

# ORIENTATION FOR EAST ALABAMA MEDICAL CENTER

## Students/Non-Employees

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east  
alabama  
medical  
center

### *Mission*

High quality, compassionate health care

### *Vision*

To be a national leader in quality, cost and service

### *Values*

- ✓ INTEGRITY
- ✓ EXCELLENCE
- ✓ COMPASSION
- ✓ RESPECT
- ✓ TEAMWORK

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*The purpose of this document is to provide you with an orientation to our facility and an explanation of our expectations of your conduct and performance while at East Alabama Medical Center. The basic orientation requirements consist of completing the attached packet and returning the signature page(s) as appropriate. If you have questions, please call Quality Management at ext. 3283, Human Resources at ext. 1350 or Education at ext. 1260.*

Last revised: November 2010

# VALUES AND STANDARDS OF EXCELLENCE AT EAMC

These values represent our core beliefs; those things we care about most. Values reflect and reinforce our culture. Values are the “soul” of an organization.

Standards of Excellence are those practices, actions, and behaviors that bring our values to *life*. They describe what we and our customers should see, hear, and/or experience when interacting with each other. (Standards of Excellence are listed as the bullet-points under each of the values).

## INTEGRITY

- Doing the right thing, even when no one else is looking or listening
- Sharing information and making decisions based on fact and truth
- Living up to the moral, legal and ethical standards of EAMC
- Being a dependable source of information for the public
- Practicing responsible use of our resources
- Telling the truth; owning up to errors and mistakes
- Being honest and trustworthy in words and actions

## COMPASSION

- Being helpful, kind, friendly and courteous
- Listening and responding without judgment
- Being generous with your time and attention for others
- Connecting with someone on a personal, emotional and/or spiritual level
- Wanting to understand a situation in order to be supportive
- Responding to people with care, concern, tenderness, and sensitivity
- Reassuring and bringing comfort
- Reducing another person’s anxiety, fear, and distress
- Doing for others as you would like done for you

## EXCELLENCE

- Focus on doing the job right, the first time, every time.
- Make accuracy a priority
- Utilize best practices and lessons learned from others
- Look for ways to continuously improve the way we do our work
- Desire and expect more than “average” outcomes and results
- Be a positive, productive community citizen who reflects favorably on EAMC’s reputation
- Use national benchmarks to challenge performance
- Be a role-model in quality, cost management, and service to others
- Choose to give your personal best in each situation regardless of what others are doing
- Meet deadlines; communicate and negotiate alternatives when you will be unable to meet a deadline
- Use people’s ideas and suggestions to change or improve the way we do our work

## **RESPECT**

- Honor the privacy and dignity that all people deserve
- Value cultural diversity; remember that our differences make us stronger and better
- Listen and respond to others in a way that shows you heard, care, and understand
- Show consideration by minimizing hallway noise and other loud distractions
- Give credit where credit is due
- Inform customers about delays and waits
- Refrain from discussing our customer's business in public areas (hallways, elevators, dining areas, waiting rooms, etc.)
- Always knock before entering a closed door
- Refrain from unprofessional talk and gossip about each other
- Dress neat, clean, and professional—it shows that you respect yourself and others
- Wear your ID badge so that it can easily be read by others
- Use language that the patient understands (free of medical jargon, healthcare abbreviations, etc.)
- Park your vehicle in non-restricted areas to show consideration for the patients, visitors, and guests of EAMC and to make it easier for them to access our facilities
- Refrain from using cell phones for personal calls in front of patients or customers. Cell phones should not be used in any patient care area or patient room for personal use( IP phones are exception; however they should only be used for communications regarding patient care)
- Discontinue personal phone calls once you enter an EAMC facility. Talking on a cell phone while walking through the hallways of EAMC should be considered disrespectful. We encourage you to be attentive to the needs of visitors and others once you enter an EAMC facility

## **TEAMWORK**

- Acknowledge that everyone brings an area of expertise to the team
- Be willing to sacrifice your own preferences at times for the sake of the team
- Approach your work and community responsibilities with energy and a happy spirit
- Show optimism, positive thinking, and an openness for change and growth
- Provide solutions to problems, be patient, and seek ways to help the team improve
- Take pride in your work and feel responsible for the outcomes of our efforts; complete your tasks(“hit your mark”) or find someone who can help you
- Perform your work in a timely manner and pay attention to details
- Commit to the goals of your work area and the organization as a whole; look for opportunities to pitch-in and do more than just the minimum
- Celebrate accomplishments of the team's work; build each other up
- Support the work of other departments—remember how difficult it would be to serve the customers/patients without everyone's involvement
- Communicate frequently with other departments so that care and service to the customer/patient is flawless
- Look for opportunities to improve your skill and share your knowledge with your coworkers--- everyone wins!
- Be dependable; be a person your teammates can count on; report for work on time
- Think safety—for yourself, for your team, for your customers, for everyone
- Pitch in to help keep our grounds and facilities clean and neat; pick up trash, remove clutter from shared spaces and hallways

## ABUSE & NEGLECT

In order to comply with the Adult Protective Services Act and Alabama Law, EAMC will report to the Department of Human Resources all adults identified to be in need of protective services and/or all cases of known or suspected abuse or neglect of any child who it is called upon to render aid or medical assistance. Patient Care Services personnel will report to the Social Work Service Department any situation in which a patient's symptoms indicate that he or she is at risk for domestic abuse. Additional training about Abuse and Neglect will be assigned if your role involves patient care. If you have any information pertaining to a case of abuse or neglect, you are required to report it to your supervisor and/or the *Department of Human Resources at 334-528-1373*.

## ACCREDITATION & THE JOINT COMMISSION



East Alabama Medical Center is accredited by the Joint Commission, and as an accredited organization, EAMC and its entities strive to provide services in accordance with all applicable standards of the Joint Commission.

If you would like to find out how healthcare organizations rate with the Joint Commission, you can go online at [www.jointcommission.org](http://www.jointcommission.org) and check out the online Quality Check™ where you can *check-up* on performance by reviewing the latest Quality Report. If you would like to voice a concern, you can contact the Joint Commission by mail, e-mail, or by fax. You may either submit your name and contact information or you may submit your concern anonymously. There will be no adverse actions taken against anyone for having reported quality concerns. You may contact the Joint Commission at:

**E-Mail:** [complaint@jointcommission.org](mailto:complaint@jointcommission.org)

**Fax:** 630-792-5636, Office of Quality Monitoring

**Mail:** Office of Quality Monitoring  
One Renaissance Blvd.  
Oakbrook Terrace, IL 60181

Please call **800-994-6610** if you have questions on how to file a concern with the Joint Commission, 8:30-5:00 weekdays. If you would like to voice a concern to someone in-house, you may call the compliance hotline at **334-528-1441**.

## COLORED ARM BAND SYSTEM

EAMC uses colored armbands to identify a patient's safety risks:

- **Red** for allergies
- **Green** for Latex allergy
- **Purple** for DNR
- **Pink** for restricted extremity
- **Yellow** for High Fall Risk

## CONFIDENTIALITY

Information regarding patients and Medical Center activities is strictly confidential. It is not to be discussed either in or out of the Medical Center with anyone not directly concerned with the patient's care and treatment. Violation of this policy will be grounds for immediate termination.

