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Welcome to the UAMS Medical Center Volunteer Team!

It is with great respect and admiration that we welcome you to service in the UAMS Volunteer Service Department. Our office has a rich history of committed and exciting volunteers who have given their compassion and care and, in turn, enriched the lives of numerous patients, families, visitors and staff of the UAMS community.

We encourage you to take the time to read carefully the Volunteer Manual you have been given. It is for the benefit of your safety and the safety of those with whom you will work.

When you are finished, please sign and return the Volunteer Contract (found on page 27) to the Volunteer Services Office so it can be filed with your paperwork. Additionally, you must complete, if you have not already, Volunteer Orientation (including Infection Control and HIPAA training) the Orientation Quiz, a Confidentiality Agreement and, finally, an acknowledgement of HIPAA training.

Once again, we welcome you aboard and look forward to working with you in the Volunteer Services Department. We hope that your decision to serve will see you coming back year after year. If there is ever anything we can do to assist you, please do not hesitate to call our office 7:30am-4:00pm, Monday-Friday at (501)686.5657.

Sincerely,

Gloria J. Wright
Director, Volunteer and Auxiliary Services

And

Andrea C. Stokes
 Volunteer Coordinator
The UAMS Mission Statement
The mission of the University of Arkansas for Medical Sciences is to provide excellent education opportunities for students of the health care professions in a stimulating environment of basic and clinical research, integrated with the diversity of superb, comprehensive health care services.

“To teach,

The University of Arkansas for Medical Sciences is Arkansas’ only institution of professional and graduate education devoted to the health and biological sciences. Maintaining high education standards has afforded UAMS the opportunity to offer world-class care.

to search,

In research programs, UAMS provides an environment which encourages and supports a scholarly sense of inquiry by volunteers, faculty and students. Through the exploration of new knowledge regarding the health needs of patients and the issues of health throughout the world, UAMS aids in the important weld between education and services.

to serve…”

UAMS provides exemplary comprehensive patient care services required for its education and training programs, as well as services that meet the referral needs of the State. Our services are provided for all Arkansans regardless of their economic level.

Additionally, UAMS has gained a reputation of first-class care throughout the state of Arkansas due to the various health care milestones it has accomplished such as:

- First open-heart surgery
- First heart bypass surgery
- First bone marrow transplant
- First high-risk nursery
- First kidney transplant
- First to treat sickle cell disease
- First to treat hemophilia
- First ophthalmic laser
  - First eye bank
  - First corneal transplant
- First breast reconstruction surgery
- First cryosurgery for liver tumors
- First to perform balloon dilatation of coronary arteries
- First outpatient chemotherapy
- First unicompartamental knee replacement surgery
  - First articular knee cartilage transplant
  - First and only skull-base surgery
- First gene therapy for multiple myeloma in the United States
  - First fetal blood transfusion in the womb
  - First in vitro fertilization (IVF) program
- First and only combined kidney/pancreas transplant
  - First and only high-risk pregnancy program
  - First pallidotomy for Parkinson’s disease
Volunteering at the UAMS Medical Center

Volunteers play an important and intricate role in the life of the UAMS campus. In all capacities, volunteers have made the commitment to give of their time and care in order to make the hospital community seem more inviting and friendly. This important commitment helps to enrich patients, their families and the UAMS experience.

Additionally, volunteers are rewarded by the relationships they have the opportunity to foster with patients, faculty, staff and fellow volunteers. Thus, in giving of their time, volunteers receive valuable leadership skills, patient care skills and various other abilities paramount in the life of health care.

As UAMS continues to expand its volunteer community, the Volunteer Services Department is committed to the following characteristics of its volunteers:

- UAMS volunteers have the necessary competencies and professionalism to play an intricate role in the field of health care.
- UAMS volunteers are committed to upholding the rights of the patient while being a vital asset to the staff and faculty of UAMS.
- UAMS volunteers maintain privacy and safety standards for the benefit of the University Hospital campus.
- UAMS volunteers feel a calling or are drawn to serve with compassion, kindness, sincerity and friendliness, and without necessity of compensation, pay or other physical benefit.
- UAMS volunteers stay abreast of hospital policies, changes or informative notices, while continuing to be a voice for positive change and offering invaluable ideas for the UAMS of tomorrow.

The UAMS Medical Center Volunteer Mission Statement

The mission of the University of Arkansas for Medical Sciences Volunteer Services Department is to uphold the greater UAMS mission and vision to teach, heal, search and serve through compassionate and informed volunteer services.

The UAMS Medical Center Volunteer Goal Statement

1. To achieve greater competencies in order to encourage knowledgeable and skilled volunteers.
2. To have greater visibility on the UAMS campus through volunteer contributions of their talents, time and compassion.
3. To better equip volunteers with security and safety training and to better orient volunteers to life as a health-care volunteer.
The Rights of the Patient

The UAMS Medical Center takes the task of patient care very seriously!
Thus, as a volunteer you should keep in mind that, at all times, the patient has the right to:

1. be treated with dignity and courtesy.
2. be given considerate and respectful care at all times and in all circumstances.
3. treatment for any emergent or urgent medical condition that is likely to deteriorate if such treatment is not given.
4. be treated and admitted without regard to race, color, creed, sexual orientation, religion, gender or national origin.
5. prompt and reasonable responses to questions and requests.
6. communicate with persons outside our facility.
7. receive visitors, mail, telephone call and other communication during his/her stay as long as they do not interfere with ongoing treatment or that of others.
8. have any restrictions on communication discussed with him/her.
9. contact an outside agency about his/her concerns.
10. privacy and to confidential handling of all communications and records regarding his/her healthcare.
11. have disclosure of his/her presence at this facility withheld in the event that his/her safety is in jeopardy by outside persons.
12. a full explanation of diagnosis, proposed treatment, and procedures in terms that are easily understood and that include benefits, risks involved, significant complications, the outcome and alternative treatments available.
13. an interpreter as necessary to understand all pertinent communication.
14. review, with his/her physician, records pertinent to his/her health care.
15. have medical information explained or interpreted as necessary.
16. know at all times the identity and professional status of all individuals providing any type of services and to know what physician is primarily in charge of his/her care.
17. know that University Hospital is a teaching institution that participates in research protocols affiliated with the UAMS.
18. be informed and to give consent if our facility proposes to engage in or perform research associated with hi/her care or treatment.
19. expect reasonable continuity of care when appropriate and to be informed of available and realistic patient care options when care at our facility is no longer appropriate.
20. be informed of our facility’s policies and practices that relate to patient care, treatment, and responsibilities, including financial information.
21. obtain a full explanation of the bills related to his/her health care services.
22. request an itemized explanation of the total bill for health services rendered.
23. have access to protective services.
24. be involved in decisions about his/her medical care.
25. participate in assessment and management of pain.
26. to make decisions about the plan or care prior to and during the course of treatment (to the extent permitted by law) and to be informed of the medical consequences of your actions.
27. refuse treatment.
28. exclude any or all family members from participating in his/her care decisions.
29. have an advanced directive, such as a living will, a health care proxy, or a durable power of attorney for health care.
30. be involved, with family and other decision-makers, in resolving dilemmas about care decisions.
31. pastoral counseling.
32. express any concerns or grievances orally or in writing without fear of reprisal.
General Information

Accidents
All accidents that occur are important no matter how minute they may seem. Refer or report all accidents or unsafe working conditions to departmental staff or supervisors, security (501.686.7777), or the Volunteer Services Department immediately. The attention you give to accidents may save someone else from experiencing the same problem in the future.

