

Stony Brook University Hospital Volunteer Program



Orientation Manual

Volunteer Services

Phone: (631) 444-2610

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Email:

volunteerservices@stonybrookmedicine.edu

Office Hours:

Monday – Friday

8:30am-4:30pm

WELCOME TO STONY BROOK HOSPITAL

Welcome to Stony Brook Hospital. We are delighted that you will be joining us.

By becoming a volunteer at Stony Brook Hospital, you are joining an organization dedicated to the highest standards of patient care, medical education, and scientific research. A Commitment to excellence at Stony Brook Hospital is essential to serving the health care needs of the Long Island community. As employees and volunteers, we are responsible for ensuring patient -centered quality care by striving for excellence in all that we do and for creating a positive work environment. You can help. You're a part of it.

Stony Brook Medicine

Mission:

Stony Brook Medicine delivers world-class, compassionate care to our patients, advances our understanding of the origins of human health and disease, and educates the healthcare professionals and biomedical investigators of the future, so they can bring the fruits of scientific discovery to our patients.

Vision:

Stony Brook Medicine will continue to strive for excellence as:

- A world-class institution, recognized for outstanding, compassionate patient care, biomedical research, and healthcare education
- The first choice of patients for their care and the care of their families
- An academic medical center that attracts educators and students with the desire and ability to provide and receive the highest quality, innovative education
- One of the top-ranked institutions for scientific research and training

Values:

I CARE - Integrity; Compassion; Accountability; Respect; Excellence

Integrity - We are honest and ethical in all our interactions.

Compassion - We provide empathic care with attentive listening and affirmation.

Accountability - We hold ourselves accountable to our community, to our organization and to each other for our performance and behaviors.

Respect - We foster an environment of mutual respect and trust, embracing diversity in people and thinking.

Excellence - We set the highest standards for safety, clinical outcomes and service.

We hope that your experience here will be both interesting and enjoyable.

Please read this orientation manual *carefully*. This manual is yours to keep. It contains important information that will assist you in carrying out your volunteer duties. The Department of Volunteer Services staff, as well as the staff of the department, to which you are assigned, will be happy to answer any questions you may have.

ACCEPTANCE, CLASSIFICATION & ASSIGNMENT OF VOLUNTEERS

Volunteers must be at least 14 years of age. Volunteers between the ages of 14 and 17 are enrolled as junior volunteers. Those 18 years of age or older are senior volunteers.

Before you are given an assignment, you must:

- complete an application which includes a medical reference signed by your physician
- complete both orientation programs (part 1 and 2) and sign and send back confidentiality agreements
- receive a medical clearance from Employee Health Service
- successfully complete a background investigation (seniors only)

Hospital Volunteers are required to receive a 2-Step PPD Screening. One negative PPD (dated within 3 months must be documented for clearance as well as a 2nd Negative PPD (dated a minimum of one week after first PPD). Volunteers with a history of a positive PPD and history of a positive QuantiFERON Gold, must provide a negative chest x-ray report dated AFTER the positive tests. Individuals with a history of a positive PPD but NO positive QuantiFERON Gold must submit a negative QuantiFERON Gold within the previous 3 months. Documentation from a private physician is accepted. Please carefully read the documentation requirements.

Hospital Volunteers are no longer required to be **fully vaccinated against COVID-19 prior to their first volunteer shift.**

COVID-19 vaccines are not provided by Employee Health Services. Volunteers, if they wish to be vaccinated for COVID, are required to secure a vaccine through either a primary provider, or a local pharmacy.

Senior Volunteers are required to undergo a background check prior to beginning their assignment. **The background investigation begins once you have been medically cleared, received a schedule from a department supervisor and have notified Volunteer Services.** A tentative start date will be given by the Department of Volunteer Services.

All volunteers will be recruited and assigned in accordance with the State University of New York's equal opportunity, affirmative action, and labor relations policies without regard to sex, race, religion, national origin, age, physical disability, or marital status.

Available volunteer assignments and supervisor contact information is available at www.stonybrookmedicine.edu/patientcare/hospital-volunteers

Upon acceptance into the volunteer program, you must agree to accept and abide by the policies of Stony Brook Hospital and the Department of Volunteer Services and the department to which you are assigned. If in the opinion of the Director of Volunteer Services and/or the supervisor of the department to which a volunteer is assigned, a volunteer displays conduct that is not in the best interests of the Stony Brook Hospital and its patients, the volunteer may be counseled and asked to leave.

