



## CONFIDENTIALITY STATEMENT (2.01)

As an El Camino Hospital employee, volunteer, student, intern, instructor, person employed through a registry/temporary agency or under contract services, or vendor or other observer, you have a legal and ethical responsibility to protect the privacy of patients and the confidentiality of their health information. All information that you see or hear regarding patients, directly or indirectly, is completely confidential and must not be discussed, viewed or released in any form, except when required in the performance of your duties.

A patient whose medical information has been unlawfully used or released may recover actual damages as well as punitive damages, plus attorney fees and court costs. Unauthorized disclosure of medical information is also criminally punishable as a misdemeanor. The mere acknowledgement that a patient is being treated, for psychiatric disorders, drug abuse, or alcohol abuse, may expose the hospital and the person making the unauthorized disclosure to substantial fines and liability.

If you are assigned a computer code that allows access to patient information, the code gives you access to confidential information that should only be used in caring for patients. Access codes are assigned based on the need to have information in order to carry out assigned responsibilities as determined by your manager.

All system passwords use a unique identification code that serves as a signature when entering the particular system. It is your responsibility to keep your passwords strictly confidential. Under no circumstances may you give your passwords to someone else.

If you have access to employee information, El Camino Hospital financial information or any other proprietary information, you are expected to treat the confidentiality of such information in the same manner as patient information.

Additionally, protection of confidentiality is required when transmitting sensitive data outside El Camino Hospital.

Refer requests for medical records to:	Health Information Management	650-940-7066
Refer media requests for information to:	Marketing and Community Relations	650-988-7767

## Confidentiality of Patient Information

1. I understand that access to patient information may be required for me to do my job, and that I am only permitted to access patient information to the extent necessary for me to provide patient care and perform my duties. Therefore, I will treat all patient, physician, employee and hospital business information (e.g., medical, social, financial, and emotional) acquired during the course of my work as strictly confidential.
2. I understand that “confidential” means that patient information must not be revealed or discussed with other patients, friends, relatives, or anyone else outside of the El Camino Hospital health care environment. In other words, a patient’s personal and medical information can only be discussed in private with appropriate individuals who have a medical and/or business related need to know, whether on duty or off.
3. I will not view, release, or disclose patient information or access my own information, unless my job requires it, and then will disclose only minimum necessary patient information needed to carry out my responsibilities for El Camino Hospital. I will not disclose identifying information (e.g. name, date of birth, etc.) if the information can be removed and is not essential to the analysis. If I am not sure whether the information should be released, I will refer the request to the appropriate department (e.g. Health Information Management) or appropriate individual (e.g. Chief Privacy Officer or Compliance Officer).
4. I will appropriately dispose of patient information and reports in a manner that will prevent a breach of confidentiality. I will never discard confidential or patient identifiable information in the trash, unless it has been shredded or recycled.
5. I understand that I have a duty to protect El Camino Hospital patient information from loss, misuse, unauthorized access, alteration or unauthorized modification, and as soon as I become aware I have a duty to immediately disclose to El Camino Hospital any breach of patient confidentiality.
6. I will access patient information or my own information only when needed in order to do my job, and understand that retrieving/viewing/printing or copying information (computerized or paper), on other patients such as friends, relatives, neighbors, celebrities, co-workers, or myself is a breach of confidentiality and may subject me to immediate termination of employment or association with El Camino Hospital, as well as civil sanctions and/or criminal penalties.

## Confidentiality of Business Information

1. I understand that information regarding the business and operations of El Camino Hospital is confidential, and that such information is owned by and belongs to El Camino Hospital.
2. I understand that I am only authorized to access business information if it is required for me to perform my duties. This information must not be revealed or discussed with others within or outside of El Camino Hospital except to the extent that this discussion is necessary to perform my duties.
3. I understand that I have a duty to protect El Camino Hospital business information from loss, misuse, unauthorized access, alteration or unauthorized modification, and that I have a duty to immediately disclose to El Camino Hospital any breach of business information confidentiality.
4. I understand that failure to follow this agreement may subject me to immediate termination of employment or association with El Camino Hospital, as well as civil sanctions and/or criminal penalties.