Attendance
You play a vital role in the life of the UAMS Medical Center. Staff and faculty will come to depend on you as they do their work. Thus, your punctual attendance is extraordinarily important. If you know you will be unable to attend your shift, please contact the Volunteer Services Department (501.686.5657) and the contact person for your assigned volunteer area. You and the Volunteer Services Department can work together to find a replacement for your shift and, if necessary, to find a more suitable time to fit your volunteering schedule. (See “Sign In/Out,” p.15)

Benefits
There are many intangible benefits that volunteers receive, such as knowing she/he has impacted the life of UAMS patients, families and visitors. However, there are some tangible benefits from volunteer service:

- Volunteers learn the layout of the UAMS campus which could make health-care needs for themselves and family members easier in the future.
- Volunteers develop professional skills that could aid in personal career development.
- Volunteers are trained in up-to-date safety and privacy standards.
- Volunteers receive discounts on meals pursuant to the number of hours they volunteer.
- Volunteers receive free Tuberculosis screening yearly.
- Volunteers receive free annual flu shots.
- Volunteers learn of community and social functions as they relate to the hospital and are welcome to attend various presentations or training events.
- Volunteers have the opportunity to become involved with volunteer groups on campus such as the UAMS Medical Center Auxiliary.
- Volunteers receive recognition for the services they provide as appropriate.

Cafeteria
As a volunteer, you will receive meal tickets while on duty (see “Meal Tickets,” p.13). There are a variety of eatery options within the UAMS campus. The cafeteria is located in the lower level of the Medical Center. In addition, UAMS provides several alternative food types, including the Gourmet Bean, D’s Catering, the Boulevard Bread Company (currently does not accept meal tickets) and a small deli offering lighter fare.

Change of Information
If during your time of volunteer service you experience a dramatic life event; a change of volunteer status; or a change of name, address, e-mail address or phone number, please contact the Volunteer Services Department (501.686.5657) immediately. Having volunteer files that are
up-to-date are vitally important in the world of volunteerism so that you may continue to receive
notices, updates or other pertinent information.

Competencies
Competencies, as defined by the Joint Commission on Accreditation of Healthcare Organization
(see JCAHO, p. 12) are a list of abilities, knowledge, traits and characteristics that you should
either know or be trained in before taking on your specific volunteer duty. You will be evaluated
in these competencies when you are first accepted as a volunteer, again annually, and at the
discretion of the Volunteer Services Department or the area at which you are assigned to
volunteer. If during your service you become aware of other competencies necessary to perform
your task, please inform the Volunteer Service Department.

Complaints, Comments and Concerns
Understandably, in your position you will see the inner workings of the health care field at
UAMS. Sometimes health care can be fast-paced, tricky, and stressful. Thus, you may at times
recognize changes or concerns that should be addressed by the UAMS system. UAMS
welcomes your carefully constructed comments and valuable insights. However, when working
with patients, families or other visitors to UAMS, it is asked that you display a friendly, loyal
connection to the UAMS family and refrain from airing your concerns. Instead, please make an
appointment with the Volunteer Services Department (501.686.5657) to discuss your valued
thoughts. They welcome your insights and will work hard to resolve any conflict and find a
solution to your concerns.

Further, if patients, families or visitors make complaints or comments to you, immediately direct
them to departmental or necessary staff and refrain from agreeing or disagreeing with their
thoughts. Instead, show sympathy for their concerns and ensure them that you will quickly
inform your supervisor or someone else on the UAMS staff who is ready and available to listen
to their comments. As always, a quick response to all patient concerns is highly important.

Confidentiality
UAMS, in accordance with the Health Insurance Portability and Accountability Act (see
HIPAA, p. 10), maintains a high level of confidentiality in all aspects of the hospital. To that
extent, it is requested that you NEVER discuss the condition of patients, their location in the
hospital, their family members or the persons treating their care at any point in time, with any
person. Please remember the Rights of the Patients when asking yourself if something is
confidential information and, especially, remember confidentiality while in public gathering
places, hallways and elevators.

Conversing with Patients, Families, Visitors and Staff
Volunteers contribute to the hospital by maintaining a friendly and compassionate composure.
At all times, it is hoped you will express a welcoming and helpful demeanor to those who may
have questions and/or concerns, or to those who may simply need someone to talk to. However,
it is important to remember that many patients, families and visitors are experiencing delicate life
or death situations and, in so keeping, controversial or dreary subjects should be avoided.
Further, because staff and employees are often working hard to keep the hospital running
appropriately, it may be necessary for you to limit your conversation with them while on-duty to
direct work-related issues so as not to distract them from their work.
Customer Service
As a UAMS volunteer, your role will affect the way our patients feel about their experience here. We all share a responsibility to be sensitive toward patients and their families. Courtesy, respect, and strict attention to confidentiality are expected of all UAMS volunteers.

Disaster Plan
In case of a tornado, flood, fire, electrical outage, or other disaster, a disaster plan has been designed for this campus to facilitate the treatment of a large number of injuries. Your department head or supervisor will explain your responsibilities and assignments in responding to the overall disaster plan quickly and efficiently.

Dress Code
While on campus, it is expected that volunteers maintain a groomed appearance of professionalism and neatness. Specific departments may require more detailed dress codes. However, generally it is expected that volunteers wear closed-toed shoes, refrain from wearing blue jeans and always wear their I.D. badges (see “I.D. Badges,” p. 11). For further questions, please contact the Volunteer Services Department.

Drug and Alcohol Use
UAMS supports the concept of a drug-free workplace. As a health care institution, volunteers who abuse drugs on the job pose an imminent danger to patients, visitors, and others we serve. It is the policy of the State of Arkansas, and UAMS, that the unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance while on UAMS premises or during the course of any University assignment is prohibited.
Any volunteer who illegally uses, gives, sells, or in any way transfers a controlled substance to another person, or manufactures a controlled substance while volunteering on UAMS premises will be subject to disciplinary action including immediate dismissal as a volunteer and further action by campus police. This includes volunteers who report for volunteering under the influence of drugs, if they are not able to perform their jobs in an efficient and safe manner.

Emergency Codes
All volunteers must receive training in the various UAMS Emergency Codes. This may be done in a classroom setting or by self-directed study. Additionally, a test may be taken to ensure your knowledge of the Emergency codes. Additional information may be found at www.uams.edu/safety.

Employment Opportunities
Volunteering offers valuable skills that may encourage some to seek a career in the field of health care. Thus, sometimes volunteers may assume that volunteering at UAMS will directly lead to an employment opportunity at UAMS. However, such volunteerism cannot guarantee a job on campus. UAMS is an equal opportunity employer and all matters of hire and employment will be handled through the Human Resources Department.
Fire Safety
You should know your responsibilities during a fire. The word R.A.C.E. can be used as a reminder of the four primary steps to take in the event of a fire.

**RESCUE:** Help anyone in immediate danger from the fire. This should be carried out before sounding the alarm, closing doors, or attempting to extinguish a fire.

**ALARM:** Pull the nearest fire alarm pull station and report by phone to Central Control (686-5333). Time is critical. Always sound the alarm before attempting to extinguish a fire.

**CONTAIN:** Close doors where the fire/smoke is located to isolate and contain. Smoke is the biggest killer in the event of fire. Be sure no one is inside the area.

**EXTINGUISH:** Attempt to extinguish the fire. Use whatever means available: fire extinguisher, water, blankets, pillows. **Do not put yourself at risk.** Remember, help is on the way.