### CORPORATE COMPLIANCE POLICY FOR EAMC

1. It is the policy of East Alabama Medical Center (hereinafter referred to as the *Medical Center*) to comply with all the applicable federal, state and local laws and regulations, both civil and criminal, as well as those pertaining to the tax-exempt status of the Medical Center. As used in this policy and in the Standards of Conduct, the term "East Alabama Medical Center" or "Medical Center" means East Alabama Medical Center and each of its divisions, subsidiaries, and operating or business units.
2. In addition to complying with the law, it is also the policy of the Medical Center to comply with the standards of conduct that are adopted from time to time by the Board, the President or the Compliance Committee.
3. No employee, agent or medical staff appointee of the Medical Center has any authority to act contrary to the provisions of these laws or standards of conduct or to authorize, direct or condone violations by any other employee, agent or medical staff appointee.
4. Any employee, agent or medical staff appointee of the Medical Center who has knowledge of activities that he or she believes may violate the law has an obligation promptly after learning of such activities, to report that matter to his or her immediate supervisor, director, vice president, President, or the Compliance Office. Reports may be made anonymously and employees will not be penalized for truthful reports. Failure to report known violations, failure to detect violations due to negligence or reckless conduct or making false reports shall be grounds for disciplinary action, including termination. Any reports of harassment or other workplace-related problems shall be referred to Human Resources.
5. The Medical Center will take steps to communicate its standards and procedures to all employees and agents by requiring participation in training programs and by disseminating information, which explains in a practical manner what is required. This will include dissemination of this policy, Standards of Conduct and Acknowledgement of Receipt of this Policy by each employee.
6. The Medical Center will take steps to achieve compliance with its standards by utilizing monitoring and auditing systems reasonably designed to detect misconduct by its employees and agents by having in place and publicizing a reporting system whereby employees and other agents can report misconduct by another within the organization without fear of retribution.
7. This Corporate Compliance Policy will be consistently enforced through appropriate disciplinary mechanisms, including, as appropriate, discipline of individuals responsible for failure to detect violations. The appropriate form of discipline will be case-specific.
8. After a violation has been detected, the Medical Center will take all reasonable steps to respond appropriately and to prevent further similar violations, including any necessary modifications to its program to prevent and detect violations of law.
9. This policy is intended to communicate current policies regarding compliance. The Board reserves the right to change, modify, or waive all provisions herein. If any employee has a question concerning a particular provision contained herein or concerning any practice not addressed in this document, he or she should consult with the Compliance Office.

## DIVERSITY IN THE WORKPLACE

Diversity is simply the celebration of those things that make each of us unique! While we all make judgments about people based on our experiences, when we make judgments before getting to know someone we *prejudge* them. Likewise, when we assume that everyone in a certain group is the same, we stereotype them by not seeing them as an individual. Prejudice and stereotyping hurt everyone because they keep us from knowing the unique person and limits our ideas and opportunities – not to mention making the person feel rejected or hurt. So what can you do?

- Be open about differences
- Do not assume anything
- Encourage questions
- Develop friendships
- Do not make someone a spokesperson for a group
- Do not tell ethnic or sexual jokes
- Make your feelings known if someone is unfair to another

Please remember, mistakes happen...apologize if you have offended or feel you have been unfair, and forgive if you feel you have been offend.

## EAMC EMERGENCY CODES DIAL 6600 TO REPORT TYPE AND LOCATION

**DR RED**

FIRE –  
Follow the acronym of RACE.

R- Remove anyone in danger  
A- Activate the fire alarm **AND dial 6600**  
C- Contain fire & smoke – Close Doors/Windows  
E- Extinguish fire and evacuate when necessary

**P.A.S.S.**

To use a Fire Extinguisher  
**P** – Pull the pin  
**A** – Aim the hose at the BASE of the fire  
**S** – Squeeze the handle  
**S** – Sweep in a side-to-side motion to extinguish a fire

**Green**

Signal to say fire or drill is **ALL CLEAR**

**DR CRIB**

Infant / Child Abduction  
Monitor exits. Stop anyone with a baby/child or large package and ask for identification. Report suspicious people to the hospital operator. This time, – dial 0 – Security will coordinate response.

**DR RUSH**

Cardiac / Respiratory Arrest  
Code team responds

**CODE WHITE**

Severe Weather – usually a tornado or hurricane  
Follow departmental plan.

**99 STAT**

Indicates Work Place Violence – Security is needed STAT.

**DR 3400**

Emergency – Transportation Checks

- ✓ Transporters to stop immediately and check status of patients.
- ✓ If patient needs assistance, notify 6600 of location.
- ✓ Operator will call Dr. Rush to location.

**Code Silver**

Indicates a Threat by Someone Brandishing a Firearm  
Observer should exit the scene quickly, dial 6600 and state “Page Code Silver” and provide as much information on the threatening person and the location as possible.

- \* When Code Silver is paged, **ALL** employees should:
- Get as far away from the area of the Code Silver as possible
  - Close patient room doors
  - Seek a safe place to remain until “ALL CLEAR” is paged overhead.

\* Appropriate law enforcement personnel will respond to manage the situation

Who is the Safety Officer? Randy Causey  
Who is the OSHA Officer? Brooke Bailey

Who is the Radiation Officer? John Faircloth  
Who is the Infection Control Nurse? Brooke Bailey

## END OF LIFE ISSUES

EAMC is required by Federal Law and the Joint Commission to offer all adult patients information about Advance Directives (a legal document that lets the healthcare team know how the patient wishes to be cared for when they can no longer make those decisions themselves) and to provide assistance if a patient is unable to understand the information.

If approached by a family member regarding organ donation, refer them to a staff member trained as Designated Requestor. The supervising nurse should have a list of trained requestors. Respect family circumstances, views, and beliefs.

## FALL PREVENTION

Fall prevention begins with the admission of the patient and continues throughout his or her stay. EAMC utilizes the *Understanding Patient Safety* score to determine if patients are at a high risk for falls.

- All staff should be aware that a **yellow** armband indicates the patient is at **high risk for falls**.
- It is each staff member's responsibility to be sure that each part of the fall bundle is implemented to help keep our patients safe while they are in our care.

## FIRE SAFETY

*Contact: Safety Officer, Randy Causey at ext. 1345 or pager 705-9154*

It is the policy of the organization to have random fire drills on each shift. Everyone is expected to participate and be familiar with the proper procedures to follow. *Never* use the elevators during a fire (or drill) – there are *no exceptions!* Familiarize yourself with the location of exits and stairwells. Smoke doors are located throughout the building. These doors are held open by magnetic devices that automatically release upon activation of the fire alarm system. Evacuation routes are posted throughout the building in the corridors.

<b>R</b> ace	<i>Rescue anyone in immediate danger</i>
<b>A</b> larm	<i>Activate the fire alarm</i>
<b>C</b> ontain	<i>Contain the fire</i>
<b>E</b> xtinguish	<i>Extinguish the fire if your safety can be assured</i>

## **Fire Safety Tips:**

- Fire Code: “Dr Red”
- Clearance: “Dr. Green, Long Distance”
- When in a smoke filled room or corridor, stay close to the door. Crawl if possible.
- If you are in a situation where you must pass through flames, soak yourself with water. If possible, wrap yourself in wet sheets or blankets.
- Evacuation plans are posted throughout the facilities. Know two routes out.
- Be very familiar with directions from where you are. Remember, in a smoke filled area, you cannot see to find your way.

