



INITIAL ORIENTATION CHECKLIST

Princeton HealthCare System (PHCS) Staff: This checklist must be given to and signed by all PHCS employees whose start date is prior to mandatory general orientation, temporary employees hired through an employment agency (such as RN's, technicians and clerical workers), chaplains and students.

Contract Personnel: This checklist provides you with information about important Princeton HealthCare practices and is intended to support your interaction with patients, PHCS employees and the public.

COMMUNICATION

Please contact the following for concerns/problems:

- Manager/Dept. Director/Preceptor _____, dial _____
- Administrative Coordinator _____, dial Operator
- Security Emergency, dial Extension 4444/Non-emergency, dial Extension 10060 or 16464.

PATIENT CONFIDENTIALITY/RIGHTS

- Any information about a patient's condition, care, treatment or personal data is absolutely confidential and must not be discussed with anyone other than those who are directly responsible for the patient's care.
- A patient bill of rights is mounted in every patient room.

CULTURAL SENSITIVITY AND DIVERSITY AWARENESS

- The patient has a right to and receives care that is considerate and respectful of his or her personal values and beliefs.
- The assessment of patients considers not only physiological status but also psychological and social concerns.
- A patient's cultural and family contexts and individuals backgrounds are important factors in his/her response to illness and treatment.

CARING SERVICE

Excellence in service is integral to the mission of Princeton HealthCare System. Our commitment to be the best at PHCS is demonstrated by our caring, dignified, and respectful treatment of our patients, their families, each other and all of the community we serve. Our goal is service with a **WOW**...consistently!

INFECTION CONTROL/CONTACT PRECAUTIONS

- Use Universal Precautions (protective barriers such as gloves, masks, and gowns) in all circumstances that may present exposure to blood or body fluids.
- Perform hand hygiene before and after each patient contact.
- Report sharp injuries and body fluid exposures to Occupational Health Services or the Emergency Department within one hour of exposure.

EMTALA

- EMTALA stands for the Emergency Medical Treatment and Labor Act. When any individual comes to UMCP's Emergency Department or Obstetric Unit and requests an examination or treatment, the hospital must provide the examination or treatment regardless of their ability to pay to determine if an emergency condition exists.
- The hospital must provide medical treatment within its capabilities to minimize the risk to the individual or for a woman in labor, the unborn child.

- EMTALA requires hospitals to inform individuals of their right to a medical screening examination and stabilization for an emergency condition. It also requires an individual requesting or requiring a transfer for further medical care is transferred appropriately regardless of ability to pay.
- EMTALA does not apply to inpatients or to an individual being treated as an outpatient who develops an emergency during the encounter.

HIPAA

HIPAA, The Health Insurance Portability and Accountability Act, passed in 1996 and went into effect in April 2003 was designed to:

- Protect patients' rights by giving them access to their health information and control over how it will be used.
- Protect the confidentiality, security, and privacy of all medical records and other health information that is used or shared in any form, whether on paper, electronically, or orally by certain healthcare entities and their business associates.
- To protect patient's privacy, do not give out patient information unless you are sure it is going to the appropriate person for a legitimate reason; and release only the minimum necessary information.
- To protect the confidentiality and security of electronic protected health information, log off your computer applications and systems when you no longer need access or when you step away from your workstation. In addition, protect your usernames and passwords and do not share them with anyone.
- Concerns can be directed to our Privacy Officer, Lisa Hartman at 609-853-7140 or our HIPAA confidential hotline at 1-800-442-5188.

CORPORATE COMPLIANCE

- Our Corporate Compliance program is based on the principle of compliance with all laws and regulations affecting our services and on abiding by standards of integrity, honor, and concern for others. These standards are the foundation upon which our day-to-day operations exist.
- Our standards of conduct are formalized in our Corporate Code of Conduct, which is distributed to all employees as a reminder of our tradition of high ethical standards.
- You are strongly encouraged to report any suspected violations to your supervisors, managers, or human resources staff or you can call our Chief Compliance Officer, Lisa Hartman at 609-853-7140 or the confidential Hotline at 1-800-779-4035.
- PHCS has a policy forbidding retribution or retaliation for reporting compliance issues in good faith.
- The Corporate Compliance Hotline was created to allow anonymous and confidential reporting of suspected violations of PHCS's standards of conduct and policies as well as state and federal laws and regulations. It is available twenty-four hours a day, seven days a week.

EMERGENCY AND SAFETY PREPAREDNESS

- If a disaster situation occurs, a Code Triage is called. Know what your responsibility is.
- Report any failure in bio-medical equipment immediately.
- Report any safety concerns immediately to your Supervisor.