The fire plan for UAMS is referred to as CODE RED. CODE RED will be put into effect when fire and/or smoke are reported anywhere on the campus. The phrase CODE RED shall be used as the code for announcing a fire emergency or a fire drill. Under no circumstances should anyone shout “FIRE.” Elevators should not be used during a fire emergency. Fire can affect the electrical power operating the elevators and trap you between floors. If a CODE RED has been activated, the hospital operator will announce three times over the public address system:

“ATTENTION ALL PERSONNEL-CODE RED” (giving the location of fire and/or smoke)

When the fire department determines that the fire and/or smoke situation no longer poses any danger, the Central Control operator will be notified, and the telephone operator will be instructed to make the following announcement three times over the public address system:

“ATTENTION ALL PERSONNEL-CODE RED-ALL CLEAR”

After the “ALL CLEAR” has been given, activities should return to normal.

**Gratuities**  
It is requested that you please not accept gratuities and/or tips from any person.

**HIPAA**  
As a volunteer at UAMS, you may encounter Protected Health Information (PHI) or other confidential information. There are laws protecting such information, and UAMS and other hospital/physicians are required by law to keep the information from being disclosed to unauthorized persons. One of the laws in place is a federal law called HIPAA, which is a short name for the Health Insurance Portability and Accountability Act. HIPAA is designed to ensure the security and privacy of all information about a patient, also called “Protected Health
Information” or “PHI.” This federal law has criminal penalties, as well as civil penalties—imposing fines and possible jail time for violations.

**Health information should be protected from:**
- People who aren’t involved in the patient’s direct treatment
- Employers using it in hiring/firing decisions
- Reporters, nosy neighbors, family members or coworkers.

Protected Health Information (PHI) is any health information that may identify the patient and that relates to:
- Past, present or future physical or mental health condition
- Health care services provided
- Payment for health care.

All patient information that is used or disclosed is included whether written on paper, spoken our loud, or store electronically.

Examples of PHI include:
- Conversations about a patient at the nurses’ station
- Financial records, fax sheets, test results
- Data stored on internet/intranet
- Information used for research purposes
- A patient’s identification bracelet
- An insurance card or patient label
- A detailed appointment reminder left on an answering machine

Volunteers are required to undergo HIPAA training. The HIPAA training material *(see the addendum “UAMS Privacy and Security: Training for Adult Volunteers”)* is designed to help educate you about HIPAA. There will also be a review of the proper safeguards for confidential information including electronic protected health information (ePHI) and highlights from UAMS HIPAA Policies and Procedures. It is an overview. In addition, your supervisor will provide specific training on policies and procedures in your work area. If you do volunteer work in the research arena or receive access to UAMS computer systems, more specific HIPAA training will be required.

**I.D. Badges**
The UAMS volunteer office provides all volunteers with an identification badge at no cost. You are expected to wear your ID badge at all times on the UAMS campus, so that you can be easily identified in restricted areas and provide assistance to visitors. Please notify the Volunteer Services Department (686-5657) if you lose or forget your badge. If and when your time as a volunteer comes to an end, please return your badge to the Volunteer Services Department.

**Infection Control**
Prevention and/or controlling the spread of healthcare-associated infections (HAI’s) are important to everybody.
HAI’s are potentially life-threatening and ALWAYS costly. Patients, visitors, and health care workers are at risk because:
- Patients may be infected on admission and expose others
- Seriously ill or injured patients are more susceptible to infection than healthy people
- Hospital environments as a whole sustain the growth of bacteria which leads to infection.

HAI’s can be prevented by washing your hands:
- Before and after work
- Before and after any patient contact
- Before and after handling food
- After handling contaminated items
- After personal care

To help stop the spread of germs:
- Cover your mouth and nose with a tissue when you cough or sneeze
- If you don’t have a tissue, cough or sneeze into your upper sleeve, not your hands
- Put your used tissue in the waste basket
- Wash your hands or use alcohol gel after coughing or sneezing

No matter where you work in the hospital, you’ll find potential infection hazards.
- Be Alert! Protect yourself and our patients
- Observe ALL isolation precautions!
- Dispose of contaminated materials properly.
- Perform ALL sterile techniques per hospital policy.

Volunteers are required to undergo infection control training (see the addendum “Infection Control is Everybody’s Business”) and have a yearly tuberculin skin test (see “Tuberculin Skin Test,” p. 15). In addition, if you feel ill and know you will not be able to cover your shift, please inform the Volunteer Services Department (686-5657).

**JCAHO**
“Established in 1952, the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) is a private, not-for-profit organization dedicated to improving the quality of care provided to the public. While initially established to accredit hospitals, in 1987 the Joint Commission began accrediting health systems and networks, home care agencies, ambulatory surgery centers, behavioral health organizations and long-term care facilities. Currently, JCAHO accredits 5,400 hospitals and more than 3,600 other organizations.

The mission of the Joint Commission is “to improve the quality of care provided to the public through the provision of health care accreditation and related services that support performance improvement in health care organization.” A Joint Commission accreditation survey provides an assessment of a hospital’s compliance with standards developed by JCAHO. The Joint Commission evaluates a hospital’s compliance based on: 1) verbal information provided to the Joint Commission; 2) on-site observations by Joint Commission surveyors; and 3) documents provided by the hospital.
Hospitals are surveyed by the Joint Commission every three years. Achieving accreditation means that an organization complies with JCAHO standards and continuously makes efforts to improve the care and services it provides.

The JCAHO process seeks to help organizations identify and correct problems and to improve the quality of care and services provided. In addition to evaluating standards and compliance, the Joint Commission survey team spends significant time in consultation and education.

The Joint Commission survey process offers an opportunity for the Volunteer Department to evaluate its standards and compliance with JCAHO guidelines, as well as to stimulate continuous improvement in the quality of services provided by volunteer/auxiliary members. It also provides a means for volunteer leaders to participate in their health care organization’s improvement teams."

Lost and Found
Please return any items found on the UAMS campus to the Lost and Found section of the Campus Police Department and be sure to check with them if you lose something yourself. Special arrangements can be made for pickup after hours.

Meal Tickets
Meal tickets will be distributed to you, as a volunteer, as gratitude for your work and for use while you are on duty. These meal tickets may be used in the cafeteria (see “Cafeteria,” p. 7). Please hold on to your meal tickets tightly and contact the Volunteer Office when you are in need of more.

Orientation
All volunteers must undergo orientation. This may include reading manuals, taking self-directed study tests and having a working knowledge of the Volunteer Manual. In addition, it is at the discretion of the Volunteer Services Department when you must receive additional training when information changes or according to JCAHO standards.

Parking
Parking on the UAMS campus is often at a premium due to the large workforce and the plethora of construction occurring as UAMS continues to grow. The Volunteer Services Department takes your parking concerns seriously and works to make your volunteer experience as enjoyable as possible. On occasion, the Volunteer Services Department can provide you with parking passes or validate your parking. However, free and accessible parking is always available at War Memorial Stadium. A shuttle bus will take you from the parking lot to the Medical Center and back every 10-15 minutes from three shuttle locations in the War Memorial lot.

Performance Evaluation
Performance evaluation is an analysis of how well you are doing your work and the extent to which your performance meets the standards of your position. Your department supervisor or the Volunteer Services Department may consider in this rating such factors as the quality of your

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work as it relates to competencies (see “Competencies,” p. 8), the volume of your work, your teamwork, and your attendance record. It is your supervisor’s responsibility to keep you advised of your progress and performance, but if at any time you feel uncertain as to how you are doing or where you stand, do not hesitate to ask your supervisor or the Volunteer Services Department. Yearly performance evaluations for volunteers are required by JCAHO (see “JCAHO,” p. 12).

Photography
All volunteers who intend to have their picture taken must sign the Photography Release Agreement. Per HIPAA (see “HIPAA,” p. 10), no patients, families or visitors may have their picture taken or distributed without proper documentation of a release.

