

Job Shadowing Program



Program Overview

- The job shadowing program at the The Nebraska Medical Center, UNMC Physicians and the University of Nebraska Medical Center (UNMC) is designed to promote the health-care professions while safeguarding patient privacy.



Program Overview

- The following slides will cover the job shadowing dress code, safety, and information security and privacy policies as they apply to job shadowing.
- Your participation in the job shadowing program requires compliance with these policies.

Dress Code



Dress Code

- **DO** wear clean and professional clothing
 - Example: khaki pants , a polo-type shirt and closed-toe shoes
- **DO** wear the name badge provided to you
- **DO NOT** wear inappropriate clothing
 - Examples: denim, baggy pants, short skirts, midriffs, low- cut tops, open-toe shoes
 - Scrubs, lab coats (unless provided by department)

Safety



Safety

- Hospital staff have been trained for many safety situations
- Remain with the staff member that you have been assigned to shadow
- In case of fire, weather or medical emergency, follow your sponsor's instructions

Safety

- If you have a latex or other significant allergy or medical condition, please advise your sponsor
- If you are feeling sick, have a contagious disease, or are coughing or sneezing, reschedule your job shadowing experience
- Report any injuries or illness that occur during your job shadowing experience to your sponsor

Safety

- In a clinical setting, avoid the spread of germs
 - Cover mouth and nose with tissue when coughing or sneezing
 - Dispose of tissue in waste basket
 - If tissue is not available, use upper sleeve, not hands
- Clean hands after coughing or sneezing
 - Wash hands with warm water and soap
 - Clean with alcohol-based hand cleaner

Safety

Stop the spread of germs that make you and others sick!

Cover your Cough

Cover your mouth and nose with a tissue when you cough or sneeze or cough or sneeze into your upper sleeve, not your hands.

Put your used tissue in the waste basket.

You may be asked to put on a surgical mask to protect others.

Clean your Hands

after coughing or sneezing.

Wash hands with soap and warm water for 20 seconds or clean with alcohol-based hand cleaner.



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Information Security



Information Security--HIPAA

- The Nebraska Medical Center, UNMC Physicians and UNMC are legally required by the Health Insurance Portability and Accountability Act (HIPAA) as well as state law to protect the privacy and security of health-care information of every patient treated at our facilities
- Law applies to the Job Shadowing Program participants as well

Information Security

- Access to patient medical and billing information is a privilege given to individuals who have a work-related need for that information
- Participants in the Job Shadowing Program will not have direct access to computer systems and should not attempt access any patient's medical information

Information Security

- Staff is not allowed to share their login and password with anyone
- Staff is responsible for all activity under their login
- Access to patient information is routinely audited

Patient Privacy and Confidentiality



Patient Privacy

- There are many regulations to ensure patient privacy
- Regulations are only part of the reason to take patient privacy very seriously

Patient Privacy

- It is critical to the effective provision of healthcare to protect patient privacy
- Patients who do not trust their providers to keep their information confidential may withhold details that are needed to effectively care for them

Patient Privacy

- During the job shadowing experience you may encounter patients or patient information
- You do not disclose this information to anyone under any circumstances
- You will sign a confidentiality agreement in order to participate in the job shadowing experience

Confidentiality Situations

- When participating in the Job Shadowing Program you may experience
 - Seeing a girl you went to school with in the maternity area with her newborn baby
 - Seeing a teacher or former teacher in a hospital gown
 - A friend from church is in the hospital and you think the pastor should know to visit him/her
 - Recognizing a public figure receiving treatment

Confidentiality & Patient Privacy

- Any information about any patient being treated or seen in hospitals CANNOT be shared
- You should not discuss people and patients you may see at the hospital
- Often times, patients like to keep their medical conditions private and do not want anyone to know they are receiving care
- Patients have the right to confidentiality

Confidentiality & Patient Privacy

- If you see someone you know
 - **DO** greet them by saying hello
 - **DO** continue on with your job shadowing experience
 - **DO NOT** ignore them
 - **DO NOT** ask them why they are in the hospital
 - **DO NOT** tell other people you saw them

Confidentiality & Patient Privacy

- Further considerations
 - How would you feel if your doctor discussed your health with people and it went around school?
 - How would you feel if someone announced your pregnancy before you could tell your close friends and family?
- Fortunately your doctor is legally required to protect your health information
- Always remember that patient privacy is the priority
- All staff is trained to protect patient privacy
 - Clinical staff
 - Maintenance staff
 - Food Services staff

Confidentiality & Patient Privacy

- It may be difficult to decide what you can tell others who ask about your job shadowing experience
 - **DO** share general information about the department you visit
 - **DO** tell about the staff you met and worked with
 - **DO** share the types of procedures and healthcare provided

Additional HIPPA Questions

- HIPAA questions
 - Visit www.hhs.gov/ocr/privacy



Job Shadowing Quiz Review



Sick Policy Review

- If you are feeling ill the day of your job shadowing experience
 - **DO** stay home and reschedule your job shadowing experience

Dress Code Review

- When considering the appropriate attire for your job shadowing experience
 - DO wear clothing that is clean and professional such as khaki pants , a polo-type shirt and closed-toe shoes
 - DO wear the name badge provided to you

Patient Information Review

- All of the following statements relate to accessing patient information
 - Access to electronic patient information is a privilege
 - Access to electronic patient information requires a login and password
 - Access to electronic patient information is not allowed by job shadowing program participants

Patient Privacy Review

- While job shadowing you see someone you know in the hallway
 - **DO** smile and say “Hello!”
 - **DO** continue with your job shadowing experience
 - **DO NOT** ignore her entirely
 - **DO NOT** ask her why she is here
 - **DO NOT** engage in conversation
 - **DO NOT** repeat anything she has told you of her own free will
 - **DO NOT** let your parents know you saw them

Confidentiality Review

- After your job shadowing experience
 - DO discuss the unit and department you visited
 - DO talk to friends, family and teachers about if you will pursue a career in healthcare

Return to Job Shadowing Site

<http://www.nebraskamed.com/careers/jobShadowing/program.aspx>

