative CXR and completion of treatment (INH or Rifampin) shall submit a questionnaire.

- ✓ TB tests are given every week day EXCEPT Thursdays.
- ✓ **Employee Health hours of operation are: 6:30am – 5pm**
- ✓ No appointment is necessary. Simply tell the staff that you are a volunteer. The whole process only takes a few minutes.
- ✓ **You MUST return to Employee Health 48-72 hours afterwards to have the results read. The test is NOT complete until this part has been done and you are given a card stamped "Compliant."**
- ✓ Your "Compliant" card must be submitted to Volunteer Services
- ✓ The Volunteer Services office is located right across the hall from Employee Health, Spain Wallace Building, Room W-102.
- ✓ Once you have completed your first TB Skin test, you may begin volunteering
- ✓ **Volunteer Services will ONLY accept compliant cards. You must turn in results from outside locations to Employee Health for proper validation.**

Physical Address for Employee Health: 620 19th Street South
Spain Wallace Building
Room **S-123** (inside the Cashier's Office)

Instructions for Influenza Vaccination

Influenza Vaccinations are required of ALL active volunteers. Vaccinations are made available at the beginning of October and must be completed by the beginning of December. Volunteer Services will ONLY accept compliant cards. You must turn in results from outside locations to Employee Health for proper validation. **Any volunteer who does not wish to get an influenza vaccination must refrain from volunteering from December to April.**

UAB Medicine Volunteer History

UAB's first volunteers were a group of women who, before the turn of the last century, persuaded local business man T. T. Hillman to open a charity hospital. Hillman Hospital was managed by the predecessors of the Auxiliary, the Board of Lady Managers, and the original building still stands on the corner of 20th Street and 6th Avenue South. In stark contrast, ultra-modern Kirklin Clinic, UAB's outpatient clinic, sits across the street from the old Hillman Hospital -symbolizing the amazing growth of UAB's medical center over more than 100 years.

In 1949, the Auxiliary of University Hospital was organized when a group of caring, civic-minded women saw the need for volunteer services within the hospital. Starting with services and then branching out to fundraising, volunteers through the years have set the pattern and ideas that continue with the Auxiliary and volunteers today. The active adults and college students today carry on the work that was started so many years ago.

The Gift Shops in the West Pavilion, North Pavilion and Highlands are owned and run by the Hospital Auxiliary. They are welcomed stops for visitors, patients, and employees. Funds raised from the shops and special sales throughout the year provide gifts to the hospital for purchasing equipment, supplies for playrooms, furnishing waiting rooms, food and services to low-income families of patients, and much more.

Men, women, and students comprise the UAB Medicine Auxiliary/Volunteers and annually contribute many thousands of hours in service to the hospital, Highlands, and The Kirklin Clinic. Over a hundred high-school students volunteer each summer as well.

UAB Medicine Today

- ❖ Comprehensive Transplant Centers

- ❖ Level IVc Regional Neonatal Intensive Care Unit

- ❖ Alabama's only Level I Trauma Center

- ❖ Comprehensive Cancer Center

- ❖ 1100+ Beds at UAB Hospital and UAB Highlands

- ❖ 1000+ Hospital Physicians and 850 Physicians in The Kirklin Clinic

- ❖ Over 700,000 outpatient visits each year at The Kirklin Clinic

- ❖ 7000+ Healthcare Professionals

- ❖ State-of-the-Art Surgical Suites, Women's & Infants Center & Radiation Oncology Facility

UAB Medicine Vision Statement

UAB Medicine will be the recognized global leader for providing innovative, high quality, cost effective, and compassionate health care services that improve health status and knowledge of society.

Mission Statement

The Volunteer Services Department is committed to providing UAB Medicine with an adequate, complete, and caring in-service volunteer staff whose services augment those of the paid staff.

Core Values

Own It

We will do what we do. It's that simple. We know that when people see us, they see UAB and we willingly let ourselves be held accountable for that. We accept responsibility for our actions and for the management of our resources. We own the problems that come to us and take action to solve them. We don't wait for things to happen. We make things happen

We are stewards of the UAB Touch. We own all that we do.

Do Right

Deep down, we all know what is right. And we know how to work with principles. It's simple because we can easily know what is right from what is wrong. But, it can be difficult when doing right is not the easiest course of action.

We do the right thing. Period. Whether we are being watched or are all alone, whether it's the easiest or most difficult course, we do no harm, we follow-up, and we do what's right.

Always Care

It seems obvious that caring is a value. After all, we care for our patients and families every day. But caring is more than that. Caring is also about how we treat each other and how we treat our facility. Caring is the energy that makes us proud of our work. Caring about each other helps make our workdays pleasant.

We let caring guide us and we listen with empathy. We support those in need. We do unto others as we would have them do unto us. We believe you just have to care.

Work Together

Collaboration defines how we work with each other. It is the engine that drives our care delivery, and the inspiration that bonds our staff. It's what makes us better, as well as innovative, effective and efficient. Either we work together—we collaborate—or we fail.

We work together. We build consensus. We think "Win-Win". Every one of us takes care of patients and it is only through a team effort that we can achieve great outcomes.

Cultural Diversity

UAB is committed to employee, volunteer and customer diversity and a working environment that is positive and inclusive. UAB considers diversity as the full range of human difference and the potential that each individual contributes. Included in this range are many differences including race, gender, ethnicity, age, culture, national origin, religious belief, physical ability, sexual orientation, socioeconomic class, lifestyle preference, political conviction and many other differences.

Why Should We Value Differences?

Individual differences should be recognized, accepted, and valued. Why? Because these differences offer great advantages and opportunities for all of us, not only in our work but in our personal lives as well. Valuing diversity is a way of helping people think through their assumptions and beliefs about all kinds of differences. It is a way of increasing a person's growth and development.

Key points:

> 1. Act in a way that shows you acknowledge and respect differences. Not everyone will have the same opinion or reach the same solution as you do. It is important to respect the contributions of different individuals and be flexible whenever possible.
>
> 2. Communicate openly and clearly. When communication breaks down from a language barrier or other problems, try asking questions – questions that require more than a yes or no answer – to get all the information you need.
>
> 3. Your words and actions could be misinterpreted. While the other person in a situation should be trying to listen without making assumptions about what you are have to say, it is up to you to bridge any communication gap.
>
> 4. Your words and actions could intensify the conflict. Ask yourself, am I acting in a way that shows I acknowledge and respect differences? Communicate clearly and ask open-ended questions to get the information you need. Make sure that your words or actions are not being misinterpreted.
>
> 5. Your attitude could be hindering your effectiveness. You must start somewhere. So start with checking your own attitude about differences. See how you really feel. Be honest with yourself. Then decide on an action plan if you need one.

Remember: You know that some actions speak louder than words. Consider what is necessary for success and put aside personal feelings when they are not going to help to achieve success.

Performance Requirements

1) You must log your hours in your designated area or online

2) Never report for duty if you have contracted a communicable disease i.e., colds, flu, virus, etc

3) Never report to duty under the influence of any alcoholic beverages or drugs

4) If you are going to be absent from your assignment, call the Volunteer Office at (205) 934-4270 or your supervisor

5) ID Badges must be worn at all times so that visitors, patients, and employees can identify you

6) Neat and clean appearance and prescribed dress must be worn

7) Do not enter a room with a <u>CONTACT PRECAUTION</u> without prior approval from staff

8) NEVER enter a room that says <u>ISOLATION</u> on the door.

9) Smoking is not permitted on UAB Medicine property (inside or outside), though we have designated smoking areas for guests.

10) Eating and drinking are not allowed in your assigned service area

11) Adherence to UAB Medicine safety rules. Attention to safety signs is imperative for the well- being of volunteers, staff, and guests

12) Always be courteous. If you have a complaint or problem, discuss it with a Volunteer Associate

13) All volunteers are to complete an **exit interview** and return badges upon discontinuing service

14) All Auxilians are asked to work one shift of one sale each year. These sales are the main fundraising source for the Auxiliary and are held throughout the year. There are morning and afternoon shifts available and each shift is usually 4 hours.