## **IDENTIFICATION**

Identification badges are required to be worn at all times when you are on the EAMC premises. **If you do not have your identification badge you will be asked to leave.** If you do not have an identification badge or were not issued a badge, contact the department in which you originated or call *Human Resources at ext. 1350*.

## **INFECTION CONTROL**

### ***Contacts:***

***Benja Morgan: 528-1586 or 704-1612 (b) (Infection Control/Employee Health Manager)***

***Keetha Kratzer: 528-1738 or 704-1864 (b) (Infection Control Outcomes Coordinator)***

***Brooke Bailey: 528-4738 or 704-1354 (b) (Infection Control Outcomes Coordinator)***

***Glenda Totty: 528-1814 or 704-1430 (b) (Employee Health Nurse)***

**Washing your hands frequently and properly is the single most important action you can take to prevent the spread of infection.**

***Sanitize*** hands with alcohol foam/gel:

- Between caring for patients
- Before and after touching a patient/resident who is not in a room (stretcher, wheelchair, etc)
- After removing gloves or touching dirty equipment, linens, or specimens
- Before eating
- After using the bathroom

***Use soap and water:***

- When hands are visibly soiled
- After caring for a patient who may have C. difficile
- When alcohol foam/gel builds up

***Other Helpful Hints:***

- Do not use petroleum-based lotions with gloves
- Wear gloves and change them after each patient contact
- Immediately wash hands and other skin surfaces if exposed to blood or body fluids

### ***To Reduce Your Risk of Exposure:***

- By being in a healthcare facility you are at risk for exposure to blood borne pathogens, including Hepatitis B, C and HIV.
- You must treat all blood and body fluids as if they are infected with a blood borne pathogen.
- Use appropriate personal protective equipment (PPE) such as gown, gloves, mask, and goggles, if your duties involve a task that may soil clothes.
- Do not eat, drink, smoke, apply lip balm/makeup or handle contact lens in patient areas
- Prior to leaving the work area, make sure all loose debris is removed from your clothing (maintenance/construction personnel)
- Do not touch any bag or container that has the universal biohazard sign
- Never bend, recap or break used needles unless the procedure requires it.
- Place all sharps in a designated disposal container.
- Follow you company/school's specific safety and self-protection policies
- Report any illness to your supervisor that you might transmit to patients or co-workers.
- You may be asked to stay out of work until your symptoms are over.
- If you have any questions call your supervisor or the infection control department.

### ***If You Should Have an Exposure:***

- Report to the Infection Control/Employee Health Office by calling the HURT beeper (528-HURT) 528-4878
- Contact house supervisor on weekends and holidays

**All infections occur when an infectious agent is transmitted to a susceptible person, called a host. If you prevent an infectious agent from reaching a susceptible host, you break the chain of transmission and prevent the infection from spreading.**

### **Healthcare Acquired Infections - or HAI**

- Infections may be passed from healthcare workers to patients, these infections are called HAI's or healthcare acquired infections.
- Healthcare personnel can prevent transmission by following Standard Precautions for all patients regardless of their diagnosis.
- Healthcare workers must chose the proper personal protective equipment (PPE), i.e. gown, gloves, mask, goggles.

### **Standard Precautions**

- This means that you wear gloves when touching blood, body fluids, secretions, excretions, and contaminated surfaces.
- Wash your hands after you remove your gloves.
- Wear a mask, eye protection and a gown if splashes or spatters are possible.

## **Contact Precautions**

- Contact precautions are used with infections that are easily transmitted by direct patient contact or by contact with a contaminated object or surface.
- You should use contact precautions when your patient has MRSA (methicillin-resistant staphylococcus aureus), VRE (vancomycin-resistant enterococcus), or other such drug-resistant organisms.
- Patient's who present with diarrhea, draining wounds, and abscesses with or without a previous history of a MDRO should also be placed in Contact Isolation.

## **Droplet Precautions**

- Droplet precautions mean that you must wear a surgical mask when working within three feet of the patient because the illness is transmitted when large droplets are propelled a short distance by sneezing, coughing or suctioning.
- Some examples are Pertussis, flu, and RSV.

## **Airborne Precautions**

- Airborne precautions are used with persons who have tuberculosis, measles or chickenpox.
- These diseases are transmitted by airborne nuclei which travel and stay in the air for a long period.
- You must wear a special respirator, N-95. You cannot wear a N-95 HEPA respirator without being fit tested by the Employee Health Nurse.

## **Influenza Vaccination Program**

- Spread from person to person by tiny droplets thru sneezing and coughing.
- Highly contagious within two to four days of exposure and can last up to 10 days after developing signs and symptoms.
- Up to 226,000 hospital admissions and kills an estimated 36,000 people per year
- Signs and symptoms include fever, muscle aches, headache, extreme tiredness, cough, sore throat, and runny or stuffy nose.
- Diagnosis includes a positive rapid flu swab and/or culture.
- CDC recommends yearly flu vaccination for all healthcare workers.
- It takes up to two weeks after vaccination to get full protection and lasts up to one year.
- If you have an allergy to eggs and Thimerosal you should ask about an alternative.
- The flu vaccine is offered free of charge during the fall thru spring of each year.
- Screening will be provided before vaccine is given.

## **Surgical Site Infections**

- An infection that appears to be related to the operative procedure that occurs within 30 days or within one year if an implantable device is inserted.
- The number one preventive measure is hand hygiene.
- Surgical Care Improvement Project (SCIP) ensures preventive measures are followed. These include sterile technique, pre-op antibiotics, prepping technique, and glucose and hypothermia control among others.

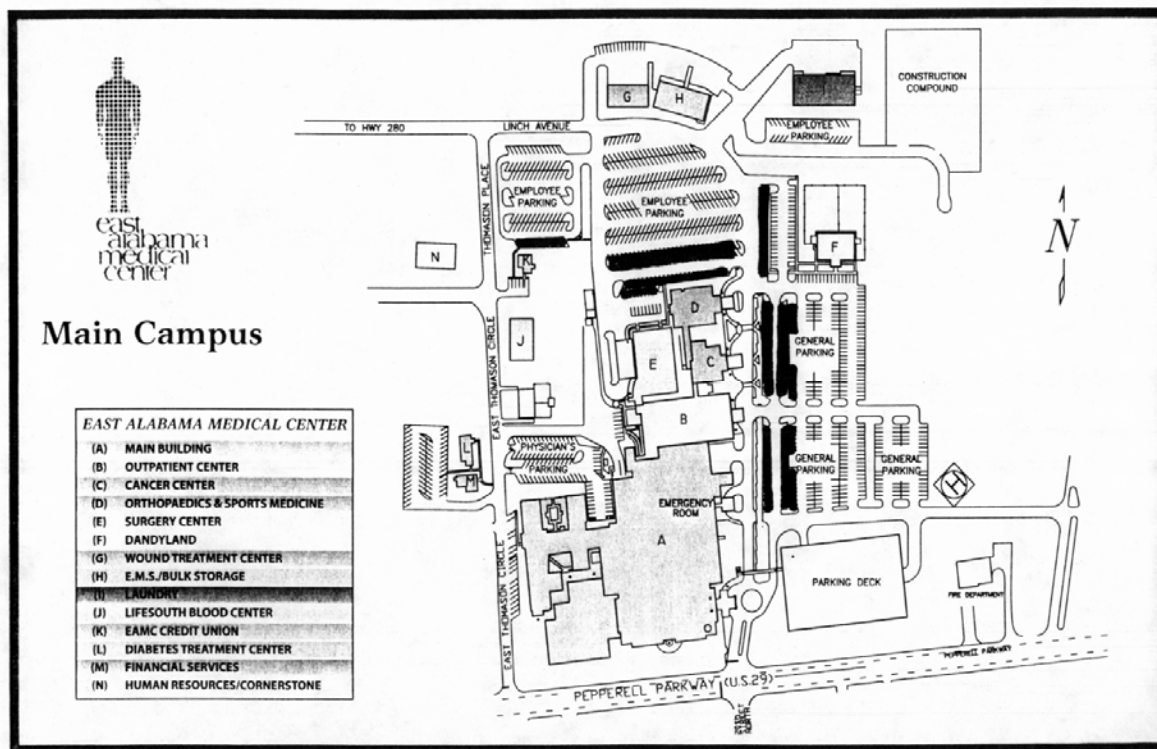
## Central Line Related Blood Stream Infections