EMERGENCY CODES/RESPONSE

TYPE	DIAL	CODE CALLED
Adult Medical Emergency	5555 give location	Code Blue
Pediatric Medical Emergency	5555 give location	Code White
Fire	4444 give location or Pull alarm	Code Red
Infant/Child Abduction	4444 give location	Code Amber
Bomb Threat	4444 give location	Code Yellow
Security Emergency/ Patient Elopement	4444 give location	Code Gray
Hostage Situation	4444 give location	Code Silver
HAZMAT Situation	4444 give location	Code Orange
Code situation has resolved		Code Clear

FIRE SAFETY

Remember **RACE** to fire safety:

Rescue those in danger

Activate the alarm

Contain the fire

Extinguish or Evacuate

Remember **PASS** for extinguisher use:

(Check for location when entering area)

Pull the pin

Aim nozzle at base of the fire

Squeeze the handle

Sweep stream back and forth across base

HAZARDOUS MATERIALS

- All units/departments have Material Safety Data Sheets (MSDS) manuals for material in their area. MSDS information is also available on-line on Citrix.
- If you are involved in a hazardous spill or exposure call your Supervisor for help immediately.

SEXUAL (AND OTHER HARRASSMENT)

- PHCS is opposed to all forms of unlawful discrimination, including harassment based upon sex, race, ethnicity, religion, age, disability, handicap, or other unlawful harassment of one employee by another employee.
- PHCS does not tolerate sexual harassment, and like other forms of harassment, will result in disciplinary action, up to and including unpaid suspension and discharge
- The term "sexual harassment" includes any unwelcome sexual attention, sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature or other offensive behavior directed against any person based upon his or her sexual orientation.
- If an employee believes that they are the victim of sexual (or other) harassment, they should report the incident immediately to their department manager/supervisor or to the Human Resources Department. Human Resources Management will be responsible for the investigation and resolution of all harassment charges.

CONSCIENTIOUS EMPLOYEE PROTECTION ACT (CEPA)

- CEPA provides that it is unlawful for an employer to take any retaliatory action or tolerate any reprisal (e.g. demotion, suspension, termination or other retaliatory action) against an employee who refuses to participate in unlawful or unethical activity and/or discloses unlawful activity to a supervisor or government agency.
- The protection against retaliation, when a disclosure is made to a public body, does not apply unless the employee has brought the activity, policy or practice to the attention of a supervisor or administrator of the organization and has given the employer a reasonable opportunity to correct the activity, policy or practice.
- Disclosure is not required where the employee reasonably believes that the activity, policy or practice is known to one or more supervisors of the employer or where the employee fears physical harm as a result of the disclosure, provided that the situation is an emergency in nature.
- If you have a complaint of this nature, questions or desire further information, please contact the Director, Client Services @ (609) 853-7412.

THE JOINT COMMISSION (JC)

- The Joint Commission is the nation's predominant standards setting accrediting body in Healthcare. Accreditation by the Joint commission is recognized nationwide as a symbol of quality that reflects an organizations commitment to meeting certain performance standards.
- Any employee who has concerns about safety or quality of care provided by PHCS should report these concerns to their Supervisor, Manager, Director, VP, HR and/or the Chief Compliance Officer.
- If the concerns cannot be resolved by PHCS, employees may contact the Joint Commission directly by calling 1-800-994-6610 or email the Joint Commission at complaint@jointcommission.org.

THE FALSE CLAIMS ACT (FCA)

PHCS supports the efforts of federal and state authorities in identifying incidents of fraud and abuse and has the necessary procedures in place to prevent, detect, report and correct incidents of fraud and abuse in accordance with contractual, regulatory and statutory requirements.

False Claims Act Policy sets forth the guidelines to be followed by all employees, contractors and agents regarding the FCA and in detecting and preventing fraud, waste and abuse.

Below please find some examples of Health Care Fraud that may lead to the submission of fraudulent claims to the government:

- Falsifying billing and/or medical coding records
- Billing for services not medically necessary
- Duplicate billing for items or services
- Submitting bills for services never performed or items never furnished
- Failing to report overpayments

Under the FCA, it is a violation to knowingly submit a false claim to the government. All employees, contractors or agents with knowledge of potential fraud and abuse situations must report such situations through any of the following methods:

- Notifying their direct supervisor;
- Notifying any supervisor or member of management;
- Notifying Human Resources management;
- Contacting the PHCS Chief Compliance Officer, Lisa Hartman directly at 609-853-7140 or call the confidential PHCS Compliance Hotline at 1-800-779-4035.

SPEAKUP

- A Joint Commission sponsored initiative inviting patients to play a vital role in making their care safe.
- This initiative encourages our patients to “Speak Up” to help prevent health care errors and to make their care a positive experience.

Reviewed with _____
(Signature of PHCS staff or contract personnel)

on _____ by _____
(date) (PHCS staff member-HR/Dept. Director/Preceptor)