Service Requirements

It is important that you record your hours.

Records of your personal hours may be obtained in the volunteer office Monday-Friday,
8 a.m. – 4 p.m. with advance notice.
Volunteers must complete the minimum service requirements to obtain <u>any</u> references from the office.

Requirements regarding service hours for each age category are provided below:

- ❖ **Teenage Volunteers** – all sixteen days of service

- ❖ **College Students** – a minimum of one complete semester with four hours per week unless otherwise stated

- ❖ **Adult** - a minimum of six months of service with four hours per week

- ❖ **Auxiliary** – after meeting Adult requirements - a minimum of 50 hours/year

Volunteers May Be Terminated For:

1) **Absenteeism**

2) **Posting negative or derogatory comments about UAB, UAB Medicine, or any UAB Health System entity on social networking sites, either official UAB sites or one's own personal site (e.g. Facebook or Twitter.)**

3) **Not properly recording service**

4) **Failing to receive yearly TB skin test or influenza vaccination**

5) **Using electronics, not related to service, in patient care areas**

6) Inexcusable neglect of duties, insubordination, or disobedience

7) Unauthorized possession or drinking of any alcoholic beverages or unauthorized use or possession of narcotics, barbiturates, hallucinogens, amphetamines, marijuana, or other illegal substances on Health System property

8) Theft, misappropriation of funds, and/or unauthorized use or removal of Health System/Auxiliary property

9) Possession of weapons, firearms, knives, or explosives.

10) Stealing from volunteers, employees, patients, the Health System or others on Health System property.

11) Immoral or indecent conduct on Health System property

12) Discourteous treatment of patients, volunteers, employees, families, and visitors

13) Threatening, intimidating, coercing or interfering with volunteers and employees on University property

14) Violation and/or disregard of common safety practices; smoking in unauthorized areas.

15) Unauthorized release of confidential or official information

16) Failure to maintain satisfactory interpersonal relationships with co-workers/volunteers and supervisors

17) Failure to report an accident or injury to a patient, student, visitor, or self

18) Wasting time, loitering, or loafing at work

19) Sexual Harassment

20) Health unacceptable to the point of being a hazard to self and others.

The staff in Volunteer Services reserve the rights to determine the duration of volunteer service of any volunteer and hence to terminate a volunteer with or without cause.

Uniform Guidelines

Volunteers are required to wear a uniform. Most uniforms may be purchased from the Volunteer Office. Angel Squad members get their uniforms directly from the Angel Squad.

ADULT: Burgundy jacket, polo, or vest with UAB MEDICINE VOLUNTEER logo. Business Casual Attire. Walking / athletic shoes. Angels in TKC wear pink vests. HANDinPAW wear yellow shirts.

COLLEGE: Solid polo / collared shirt with khaki pants. Walking / athletic shoes.

Please keep the following guidelines in mind regarding your dress:

- No denim

- No shorts / cropped pants

- No open-toed shoes or sandals

- No athletic wear (leggings, sweatshirts/sweat pants)

- Hair must be neat and clean. If hair is long, it must be tied back

- Jewelry needs to be kept to a minimum, i.e., small earrings and small necklaces

- No facial piercing except for earrings

- Perfume and after shave should not be used

- The volunteer uniform should always be worn

- The volunteer badge should be worn near the shirt collar, not on waistband.

- **Scrubs are not permitted**

Personal Grooming and Hygiene

- Hairstyles and hair color should be neat and professional.

- Nails must be professional in appearance and color. **Artificial, wrapped and/or overlay nails** of any kind **are prohibited** for staff working in clinical, food service areas, and any other areas as directed by Management,

- **Nail lengths** must comply with any infection control and/or department guidelines. Nails shall be neat and clean, no longer than one-half inch from the end of the finger. For staff working in patient care areas, nails must be kept at a length as to not harm patients, natural nail tips are **not to exceed ¼ inch** (CDC Guidelines).

- Tattoos should not be visible

Any volunteers who are not in uniform will be asked to leave and return only once they are properly dressed. Anyone without a badge will need to get their badge or obtain a new one (at their own expense) prior to serving

Parking

Parking is available to all Adult Volunteers at no charge.
==**UAB Students are asked to park on campus and ride the Blazer Express to the medical district.**==
Non-UAB college students should address parking with the Volunteer Services Staff

Hospital – Adult Volunteers are required to park in the 4th Avenue Deck located at 18th Street and 4th Avenue South. To receive free parking, the parking ticket must be brought to the North Pavilion Gift Shop or the Volunteer Office for validation – **you must log your validation in the appropriate location**. Volunteers who serve in Spain Rehabilitation Center or the Center for Psychiatric Medicine (CPM) may park in the lot in front of these buildings, and can get their tickets validated on the 1st floor of the CPM.
Volunteer Services cannot validate for the Women & Infants Center.

Kirklin Clinic (TKC)- Adult Volunteers who serve at Kirklin Clnic may park in the TKC deck. Parking may be validated at the information desk located on the 2nd floor of the clinic.

Highlands - Volunteers are required to park in the deck located on 12th Street South across from the Emergency Room. This is a free deck, and therefore does not require validation. If this deck is full, there are two lots located off of 12th Street and 12th Avenue that are allocated overflow lots. You may not park in the patient lots on the front side of Highlands.

Callahan Eye Hospital – Adult Volunteers park in the Callahan deck and will have their tickets validated in Administration on the 3rd floor.

In the event that 4th Avenue Parking is full, volunteers should proceed to the TKC Deck. If no parking is available there – please call the Volunteer Office at 934-4270

Benefits

==As a UAB Medicine Volunteer, you are entitled to the following benefits:==
- ==Complimentary meal ($5.00 value)==
    - ==Volunteers who serve **least 4 hours** per day are eligible (meal times are not included in your shift; please eat before or after your designated shift)==
    - ==Pick up in Gift Shop or other designated spots==
    - ==Can be used in the North Pavilion Food Court, Highlands Cafeteria, and West Pavilion Coffee Cart==
- ==Gift Shop Discount of 10%==
- Awards Banquet / Luncheon for Auxiliary Members

Recognition

An annual awards banquet or luncheon is given by Administration in the Spring for Adult/Auxiliary Volunteers. All Adult volunteers who have actively served during that previous year are invited.

Code of Conduct/Corporate Compliance

UAB Medicine (the "Health System") is dedicated to maintaining excellence and integrity in all aspects of its professional and business conduct. The Health System is committed to exercising high ethical standards not only in the delivery of health care, but also in its dealings with employees, physicians, agents, payers and the communities it serves. It is the personal responsibility of all who are associated with the Health System – officers, directors, medical staff members, employees, students, volunteers or others acting on behalf of the Health System or doing business with the Health System --- to honor this commitment, abide by this Code of Conduct, and comply with related policies and procedures, and legal and regulatory requirements.

To help achieve that end, the Health System has adopted Business Conduct Guidelines that describe in more detail it's policies concerning certain internal standards and governing laws. The Health System's Compliance Website and Standards and Clinical Resources (SRC) site contain these Guidelines and policies. Your adherence to its spirit, as well as its specific provisions, is absolutely critical to our future. The Code and the Guidelines are intended to remind members of the UAB Medicine community of the importance of the following applicable policies and regulations, and to provide tools and resources to help you "do the right thing."

If you have questions regarding this Code or the Business Conduct Guidelines, you should consult your supervisor or manager, medical director or physician leader, or, a member of the Corporate Compliance Office. Obviously, a Code of Conduct cannot substitute for our own internal sense of fairness, honesty, and integrity. Thus, in your daily work environment, if you encounter a situation or are considering a course of action which "just doesn't feel right", please discuss the situation with any of the resources mentioned above. If you are uncomfortable discussing your concerns with a supervisor, call the **UAB Ethics Hotline at 1-866-362-9476**. You do not have to leave your name, but please provide enough information so that we can investigate your concern. UAB Medicine will not tolerate retaliation against employees and professional staff who report suspected violations in good faith. Any person who attempts to retaliate will be subject to discipline, up to and including termination.