- An infection that occurs in a patient who has a central line, including peripherally inserted (PICC) lines, and has signs and symptoms and a recognized pathogen is cultured that is not related to an infection at another site.
- The number one preventive measure is hand hygiene.
- Other preventive measures include sterile insertion technique using maximum barrier protection, Biopatch application, and dressing changes every seven days or more frequent if necessary.
- Central Line bundle implemented and addressed daily that includes line necessity, dressing bio-occlusive, dry, and intact.
- Disinfect catheter hubs and injection ports before accessing the ports.

## PARKING

*Contact: Security at ext. 1348*

It is the policy of East Alabama Medical Center that all patients and visitors have easy access to the facility. Therefore, all employees, students, interns, and non-employees providing services for the Medical Center should park in designated areas. The first level of the parking deck is reserved and should never be used. Parking on the fourth level is advised. Violation of this policy will result in possible towing of your vehicle. EAMC is not responsible for any damage that may occur because of failure to follow the appropriate parking policy.



## **PATIENT RIGHTS**

Understanding patient rights will help us deliver the best care possible to the patient and/or their family. Patients have the right:

- To respectful care and privacy (this includes health information, i.e., medical records)
- To be informed about the care they receive
- To accept or reject care
  - Advance Directives
  - Second Opinions
  - Pain Relief
  - Restraints
- To information about their care in their language
- To know the names of the caregivers who treat them
- To have safe care
- To an up-to-date list of all their current medications
- To view their medical records
- To be accepted for treatment
- To have a patient advocate
- To understand their bill
- To understand their responsibility while at EAMC
- To receive clearly spoken and/or written information

## **RESTRAINTS/SECLUSION**

EAMC is committed to the appropriate use of physical restraints and seclusion, and limits the use of restraints and seclusion to emergencies in which there is an imminent risk of an individual physically harming self or others, including staff. Training is assigned to you if your role includes using restraints/seclusion.

## **RISK MANAGEMENT**

*Contact: Risk Manager at ext. 1815*

Any event, which involves medical error, unanticipated outcome, hazardous condition, *near miss*, or other injury or potential injury involving a patient, employee, visitor, or other customer, should be reported in the online Safety Registry. It is your responsibility to report any occurrence that you witness to the supervisor or manager of the area where it occurs. Reports should be made as soon after the event as possible. *Call Special Services at ext. 1348* for assistance if the event involves a visitor and an injury is sustained. If the occurrence includes a complaint, the same process should be followed. Management addresses all complaints.

## **SEXUAL HARASSMENT IN THE WORKPLACE**

The law defines sexual harassment as unwelcomed sexual advances, requests for sexual favors, and other verbal and physical conduct of a sexual nature. Sexual harassment violates Title VII of the Civil Rights Act of 1964. Anyone and everyone can be affected by Sexual Harassment. The person being harassed is responsible for making it clear to the harasser that the conduct is unwelcome. Team members have a responsibility to report immediately any harassment that they have experienced or witnessed. If you have any questions or to report sexual harassment, please contact *Susan Johnston, Director of Human Resources, at 334-528-1373.*

### **STANDARDS OF CONDUCT FOR EAST ALABAMA MEDICAL CENTER**

#### **1. INTRODUCTION**

This document summarizes East Alabama Medical Center's Code of Business Conduct for compliance with legal and ethical business practices. East Alabama Medical Center requires strict adherence to the letter and spirit of all laws applicable to the conduct of our business and demands high standards of integrity and sound ethical judgment from our personnel. The policies and procedures set forth here must continue to govern the conduct of every aspect of the business of East Alabama Medical Center and its subsidiaries.

This booklet cannot cover every situation confronting East Alabama Medical Center personnel in the day-to-day conduct of our many activities. In the final analysis we must rely on the individual judgment and personal ethical and moral standards of each employee to maintain the Medical Center's standard of honesty and integrity in the conduct of its business.

#### **2. GENERAL POLICY**

It is East Alabama Medical Center's policy to observe and comply with all laws, rules and regulations applicable to the conduct of its business in all counties in which it operates and to require all East Alabama Medical Center personnel to avoid any activities which could involve or lead to the involvement of East Alabama Medical Center or its personnel in any unlawful practice. The employment of East Alabama Medical Center personnel or the use of East Alabama Medical Center assets for any unlawful purpose is strictly forbidden. In addition, East Alabama Medical Center is committed to the achievement, for itself and its personnel, of high standards of business and personal ethics to the end that East Alabama Medical Center and all of its employees will merit and rightfully enjoy the respect and esteem of the public, the healthcare community, patients, suppliers, and governmental and regulatory authorities.

It is the personal responsibility of all employees to acquaint and familiarize themselves with the legal standards and restrictions applicable to their assigned duties and responsibilities and to conduct themselves accordingly.

East Alabama Medical Center will, of course, exercise its lawful right to appropriately inform and advise legislators and regulatory authorities of its views with respect to proposed legislation and rulemaking and will contest in the courts arbitrary and unreasonable regulations or legal interpretations. The responsible exercise of these rights does not in any way compromise East Alabama Medical Center's basic commitment to a policy of adherence to the law.

Over and above the strictly legal aspects involved, all East Alabama Medical Center personnel are expected to observe high standards of business and personal ethics in the discharge of their assigned responsibilities. Simply stated, this requires the practice of honesty and integrity in every aspect of dealing with other East Alabama Medical Center employees, the public, patients, the healthcare community, suppliers, and governmental and regulatory authorities. It also requires discretion in any relationship with persons or firms with whom East Alabama Medical Center transacts or is likely to transact business, and the avoidance of the disclosure of information secured in the course of East Alabama Medical Center employment to others, which may place employees in a conflict of interest situation to the possible detriment of themselves.