Police
The UAMS Police Department provides security for the campus 24 hours a day, 7 days a week. Contact them by calling 686-7777. Volunteers should always report: any suspicious/criminal activity; workplace violence; thefts of UAMS and/or personal property; bomb threats; harassing communication; and lost and/or found properties.

Religion
Volunteers should not initiate discussions of religion with patients or their family members and friends. If the patient or family members wish to discuss matters of faith or religious issues, here are some tips to remember:

• Be a good listener and demonstrate sensitivity to the patient’s perspective.
• Never argue.
• Show respect for the patient’s point of view.
• You must refrain from overt proselytizing, evangelism, and solicitation in any form.
• Affirm the patient or family in their concern about religion or faith.
• Recognize that our patients have their own family traditions, come from different cultural backgrounds, and have their own unique ways of expressing what gives their life meaning.
• Refer matters of faith and religion to our chaplains who respect these differences and seek to provide the kind of religious support each patient needs on an individual basis.
• The on-call chaplain can be reached at pager # 688-2060 and the Staff Chaplain can be reached at pager # 688-6222.

Security
The UAMS Police Department provides public safety services twenty-four hours a day, seven days a week to the campus community. All UAMS Police Officers and Investigators are sworn, commissioned police officers, and as such, have full police authority in the state of Arkansas. For security concerns or questions, please contact the UAMS Police Department at 686-7777.

Service Award Pins
UAMS offers an accrual recognition program to honor the service and dedication of its volunteers. Excellent skills and service provided by volunteers like you have been a central factor to UAMS’ success. To recognize volunteers for their service, UAMS celebrates with a Volunteer Service luncheon during National Volunteer Week. Volunteers who have given an
assigned number of years to our campus are recognized and receive a pin indicating their years of service.

**Sexual Harassment**
All volunteers have a right to work in an environment free of discrimination, which includes freedom from harassment. It is the policy of the UA System to prohibit sexual harassment of its staff and volunteers in any form. Such conduct may result in disciplinary action up to and including termination.

UAMS defines sexual harassment as any unwelcome sexual advance, request for sexual favors, or any physical or verbal behavior of a sexual nature, either in or out of the workplace, when submission to or rejection of the conduct is either explicitly or implicitly a term or condition of volunteer service; submission to or rejection of a behavior that will influence any personnel decision regarding that volunteer’s service; and/or a behavior interfering with an individual’s work performance, creating and intimidating, hostile, or offensive environment for volunteer service.

Volunteers who have complaints of harassment should report such conduct to their supervisors, the Volunteer Services Department, the Office of Human Resources or the Office of Human Relations. Where investigators confirm the allegations, appropriate corrective action will be taken.

**Sign In/Out**
Please sign the volunteer book at the start of each shift. These books can be found in the Volunteer Services Department or in a designated spot of which you have been informed previously. Additionally, you should sign out at the end of each shift. Volunteers are given 30-minutes of travel time each way, adding a general hour to each shift you work. If you are working after-hours or off-campus, it is important you submit your volunteer hours as instructed by the Volunteer Services Department. If you have any questions regarding Sign In/Out procedure, please contact the Volunteer Services Department immediately (686-5657).

**Smoking**
For the health of our employees, patients, visitors and volunteers, smoking is restricted on the UMAS campus except in areas designated as smoking areas.

**Solicitation and Distribution of Literature**
The Volunteers Services Department frequently distributes approved, donated magazines or books to waiting room floors. However, to ensure the efficient operation of UAMS, and to control any disturbance to your work, it is necessary to restrict private solicitations. Volunteers are prohibited from soliciting and distributing materials when on an assigned shift. Solicitation of materials by volunteers for the purpose of political, organizational, commercial, social or religious activities not directly related to approved UAMS functions are restricted to public areas and during non-work hours.
Students
The Volunteer Services Department enjoys a mutually beneficial relationship with many students in the community. This includes our teen summer programs and medical students who volunteer throughout the year. If you are a student and have a question regarding volunteering, please contact the Volunteer Services Office (686-5657).

Tuberculin Test
All volunteers are required to have an annual series of Tuberculin Tests. Our student/employee health satellite clinic (eighth floor) or the Family Practice Clinic are glad to administer it free, with no appointment necessary. The procedure is as follows:
1) have the test placed
2) have the results “read” (the nurse will tell you when to come back); and
3) bring one copy of the results to the volunteer office.

Presumably you will need two placements and two readings.

The clinic operates under the following hours and can always be reached by phone (686-8810):
Monday, Wednesday, Friday 7:00am-3:30pm (closed Mondays 9:00am-10:40am)
Tuesday, Thursday 8:00am-4:30pm
No placements on Thursdays, but tests can be read.
Closed for lunch from 12:15pm-1:15pm

Uniforms
(See “Dress Code,” p. 9)
Emergency Quick Reference Guide

Code Amber (Bomb Threat)

If you hear CODE AMBER overhead in your building, listen for specific instructions to follow. You may need to assist in a search or evacuate, depending on the situation.

If you receive a bomb threat call, signal a coworker to call the UAMS Police at 686-7777.

Attempt to keep the caller on the line. Use the list below to record information.

CHECKLIST FOR RECEIVING BOMB THREAT

Time and Date Reported:____________________

How Reported:____________________

Exact Words of Caller:____________________

Questions to Ask:

1. When is bomb going to explode? ____________________
2. Where is the bomb right now? ____________________
3. What kind of bomb is it? ____________________
4. What does the bomb look like? ____________________
5. Why did you place the bomb? ____________________
6. Where are you calling from? ____________________

Description of Caller’s Voice:

Male___ Female___ Young___ Middle Age___ Old___ Accent___

Tone of Voice_____________ Background Noise_____________

Is voice familiar?__ Who did it sound like?__________________

Other Voice Characteristics:

Slow___ Rapid___ Normal___ Excited___ Loud___

Disguised___ Broken___ Sincere___

Time Caller Hung Up: ____________________ Remarks: ____________________

Name, Location, Telephone Number of Recipient: ____________________
**Code Blue (Medical Emergency)**

Any UAMS employee finding an unconscious, partially conscious or possibly seriously injured person should initiate emergency response assistance by calling a CODE BLUE.

The UAMS 333 Code Team will respond to all emergencies and/or codes in the Main Hospital and Ward Tower, Shorey Building, and MRI Building. To initiate a Code Blue, call 686-7333 and give the operator the correct information.

For emergencies that occur outdoors and in all other buildings not listed above, call the community “911” number to obtain emergency assistance and notify UAMS Police at 686-7777.

**Code Exodus (Evacuation)**

**CODE EXODUS ACTIVATION**

- Any hospital employee who becomes aware of a situation in which continued operations in a location are immediately dangerous to life or health of patients, staff or visitors shall immediately contact the hospital administrator on duty.
- The administrator shall determine if an immediate evacuation of the unit/location is required. If immediate evacuation/rescue is required, the UAMS Police at 686-7777 will be called for assistance.
- After those in immediate danger are safe, the administrator shall activate the UAMS Emergency Incident Command System by calling the hospital operator at 686-7333 and instructing her to activate the CODE EXODUS plan.
- When CODE EXODUS is heard overhead, volunteers should report to their departments and await specific instructions from their supervisors.