Corporate Compliance is not the responsibility of one person, one unit, or one department. To have a successful program, we need everyone's help. Your commitment to responsible and ethical conduct is appreciated, and required for UAB Medicine to continue to be a recognized leader in the healthcare community.

A recent survey found that 1 in 3 workers in America have witnessed behavior at work that violated the code of conduct or broke the law! Help us break the trend. Do the right thing, and report any violations you see.

Accident / Incident

If you have an accident or injure yourself, no matter how minor you think, while volunteering at UAB Medicine, report it at once to your supervisor in your area or to the Volunteer Office at 934-4270. The office will complete the accident / incident report form.

Your supervisor or someone from the Volunteer Office will take you to either the UAB Medicine Emergency Department or UAB WorkPlace to be evaluated.

If a visitor or a patient is injured, report it to the Volunteer Office or the closest nursing supervisor.

AIDET

The Five Fundamentals of Communication

Acknowledge – Knock, welcome your patients; **SMILE**; use their name; let them know they are important

Introduce – It is normal for patients to be nervous. ASSURE them that they have made a **BLUE RIBBON** choice for their care. "Manage Up" your co-workers

Duration – Set clear expectations for the visit, like how much TIME they will have to wait, who they will see, normal turnaround time for results, etc. "If at any time you would like me to leave, just let me know"

Explain – Help the patient be informed about their visit. Explain the procedure or process to provide them with a "ROAD MAP" for their visit

Thank – Be sure to **THANK** the patient for their time and for choosing us!

Reporting Abuse/Sexual Harassment

The UAB Health System believes that we have a responsibility to initiate actions to identify and report patients who are suspected victims of abuse, neglect or exploitation in accordance with external regulations and in order to assist in enhancing their quality of life.

There is a copy of UAB HEALTH SYSTEM INTERDISCIPLINARY STANDARD for reporting suspected abuse located on the SPP-SRC website.

1) All volunteers should report to their supervisor or a Volunteer Associate if they believe that a patient has been physically or emotionally abused.
2) The Supervisor/Manager will call the University Police Department if a child, adult, or elderly patient has been physically abused
3) The Supervisor/Manager will call University Hospital Social Services if a child, adult, or elderly patient has been emotionally abused
4) A health care worker (volunteer) may anonymously report suspected cases of physical and emotional abuse.
5) Some of the routine signs of child sexual abuse are: cuts/bruises to the mouth and rectal area, broken arm or leg, or abdominal pain or dissension.
6) Some of the psychological or behavioral signs of elder abuse are: hesitancy to talk openly, protective of abuser, or self-blaming.
7) UAB, UABHS, and UABHSF are firmly committed to providing a work/volunteer environment that is free of sexual harassment. If you experience sexual harassment:
   a. Confront the harasser directly
   b. Tell the harasser that his or her conduct is unwelcome and must stop
   c. Promptly report the incident to your supervisor or Volunteer Services and file a complaint.

Patient Rights

All patients have certain rights and responsibilities and all patients or their representatives should be informed of those rights upon admission in order to ensure understanding between the patient and the staff and provide the patient the ability to make informed treatment decisions.

Patient Bill of Rights
All patients have rights. The follow are key components of the "Patient Bill of Rights":
- Be treated with consideration and respect.
- Be told about the hospital's rules and regulations.
- Receive information that will help them decide whether or not they want treatment.
- Request or refuse treatment.
- Be involved in all aspects of their care including giving informed consent, making care decisions, including assessing pain effectively, resolving dilemmas, and/or ethical issues about care decisions, formulating advance directives, withholding resuscitative services, foregoing or withdrawing life-sustaining treatment, and care at the end of life.
- Inform the medical staff, in advance, of their decisions for health care, including life support, in case they become unable to tell them. They also have the right to appoint a person to speak for them about their health care if they are unable to do so. These decisions are made in an Advance Directive.
- Choose another doctor and/or transfer to another facility if their wishes or requests cannot be carried out here.
- Personal privacy while in the hospital and to have the records concerning their treatment kept confidential.
- Receive care in a safe setting and to be free from abuse and harassment.
- Know if the treatment proposed by their doctor is part of a clinical research trial.
- Access information contained in their medical record within a reasonable amount of time.

With this said, patients have the right to request individuals be prohibited from coming in contact with them while they are hospitalized. For example, they may request the identity of all persons present in the operating room suite. If a vendor is to be present during that operation, the patient has the right to deny their presence in the operating room suite.

Infection Control Guidelines

Purpose: To prevent the spread of communicable disease among personnel and patients involved with Volunteer Services.

Volunteers shall:

1. Adhere to the guidelines established by UAB Employee Health
   - Properly handle fluids (although NO volunteers are allowed to handle fluids)
   - Use barrier equipment – wear appropriate gloves, face shields, gowns, etc. for your task
   - Properly dispose of sharps (although NO volunteers will be handling sharps)
   - Wash your hands – specific instructions to follow
2. Adhere to infection control guidelines for isolation precautions, and
3. Practice good hand hygiene (specific instructions below)
4. Practice Universal Blood/Body Fluid Precautions when involved with activities in which exposure to patient's blood/body fluids is likely (e.g., gloves when handling blood or body fluids, masks, eye coverings and gowns when aerosolization or splashes are likely to occur). NO volunteers will ever handle blood or body-fluids.
5. In the event of needle stick injury or other exposure to patient's blood or body fluids (e.g., splashes) report immediately to supervisor and Employee Health.

As well, Volunteers shall adhere to guidelines:

1. Drink or eat only in designated areas – never in a patient care area or at your work station.
2. Volunteers may not transport blood samples or other specimens.
3. Volunteers may not dispose of medical waste.
4. Volunteers may not dispose of soiled linen.
5. Do not volunteer if you have:
   a. A new cough
   b. Fever
   c. Shortness of breath
   d. Severe headache
   e. Unexplained muscle aches
   f. Unexplained extreme fatigue
   g. Vomiting and/or diarrhea
6. Practice Respiratory Etiquette:
   a. Cover your Cough
      i. Cover your mouth and nose with a tissue when you cough or sneeze OR cough or sneeze into your upper sleeve, not your hands
      ii. Put your used tissue in a waste basket
      iii. You may be asked to put on a surgical mask to protect others
   b. Clean your hands after coughing or sneezing
      i. Wash your hands with soap and water or clean your hands with alcohol-based hand cleaner

Hand Washing Procedure

By working in a Health System you will be exposed to communicable disease. To protect yourself and patients proper hand washing is required. Hands should be washed each and every time after patient contact, after contact with patient's environment, after removing gloves, and before patient contact unless it is a life-threatening situation.

- Hands shall be washed frequently, particularly:
- Before and after contact with patients,
- Whenever hands have been possibly soiled by patient excreta, pus or any contaminated object,
- After personal use of the toilet,
- After blowing or wiping the nose,
- On leaving an isolation area or handling articles from such an area,
- Before eating, and
- Upon completion of duty.

Proper Hand Washing Procedures

1) Wet hands under warm running water
2) Apply soap and work up lather by vigorously rubbing hands together, fingers intertwined. Doing so creates friction which loosens dirt and organisms. Use a scrub brush if necessary
3) Scrub for at least 15 seconds over every part of your hands, including between your fingers, knuckles, and over your wrists. Humming "Happy Birthday" to yourself should take about 15 seconds
4) Rinse your hands under warm running water. Point your fingertips downward to prevent bacteria from running onto your forearms. Make sure you don't touch sides of the sink. If you do, wash your hands again
5) Pat-dry your hands with paper towels. Turn off faucets with paper towels, then discard them
6) Lotion may be used to protect your hands against dryness and cracking
7) Since the faucet handle is considered contaminated turn off water with a dry paper towel

Safety Guidelines

GENERAL SAFETY
No matter where you are in the Health System, it is important to be aware of safety risks for all – patients, visitors, volunteers & staff. Remember to report spills or potential hazards to your supervisor immediately. Also, help staff by keeping exit routes free and unobstructed. No materials or equipment may be placed, either permanently or temporarily, within an exit route. Safety is EVERYONE'S concern.