### 3. INTEGRITY OF RECORDS AND COMPLIANCE WITH ACCOUNTING PROCEDURES

Accuracy and reliability in the preparation of all business records is mandated by law and is of critical importance to the corporate decision-making process and to the proper discharge of East Alabama Medical Center's financial, legal and reporting obligations. All business records, expense accounts, vouchers, bills, payroll, service records, reports to government agencies, and other reports, books and records of East Alabama Medical Center must be prepared with care and honesty. False or misleading entries in such records are unlawful and are not permitted. No officer or employee, whatever his/her position, is authorized to depart from East Alabama Medical Center's policy or to condone a departure by anyone else. All corporate funds and assets must be recorded in accordance with applicable corporate procedures. Violation of these policies is grounds for disciplinary action.

Compliance with accounting procedures and internal control procedures is required at all times. All employees must insure that both the letter and the spirit of corporate accounting and internal control procedures are strictly adhered to at all times. Employees should advise the responsible person in their department of any shortcomings they observe in such procedures.

Each Subsidiary, Operating Unit and Department will meet required record-keeping obligations. No record will be falsified, backdated, intentionally destroyed or otherwise tampered with to gain a real or perceived advantage for East Alabama Medical Center.

### 4. BILLING FEDERAL HEALTH PROGRAMS & OTHER PAYORS

East Alabama Medical Center will use its best efforts to comply with all rules and regulations regarding claims for payment under the Medicare, Medicaid, and other third party payers. Submission of claims for payment and cost reports to Medicare, Medicaid and other federal health programs will be in accordance with current reimbursement rules, policies and procedures promulgated by the Centers for Medicare and Medicaid Services, the state Medicaid agency, any applicable fiscal intermediary or carrier, or other agency with responsibility for the program in question. Clinical and reimbursement staff shall use their best efforts to communicate effectively and accurately with each other to assure compliance.

### 5. IMPROPER PAYMENTS; BRIBES & KICKBACKS

Payments or other items of value in the nature of *kickbacks* or *bribes* intended to induce or reward favorable decisions or actions are not to be offered, made, solicited, received or tolerated in connection with any of the Medical Center's business.

No employee or agent of the Medical Center shall, in violation of any applicable law, offer or make, directly or indirectly through any other person or firm, any payment of anything of value (in the form of compensation, gift, contribution or otherwise) to:

- Any person or firm employed by or action for or on behalf of any customer for the purpose of inducing or rewarding favorable action by the customer in any commercial transaction; or
- Any person or firm employed by or action for or on behalf of any governmental agency for the purpose of inducing or rewarding any action or the withholding of any action by such agency in any governmental matter.

All payments shall be made by check or bank wire, and shall be supported by written documentation in sufficient detail to identify the work or services performed on behalf of the Medical Center. Each person receiving payment must agree to comply with all applicable laws in acting on the Medical Center's behalf.

The provisions of this Section are not intended to apply to gifts not of substantial value or ordinary and reasonable business entertainment. From time to time, personnel may accept entertainment, but only if the entertainment is reasonable, occurs infrequently, and does not involve lavish expenditures. Care should be taken to avoid accepting gifts or entertainment that could be construed as *bribes* or *kickbacks*. Any questions related to the appropriateness of gifts or entertainment should be referred to the Compliance Officer.

When community organizations, governmental agencies or others have published policies intended to provide guidance with respect to acceptance of entertainment, gifts or other business courtesies by their employees, such policies must be respected. Everyone should exercise sound discretion in authorizing any entertainment or gifts. Nothing stated herein should be construed in any way as encouragement to make or receive such entertainment or gifts.

#### 6. MEDICARE-MEDICAID ANTI-FRAUD AND ABUSE

Under federal law, it is unlawful for any person to solicit, offer, pay or receive anything of value to or from any other person to induce or in return for:

- The referral of any individual to a provider or any other person for the furnishing of any item or service for which payment may be made under any governmental program; or
- Obtaining any service or item for which payment may be made under any governmental program.

In order to ensure compliance with the law, it is the Medical Center's policy that every agreement between the Medical Center and a physician or other referral source must be in writing and must be approved in accordance with the Medical Center's guidelines for such contracts, as promulgated in the Guidelines for Physician Contracts. Under no circumstances should agreements be tied expressly, by implication or by *private understanding* to referrals of business.

The Medical Center has promulgated more detailed guidelines, which address the various arrangements with physicians and other referral sources. Those guidelines (Guidelines for Physician Agreements) should be consulted and followed.

#### 7. HEALTH, SAFETY and ENVIRONMENT REQUIREMENTS

The Medical Center and each of its affiliated facilities is subject to the requirements of numerous federal, state and local laws, regulations and rules that promote the protection of health and safety and the environment. It is the Medical Center's policy

to comply with all health, safety and environmental laws and regulations. Employees are expected to understand those requirements that apply to their area of responsibility and to seek advice whenever they face an issue raising possible health and safety or environmental concerns. Employees should consult with their supervisor or the Compliance Officer when they encounter issues raising possible health, safety or environmental concerns.

It is also important for employees to advise the Medical Center of any serious workplace injury, the discharge of any hazardous substances into the environment, or any situation presenting a danger of injury or discharge. In many instances, the Medical Center must report such events to governmental authorities quickly and accurately. This information will also help the Medical Center mitigate any damages as a result and will help prevent such incidents either from happening or from happening again.

## 8. CONFLICT OF INTEREST

It is the Medical Center's policy that conflicts of interest should not be allowed to exist or remain existing in place of those instances where actions or activities of an individual on behalf of the Medical Center also involve (a) the obtaining of a personal gain or advantage by such individual, (b) an adverse effect upon the interests of the Medical Center or (c) the obtaining by a competitor of any gain or advantage to the detriment of the Medical Center. The following are some examples of some potential conflict of interest situations:

- Holding a financial interest in, engaging in activities on a consulting basis, or otherwise, with a firm, which provides services, supplies or equipment to the Medical Center?
- Speculating or dealing in services, equipment or supplies which are purchased by the Medical Center or if the individual stands to gain financially due to his/her position with the Medical Center.
- Accepting favors, gifts or entertainment that others may perceive to be substantial enough to influence such individual's selection of goods or services for the Medical Center, or to influence such individual's judgment in otherwise representing the Medical Center. Acceptance of perishable or other gifts not of substantial value or reasonable personal entertainment is not improper, but care must be exercised to be sure that the continuation of such matters does not gradually build up into an embarrassing obligation.
- Acquisition by purchase or lease of real estate in which it is known that the Medical Center might have an interest, or which may appreciate in value because of the Medical Center's possible interest in nearby property. An employee should not acquire any financial interest in a hospital or business when the acquisition of such hospital or business is or could be under consideration by the Medical Center.

All conflict of interest questions should be disclosed to the appropriate manager, the Compliance Officer or the Compliance Committee pursuant to the procedures outlined in this policy. Corrective action generally will include focus on eliminating the conflict of interest between the individual and the Medical Center. Appropriate disciplinary actions may also be taken including the termination of employment of the employee and of contracts and relationships with suppliers, contractors, physicians and other parties involved in such conflicts.

Managers, Directors, Vice Presidents and the principal officers of each subsidiary, are charged with the responsibility of seeing that employees, who occupy positions that could place them in conflict of interest situations receive, read and understand the Conflict of Interest Provisions. These employees are required to submit, at least annually, conflicts of interest certificates stating that they understand and are in compliance with the policies and procedures contained in this provision.

#### 9. HIRING EMPLOYEES FROM COMPETITORS AND THE GOVERNMENT

It is the Medical Center's policy to deal fairly with competitors and to respect the right of competitors and others in getting and using competitive information. Care should be exercised in the recruitment and employment of former or current employees or consultants of competitors.