**Code Gray (Severe Weather)**

When a CODE GRAY is called:

1. Volunteers shall report to their departments.
2. Close windows, doors and drapes in patient care and visitor areas.
3. Direct visitors and patients away from windows to protected internal hallways.
4. Stand by to assist patients and visitors to safe areas.
5. Patients who cannot be moved to safe areas should be
   a. Moved as far away from the windows as possible.
   b. Covered with blankets and pillows.
6. When the “CODE GRAY ALL CLEAR” is called, assist patients and visitors to return to normal.
**Code Green (Mass Casualty)**

CODE GREEN STANDBY alerts administrative and clinical personnel of an impending disaster alert within the next 48 hours.

CODE GREEN provides necessary personnel and support when the volume of patients requiring emergency treatment exceeds the capacity of the Emergency Department.

When a CODE GREEN is called, the following announcement will be made:

“ATTENTION ALL PERSONNEL: CODE GREEN”

On-duty staff are to:

1. Report to their assigned units unless they are designated to go to a specific disaster work area.
2. Begin implementation of specific unit responsibilities.

Off-duty staff are to:

1. Report for scheduled shifts only.
2. Remain at home, if not scheduled. Be prepared for subsequent notification by telephone or a media (radio, TV) announcement “Recalling UAMS Medical Center employees, staff and students.” Then report to normal work areas.

**Code Pathogen (Bioterrorism)**

CODE PATHOGEN is activated when there is a suspected bioterrorism event. Those people with direct responsibility will be notified by the hospital operator.

Depending upon the nature of the contaminating agent, the number of victims and the patient acuity, other disaster codes may be called simultaneously (Code Yellow, Code Green or Code Exodus).

Code Pathogen is not announced overhead. If you become aware of a Code Pathogen in progress, do not report to the Emergency Department. Report to your department and await specific instructions.

**Code Pink (Infant Abduction)**

Information regarding and access to infants is controlled. An electronic infant security system is used in conjunction with the campus security system. In the event that an infant cannot be located, the Code Pink plan is activated.

1. To activate Code Pink, the nursing supervisor calls the hospital operator and instructs her to page “Code Pink.”
2. At the same time, UAMS Police are notified at 686-7777.
3. **All** staff should abandon non-urgent tasks and place themselves in hallways, stairwells, exits and entrances to watch for a potential abductor.
4. Staff should also check containers, empty rooms or any other spots where a baby could be hidden or abandoned.
5. If a potential abductor is observed, staff should attempt to delay or detain the person in a non-threatening manner, such as asking if she needs help, informing her that a code is in effect and asking her to remain until it is cleared.
6. UAMS police should be informed of the description of the individual and her location. If possible, a staff member should follow at a safe distance to determine where the person is going, should she continue to leave.
7. Do not attempt to physically hold or stop the person. The abductor may panic and harm the infant if she feels cornered.
8. UAMS Police will coordinate the notification of outside agencies and other area hospitals.

The profile of an abductor, based on national statistics:

- Female
- Usually mid-30s in age
- Often appears heavyset
- Same race as the baby taken
- May use a duffel bag, baggy clothes or a coat to hide the baby
- Often poses as an employee to gain access
Important Acronyms and Units by Floor

2A Trauma/Neurosurgery
2B Neurology/Seizure
3A Family Medicine/Pulmonary/Geriatrics
3B Surgery (Organ Failure, Urology, Diabetes)
3C Internal Medicine/Infectious Disease/Rheumatology
4A Intermediate Unit
4B Surgical Oncology
4C General Surgery/Orthopaedics
4D Short Stay Unit
4E Intensive Care Unit
5A Mother/Baby
5B Nursery
5C Ante Partum (Pre-Labor/Birth)
5E Labor and Delivery
6B Cardiovascular Intensive Care Unit/Coronary Care Unit
6C Cardiology/Cardiothoracic/Vascular Surgery
6E Medical Oncology/Premier Rooms
7C Outpatient Myeloma Bone Marrow Transplantation
7E Myeloma Transplant Unit
ACH Arkansas Children’s Hospital
ACRC Arkansas Cancer Research Center
ADON Assistant Director of Nursing
AHEC Area Health Education Center
BP Blood Pressure
CON College of Nursing
CVICU Cardiovascular Intensive Care Unit
ED Emergency Department
HIPAA Health Insurance Portability and Accountability Act
ICU Intensive Care Unit
IOA Donald W. Reynolds Institute on Aging
IV Intravenous Fluids
JCAHO Joint Commission on Accreditation of Healthcare Organizations
LPCT Licensed Patient Care Technician
MRI Magnetic Resonance Imaging
NPO Nothing by Mouth (i.e. fluids, foods, etc.)
OPC Outpatient Clinics
OR Operating Room
PT Physical Therapy
RN Registered Nurse
STAT Emergency/Quick
UAMS University of Arkansas for Medical Sciences
# Key Telephone Numbers

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Admissions</td>
<td>686-6236</td>
</tr>
<tr>
<td>Appointment Center</td>
<td>686-8000</td>
</tr>
<tr>
<td>Emergency Department</td>
<td>686-6333</td>
</tr>
<tr>
<td>Hospital Operator</td>
<td>686-7000</td>
</tr>
<tr>
<td>Institute on Aging</td>
<td>526-6553</td>
</tr>
<tr>
<td>Infection Control</td>
<td>686-8568</td>
</tr>
<tr>
<td>Jones Eye Institute</td>
<td>686-5150</td>
</tr>
<tr>
<td>Nursing Units</td>
<td></td>
</tr>
<tr>
<td>2A</td>
<td>686-7250</td>
</tr>
<tr>
<td>2B</td>
<td>686-7260</td>
</tr>
<tr>
<td>SICU</td>
<td>614-2400</td>
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<tr>
<td>MICU</td>
<td>614-2400</td>
</tr>
<tr>
<td>3A</td>
<td>686-7350</td>
</tr>
<tr>
<td>3B</td>
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<td>3C</td>
<td>686-7370</td>
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<td>5D</td>
<td>686-7580</td>
</tr>
<tr>
<td>7A</td>
<td>686-7750</td>
</tr>
<tr>
<td>Pastoral Care</td>
<td>686-7101</td>
</tr>
<tr>
<td>Patient Satisfaction</td>
<td>686-6608</td>
</tr>
<tr>
<td>Privacy Officer (HIPAA)</td>
<td>526-6502</td>
</tr>
<tr>
<td>Risk Management</td>
<td>603-1150</td>
</tr>
<tr>
<td>Security (UAMS Police)</td>
<td>686-7777</td>
</tr>
<tr>
<td>Student/Employee Health</td>
<td>686-8810</td>
</tr>
<tr>
<td>Trauma Hotline</td>
<td>686-6888</td>
</tr>
<tr>
<td>UAMS Shuttle</td>
<td>779-3616</td>
</tr>
<tr>
<td>Valet Services</td>
<td>686-8669</td>
</tr>
<tr>
<td>Volunteer Services</td>
<td>686-5657</td>
</tr>
<tr>
<td>OR</td>
<td>686-5656</td>
</tr>
</tbody>
</table>
Volunteer Contract

By signing this contract, I affirm that I have received and read the Volunteer Manual and thoroughly understand the details and instructions it provides.

I agree to uphold the UAMS Volunteer Mission Statement and the UAMS Mission Statement, at all times working to achieve the goals of the UAMS Volunteer Services Department.

I pledge to be punctual and forthright with the Volunteer Services Office and to do my best to inform them of my absence or of other conflicts that may occur.

I will uphold confidentiality laws as they apply to UAMS patients, families, visitors and staff and will maintain the viability of HIPAA and other federal regulations.

I affirm that I will continue to educate myself on safety or procedural functions and will be open to orientation and training annually or as the Volunteer Services Department sees fit.

I will represent UAMS, both on campus and in the community, as a dedicated and compassionate volunteer, encouraging others to share their time and talents in volunteer service.