FIRE (Code Red):
When an alarm has sounded, make sure that visitors remain calm and stay seated in the waiting rooms. When the alarm is activated, the smoke doors located in the corridors will close. These doors do not lock and can be opened by using the door on the right side and pushing the horizontal panic hardware bar on the door. Only have the visitors evacuate if you are directed to do so or if you actually can see smoke or flames. Remember to check your area and be prepared to evacuate. During your initial introduction to your department, make sure to ask where fire doors and alarms are located.

The smoke doors are there for protection to keep smoke and flames from entering the area where the fire is not located. If you must evacuate, **move people horizontally**, in the opposite direction away from the fire or smoke, through the smoke doors as far away from the fire as possible.

R A C E
Rescue	Rescue anyone from immediate danger
Alarm	Pull the fire alarm near exits. Report the fire
Confine	Confine the fire, close the door to where the fire is located
Evacuate/Extinguish	Be prepared to evacuate if directed to do so or extinguish the fire

Fire Numbers from House Phone: At Hospital 4-0001 or At Highlands 1-2-3 or 1-1010 at TKC

P A S S – How to operate a fire extinguisher
Pull	Pull the pin
Aim	Aim at the base of the fire
Squeeze	Squeeze handle
Sweep	Sweep side to side

Key Reminders:
- Do not use elevators
- Never prop open fire or smoke doors
- Keep hallways clear
- Evacuate horizontally (next compartment on the same floor)
- Vertical evacuation shall only be ordered by Fire Department or Administration
- Keep records with patient if possible
- Know these steps and location of nearest pull station, fire extinguisher and exit
- Stand roughly 8ft from the fire when using an extinguisher

INFANT/PATIENT ABDUCTION (Code Pink):

If you are in the hospital and hear an overhead page about a 'Code Pink' then you should be on the lookout for suspicious people that may have abducted a child. Generally infant abductions are localized to the areas where newborn nurseries are located. To play your role in preventing a 'Code Pink' do not let unauthorized persons into locked units. Hand close locked unit doors

To be on the lookout for a suspect in an infant abduction, you should make sure that:
- ❖ Parents have ID bands that match child's
- ❖ Parents are carrying newborns in carrier instead of carrying in arms or bags
- ❖ Do not approach people that are abducting a child, but pay attention to the direction the suspect is going.
- ❖ From a House Phone call 4-3535 (UAB Hospital and Highlands) to report suspicious activity. At TKC, call 1-1010.

MEDICAL EMERGENCY (Code Blue):

Code Blue is the code that is used when a person is not breathing or is in distress. Volunteers need to use this code when a person is in distress in an area in which the volunteer is responsible. Pick up the nearest house phone and call **4-1010 inside the hospital or 1-2-3 at Highlands or 1-1010 at TKC.** Tell the operator your if the person is an adult or child, the location, what is happening and your name. The response team will be there immediately.

If a person has fallen or is in distress and they are <u>outside</u> the building call 911
All codes and phone numbers are located on the safety that is part of the volunteer id badge.

Inclement Weather (Code Yellow):

In the event of a tornado warning or severe thunderstorm with high winds, do the following:
1) Move visitors away from glass areas and have them go into the interior hallways
2) Wait until you are notified that the weather is no longer a threat before allowing anyone back into the waiting areas.
3) If possible, monitor weather via television, radio, or internet
4) Follow the instructions of the supervisor in your area.

Monitor e-mails from Volunteer Services for updates. If you are scheduled to volunteer and there is inclement / severe weather in the area, please use your best judgment prior to coming in. Please contact Volunteer Office via email if you will not be coming in due to weather or if you have questions regarding impending weather situations.

HOSPITAL / TKC/ HIGHLANDS CODES:

CODE	DEFINITION	ACTION
CODE PINK	Infant/Patient Abduction	Report suspicious persons/activity to UAB Police 4-3535 Departmental Specific Duties.
TYPE C	Communications	Use White Phones
CODE YELLOW Internal or External	Disaster, Missing Person, Tornado, Inclement Weather	Follow Directions From Supervisor; Dial 975-6060 for information regarding emergency. TKC 801-7526
CODE ORANGE	Haz Mat Decon	Follow Directions From Supervisor; Volunteers in ED may be asked to help with patient decontamination; Avoid Area
CODE RED	Fire	R.A.C.E. ; Dial 4-0001 (Hospital) / 1-2-3 (Highlands); P.A.S.S
TYPE R	Radiation Disaster	Follow Directions From Supervisor
CODE SILVER	Violence, Bomb Threat, Weapon, or Hostage	Follow Directions From Supervisor; Call UAB Police 4-3535; Avoid Area
TYPE I	Information System Downtime	Follow Downtime Procedures

UAB/UABHS HIPAA
Privacy and Security Training

What is HIPAA?

- The Health Insurance Portability and Accountability Act (HIPAA), signed into law in 1996, is a federal law covering healthcare and insurance industries. Although HIPAA addresses topics ranging from access to health insurance to standardizing electronic healthcare-related records, this training focuses on the issues of **protecting the privacy and security of health data**, which HIPAA calls **protected health information** or **PHI**

What is PHI?

- **Protected health information (PHI)** is any health information used to identify an individual, <u>including demographic information,</u> and is **CREATED**, **TRANSMITTED** or **MAINTAINED** in any **MEDIUM** (electronically, on paper, or via the spoken word) by a health care provider, health plan, or health care clearing house and relates to or describes the past, present, or future **physical or mental health condition** of an individual; the provision of health care to an individual; or past, present, or future **payment for the provision of healthcare** to the individual, and can be used to identify the individual.

Types of Data Protected by HIPAA

- Written documentation and all paper records including prescription labels and ID bracelets
- Spoken and verbal information including voice mail messages and sign language
- Electronic information stored on a computer, PDA, memory card, USB drive, or other electronic media
- X-Rays, photographs, and digital images

PHI Data Elements

The following 18 identifiers of an individual or of relatives, employers, or household members of the individual, are considered PHI:

1. Name
2. Geographic subdivisions smaller than a state (street address, city, county, precinct, zip code, and equivalent geocodes)
3. All elements of dates (except year) including birth date, admission and discharge dates, date of death, and all ages over 89 and all elements of dates (including year) indicative of such age
4. Telephone numbers
5. Fax numbers
6. Electronic mail addresses
7. Social security number
8. Medical record number
9. Health plan beneficiary numbers
10. Account numbers
11. Certificate/License numbers
12. Vehicle identifiers and serial numbers including license plate numbers
13. Device identifiers and serial numbers
14. Web Universal Resource Locator (URLs)
15. Internet protocol (IP address numbers
16. Biometric identifiers, including finger and voice prints
17. Full face photographic images and any comparable images
18. Any other unique identifying number, characteristic, or code, except as allowed under the re-identification specifications (164.514©)

The key: Any one or more of these 18 identifiers combined with health information = PHI

Enforcement, Penalties, and Fines for Noncompliance
- The Department of Health and Human Services (HHS), through the Office for Civil Rights, enforces a tiered civil penalty system for noncompliance with the HIPAA Privacy Rule and Security regulations.
- Monetary penalties range from $100 to 1.65 million per violation depending on the circumstances
- HHS must investigate any complaint that could possibly result from a violation due to willful neglect and must impose penalties if confirmed
- "Willful neglect" is "conscious, intentional failure or reckless indifferent to the obligation to comply" with HIPAA
- State attorneys general also can pursue civil suits against persons who violate HIPAA.
- The U.S. Department of Justice is responsible for enforcing criminal penalties for noncompliance with the HIPAA Privacy Rule.
- Criminal penalties for "wrongful disclosure" include both large fines of $50,000 to $250,000 and up to 10 years in prison. Examples of wrongful disclosures include accessing health information under false pretenses, releasing patient information with harmful intent, or selling PHI.
  NOTE: Penalties and fines apply to members of the work forces and other individuals, not just to the covered entities.
- In addition to the federal and state penalties and fines, members of the UAB/UABHS workforce are subject to disciplinary action up to and including termination of employment or assignment for noncompliance with HIPAA privacy and security regulations, policies, and procedures.