The recruitment and employment of former or current US government employees by private industry is subject to complex rules that change frequently and vary by employee. In some situations, these rules also apply to members of the U.S. government employee's immediate family. Similar rules may also apply to current or former state or local government employees or legislators and members of their immediate families.

Each situation should be considered on a case-by-case basis. If a former government employee or consultant becomes an employee or consultant of the Medical Center, care should be exercised to insure that such employee or consultant complies with all U.S. government conflict of interest laws with respect to activities for on behalf of the Medical Center.

Employees should consult with the Human Resources Department or the Compliance Officer on issues related to recruitment and hiring of former or current employees and consultants of competitors or of governments.

#### 10. ANTITRUST COMPLIANCE

It is East Alabama Medical Center's policy to make its own commercial decisions based on what is considered to be in the best interests of East Alabama Medical Center, completely independent and free from any understanding or agreements with any competitor. This policy requires absolute avoidance of any conduct which violates, or which might even appear to violate, those underlying principles of antitrust laws which forbid any kind of understanding or agreement between competitors regarding prices, terms of sale, division of markets, allocation of patients or customers, or any other activity that restrains competition, whether by providers or patients. No officer or employee, whatever his/her position, is authorized to depart from East Alabama Medical Center's policy or to condone a departure by anyone else.

It is the Medical Center's policy to comply strictly with federal and state antitrust laws in order to promote free and fair competition. The following guidelines summarize the basic principles of antitrust laws. They are intended to assist you in recognizing possible antitrust issues and avoiding conduct that may prompt expensive and time-consuming investigations. They are not intended to define the dividing line between legal and illegal conduct. Because it is not always clear whether a business practice may violate antitrust laws, employees should consult the Medical Center's Compliance Officer for advice whenever they face a business issue raising possible antitrust concerns.

It is the Medical Center's policy to limit strictly relationships with competitors because such relationships frequently raise antitrust issues. Any understanding or agreement that has the effect of reducing or eliminating competition, controlling prices, allocating markets or excluding competitors is prohibited.

Relationships with patients, customers or suppliers also raise antitrust issues in certain circumstances, particularly if the Medical Center occupies a significant market position in its geographic region. The Compliance Officer should be consulted before (1) conditioning the sale of one product or services on the requirement that the patient or customer also buy another of your products or services, (2) refusing to deal with suppliers (including physicians) who sell to, or otherwise benefit, competitors; and (3) refusing to do business or deal with patients, customers or suppliers for competitive reasons, such as to lessen competition or to attempt to create or maintain a monopoly (e.g. refusing to deal with suppliers who sell to customers who are price-cutters).

It is important that common sense and good judgment be used to avoid antitrust problems. Avoid discussing any prohibited or sensitive subjects with a competitor unless you are proceeding with the advice of the Compliance Officer. Do not provide any information in response to an oral or written inquiry concerning an antitrust issue without first consulting the Compliance Officer.

#### 11. POLITICAL CONTRIBUTIONS & ACTIVITY

It is East Alabama Medical Center's policy to comply strictly with all applicable and valid laws and regulations relating to the making of corporate political contributions. No political contributions either by payment or by gift may be made or authorized to be made with Medical Center funds or resources (either directly or through employee expense reimbursement) to any candidate for public office, campaign, fund, political party or organization unless such payment, gift or contribution is expressly permitted by state and federal law. Monetary contributions so approved shall be made only by corporate check payable to the candidate or political committee in question.

East Alabama Medical Center encourages its employees at all levels to exercise their rights of citizenship by voting, by making personal political contributions if they wish to do so with their own funds, and by being otherwise politically active, in support of candidates or parties of the employee's own personal selection. It should be clearly understood that such political activity by East Alabama Medical Center employees is not permitted on or in the property of the Medical Center and must be engaged in strictly in employees' individual and private capacities as responsible citizens and not on behalf of East Alabama Medical Center.

#### 12. NONDISCRIMINATION

East Alabama Medical Center is firmly committed to a policy of nondiscrimination in employment and to the cause of equal employment and advancement opportunity for all. East Alabama Medical Center fills its job requirements by selecting from the available labor force those applicants best qualified to perform the work in safety to themselves and others. It is East Alabama Medical Center's policy not to discriminate against any employee or applicant for employment because of race, color, religion, sex, age, national origin, or handicap.

In addition, it is East Alabama Medical Center's policy to refuse to enter into any contract or agreement that would have the effect of discrimination against United States persons or firms based on race, color, religion, sex, age, national origin or handicap.

#### 13. COMPLIANCE WITH OTHER LEGAL & REGULATORY REQUIREMENTS

The Medical Center, through its subsidiaries and affiliates is in the business of providing a wide range of healthcare services in different counties. These services generally may be provided only pursuant to appropriate federal, state and local certificates of need, licenses, permits and accreditation and are subject to numerous laws,

rules and regulation, including but not limited to access to treatment, consent to treatment, medical record-keeping, access and confidentiality, patient's rights, terminal care decision making, medical staff membership and clinical privileges, corporate practice of medicine restrictions and Medicare and Medicaid regulations. Like other businesses, the Medical Center is subject to federal and state labor statutes and discrimination laws, securities laws and regulations, state corporation or partnership laws, consumer protection laws, tax laws and general and professional liability laws.

It is the policy of the Medical Center that every employee should be familiar with the legal and regulatory requirements applicable to such employee's areas of responsibility. Employees are not expected to become expert in every legal and regulatory requirement and should consult with their supervisor or the Compliance Officer for advice whenever they face an issue raising possible legal or regulatory concerns.

#### 14. REPORTING VIOLATIONS

All personnel should report known or suspected violations of these policies to their supervisors, the appropriate Medical Center executive, or the Compliance Officer. All possible measures shall be taken to protect the anonymity and confidentiality of the reporting individual where warranted.

#### 15. DISCIPLINE

Failure to comply with this code may result in disciplinary action, including warnings, suspensions, termination of employment or such other actions as may be appropriate under the circumstances.

#### 16. APPLICABILITY

"Medical Center" as used in this Code means East Alabama Medical Center, the subsidiaries that it controls, and all operations of East Alabama Medical Center and such subsidiaries. The terms "officer", "director", "personnel", "employee", "agent", "medical staff appointee", and "volunteer", include any person who fills such role or provides services on behalf of the Medical Center or any of its divisions, subsidiaries, or operating or business units.

#### 17. QUESTIONS

Routine questions concerning the Code should be referred to the employee's immediate supervisor, or at the employee's discretion to the appropriate designated corporate executive (department director or vice president) if necessary and appropriate under the circumstances.

#### 18. DISTRIBUTION

Distribution of the Code will be made to designated corporate executives for further distribution as appropriate to their personnel.

#### 19. COMPLIANCE

The responsibility for compliance with this Code, including the duty to seek interpretation when in doubt, rests with each employee.