I, the undersigned, agree to the above stated Volunteer Contract as printed in the Volunteer Manual, and will do my best to uphold its tenets and embody the goals and mission of the UAMS Medical Center Volunteer Services Department and the UAMS Medical Center family.

Name (Please Print): _______________________________________________________

Date:________________________

Signature:________________________________________________________________

(Please cut this portion and return to the Volunteer Services Department to be included in your file).

Thank you!
Handwashing is the single most effective way to prevent infections!

Know when to use alcohol gel appropriately and encourage all other co-workers, patients, and visitors to do the same.

Together We Can Make a Difference!

Infection Control Practitioners can be reached by phone or e-mail:

Connie Cavenaugh
Phone: 686-8568  ●  E-mail: CavenaughConnieK@uams.edu

Michelle Roberts
Phone: 686-7141  ●  E-mail: MRoberts2@uams.edu
What does Infection Control mean?

Prevention and/or controlling the spread of healthcare-associated infections (HAIs) are important to everybody!

Why is it important?

- HAI’s are potentially life-threatening and ALWAYS costly.
- Patients, visitors, and healthcare workers are at risk because:
  - Patients may be infected on admission and expose others.
  - Seriously ill or injured patients are more susceptible to infection than healthy people.
  - The hospital environment as a whole supports the growth of bacteria that lead to infection.

How is it done?

- WASH YOUR HANDS!
- Know when to use alcohol-based hand gel:
  - Before and after work
  - Before and after any patient contact
  - Before and after handling food
  - After handling contaminated items
  - After personal care
- To help stop the spread of germs:
  - Cover your mouth and nose with a tissue when you cough or sneeze.
  - If you don’t have a tissue, cough or sneeze into your upper sleeve, not your hands.
  - Put your used tissue in the wastebasket.
  - Wash your hands or use alcohol gel after coughing or sneezing.

No matter where you work in the hospital, you’ll find potential infection hazards. Be alert!

Many hygienic measures are implemented in the work environment to help prevent and control the spread of infections. Some of these measures include the use of alcohol-based hand gel, wearing personal protective equipment, and proper disposal of contaminated materials.

Who is responsible for Infection Control?

The hospital environment supports the growth of bacteria that can lead to infection. Patients, visitors, and healthcare workers are at risk because seriously ill or injured patients are more susceptible to infection. Preventing and controlling the spread of healthcare-associated infections requires the cooperation of all hospital staff.

What is important?

- HAIs are potentially life-threatening and ALWAYS costly.
- Infections (HAIs) are important to everyone!
- Prevention and/or controlling the spread of healthcare-associated infections is a responsibility of every employee.
UAMS Privacy and Security
TRAINING FOR ADULT VOLUNTEERS

“Confidentiality is everyone’s job, not everyone’s business”

September 28, 2005
Health Insurance Portability and Accountability Act (HIPAA)

As a volunteer at UAMS, you may encounter Protected Health Information (PHI) or other confidential information. This training material is designed to help educate you about HIPAA, one of the federal laws that protect patient information. There will also be a review of the proper safeguards for confidential information including electronic protected health information (ePHI) and highlights from UAMS HIPAA Policies and Procedures. It is an overview. In addition, your supervisor will provide specific training on policies and procedures in your work area. If you do volunteer work in the research arena or receive access to UAMS computer systems, additional, more specific HIPAA training will be required.

HIPAA – What is it?

IT’S THE LAW - Patient information is confidential! There are laws protecting patient information, and UAMS and other hospitals/physicians are required by law to keep the information from being disclosed to unauthorized persons. One of the laws in place is a federal law called HIPAA, which is a short name for the Health Insurance Portability and Accountability Act. HIPAA is designed to ensure the security and privacy of all information about a patient, also called “Protected Health Information” or “PHI. This federal law has criminal penalties, as well as civil penalties - imposing fines and possible jail time for violations.

Health information should be protected from:

- people who aren’t involved in the patient’s direct treatment
- employers using it in hiring/firing decisions
- reporters, nosy neighbors, family members, or coworkers

Definition of PHI

Protected Health Information (PHI) is any health information that may identify the patient and that relates to:

- past, present or future physical or mental health condition; or
- health care services provided; or
- payment for health care.

All patient information that is used or disclosed is included whether written on paper, spoken out loud, or stored electronically.

Examples of PHI include:

- conversations about a patient at the nurses’ station
- financial records, fax sheets, test results
- data stored on internet/intranet
- information used for research purposes.
- a patient's identification bracelet
- an insurance card or patient label
- a detailed appointment reminder left on an answering machine.
WHAT MAKES PATIENT INFORMATION “IDENTIFIABLE?”– Policy # 3.1.31

A person’s identity can be discovered without knowing the person’s name. For example, a home address, or the name of a parent, or the name of the employer, or the children’s names could be used to determine a person’s identity, without any other information.

Therefore, the HIPAA Regulations provide that – until the “identifiers” about a person are removed – any health information about that person that includes even one “identifier” is PHI and is protected by HIPAA.

There are eighteen PHI identifiers, and they apply to patients, relatives, employers or household members of the patients.

<table>
<thead>
<tr>
<th>Name</th>
<th>Address (street address, city, county, zip code (more than 3 digits) or other geographic codes)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dates directly related to patient</td>
<td>Telephone Number</td>
</tr>
<tr>
<td>Fax Number</td>
<td>Email addresses</td>
</tr>
<tr>
<td>Social Security Number</td>
<td>Medical Record Number</td>
</tr>
<tr>
<td>Health Plan Beneficiary Number</td>
<td>Account Number</td>
</tr>
<tr>
<td>Certificate/License Number</td>
<td>Any vehicle or device serial number</td>
</tr>
<tr>
<td>Web URL</td>
<td>Internet Protocol (IP) Address</td>
</tr>
<tr>
<td>Finger or voice prints</td>
<td>Photographic images</td>
</tr>
<tr>
<td>Any other unique identifying number, characteristic, or code (whether generally available in the public realm or not)</td>
<td>Age greater than 89 (due to the 90 year old and over population is relatively small)</td>
</tr>
</tbody>
</table>
UAMS Confidentiality Policy 3.1.15

If the information you observe could identify a person as being a patient of UAMS, then that information is “PHI,” is confidential, and you cannot disclose that information to anyone. A specific and very simple example is as follows: You see your neighbor’s name on a document, and it shows that the neighbor had heart surgery. You did not know this. You go home and tell someone in your family. This is NOT PERMITTED because you learned this information only by virtue of participating as a volunteer at UAMS.

Confidential information at UAMS includes:
• Protected Health Information (PHI) and Electronic Protected Health Information (ePHI)
• UAMS research project information
• Confidential employee and student information
• UAMS proprietary information
• Sign-on and password codes

UAMS Confidentiality Policy highlights:
• Unlawful or unauthorized access, use or disclosure of confidential information is prohibited.
• Never share or post a computer password
• Do not access information except to meet needs specific to your role as a volunteer

You are volunteering in the Emergency Department. You see that an ambulance just brought in your best friend’s sister after a car accident. What should you do?

A. Call your friend right away and let her know about her sister.
B. Wait for the Emergency Department staff to notify the appropriate family members.