Pet Therapy

The Stony Brook University Hospital (SBUH) Office of Volunteer Services approves selected certified animal assisted therapy programs to participate in animal assisted activities (AAA) and/or animal assisted therapy (AAT) for its patients and staff. For more information on how to get involved as a Pet Therapy volunteer please contact Volunteer Services at 631-444-2610 or email us at volunteerservices@stonybrookmedicine.edu to request a copy of our Pet Therapy Packet for Volunteers.

ATTENDANCE

Volunteering requires a firm commitment. At the Stony Brook Hospital, we ask each volunteer to agree to serve at least three hours a week. Please do not accept an assignment unless you have given serious thought to the demands it may place on you.

Volunteers are expected to be prompt for their assignments and to **sign in and out** each day using the Kiosk in the Volunteer Office. Volunteers who work off site, will record their attendance on a paper timesheet. At the end of each month, off-site volunteers must provide Volunteer Services with a copy of their timesheet to be manually recorded in the volunteer database. Report to your departmental supervisor when you arrive and when you leave.

Hours for Volunteering

As a general rule, volunteers are assigned to work at regularly scheduled times each week, between the hours of 8:00am and 9:00pm. Junior Volunteers are **not** permitted to work after 7:00pm and no more than 16 hours per week.

Volunteers are not permitted to work in areas other than those to which they are assigned except with the permission of the Department of Volunteer Services. If you wish to change your schedule or to add a department, please call or stop by the Department of Volunteer Services. Change in schedule should be made directly with the department supervisor.

Absences

Please do not report for duty if you are sick or otherwise unable to carry out your assignment. If you must be absent for a day, call your departmental supervisor as soon as possible.

Leaves of Absence

The Volunteer Services Office may grant leaves of absence to volunteers. If you intend to be absent for two months or more, please contact the Department of Volunteer Services to request a leave of absence. If you go on a leave of absence, please contact the Department of Volunteer Services before you return to discuss your schedule and assignment. If you do not return to service after going on a Leave of Absence, your file will become inactive and you will have to reapply as a Volunteer.

Leaving Volunteer Service

When the time comes for you to leave volunteer service, please notify the Department of Volunteer Services as soon as possible. Please be sure to return your identification badges on your last day of service. If you would like a letter of reference or other verification of your volunteer service, we will be happy to supply one for you.

Excessive Absences

Volunteers who do not report to their scheduled assignment for two consecutive months will be considered to have resigned from the volunteer program, unless they have been granted a leave of absence.

Volunteers who have been placed on inactive status should not report to their assignments until they have been reactivated by the Department of Volunteer Services staff. We cannot guarantee that a volunteer will be reassigned to the same time and department after having been placed on inactive status.

UNIFORMS

All volunteers are required to be in uniform when they are on duty. Both the ID badge, badge buddy and jacket are required. Uniforms are purchased at the Gift Shop located on level 5 of the hospital on the volunteer's first day of service. The cost of the uniform is \$35.00. Payment can be made by credit card or cash.

All volunteers will be issued a blue jacket. Volunteers must report to Volunteer Service first to receive their ID badge and then will be directed to the Gift Shop. The Gift Shop will not sell uniforms to anyone without an ID badge.

Volunteers are expected to keep their uniforms clean, neatly pressed and in good repair, and to report to the Hospital in proper uniform, clean, and well groomed. A neat and professional appearance is required. Tank tops, crop tops, shorts, open-toed shoes, or sandals are not permitted to be worn with the volunteer uniform.

While volunteering, please remember to put your cell phone on vibrate.

IDENTIFICATION BADGES

Every volunteer will be issued a Stony Brook Hospital identification badge. One should be worn as part of the uniform. It should be worn on the volunteer's outermost garment, above the waist, so that it is clearly visible.

The identification badge **must** be worn at all times while the volunteer is on duty in the Hospital.

The identification badges will carry an expiration date of 1 year from the date they were issued. **Volunteers are responsible for arranging for the renewal of their badges with Volunteer Services.** During the month before your ID badges expire; please contact the Department of Volunteer Services to arrange for a new ID. Identification badges are not transferable. They are the property of the Stony Brook Hospital and must be returned to the Department of Volunteer Services when you leave volunteer service.

Volunteers will also be issued a “badge buddy” which must be worn along with the ID badge.