## **STUDENT DRESS CODE**

We are very happy to have you at our facility whether you are shadowing, volunteering, or interning. Whenever you are here we expect you to maintain the professionalism we try to reflect in our organization. This professionalism includes your appearance in dress. Our dress code policy for students is as follows:

- Clinical students should follow their school's professional program dress requirements.
- Closed-toe shoes only (open-toe is a safety factor)
- Khakis or dress slacks – no jeans or shorts
- Shirts must cover the top of your slacks – no short tops/midriffs
- Little, if any, jewelry – again this is a safety issue
- No cologne, please – patients are very sensitive to these types of odors
- **ID badges must be visible on upper body**
- If you are in a surgical area, scrubs are required and you must supply
- Our employee policy states that there should be no visible tattoos

## **TOBACCO-FREE POLICY**

*Contact: Lisa Ruffin, HR Manager, 528-1353*

It is the policy of East Alabama Medical Center to provide a tobacco-free workplace and environment. This policy prohibits the use of tobacco in all EAMC buildings and grounds at both the Medical Center campus and at all off-site facilities. This policy also applies to all EAMC owned vehicles.

Tobacco products include, but are not limited to:

- Cigarettes
- Cigars
- Chewing tobacco
- Pipe smoking
- All other tobacco products i.e. “dip/snuff”

Employees – for purposes of this policy only, “employee” refers to employees, contract employees, volunteers and students.

- a. While this policy does not require employees to quit the use of tobacco, EAMC supports and encourages all efforts by employees to quit. In this regard, we will provide cessation programs and encourage employees to utilize the program.
- b. Human Resources will inform employment candidates of the policy during the application process.
- c. All employees are responsible for ensuring compliance by fellow employees. Employees observing a co-worker violating the policy are requested to courteously remind the employee of the policy and ask that the tobacco product be extinguished and discarded.
- d. Employees are encouraged to make a confidential “good faith” report to a supervisor, manager or human resources when they observe an employee violating this policy.
- e. As outlined in the Dress Code Policy, employees are asked to pay special attention to personal hygiene. This includes not having a strong odor of smoke when working.

- f. Employees who violate this policy are subject to disciplinary action, up to and including termination. These consequences are based on a 12-month rolling calendar:
- 1<sup>st</sup> violation – written warning
  - 2<sup>nd</sup> violation – final warning
  - 3<sup>rd</sup> violation – suspension
  - 4<sup>th</sup> violation – termination

Patients and Residents

- a. Patients will be informed of the policy both in pre-admission communication as well as in the admission process.
- b. Patients who use tobacco products will be provided information/education on treatment options for tobacco cessations.

Visitors

- a. All visitors will be expected to abide by the Tobacco-Free Policy. Visitors will be informed of the policy upon arrival to the Medical Center via signage and communication cards.
- b. Staff will ask violators to abide by the policy.
- c. Further enforcement will be handled by hospital security.

Medical Staff

- a. Medical staff will be expected to abide by the Tobacco-Free Policy of the Medical Center.



**ACKNOWLEDGEMENT OF RECEIPT OF CORPORATE COMPLIANCE POLICY  
Corporate Compliance Policy and Standards of Conduct**

I have received a copy of the Corporate Compliance Policy and Standards of Conduct certify that I have read, and understand the provisions contained therein. I further agree to comply with the Policy and Standards. I acknowledge that I have a duty to report any suspected violations of the law or the standards of conduct to my immediate supervisor, the Compliance Officer, or the President of the Medical Center.

\_\_\_\_\_  
Signature of Employee or Other Affected Party

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Date



## NON-DISCLOSURE AGREEMENT (*Students Only*)

**THIS NON-DISCLOSURE AGREEMENT** ("Non-Disclosure Agreement") is made and entered into as of this \_\_\_\_ day of \_\_\_\_\_, 20\_\_ (“Effective Date”), by and between EAST ALABAMA HEALTHCARE AUTHORITY d/b/a EAST ALABAMA MEDICAL CENTER, and it’s affiliated entities (hereinafter referred to as "Provider") and \_\_\_\_\_ (hereinafter referred to as "Student").

**WHEREAS**, Provider has agreed to permit Student to observe the delivery of health care in Provider’s facility as a learning experience. In connection with Student’s observations, Student has possible access to Confidential Information; and

**WHEREAS**, Provider requires that Student protect the privacy and confidentiality of the Confidential Information.

**NOW, THEREFORE**, in consideration of the foregoing and of the covenants and agreements set forth herein, the parties, intending to be legally bound, agree as follows:

**1. Confidential Information.** For purposes of this Non-Disclosure Agreement, “Confidential Information” means information whether oral, written or recorded in an electronic format or other medium (other than that which is public knowledge) about the business, activities, operations, or facilities of Provider, including but not limited to its methods, techniques, and processes; development, costs and pricing of its products and services; business and marketing strategies and plans; financial data, personnel data; all trade secrets pertaining in any respect to Provider’s business; and other non-public information furnished to or obtained by Student form or on behalf of Provider. “Confidential Information” shall also include Protected Health Information (“PHI”) as that term is defined in 45 CFR 164.501, including, without limitation, any information, whether oral or recorded in any form or medium: (i) that relates to the past, present or future physical or mental condition of an individual; or (ii) the provision of health care to an individual; or (iii) the past, present or future payment for the provision of health care to an individual; and (iv) that identifies the individual or with respect to which there is a reasonable basis to believe the information can be used to identify the individual. Any notes, papers, databases or other items that contain, embody, discuss, describe, refer or relate to Confidential Information shall likewise be considered Confidential Information within the meaning of this Non-Disclosure Agreement. All Confidential Information shall at all times and for all purposes be considered the property of Provider.

**2. Non-Disclosure Covenants.** Student acknowledges that he is in a position of trust and confidence. In particular, Provider and Student recognize that Student may come into contact with or have access to Confidential Information. During the term of this Non-Disclosure Agreement, Student agrees as follows:

**a.** Student shall not use or disclose Confidential Information in any manner other than while observing the delivery of healthcare at Provider’s facility. Further, Student shall not use Confidential Information in any manner that would constitute a violation of any local, state or federal laws, rules or regulations.

**b.** Student acknowledges that Provider has a duty under law to keep Protected Health Information confidential and secure and that any unauthorized use or disclosure of Protected Health Information may subject Provider to substantial fines, penalties and damages. Student agrees to use reasonable care to avoid the disclosure or dissemination of any Confidential Information.

c. The obligations set forth in this Section 2 shall survive termination of this Non-Disclosure Agreement, regardless of the reasons for termination.

**3. Return of Provider Property.** Upon termination or expiration of the Agreement and immediately upon request by Provider, Student will return to Provider all documents, materials and other property belonging to Provider, including but not limited to all Confidential Information, in Student's possession or control. Notwithstanding the above, upon termination of this Agreement for any reason, Student shall return or destroy all PHI (regardless of form or medium), including all copies thereof and any data compilations derived from PHI and allowing identification of any Individual who is the subject of PHI.

**4. Term and Termination.** This Non-Disclosure Agreement shall commence on the Effective Date and will remain effective for the entire duration of Student's observations. In the event of a material breach by Student of any of its obligations hereunder, Provider shall have the right, as specifically recognized by Student, to terminate the Agreement at any time by providing Student written notice of termination setting forth a description of the breach and the effective date of termination.

**5. Injunctive Relief.** In the event of a breach by Student of any of its obligations hereunder, Provider shall have, in addition to any other rights and remedies available at law or in equity, the right to obtain injunctive relief without the necessity of proving actual damages or that any irreparable harm would or might result from a failure to obtain injunctive relief, it being acknowledged and agreed to by all parties hereto that any such breach will cause irreparable harm to Provider and that monetary damages alone will not provide an adequate remedy.