The correct answer is B. Patients have the right to decide who should know they are here. This patient may not want her sister to know about the accident. The emergency department staff will notify family members that the patient identifies. Confidential information includes the fact that a patient is even in our facilities. When you see patients in the hospital and clinics, you may be tempted to tell another friend or family member, but you should keep it to yourself since they may not want anyone else to know about their visit.
UAMS Use and Disclosure Policy 3.1.28 and UAMS Minimum Necessary Policy 3.1.25

UAMS policies and procedures outline how protected health information (PHI) can be used and disclosed. It is your responsibility to follow UAMS policies. Do not access information, unless authorized by UAMS to do so. You may only access and share patient information on a “need-to-know” basis as part of the volunteer job duties you have been assigned. In other words, you can only view information related to the job you are doing. This patient information should not be shared with others who do not have the “need-to-know” inside or outside of UAMS. Even doctors and nurses don’t have the right to look at all the information about every patient. Before looking a patient’s information, ask yourself, “Do I need to know this to do my job as a volunteer?” If the answer is no, stop.

Since you may see or hear about a patient while you are volunteering at UAMS, it is your responsibility to keep all patient information confidential and not to repeat it or share it with anyone outside the performance of your volunteer duties. And that means NO ONE! In other words, do not share with your friends, fellow volunteers, family members or anyone else information about UAMS patients or other confidential UAMS information.

UAMS Patient Directory Policy 3.1.20

The following information may be included in a Patient Directory:

• Patient Name
• Location in our facility
• General statement of condition (good, fair, etc.)
• Religious affiliation (available only to clergy)

Unless the patient tells UAMS not to, the above information may be provided to people who ask for the patient by name. We sometimes refer to patients who ask not to be included in the patient directory as "no info" patients. Examples of how the directory might be used include assisting patient visitors, floral deliveries, etc.
**Patient Rights**

HIPAA gives patients the right to:

1. Receive a UAMS Notice of Privacy Practices that includes a description of:
   - how health information may be used and disclosed
   - their patient rights
   - our organization’s responsibilities
2. access, inspect and copy PHI
3. request amendment of PHI
4. receive an accounting of disclosures
5. request restrictions on disclosures
6. request communications of PHI at alternative locations or means
7. register complaints concerning their privacy rights. Our contact numbers for privacy complaints are:
   - 1-888-511-3639 (toll free) or
   - 501-614-2187 (local)

Although the patient has the right to make these requests, UAMS is not always required to grant the request. UAMS has specifics policies and procedures that address each patient right. When you encounter a request related to a patient right under HIPAA, you should ask your supervisor for assistance.

**UAMS Safeguard Policy 3.1.38**

UAMS must take *reasonable* steps to make sure PHI is kept private.

Permitted (with *reasonable precautions)*:

- Calling out a patient’s name in a waiting area
- Use of a sign-in sheet containing limited information.
- Talk about a patient’s care at nursing stations

Examples of reasonable precautions include speaking in a low voice and pulling curtains in semi-private rooms. See “HIPAA Hints” on page 10

**“Reasonable Safeguards”**

- Do not leave PHI on unattended desks, computer terminals, fax machines, or copiers.
- If you happen to notice PHI that is left out, don’t read through it; close it, cover it, or put it away.
- After business hours or when not in use, PHI should be supervised or kept in a locked location.
- Avoid discussing PHI in public areas such as cafeterias and elevators.
- Dispose of PHI properly by shredding or placing in a locked shredding bin.
- Transport confidential information in a private, secure manner.
- Do not remove confidential information from UAMS.
UAMS Faxing Policy 3.1.19

- Fax machines must be in a secure location
- Faxes containing PHI and other confidential information must have an official UAMS fax cover sheet
- Reconfirm recipient’s fax number before transmittal
- Confirm receipt of fax
- Notify your supervisor if a fax is sent to the wrong recipient

HIPAA Research Policy 3.1.27

There are special HIPAA rules regarding Research. If you volunteer in the research arena, additional special HIPAA Training is required.

What is Electronic Protected Health Information (ePHI)?

Electronic Protected Health Information (ePHI) is PHI created, received, stored or transmitted electronically. The HIPAA Security Rule requires additional protections for electronic PHI (ePHI).

Examples of ePHI include:
- laboratory results that are emailed to a patient,
- demographic information about a patient contained in UAMS computer systems
- billing information that is saved to a CD or disk, and
- a digital photograph of a patient stored on a hard drive.

The Security Rule covers all electronic media. Examples are computers, diskettes, compact disks (CDs) and the internet.
What must UAMS do?

The Security Rule lists a wide range of activities for which UAMS must provide protection. For example, we must safeguard:

- Computer hardware and software.
- Buildings that house computer hardware and software.
- Storage and disposal of data and the back-up of data.
- Who has access to data.
- Visitor access to any facilities.

Password Management

Choosing a good password and keeping it secure are two of the most important steps that can be taken to protect electronic information. Passwords are confidential. They must never be shared or posted or stored where others can access them.

Computer Access

- Access to confidential information and ePHI is granted to authorized individuals on a need-to-know basis. Generally, volunteers are not provided access to UAMS computers.
- If you are granted computer access, you will be assigned your own personal sign-on and additional training will be required.
- Never access UAMS computer systems using someone else’s sign-on and password.
- UAMS computers should be used only for authorized purposes. Do not access information outside the performance of your job duties.

Your neighbor had a biopsy performed at UAMS. You are a volunteer in the laboratory. You are worried about her and are anxious to get the results. What should you do?

A. Try to find a copy of the laboratory results.
B. Ask someone in the laboratory to get the results for you.
C. Wait for your neighbor to share her biopsy result with you.

The correct answer is C. You should wait for your neighbor to share the results with you if she chooses to do so. You should never access patient information outside the performance of your volunteer job duties, and you should not ask anyone else to either. Inappropriate access to patient information can result in disciplinary action up to and including termination.

UAMS Reporting Policy # 3.1.23
• All known or suspected violations of the HIPAA regulations must be reported.
• There will be no retaliation for reporting of suspected violations.
• **Reports can be made to:**
  – Reporting line at 1-888-511-3639
  – HIPAA Office 501-614-2187
  – IT Security Office 501-686-6207
  – Anyone in a position of responsibility - The person receiving the report should then contact the HIPAA Office.
• It is important that suspected violations be reported, so we can attempt to mitigate any harmful effects and prevent the problem from happening again.

**Our HIPAA Officers are:**
• UAMS HIPAA Officer is Deanna Brown (501-614-2187)
• UAMS Medical Center Privacy Officer is Anita Westbrook (501-526-6502)
• UAMS Security Officer is Steve Cochran (501-603-1336)

**HIPAA Penalties for Noncompliance**

**Employee Sanctions:** Violations by UAMS workforce may result in disciplinary action, up to and including termination from employment with UAMS.

**Severe civil and criminal penalties:** In addition, you can be subject to civil and criminal penalties imposed by the federal government up to $250,000 and 10 years in prison.

**Conclusion**

• We must all remember to protect the privacy and security of patient information at all times.
• We are all patients ourselves from time to time. Think about how you would feel if your own health information were used or disclosed in a way that was harmful to you or your family.
• If you have a question about HIPAA, ask your supervisor or manager, or contact your UAMS Privacy or Security Officers.

**Thank you for volunteering your time at UAMS and for helping us to protect confidential information!**
HIPAA HINTS
FOR VOLUNTEERS

“Confidentiality Is Everyone’s Job, Not Everyone’s Business”

DO
 笑  Ask yourself, “Do I need to know this as a part my volunteer duties?” before looking at patient information.
 笑  Avoid discussing patient information where others can overhear you. Speak softly when discussing patients if others are present.
 笑  Dispose of patient information appropriately – shred contents or place in a locked confidentiality bin for shredding later.
 笑  Tell your supervisor if you see patient information in an open trash container.
 笑  Keep computer screens turned where people passing by can’t see them.
 笑  Keep patient information confidential. If you overhear a conversation concerning patient or see patient information, keep it to yourself.