## Information System Security

1. I understand that El Camino Hospital's information systems are company property and are to be used only in accordance with the hospital's policies. I also understand that I may be given access codes or passwords to El Camino Hospital information systems, and that I may use my access security codes or passwords only to perform my duties.
2. I acknowledge that I am strictly prohibited from disclosing my security codes or passwords to anyone, including my family, friends, fellow workers, supervisors, and subordinates for any reason. I will keep my security codes and passwords in confidence and will not disclose them to anyone (other than the System Security Administrator) for any reason.
3. I agree that I will not breach the security of the information systems by using someone else's security codes or passwords, nor will I attempt in any way to gain access to any unauthorized system. Also, I will not allow anyone else to access the information systems using my security codes or passwords.
4. If I leave my workstation for any reason, I will initiate security measures in accordance with hospital procedures so no unauthorized person may access patient or business information, or enter information under my security codes or passwords; I will make sure the system screen or paper record is not left open and unattended in areas where unauthorized people may view it.
5. I will not misuse or attempt to alter information systems in any way. I understand that inappropriate use of any information system is strictly prohibited. "Inappropriate use" includes:
  - (a.) personal use which inhibits or interferes with the productivity of employees or others associated with El Camino Hospital, or which is intended for personal gain;
  - (b.) transmission of information which is disparaging to others based on race, national origin, sex, sexual orientation, age, disability or religion, or which is otherwise offensive, inappropriate or in violation of the mission and values of El Camino Hospital;
  - (c.) disclosure of confidential information to any individual, inside or outside the organization, who does not have a legitimate business-related need to know; and
  - (d.) the unauthorized reproduction of information system software.
6. Only El Camino Hospital approved and officially licensed software may be added to El Camino Hospital systems.
7. I understand that I will be held accountable for all work performed or changes made to the systems or databases under my security codes, and that I am responsible for the accuracy of the information I put into the systems.
8. If my employment or association with El Camino Hospital ends, I will not access any El Camino Hospital information systems that I had access to and acknowledge that legal action may result if I do.
9. I understand that El Camino Hospital reserves the right to audit, investigate, monitor, access review and disclose information obtained through the organization's information systems at any time, with or without advance notice to me and with or without my knowledge.

10. I understand that I have a duty to protect El Camino Hospital information systems from loss, misuse, unauthorized access, alteration or unauthorized modification, and that I have a duty to immediately disclose to El Camino Hospital any breach of information system security (for example, if the confidentiality of my or another's password has been broken) or any inappropriate use of information systems.
  
11. I understand that a violation of computer security or any component of this agreement is considered a violation of hospital policies, and may subject me to immediate termination of employment or association with El Camino Hospital, as well as civil sanctions and/or criminal penalties.

I will ask my supervisor for clarification if there are any items I do not understand before signing this agreement. My signature below acknowledges that I have read and understand this agreement and realize it is a condition of my employment/association with El Camino Hospital. I also acknowledge that I have received a copy of this signed agreement.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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



## CLINICAL STUDENT ORIENTATION

Name (print) \_\_\_\_\_ Date \_\_\_\_\_ Student Phone Number \_\_\_\_\_  
 School \_\_\_\_\_ Instructor's Name \_\_\_\_\_ Clinical Area \_\_\_\_\_

The following list is to be read and signed by the clinical student. This form is to be completed prior to start of clinical, signed by an El Camino Hospital designee / instructor, and sent to the Nursing Education Department at GC30, (c/o Cathy Patton).

**Yes N/A Emergency Management Codes:**

- Dial **"55"** to report all emergencies such as fire, CPR, toxic spills, rapid response team, stroke alert. State your name, the type of emergency, location and number of injuries, if applicable.
- Code Blue**=Cardiac/respiratory arrest or Medical Emergency for Adult
- Code White-Neonatal**=Cardiac/respiratory arrest or Medical Emergency (28 days or less)
- Code White-Pediatric**=Cardiac/respiratory arrest or Medical Emergency (over 28 days)
- Code Red**=Fire, flames or visible smoke. If you discover fire, **RACE:**  
**R** Remove anyone in immediate danger;  
**A** Alarm. Pull nearest fire alarm box and Dial "55," state location;  
**C** Confine. Close all doors and windows;  
**E** Extinguish and/or Evacuate.
- Code Orange**=Hazardous materials spill/leak
- Code Triage**=Internal/external disaster, meaning high influx of patients or need for evacuation of extended area
- Code Gray**=Angry/violent patient or visitor
- Code Silver**=Person with a weapon/hostage situation
- Code Yellow**=Reported bomb threat
- Code Pink**=Infant Abduction (1 year or less)
- Code Purple**=Child Abduction (over 1 year)
- Refer to emergency management flip guides posted on walls throughout the hospital and/or the Environment of Care Safety Program Policies available online.