UAB/UABHS HIPAA Privacy Core Policies
- The following privacy core policies govern how UAB/UABHS and its workforce shall operate in order to comply the HIPAA Privacy Rule:
  - Use and Disclosure of Health Information
  - Use and Disclosure of Health Information for Marketing
  - Use and Disclosure of Health Information for Fundraising
  - Use and Disclosure of Identifiable Health Information for Research
  - Patient Health Information Rights
  - HIPAA Administration

The core policies can be found on the UAB/UABHS HIPAA Website at http:www.hipaa.uab.edu/index.php/policies.

HIPAA Privacy
- **Privacy** is an individual's right to keep certain information to himself or herself, with the understanding that their protected health information (PHI) will only be used or disclosed with their permission or as permitted by law.

HIPAA Permitted Uses and Disclosures of PHI
The HIPAA Privacy Rule states that PHI may be used and disclosed to facilitate **treatment, payment, and healthcare operations (TPO)** which means:
1. PHI may be disclosed to other providers for **treatment**
2. PHI may be disclosed to other covered entities for **payment**
3. PHI may be disclosed for certain approved healthcare activities (**healthcare operations**), such as quality assessment, credentialing, and compliance.
4. PHI may be disclosed to **individuals involved in a patient's care or payment for care** unless the patient objects

All other uses or disclosures require the patient's written authorization

Minimum Necessary Standard
When HIPAA permits use or disclosure of PHI, we must use or disclose only the **minimum necessary** PHI required to accomplish the business purpose of the use or disclosure.
Even when PHI is used or disclosed for appropriate business purposes, if the PHI is not limited to **minimum necessary**, it is a HIPAA violation.
The only exception to the minimum necessary standard are those times when a covered entity is disclosing PHI for the following reasons:

- Treatment
- Purposes for which a patient authorization is signed
- Disclosures required by law
- Sharing information to the patient about himself/herself

Work-Related Need to Know
- PHI is to be accessed for **business and/or work-related purposes** only—those purposes that are for treatment, payment of that treatment, or health care operations (TPO).
- Do not discuss PHI outside of work or with other employees **who do not need to know the information to perform their jobs.**
- Do not use your work-related access to patient information systems to look up **your own medical information**. For personal access, contact your physician or Health Information Management (Medical Records) and utilize the myUABMedicine patient portal.
- Do not look up medical information on your family, friends, or co-workers – even if the individual or the individual's family member asks you to do so – unless the access is a responsibility of your job
- Accessing PHI without a work-related need to know could lead to disciplinary action, up to and including termination of your role with UAB Medicine.

A Business Associate Agreement (BAA)
- Is required before a covered entity can contract with a third party individual or vendor to perform services which will involve the use or disclosure of PHI
- Binds the third party individual or vendor to the HIPAA regulations when performing the contacted services
- Must be approved in accordance with appropriate UAB/UABHS policies and procedures.
- Must fully executed (have all signatures in place) before any release of PHI.

Examples of business associates: electronic patient record vendor; company that shreds and disposes of paper containing PHI.
Individual employees are NOT authorized to sign contracts or agreements on behalf of UAB/UABHS. See the UAB/UABHS HIPAA website www.hipaa.uab.edu/index for more information about Bas and BAAs.

Forms and Documents Required for HIPAA-Compliance at UAB/UABHS
- Notice of Health Information Practices
    - Explains to our patients that we must protect their privacy, how their health information may be used and disclosed, their privacy rights under HIPAA, and how they can get access to their health information
- Acknowledgement of Receipt of Notice
    - Signed by patients and maintained by the Covered Entity to document that the patients received the Notice.
- Other HIPAA Required Forms and Documents
    - Confidentiality Statement
    - Authorization for Use or Disclosure of Information
    - Accounting of Disclosure of Information
    - Accouting of Disclosures Documentation
    - Business Associate Agreement
    - Fax Coversheet
    - Data Use Agreement

Sample documents are available on the UAB/UABHS HIPAA website at www.hipaa.uab.edu/index

Other Privacy Safeguards
- Avoid conversations involving PHI in public or common areas such as hallways or elevators. Go to a private area.
- Be sensitive to the presence of other persons with a patient before talking with the patient about his/her medical information. A best practice: If family or visitors are in the area, ask them to leave, then check with the patient to see if any should return to participate in the discussion of their medical information.
- Keep documents containing PHI in locked cabinets or locked rooms when not in use.
- During work hours, place documents with PHI in secure areas that are monitored – not in view and not accessible by unauthorized persons.
- Do not leave materials containing PHI on desks or counters, in conference rooms, or in public areas. Promptly pick up documents containing PHI from printers/print areas.
- Do not remove PHI in any form from the designated work site unless authorized to do so by management.
- Never take photographs in patient care areas except for those approved purposes related to treatment or patient identification

HIPAA Security Regulations
- Contains 18 standards for administrative physical, and technical safeguards for electronic PHI (ePHI)
- Enforces the following:
  - **Confidentiality**—Information is accessed only by authorized individuals with the understanding that they will disclose it only to other authorized individuals
  - **Integrity**—Information is the same as in the source documents and has not been altered or destroyed in any unauthorized manner
  - **Availability**—Information is accessible to authorized individuals when they need it

UAB/UABHS HIPAA Security Core Policies
- Eight (8) core policies govern how UAB/UABHS and its personnel shall operate in order to meet the HIPAA Security Regulations.
  - Information System Account Management
  - Internet and Email Use
  - Media Reallocation and Disposal
  - Information Systems and Network Access
  - Contingency Planning
  - Risk Analysis and Management of ePHI
  - Information Security and Privacy Incident Response
  - Use of Portable Devices

The core policies can be found on the UAB/UABHS HIPAA Website at http://www.hipaa.uab.edu/index.php/policies

UAB/UABHS Security
Information System and Account Management
1. Never share your user account, password, token, and other means of system access
2. Choose a new password each time your password must be reset. Do not reuse your expired passwords. Do not use a password for a work account that you use with a personal account.
3. Use a minimum of 8 characters wherever possible. The longer your password is, the harder it is to break.
   a. Include numbers, upper and lower case letters, and special characters, like #, @, %, /, ?
   b. Avoid common words or personal information that can be easily guesses such as names of family members, pets, sports teams, or streets
   c. Avoid using only one character (aaaaaaaa) or the keyboard scale (asdfghjk)
4. Only access PHI for business related purposes

- Do not use your system access to look up your own medical information or information on friends, family, or co-workers, unless needed for your job.
- Contact your Help Desk immediately if you believe your account to UAB/UABHS information system has been compromised.

NOTES: --You are responsible for all activity under your logon.
  --Computer systems are monitored and audited to ensure appropriate access and use of data, applications, and email, and the Internet.

Workstation Responsibilities
- Position computer screens so that they are not visible by unauthorized persons.
- Do not install or download any software or hardware without management approval
- Store PHI and other confidential information securely in a directory on a secure network file server. Do not sore PHI on the hard drive (C: drive) of a computer or on a portable computing devise
- Do not use mobile computing devices without entity-approved security protection. Devices used for PHI must be encrypted. These devices include hand-held devices, cell phones, smart phones, iPhones, Android devices, iPads, pagers that store data, and portable memory devices such as flash disks, thumb drives, jump drives, etc.
- Log off or lock your computer workstation whenever leaving it unattended
- Log off from the computer completely before allowing coworkers to use the computer workstation
- Do not sure your personal computing devices for UAB/UABHS business unless such use is specifically approved by senior management.