****The only exception to the uniform policy is if you are assigned to an area which includes semi restricted (OR/Procedure Hallways) and restricted (OR's/Procedure rooms) areas. When entering the hospital, be sure to wear your **volunteer jacket and badge**. When you report to your assignment, you must follow the following uniform guidelines:**

- Only hospital issued and hospital laundered scrubs may be worn in OR/Procedure rooms and must be changed daily.
- All Head & Facial Hair must be covered- NO EXCEPTIONS. Knight hoods and masks required for facial hair.
- All head and neck jewelry except stud earrings must be removed- NO EXCEPTIONS ---stud earrings may remain only if there are covered at all times
- No cover jackets from outside the operating/procedure rooms may be worn
- No personal belongings including but not limited to purses/back packs/ computer bags are to be taken into the OR/procedural restricted and semi restricted areas.
- When leaving a procedural suite scrubs must be covered by a buttoned lab coat or closed single use gown.
- No lanyards may be worn
- Only hospital supplied disposable head covering may be worn.

When you are finished with your assignment for the day, change back into your street clothes and volunteer jacket and ID badge to sign-out.

RELATIONSHIP WITH STAFF

Each volunteer is a member of the Department of Volunteer Services and works under the general supervision of the Department's Director and staff. When you receive your assignment, you will work under the direct supervision of a member of the staff of the department to which you are assigned. The staff member will be responsible for orienting you to the department, assigning your duties, pointing out any special restrictions or precautions, and for providing on-site supervision. Please report to your supervisor each time you arrive at the department or leave for the day. Call your supervisor if you cannot report for duty as assigned.

Volunteers must accept supervision gracefully and follow all instructions exactly as they are given. Ask questions if you have any doubts or reservations concerning a staff member's instructions.

Volunteers do not replace paid staff. Each volunteer assignment is designed to supplement and enhance staff functions in order to make each patient's stay at Stony Brook Hospital as pleasant and comfortable as possible.

Do not request medical advice, treatment, drugs or supplies from the staff of the Hospital. If you become ill or are injured while on duty, notify your departmental supervisor and the Department of Volunteer Services at once. If medical evaluation or treatment is necessary, the Employee Health Service or the Emergency Department, as appropriate will provide it.

Volunteers should not attempt to provide any form of professional or medical services to patients. If a patient needs medical or nursing attention, inform the staff of the department at once.

INFECTION CONTROL

For the health and safety of everyone at Stony Brook University Hospital, a **FACE MASK MUST BE WORN AT ALL TIMES WHILE IN PATIENT CARE AREAS**. If you do not have your own mask or face covering, one will be provided to you at the front door at our Visitor Screening area, which is located just past the main entrance to the hospital or in Volunteer Services.

All members of the Hospital Staff, including volunteers, must cooperate in controlling the spread of infection. Procedures for the control of infection are designed to minimize the spread of infection from:

- Patient to patient
- Patients to personnel (including volunteers)
- Personnel to patients

Many germs and viruses are found on surfaces throughout the hospital. It is important to sanitize shared work space prior to use. This includes phones, desktops, computer equipment, and other frequently touched surfaces. Your Department Supervisor will tell you where the germicidal wipes are located in your area.

During your department orientation, your supervisor will educate you on dwell time (contact time) which is the amount of time a disinfectant must remain visibly wet on a surface. We utilize different germicidal wipes with different dwell times and if you are unsure of the dwell time, it can be found on the side of the container. It is your responsibility when using the germicidal wipes that you carefully clock the correct amount of dwell time. **Remember: Wear gloves when using these wipes.**

HANDWASHING

The most important thing you can do to minimize the spread of infection is to practice good handwashing technique. Wash your hands:

- When you report to your assigned area of volunteer service and when you leave
- Before and after breaks and meals
- After you use the restroom
- Before and after any personal contact with patients
- After you handle any materials (linens, food trays, etc.) used by patients
 - or when hands are visibly soiled

Wash your hands upon entering a patient's room and upon leaving. You may also use foam dispensers located outside the patient room if soap and water are not accessible.

When washing your hands:

- Wet hands with warm water
- Apply approximately one teaspoon of liquid soap to the palm of the hand
- Rub hands vigorously to work up a full lather, with particular attention to areas in between fingers and the nails for 10-15 seconds (sing the "happy birthday song" twice)
- Rinse hands and dry thoroughly with clean paper towels
- Hand operated faucet handle must be turned off with a clean paper towel

After you have washed your hands like this once, it is acceptable to use the foam hand soap when hands are not visibly soiled and a hand washing sink is not readily available.