DON’T
 笑  Talk about patients in public places, such as elevators or cafeteria lines.
 笑  Let faxes or printed e-mails with patient information lie around - file them or dispose of them appropriately before anyone else can see them.
 笑  Leave medical information open where others can see it. Close it or turn it face down.
 笑  Place patient information in the regular trash.
 笑  Remove any patient information from UAMS.

If you have questions or observe information being shared inappropriately, please talk with the person supervising your program or call the HIPAA Office at 603-1379.
UAMS CONFIDENTIALITY POLICY

Confidential Information includes information concerning UAMS research projects, confidential employee information, information concerning the UAMS research programs, proprietary information of UAMS, and sign-on and password codes for access to UAMS computer systems. Confidential information shall include Protected Health Information.

Protected Health Information (PHI) means information that is part of an individual’s health information that identifies the individual or there is a reasonable basis to believe the information could be used to identify the individual, including demographic information, and that (i) relates to the past, present or future physical or mental health or condition of the individual; (ii) relates to the provision of health care services to the individual; or (iii) relates to the past, present, or future payment for the provision of health care services to an individual. This includes PHI which is recorded or transmitted in any form or medium (verbally, in writing, or electronically). PHI excludes health information maintained in educational records covered by the federal Family Educational Rights Privacy Act and health information about UAMS employees maintained by UAMS in its role as an employer.

POLICY: UAMS prohibits the unlawful or unauthorized access, use or disclosure of confidential and proprietary information obtained during the course of employment or other relationship with UAMS. As a condition of employment, continued employment or relationship with UAMS, UAMS workforce shall be required to sign the UAMS Confidentiality Agreement approved by the UAMS Office of General Counsel. The Confidentiality Agreement shall include an agreement that the signing party will abide by the UAMS policies and procedures and with federal and state laws, governing the confidentiality and privacy of information.

PROCEDURES:

1. Confidentiality Agreement: As a condition of employment, continued employment, or a relationship with UAMS, UAMS will require such individuals to sign the UAMS Confidentiality Agreement approved by the UAMS Office of General Counsel. The Confidentiality Agreement shall include an agreement that the signing party will abide by the UAMS policies and procedures and with federal and state laws, governing the confidentiality and privacy of information. All new employees, students, or vendors requiring access to electronic Confidential Information (computer systems) must have a current Confidentiality Agreement on file in the IT Security Office. The UAMS IT Security Office will maintain signed Confidentiality Agreements and furnish a copy to the individual signing the agreement. It is the responsibility of the manager hiring individual vendors or consultants or receiving sales representatives or service technicians (who do not require electronic access but who may have access to Confidential Information) to require execution of the appropriate confidentiality agreements approved by the UAMS Office of General Counsel and to send those documents to the UAMS IT Security Office.

2. Restriction on Access, Use and Disclosure of Confidential Information: UAMS limits and restricts access to Confidential Information and computer systems containing Confidential Information based upon the specific duties and functions of the individual seeking or requiring access. UAMS will restrict access to Confidential Information to the minimum necessary to perform individual job functions or duties. UAMS will further limit and control access to its computer systems with the use of sign-on and password codes issued by the IT Security Office to the individual user authorized to have such access. Authorization to access, use or disclose Protected Health Information also is governed by the UAMS Use and Disclosure Policy.

UAMS will control and monitor access to Confidential Information through management oversight, identification and authentication procedures, and internal audits. UAMS managers and heads of departments will have the responsibility of educating their respective staff members about this Policy and the restrictions on the access, use and disclosure of Confidential Information, and will monitor compliance with this Policy.

3. Sales Representatives and Service Technicians: Must register in the appropriate area (Refer to UAMS Guidelines for Vendors and Sales Representatives Policy), sign and complete the Confidentiality Agreement prior to any exposure to UAMS Confidential Information.

4. Media: All contacts from the media regarding any Confidential Information must be referred to the UAMS Office of Communications and Marketing (501-686-8998 or pager 501-395-5989)

5. Violation of Confidentiality Policy: Individuals shall not access, use, or disclose Confidential Information in violation of the law or contrary to UAMS policies. Each individual allowed by UAMS to have access to Confidential Information must maintain and protect against the unauthorized access, use or disclosure of Confidential Information. Any access, use or disclosure of Confidential Information in any form – verbal, written, or electronic – which is inconsistent with or in violation of this Policy may result in disciplinary action, including but not limited to, immediate termination of employment, dismissal from an academic program, loss of privileges, or termination of relationship with UAMS.

All UAMS employees and others subject to this Policy must report any known or suspected incidents of access, use or disclosure of Confidential Information in violation of this Policy or in violation of the law.
CONFIDENTIALITY AGREEMENT

As a condition of my employment, continued employment or relationship with UAMS, I agree to abide by the requirements of the UAMS Confidentiality Policy and with federal and state laws governing confidentiality of a patient’s Protected Health Information, and I agree to the terms of this Confidentiality Agreement.

I understand and agree that if I access, use or disclose Confidential Information in any form – verbal, written, or electronic – in a manner that is inconsistent with or in violation of the Confidentiality Policy, UAMS may impose disciplinary action, including but not limited to, immediate termination of employment, dismissal from an academic program, loss of privileges, or termination of relationship with UAMS.

I understand that if I receive a sign-on code to access the UAMS Network and Systems, I have agreed to the following terms and conditions:

• The sign-on and password codes assigned to me are equivalent to my signature, and I will not share the passwords with anyone.
• I will be responsible for any use or misuse of my network or application system sign-on codes.
• I will not attempt to access information on the UAMS Network and Systems except to meet needs specific to my job or position at UAMS.

I acknowledge that I have read the terms of this Confidentiality Agreement, and that I have received a copy.

________________________________________ SS# _______________________________________

(Signature)

Print Full Name: __________________________________________________________

Date: ___________________ Department: __________________________________________

Witness at UAMS Orientation only, otherwise not required: _________________________

Supervisor/Manager’s Signature: ________________________ Date: ________________

(If Vendor, then Department Head Signature required)

Department Head Signature: ____________________________ Date: ________________

(Please return completed form to UAMS IT Security Office, #802)
HIPAA REVIEW FOR VOLUNTEERS

Name: ___________________________  Department: ____________________  Date: ______________________________

1. Examples of Individually Identifiable Health Information that could be used to identify an individual include:
   a. Name, License number, photograph
   b. Birth date, address, account number
   c. County, fingerprint, phone number
   d. All of the above

2. The term Protected Health Information (PHI) includes:
   a. Oral information about a patient
   b. Written information about a patient
   c. Individually identifiable information about a patient
   d. All of the above

3. Compliance with HIPAA is voluntary, not mandatory.
   a. True
   b. False

4. I can share information about a patient if I know them personally.
   a. True
   b. False

5. Notice of Privacy Practices include:
   a. How we use and disclose PHI
   b. The patient’s rights
   c. UAMS legal duty with respect to PHI
   d. All of the above

6. An example of safeguarding patients PHI is:
   a. Leaving medical information open where others can see it
   b. Avoiding discussing patient’s information when others may hear you
   c. Putting PHI in regular trash

7. Logging onto the Network and allowing someone else to use the computer is against UAMS Policy.
   a. True
   b. False
HIPAA PRIVACY and SECURITY

VOLUNTEER TRAINING ACKNOWLEDGMENT

This is to acknowledge that I have completed the Required UAMS HIPAA Privacy and Security Awareness Training for Volunteers.

Complete the Review and Training Acknowledgement.
Send to UAMS HIPAA OFFICE, # 829