Email and Internet Use
- PHI may be emailed, but ONLY within the UABHS email system (uabmc.edu):
  - Emails with PHI can be transmitted in the UABHS email system which means you and the person to whom you are sending an email both have email addresses ending in uabmc.edu
  - Do not place any PHI identifier (name, medical record number, etc.) in the subject line of the email
  - If you must send an email with PHI outside of the UABHS email system, including to the UAB email system (uab.edu), then you must encrypt the email by doing one of the following:
    - Type "[encrypt]" anywhere in the subject line
    - Select the "Send Securely-Encryption" button located just above the regular "Send" button
  - If your email ends with "**uab.edu**," then contact your Help Desk or information system representative for assistance with alternatives to sending email with restricted information like PHI.
- Do not forward your UABHS email account to another email system (e.g., UAB, gmail, Yahoo, Hotmail, etc.)
  - Do not forward emails with PHI to personal email accounts.
  - Personal email accounts shall not be used for official UAB/UABHS business.
  - However, your uab.edu email account can be automatically forwarded to your uabmc.edu email account
- Be suspicious of an unsolicited email message especially if it contains an attachment, an urgent request for confidential/personal financial information, or the need to reset your passwords. _Note:_ Malware, such as ransomware, is often sent in attachments or hyperlinks included in emails.
- Do not use cloud technologies, such as Drop Box or Google Docs, for storing or transferring PHI unless the technology is approved by UAB IT or UABHS Information Security.
- Do not attempt to access inappropriate sites on the internet
- Do not share sensitive work-related information on experiences (related to patients, research, etc.) on Facebook, LinkedIn, Twitter, or any other social media site.

Media Reallocation and Disposal
1. Documents containing PHI must be shredded when no longer needed. Shred immediately or place in securely locked shred bins or rooms to await shredding.
2. "Sanitize" means to eliminate confidential or sensitive information from computer/electronic media by either overwriting the data magnetically erasing data from the media.
   a. Media, such as CDs or thumb drives, containing PHI must be sanitized before reusing or destroying or can be places in a secure paper shred bin to be destroyed
   b. If other media are to be destroyed, sanitize them first and place them in specially marked secure containers for destruction.
3. Notes: Deleting a file does not remove the data from the media. Formatting does not constitute sanitizing the media.
4. Contact your Help Desk for assistance with sanitization and destruction methods.

Safeguarding Faxes

- PHI can be sent via a fax machine if other more secure means of communication are not available or practical
- Routine requires and authorizations for PHI should be sent through the regular mail whenever possible
- Refrain from sending highly confidential information in a fax. Privileged PHI, such as information about abuse or neglect, alcohol or drug abuse, sexually transmitted diseases, or psychiatric treatment, should not be sent via fax except in an emergency.
- If faxing is warranted, follow these safeguards:
  - Use the covered entity's approved fax cover sheet that includes a confidentiality statement.
  - Do not include any PHI on the cover sheet but only on pages to follow the cover sheet.
  - Limit the PHI to the minimum necessary.
  - Double check fax numbers, including the area code, before dialing and sending.
  - Check confirmation sheets to verify that the transmission was successful and accurate.
  - Ensure that confidential information is not left on the fax machine.

Other Security Safeguards
Physical Security:

- Wear your identification badges while at work
- Do not allow unauthorized persons into restricted areas
- Confirm the identity and purpose of individuals entering the work area to provide services, such as machine repair or supply delivery
- Do not disable locks on or prop open security doors

HIPAA Privacy and Research

At UAB/UABHS, research is a **USE** of PHI. UAB/UABHS HIPAA covered entities are permitted to use or disclose PHI for research purposes if the Institutional Review Board (IRB) has **approved** the research. Approval is granted under one or more of the following conditions:

1. As signed **patient authorization** is recorded
2. The research is **decedent research**.
3. The process is **preparatory to research**
4. The research utilizes a **Limited Data Set with a Data Use Agreement**.
5. The IRB grants a **waiver** for the required patient/participant signed authorization

- Principal investigators or designed researchers **must provide a copy of the fully executed IRB approval form** to the covered entity holding the data before the data can be released for research.
- As a rule, investigators should first **contact Health Information Management** for PHI to be used for IRB-approved research.
- Often principal investigators are also clinicians. Therefore, additional guidance must be followed when recruiting patients for research activities:
  - Principal investigators or their designees **should not use their clinical access to search patient records for potential research participants**.
  - Physicians who are involved in research activities **may contact only their own patients when recruiting for research studies**.

For more information on Research and HIPAA, visit the UAB/UABHS HIPAA Website at www.hipaa.uab.edu/index

Ownership of PHI
UAB/UABHS…

- Own all data used within their units for their mission
- Are the owners of our patients' PHI
- Share the responsibility and accountability of the privacy and security of PHI with each user in the UAB/UABHS HIPAA covered entities. This responsibility includes awareness and reporting of potential breaches of privacy and security.

What is a breach?

- A breach is an impermissible use or disclosure of PHI that compromises the security or privacy of the information.
- Some examples of a breach are as follows:
  - Looking up a friend in the EHR without a work-related purpose to view his medical information.
  - Talking about a patient with an employee who does not work with that patient.
  - Discussing with a patient's medical condition in front of visitors without first asking their permission to do so.
  - Entering an incorrect fax number so that documents containing PHI go to an unintended destination rather than the physician's office.
  - Giving a patient the depart or discharge summary belonging to another patient.
  - Posting information about a patient on Facebook or other social media site.

What if I suspect a breach?
Report it! Report to any or all of the following:

- Your supervisor
- Your HIPAA Entity Privacy Coordinator (EPC) or your HIPAA Entity Security Coordinator (ESC)*
- The appropriate information systems Help Desk
- The Privacy Office, the Information Security Office, the Office of UAB Medicine Compliance, or the Office of University Compliance
- The Institutional Review Board (IRB) if research data are involved
- The UAB Ethics Hotline: 1-866-362-9476

Contact information is available at the UAB/UABHS Website at www.hipaa.uab.edu/index

UAB/UABHS HIPAA Mantra

Everyone is responsible for the privacy and security of our patients' PHI.
Let's work together to accomplish this goal. It's the law. It's the right thing to do.

REMEMBER:
What you see here, What you hear here
Let it stay here, When you leave here

UAB HEALTH SYSTEM

Rules of Behavior for University of Alabama Birmingham Health System (UABHS) Information Systems

The following Rules of Behavior apply to <u>all</u> users of UABHS information systems regardless of organizational affiliation. These rules are intended to communicate IT-related policy in a concise manner and are consistent with policy detailed in approved UABHS documents. They do <u>not</u> replace or supersede official UABHS standards, policies, and procedures that are made available on the Standards & Clinical Resources (SCR) web site at: https://scr.hs.uab.edu/ and the UAB HIPAA web site at: http://www.hipaa.uab.edu/standards.htm.

Definitions:

<u>Information System</u> - An integrated set of components (hardware and/or software) for collecting, storing, processing, and/or communicating information for a specific purpose.

<u>Portable Devices</u> – Equipment capable of processing, storing or transmitting electronic data designed for mobility. Such devices may interact with other networked systems, the internet, desktop personal computers via some form of interconnection and/or synchronization process. They include but are not limited to, personal digital assistants (PDAs), cell phones, text messaging pagers, cameras, and peripherals that employ removable media (e.g., CDs, DVDs, USB flash memory drives, memory cards, external hard drives, and diskettes).