**Yes N/A General Safety:**

- Walk don't run.
- Isolate all spills immediately and report to **Environmental Services, ext. 7317**
- Familiarize yourself with emergency exits.
- Return to assigned area in the event of an emergency unless unable to do so.
- Close drawers and cabinets to prevent injury.
- Store material in limited heights (below 5ft.) to prevent falling or collapsing.
- Report unsafe conditions to supervisor.
- The use of illegal drugs or alcohol on the hospital premises is prohibited.
- Working while impaired through the use of intoxicating substances is prohibited.
- Follow your department's policy regarding low-heeled, closed-toe, nonskid shoes.

- Obey directional signs used by Environmental Services when floors/carpets/stairs are being cleaned.
- Cords and wires should be positioned in a manner to preclude tripping and obstruction of traffic.

**Yes N/A Fire Safety:**

- El Camino is a "non-smoking" hospital.
- Do not use elevators during a fire or earthquake.
- Store flammable substances in nonflammable storage cabinets.
- Keep aisles and passageways clear for emergency access or evacuation.
- All storage must be at least 18 inches below fire sprinkler heads
- Keep fire extinguishers and hoses clear at all times.

**Yes N/A Electrical Safety:**

- Review and follow manufacturer's policies for equipment safety features.
- Make sure all electrical equipment is grounded and a green dot hospital grade plug is used.
- Do not use any appliances or machinery while touching metal or anything wet.
- Use of adapter plug is not permitted.
- Use of extension cord is not permitted, except in emergency.
- Report all frayed wires, cracked plugs, or inoperative equipment to **Clinical Engineering, ext. 7314**.
- Remove defective or inoperative equipment from service and separate it from other equipment. Attach a note to equipment explaining the problem.

**Yes N/A Body Mechanics:**

- Do not lift patients manually. Use transfer belts and/or lift equipment when moving patients up in bed, to or from gurney or wheelchair, to walk, or to use bathroom.
- Bend knees and use leg muscles to lift heavy objects.
- Keep back straight.
- Maintain wide stance: turn your whole body, don't twist.
- Lift load close to body and carry load close to body.
- Seek assistance if an object/patient will be too heavy for you to safely move by yourself.

**Yes N/A Department-Specific Safety:**

- See the department specific "Emergency Preparedness" section in the Safety Binder located on the unit you will be working in, or see the department manager for department-specific safety guidelines.

**Yes N/A Hazardous Materials Safety:**

- Know what hazardous chemicals are in your work area.
- Review Material Safety Data Sheets (MSDS) located in the MSDS Pro online system accessible through the "ECH Toolbox."
- Know methods of detecting hazardous chemicals in your work area.
- Use proper protective equipment (gloves, aprons, and eye protection) when handling hazardous materials.
- Use only chemicals from containers that are labeled.
- Report containers missing labels to your supervisor.
- Medical gas cylinders must be properly secured when transported and stored (chained to wall or carts, in designated storage racks).
- A maximum of 12 oxygen cylinders can be stored in one area at any time.
- Do not carry oxygen; use a cart

**Yes N/A Infection Control:**

- Follow Standard Precautions protocols.
- Cleanse your hands before and after patient contact, after removing gloves, after using the restroom, after handling money or food.
- Use anti-microbial hand gel/foam whenever possible.
- Use soap and water for 15 seconds when hands are visibly soiled, after contact with patients with C. Diff., and after using the restroom.
- Find out about safety-engineered devices used in your department (IV catheters, needles, scalpels, etc.).
- Always engage safety devices immediately after use.
- Don't recap or break needles/sharps.
- Dispose of needles/sharps in puncture-resistant containers. Notify **Environmental Services, ext. 7317** to exchange containers when 2/3 full.
- Use red bags to dispose of blood/body fluid contaminated items.
- Locate protective equipment (i.e., gloves, gowns, masks and goggles) in your area.
- Wear gloves and appropriate barrier attire when coming in contact with blood and body fluids.
- Utilize resuscitation bags to minimize need for mouth to mouth.
- Do not wear gloves or yellow gowns out into the hall.
- Follow hospital procedures for disposing of pharmaceutical waste.