**6. Indemnification.** Student shall indemnify and hold Provider, and its employees, officers, directors, independent Students, agents and representatives, harmless from and against all claims, liabilities, judgments, fines, assessments, penalties, awards or other expenses, of any kind or nature whatsoever, including, without limitation, attorneys' fees, expert witness fees, and costs of investigation, litigation or dispute resolution, relating to or arising out of any breach or alleged breach of this Non-Disclosure Agreement by Student. The obligations set forth in this Section 6 shall survive termination or expiration of this Non-Disclosure Agreement, regardless of the reasons for termination.

**7. Governing Law and Venue.** This Non-Disclosure Agreement shall be governed by, and interpreted in accordance with the internal laws of the State of Alabama, without giving effect to any conflict of laws provisions. Any action at law, suit in equity, or other judicial proceeding for the enforcement of this Non-Disclosure Agreement, or any provision hereof, shall take place in the State of Alabama in the County in which Provider has its place of business. Student hereby consents to the personal jurisdiction of the state and federal courts in such County, in any dispute arising from or related to this Non-Disclosure Agreement.

**8. Binding Effect; Modification.** This Non-Disclosure Agreement shall be binding upon, and shall inure to the benefit of, the parties hereto and their respective permitted successors and assigns. This Non-Disclosure Agreement may only be amended or modified by mutual written agreement of the parties.

**9. Waiver.** The failure of either party at any time to enforce any right or remedy available hereunder with respect to any breach or failure shall not be construed to be a waiver of such right or remedy with respect to any other breach or failure by the other party.

**10. Severability.** In the event that any provision or part of this Non-Disclosure Agreement is found to be totally or partially invalid, illegal, or unenforceable, then the provision will be deemed to be modified or restricted to the extent and in the manner necessary to make it valid, legal, or enforceable, or it will be excised without affecting any other provision of this Non-Disclosure Agreement, with the parties agreeing that the remaining provisions are to be

deemed to be in full force and effect as if they had been executed by both parties subsequent to the expungement of the invalid provision.

**11. Assignment.** This Non-Disclosure Agreement and the rights and obligations hereunder shall not be assigned, delegated, or otherwise transferred by either party without the prior written consent of the other party and any assignment or transfer without proper consent shall be null and void.

**12. No Third-Party Beneficiaries.** Nothing express or implied in this Non-Disclosure Agreement is intended to confer, nor shall anything herein confer, upon any person or entity other than Provider, Student and their respective successors or permitted assigns, any rights, remedies, obligations or liabilities whatsoever.

**IN WITNESS WHEREOF,** Provider and Student have each caused this Non-Disclosure Agreement to be executed in their respective names by their duly authorized representatives, as of the day and year first above written.

**"PROVIDER"**

**EAST ALABAMA MEDICAL CENTER  
2000 PEPPERELL PARKWAY  
OPELIKA, ALABAMA 36801**

**"STUDENT"**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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

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

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

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

Title: \_\_\_\_\_

# ACKNOWLEDGEMENT

## ORIENTATION TO EAST ALABAMA MEDICAL CENTER

This page must be completed and returned to:

- **Education Dept** (Students/Non-Employees)
- **Michelle Clayton** Risk Manager (AHPs/ Non-Employees)
- **Randy Causey** Safety Officer (Forensic Officers)
- **Bruce Zartman** Director Materials Management (Vendors)

<u>Initial</u>	<u>Topic</u>	<u>Initial</u>	<u>Topic</u>
_____	Identification	_____	Safety
_____	Statement of Mission	_____	Confidentiality
_____	Customer Service Philosophy	_____	Parking
_____	Quality Service Core Values	_____	Infection Control
_____	Sexual Harassment, Abuse & Neglect	_____	Armband System
_____	Corporate Compliance	_____	Fall Prevention
_____	Performance Improvement	_____	Risk Management
_____	Patient Service Fundamental Principles	_____	End of Life
_____	Team Work, Diversity, & Patient Rights	_____	Restraints
_____	Tobacco-Free Workplace		

I have read and understand the information contained in this booklet. I understand EAMC's expectations of me and agree to comply with the policies and practices of the Center.

**NAME (PRINT):** \_\_\_\_\_

**SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**JOB TITLE:** \_\_\_\_\_

**COMPANY/SCHOOL REPRESENTED:** \_\_\_\_\_

**SPONSOR/SUPERVISOR:** \_\_\_\_\_

## EAMC Non-Employee Orientation Assessment

1. The values of excellence at EAMC are:
  - a. Integrity, compassion, helpfulness, communication, and teamwork
  - b. Integrity, compassion, excellence, respect, and teamwork
  - c. Integrity, compassion, excellence, communication, value
  - d. None of the above
2. A student may contact the Joint Commission directly and report a quality concern.
  - a. True
  - b. False
3. Students promote diversity in the workplace by:
  - a. Being open about differences and not assuming anything
  - b. Encouraging questions and developing friendships
  - c. Not telling ethnic or sexual jokes
  - d. All of the above
4. Information regarding patients and Medical Center activities is strictly confidential.
  - a. True
  - b. False
5. Emergency codes for EAMC include the following:
  - a. Dr. Red – Fire
  - b. Dr. Crib – Infant/Child Abduction
  - c. 99 Stat – Workplace Violence
  - d. All of the above
6. After October 1, 2010, visitors, employees, and patients may smoke in designated areas only.
  - a. True
  - b. False
7. The **single most** important action to prevent the spread of infection is:
  - a. Washing your hands frequently
  - b. Wearing gloves and changing them after each patient contact
  - c. Not touching anything dirty
  - d. None of the above
8. A white armband indicates the patient is at high risk for falls.
  - a. True
  - b. False
9. Students parking areas include:
  - a. Fourth level of the parking deck
  - b. Second through fourth levels of the parking deck
  - c. Any non-designated outer area
  - d. Both a and c
10. EAMC dress code policy for students is as follows:
  - a. Professional program dress requirements (if applicable) and ID badge
  - b. Closed-toe shoes
  - c. No cologne, visible tattoos, or artificial nails
  - d. All of the above

*This document is kept on file as evidence of education on hospital protocol. Keep the booklet for your information. For students and/or non-employees there may be other job specific orientation requirements for you to complete in the department to which you are assigned.*

## BADGE REQUEST FORM

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

Name for Badge (please print): \_\_\_\_\_

Title: \_\_\_\_\_

Department Name: \_\_\_\_\_

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

### Badge Type:

- Observer (Red)
- Clinical (Blue)
- Volunteer (Green)

### Photo Badge:

- Intern
- Clinical Instructor

Expiration Date: \_\_\_\_\_

Education Staff Signature: \_\_\_\_\_



You are **REQUIRED** to wear an Identification Badge while at East Alabama Medical Center. You **WILL NOT** be allowed to remain on the premises if you do not have your badge.

Pins, stickers, and the like cannot be worn on the badge as they will destroy the electronic devices of the badge.

This form must be turned in at the Human Resources department in order for you to pick up your badge.

### HR Use Only:

Date Picked Up: \_\_\_\_\_

HR Staff Signature: \_\_\_\_\_