<u>Sensitive Information or data</u> - Any information that may only be accessed by authorized personnel. It includes Protected Health Information, financial information, personnel data, trade secrets and any information that is deemed confidential or that would negatively affect the Health System if inappropriately handled.

<u>Phishing</u> - The criminally fraudulent process of attempting to acquire sensitive information such as usernames, passwords and credit card details by masquerading as a trustworthy entity in an electronic communication.

System Access & Accountability:

- I understand that my access to UABHS information systems is contingent upon my acknowledgement of this Rules of Behavior form.

- I understand that my user account is equivalent to my legal signature, and I will be accountable for all work done under this account.

- I understand that I am given access to only those systems for which I require access to perform my official duties.

- I will not attempt to access systems I am not authorized to access.

- I understand that I have no expectation of privacy while using any UABHS information system resources and that all my activities are subject to monitoring.

- I understand that while using UABHS information system resources I represent the UAB Health System and will conduct business in a professional manner.

Passwords & Other Access Control Measures:

- I will utilize passwords that are at least eight characters long and use a combination of letters (upper- and lower-case), numbers, and special characters. If the technology does not support such password complexity, I will use the strongest supported password.

- I will protect passwords and other access information from disclosure. I will not provide my password to anyone, including system administrators, my supervisor or management and will not store them on or about workstations, laptop computers, or other devices.

UAB HEALTH SYSTEM

- I will not store authentication devices such as smart cards on or about workstations, laptop computers, or other devices and remove them promptly whenever I leave my work area.

- I will promptly change initial/default passwords or whenever the compromise of my password is known or suspected.

- I will not attempt to bypass access control measures.

Data Protection:

- I understand that I am responsible to protect sensitive information from disclosure to unauthorized persons (those without a need-to-know) in accordance with applicable UABHS information handling guidelines.

- I will not disable or circumvent UABHS technical security controls such as encryption, anti-virus, firewalls, monitoring and administrative tools.

- I will not transfer sensitive information to an unencrypted or un-approved device.

- I understand that I have a responsibility to close or log off applications after use.

- I will not access, process, or store sensitive information on non-UABHS equipment such as personally-owned computers unless properly authorized to do so.

Internet & E-mail Use:

- I understand that my Internet and e-mail is for official use, with only limited personal use allowed.

- I will not use public e-mail, chat or other Internet-based communication systems (e.g. AOL, Gmail, Yahoo, Hotmail, MobileMe) to communicate sensitive information.

- I will not use "peer-to-peer" file sharing, "Internet Cloud", web proxy or Internet-based backup web sites and will consult with the Office of Information Security for approved methods.

- I will not provide personal or official UABHS information solicited by unknown individuals or suspected phishing e-mail or web sites.

- I will not distribute non-business mass mailings, viral e-mails or other spam to fellow e-mail users.

Software:

- I agree to comply with all applicable software licenses and copyrights.

- I will not install non-standard software on UABHS equipment without prior approval from Health System Information Services (HSIS). This includes software available for download from the Internet, the UAB campus web site, and personally-owned software.

Use of UABHS Equipment:

- I understand that UABHS equipment is to be used for official UAB Health System use, with only limited/incidental personal use as approved by my supervisor on the condition that it does not interfere with my job, deny others access to UABHS information systems, consume significant information system resources, and does not result in significant cost, legal or regulatory risk to UABHS. Examples of unacceptable use include, processing pornography, large personal video/audio/photo libraries, copyright infringements, etc.

Laptop Computers & Portable Devices:

- I understand that my UABHS BlackBerry, PDA, or other portable device must be password-protected and/or encrypted using HSIS-approved encryption methods.

- I will not disable any UABHS software or security controls unless I am directed to do so by a UABHS system administrator.

- I will not photograph patients or fellow employees without obtaining proper written consent. I understand that such activities require specific documentation and/or approval.

UAB HEALTH SYSTEM

Wireless Networking:
- New wireless systems used for UABHS business must be approved by the UABHS Chief Information Officer (CIO).
- Wireless systems not compliant with minimum security controls or UABHS Office of Information Security recommendations are subject to immediate disabling and confiscation of hardware.
- Requests for connectivity to wireless networks shall be approved by the UABHS Office of Information Security.
- UABHS employees are prohibited from the use of guest/public wireless systems for business/patient care.

Telecommuting (travel, home or satellite office):
- At my alternate workplace, I will follow the same security policies as those required of me at UAB.
- I will properly dispose of media containing sensitive information in accordance to UABHS policy and procedure.

Incident Reporting:
- I will report IT security incidents to the UABHS Office of Information Security as soon as I become aware of the incident.

Contacting the UABHS Office of Information Security:
- The UABHS Office of Information Security can be reached by e-mail at infosec@uabmc.edu. Security-related services, self-help resources and information is available on the UABHS internal website at: http://www.oneuabmedicine.org by clicking on "For Faculty & Staff" then, "Information Security".

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UAB **University of Alabama at Birmingham Enterprise**

CODE OF CONDUCT

June 1, 2011

Background

The University of Alabama at Birmingham (UAB) Enterprise is committed to conducting its affairs in ways that promote mutual trust and public confidence. All members of the UAB community are responsible for sustaining the highest ethical standards of excellence, integrity, honesty, and fairness and for integrating these values into teaching, research, patient care, business practices, and other services. Ethical conduct is a fundamental expectation for every UAB community member.

Scope

The UAB Enterprise consists of multiple legal entities engaging in activities in support of its tri-part educational, research and patient care mission. Recognizing that the entities pursue various lines of business, the entities comprising the UAB Enterprise will adopt the standards set forth in this Code of Conduct individually. All entities that have adopted these standards are collectively referred to here as "UAB." This Code of Conduct applies to all members of the UAB community, including faculty, staff, volunteers, contractors, agents, affiliates, and others providing services to UAB or on behalf of UAB.

Students or trainees taking courses, attending classes, or enrolled in academic programs are expected to adhere to UAB policies governing academic and non-academic conduct. These student-oriented policies support and reflect the standards of conduct expected of other members of the UAB community described in this Code of Conduct. Residents and fellows are considered to be employees for purposes of the code and are expected to uphold its standards like other faculty and staff.

Standards of Conduct

The UAB Code of Conduct is a shared statement of commitment to uphold the ethical, professional, and legal standards used as the basis for daily and long-term decisions and actions. Adherence to its spirit, as well as its specific provisions, is critical to UAB's continued success. Each member is individually accountable for his or her own actions, and the UAB community is collectively accountable for upholding these standards of behavior and for compliance with applicable laws and policies that guide UAB's work.

Members of the UAB community commit to the following eight standards:

1. **Provide quality education, research, healthcare, business interactions, and other services**

UAB is committed to providing outstanding, high-quality services to our students, patients, families, visitors, business partners, colleagues, affiliates, and the community, whether those services are provided through teaching, research, patient care, or business interactions. In performing duties, UAB community members are expected to:

- Act with high ethical and professional standards of conduct;
- Be honest in performing one's duties, with no exceptions;
- Ask questions and request assistance when information is needed to properly perform one's duties;
- Be personally accountable for one's actions and admit mistakes when they occur;
- Be aware of UAB's obligations towards all stakeholders;
- Conscientiously fulfill obligations towards all stakeholders; and
- Communicate to others ethical standards of conduct and responsibilities under this Code of Conduct through instruction and example.

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UAB community members **are not** to:

- Fabricate information;
- Change or knowingly omit information to misrepresent events, circumstances, results, or outcomes in relevant records; or
- Take credit for another's work or work product as one's own without permission.

With respect to teaching and research, UAB community members are expected to:

- Promote academic freedom, including the freedom to discuss all relevant matters in the classroom and to explore all avenues of scholarship, research, and creative expression;
- Propose, conduct, and report research with integrity and honesty;
- Protect people and humanely treat animals involved in teaching or research;
- Undertake human subjects research only in accordance with approved protocols;
- Learn, follow, and demonstrate accountability for meeting requirements of regulatory bodies, sponsors, and partners;
- Faithfully transmit research findings;
- Protect rights to individual, UAB, and third-party intellectual property;
- Ensure originality of one's work and provide credit for the ideas of others upon which work is built;
- Be responsible for the accuracy and fairness of information reported and/or published; and
- Fairly assign authorship credit on the basis of significant contributions.