**Yes N/A Patient Safety:**

- Check arm bands prior to administration of patient care.
- Use two patient identifiers: inpatient—name and medical record number; outpatient—name and date of birth.

- Label all specimens at the bedside in front of patient.
- Write down and read back all verbal orders and test results.
- Do not use eliminated/dangerous abbreviations in written documentation.
- Assess for suicide risk for patients with diagnosis of emotional/behavioral disorder.
- Utilize "time out" and "right site" marking for surgical/invasive procedures.
- Keep patient call systems within easy reach.
- Set brakes on all beds, wheelchairs, commodes and gurneys when not in motion.
- Maintain hand contact with patient while transferring, walking, etc.
- Use safety belts on all gurneys.
- Keep side rails up on all beds and gurneys.
- Keep side rails up and double tops on cribs as specified for crib climbers.
- Maintain occupied beds in a low position when not attended by hospital staff.
- Do not permit space heaters in patient care areas. Do not permit patient owned appliances except those that are battery operated or used for hygiene (hair dryers, razors, etc.)
- All medication rooms/carts are to be secured.
- Store IV fluids apart from irrigation fluids.
- Five Rights Method must be used before administering medications.
- Insulin, IV Potassium and Heparin must be checked with another RN before administering.
- Liquids not intended for consumption shall not be placed in food or beverage cups left on a bedside table.
- Alarms on equipment must NOT be disabled or muffled.
- Engage patients and family members in their safety; let them know how to report any concerns they may have

**Yes N/A Corporate Compliance:**

- El Camino Hospital employees and contractors are expected to foster an environment of honesty, integrity, and fairness in communication and decision-making. All ECH associates must follow hospital policies on confidentiality of patient information. No provider shall receive payment in exchange for the referral of patients. No provider shall bill or file a claim for services not performed. Sexual harassment, in any form, is not tolerated. If you know of or suspect any improper conduct speak to your supervisor or call the confidential **Compliance Hotline ext. 7733**.

I have read and understand the above Orientation Checklist. I have asked and had answered any questions I had regarding this list.

Clinical Student Signature

El Camino Hospital Designee / Instructor

Date

**REQUIRED**

To be turned in to Nursing Education prior to or on clinical start date. Needed for each clinical rotation.

# *Corporate Compliance and the Pyxis Supply Station*

Staff are pushing the **TAKE** button once and taking more than 1 item. People are also returning items to a patient who never used them. This not only affects the inventory on your Supply Station but, more seriously, can be seen as an attempt to bill patients for supplies they did not use. It can be considered fraud, whether you meant to overcharge or not.

An actual attempt to submit incorrect billing of patients for monetary gain is considered a violation of federal laws. If we are found to be in violation, ECH could be fined up to \$10,000 per occurrence. Individuals who are found to be in violation can be placed onto a federal exclusions list. Being on this list could prevent you from providing patient care at any medical facility in the United States until you are taken off the list.

## **To avoid such Corporate Compliance problems please remember the following:**

- ◆ You **MUST** push the **TAKE** button for each item you take. If you push the **TAKE** once and take more than 1 item—you may cause **2** problems:
  1. You will run out of the item and you and/or the next shift will not have supplies they need.
  2. You risk overcharging a patient, which can be seen as an attempt to fraudulently bill patients for supplies they did not use.
- ◆ If you are returning items to the supply station, return them to the correct patient. If it is credited to a patient other than the correct patient, then the “correct” patient will be falsely overcharged. The other patient will be falsely undercharged on their bill. Both situations can be seen as submitting fraudulent bills.
- ◆ The supply station will bill the items that are billable. You don’t need to worry about what is a charge or not.
- ◆ Bulk items must be **TAKEN** using an individual patient name, but the patient is not charged. When you take out a box of syringes under Patient *Suzy Que*’s name, she will not be charged for them. This is a unit charge. You use an individual patient name in order to obtain the supplies, **NOT** to charge the patient.

**Remember to apply the above information, as we do not want to become involved in Corporate Compliance issues regarding supplies.**

**Please sign below that you have read and understand the above information.**

**Send your completed form to Nursing Education, GC30**

Signature \_\_\_\_\_ Unit \_\_\_\_\_ Date \_\_\_\_\_