With respect to patient care, UAB community members are expected to:

- Provide the highest quality of care by reaching for excellence;
- Do the right thing, at the right time, for the right person and have the best possible result; and
- Partner innovative medicine and technology with compassionate care that is safe, effective, patient-centered, timely, efficient, and equitable.

2. Treat individuals with respect

UAB is an institution dedicated to tolerance, diversity, and respect for differences. Central to that commitment is the principle of treating each UAB community member and those we serve with respect.

UAB community members are expected to:

- Be respectful, fair, and civil;
- Value diversity of opinion and contributions of others;
- Avoid all forms of harassment, illegal discrimination, threats, or violence;
- Provide equal opportunity for access to programs, facilities, and employment; and
- Promote conflict resolution.

3. Comply with applicable laws, regulations, and policies

UAB is committed to sustaining a culture of trust, ethics, and compliance in which legal requirements are met and individuals are comfortable raising concerns to the appropriate individuals when they have a good faith belief that actions of individuals or an entity within the UAB Enterprise are not consistent with laws, regulations, policies, or standards. Additionally, UAB leadership is committed to maintaining the community trust by ensuring appropriate actions are taken to resolve non-compliance. UAB community members are expected to:

- Learn and follow the rules, laws, regulations, contracts, and UAB policies and procedures applicable to one's UAB work or activities;
- Be proactive to prevent and detect compliance violations;
- Report suspected compliance violations through standard management channels, beginning with one's immediate supervisor, instructor, or advisor or, if not appropriate because of that individual's involvement, to a higher level of management within one's unit, department,

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school, or entity, to Human Resources, to a compliance officer, or to the Ethics Matters Hotline; and

- Ensure that reports of suspected compliance violations within one's area of responsibility are properly resolved.

4. Use confidential information responsibly

UAB community members are creators and custodians of various types of confidential, proprietary, and private information. Each UAB community member is required to comply with federal and state laws and regulations agreements with third parties and UAB policies pertaining to the use, protections, and disclosure of such information. UAB community members are expected to:

- Learn and follow all laws, UAB policies, and agreements with third parties regarding access, use, protection, disclosure, retention, and disposal of public, private, and confidential information;
- Respect the privacy of all information records, whether student, employee, or patient;
- Follow document retention and disposal policies;
- Maintain information security using appropriate electronic and physical safeguards; and
- Fulfill any applicable requirements when one's relationship to UAB is terminated.

5. Acknowledge and appropriately manage conflicts of interest

UAB community members who are UAB faculty and staff owe their primary professional allegiance to UAB and its mission to excel in the highest levels of education, patient care, research, and scholarship. UAB community members have an obligation to be objective and impartial in making decisions on behalf of UAB. External professional activities, private financial interests, or the receipt of benefit from third parties can cause an actual or perceived conflict between UAB's interests and an individual's private interests. UAB community members are expected to:

- Accept benefits, awards, and prizes from external entities only in accordance with established UAB policies and standards;
- Disclose relationships with third parties, such as consulting, board   membership, or professional services, in accordance with UAB's process to ensure objective judgment in purchasing, research, and other UAB business and to identify any potential or actual conflicts of interest;
- Adhere to any management plans created to manage conflicts of interest; and
- Ensure one's personal relationships do not interfere with objective judgment in decisions affecting UAB employment or academic progress of any UAB community member.

6. Safeguard and accurately account for UAB resources

UAB is dedicated to responsible stewardship. UAB resources must be used for UAB business purposes and not for personal gain. All UAB accounts, financial reports, tax returns, expense reimbursements, time sheets, and other documents including those submitted to government agencies must be accurate, clear, and complete. All entries in UAB records must accurately reflect each transaction. UAB community members are expected to:

- Use UAB property, equipment, finances, materials, electronic and other systems, and other resources only for UAB purposes;
- Prevent waste and abuse;
- Promote efficient operations;
- Follow appropriate protocols for obligating UAB entities by contract/agreement;
- Follow sound financial practices, including accurate inventory accounting, financial reporting, responsible fiscal management, and internal controls; and
- Engage in appropriate accounting and monitoring.

7. Provide a safe environment

UAB community members have a shared responsibility to ensure a safe, secure, and healthy environment for all UAB students, patients, faculty, staff, volunteers, and visitors. UAB community members are expected to:

- Promote personal safety and follow safe workplace practices, including participating in applicable education sessions, using appropriate personal safety equipment, and reporting accidents, injuries, and unsafe situations;
- Maintain security, including securing UAB assets;
- Report suspicious activities; and
- Protect the environment, including carefully handling hazardous waste and other potentially harmful agents, materials, or conditions.

8. Document, code, bill, and collect in accordance with applicable rules and regulations

As a comprehensive research enterprise and academic medical center, UAB must coordinate activities to ensure that clinical services and sponsored projects are billed appropriately and in compliance with relevant laws, regulations, and contractual obligations. UAB community members are expected to:

- Provide medically appropriate goods and services to the patients UAB serves;
- Render services within the scope of federal, state, and professional licensure guidelines and applicable staff by-laws;
- Substantiate goods and services provided with complete and accurate documentation in the medical record; and
- Accurately code and bill for services based on current payer and government standards.

Adherence to this code requires UAB community members to bring suspected violations of applicable laws, regulations, policies, and standards to the attention of the appropriate office. UAB treats every notice of suspected compliance violation very seriously and considers reports of suspected noncompliance to be a service to UAB. Reporting a compliance concern in good faith will not jeopardize one's employment. No such protection is extended to UAB community members reporting in bad faith.

UAB prohibits UAB community members from retaliating or allowing retaliation against another community member for reporting activities suspected of violating laws, regulations, contractual obligations, or UAB policy.

Confirmed violations of this Code of Conduct will result in appropriate consequences for the violators, up to and including termination of employment or other relationships with UAB.

⇨ **Note:** At the end of this training you will be required to sign the Code of Conduct Agreement.

Important Numbers

UAB Switchboard	**934-4011**
Volunteer Office	934-4270
Gift Shops	
West Pavilion	934-6434
North Pavilion	996-2019
Highlands	930-7025
NP Parking Deck	996-2477
Patient Information	934-4322 (UAB Hosp.) 930-7000 (HLDS) 801-8000 (TKC)
Fire (Code Red)	934-0001 (UAB Hosp.) 1-2-3 (HLDS) 1-1010 (TKC)
Abduction	934-3535 or 1-2-3 (HLDS)
Police	934-3535 / 934-4434 / 9-1-1
Code Blue *Use if someone has collapsed* *or has a Life-Threatening Medical Emergency*	934-1010 (UAB Hosp.) 1-2-3 (HLDS) 801-1010 (TKC)
Code METS (non life-threatening)	934-6387
Nurse STAT (TKC) (non life-threatening)	801-8999
Environmental Services (Hosp)	934-4288
MSDS	800-451-8346
Patient Escort	934-2220
MARS (Motorist Assistance)	975-6277
Hospital Evening Escort**	934-8772

**Call if you need to have an escort take you to your vehicle. Be sure to always have an escort when leaving the building at night.

UAB Hospital

UAB Hospital Buildings and Concourse Walkways

UAB Medical Center District

Legend to District Map
P Parking V Valet Parking ▲ Patient Entrances

Interior Concourse

The facilities shown here are all accessible to one another by an interior concourse system and covered crosswalks, which are located on the second floor of each building.

Legend to Concourse Map
? Information / Guest Services P Parking Food
V Valet Parking ⊠ Elevators Escalators
Concourse A Concourse B Concourse C Concourse D