Hand Hygiene Instructions for Volunteers in Patient Care Areas

Volunteers who select assignments that involve direct patient contact (Nursing, Physical Therapy, Occupational Therapy, Patient Transport, Emergency Department, etc.) must adhere to the additional hand hygiene requirements as follows:

- Finger nails are to be neatly trimmed and maintained at a reasonable length (not longer than ¼" beyond the finger tip)
- Artificial nail enhancements are not to be worn. Non-chipped polish is permitted, but anything applied to nails other than polish is considered an enhancement. This includes, but is not limited to: artificial nails, tips, wraps, appliqués, acrylic, gels or other additional items applied to the nail surface.

ISOLATION

It is also important that you recognize isolation areas and do not enter isolation rooms. Isolation Rooms are identified differently in the old hospital and in the new pavilion so please pay attention. **Under no circumstances should a volunteer enter an Isolation Room.**

An isolation room can be recognized by the presence of a yellow card in the old hospital or electric screen that says:

"Disease - Specific Precautions
Visitors - Report to Nurses' Station Before Entering Room"

The card or screen is posted near the door, outside the patient's room. **If you encounter an isolation room, do not go in.**

Volunteers should pay close attention to notes posted outside a room. As the note may indicate restricted entry during special times or circumstances such as an aerosolized procedure.

Certain areas of the Hospital should not be entered without special precautions. These areas include the Operating Room, the Recovery Room (AICU), Labor & Delivery, and the intensive care units (ICU's). The precautions might include wearing an isolation gown, scrubs, or other protective clothing. Please take care to recognize these areas and be sure to comply fully with the precautions.

Gloves, Goggles, Masks, Face Shields, and Gowns

At times and in certain areas of the Hospital, you may be required to wear disposable gloves, masks and/or gowns. These items are to be used only once and disposed of properly. Universal Precautions are to be used in the care of all patients. If you have any questions about the proper use or disposal of these items, please ask the nurse on duty.

Bloodborne Pathogens

Bloodborne pathogens are transmitted through body fluids, primarily blood and semen, although all body fluids and tissues should be regarded as potentially infectious. The most common modes of transmission are sexual contact, needle sharing, and to a lesser degree, infusion of contaminated blood products. These organisms are not transmitted by casual contact, touching or shaking hands, eating foods prepared by an infected person, or from drinking fountains, telephones, toilets, or other surfaces. To eliminate the risk of infection, under no circumstances should a volunteer handle any item that may contain blood and/or body fluids or handle needles.

Don'ts

Do not report for volunteer service if you are sick, especially if you have a fever, diarrhea, or a skin infection.

Do not eat or drink in a patient's room or in a patient's care area.

Do not eat or drink anything from a patient's tray.

Do not enter an isolation room.

Do not attempt to clean up spilled specimens.

Do not handle needles.

Do not touch any item that may be contaminated with blood and/or body fluids.

If you have any doubts about your safety or about procedures for infection control, please ask the nursing staff on duty. If you witness any unsafe conditions or have additional questions, please contact the Department of Volunteer Services. We will put you in touch with the Healthcare Epidemiology Department at 444-2239 and the patient safety officers.

HOSPITAL FIRE SAFETY AND EMERGENCY PROCEDURES

Fire Safety

Hospital uses a network of Fire Wardens who act as emergency coordinators for each of the fire-safe areas. When the alarm system is activated, the Fire Warden in the area will coordinate the situation until emergency personnel arrive.

As part of the hospital's fire response plan, volunteers are expected to assist the nursing staff and be under the direction of the fire warden, clearing halls, closing doors and evacuating patients. If at the time of the fire alarm, you are with and responsible for a patient, you will stay with that patient and assist in their evacuation under the guidance of the Fire Warden.

The Hospital is monitored by a fire alarm system that includes smoke and heat detectors, as well as manual pull stations near all the exits. The fire alarm system uses bells and chimes to notify occupants of an emergency.

Bells – Floor or area of alarm origination: Bells sound, followed by recording stating code red and the physical location.

Chimes – Areas adjacent to the areas of alarm origination: Chimes sound followed by recording stating code red is being investigated along with its physical location.

Procedure For Actual Fire/Smoke Conditions

A Code RED is the signal phrase for an actual fire or smoke condition i.e. an employee actually sees flames or smoke. If you see fire/smoke, call out code red, pull the nearest fire alarm pull station and dial the hospital operator at 911 to report. Use this acronym as a memory trigger for the following actions during fire.

R.A.C.E.

R	- Remove	patient from immediate danger
A	- Alarm	by pulling fire alarm and dialing 911 to notify operator of code red
C	- Contain	by closing doors
E	- Evacuate	or
	- Extinguish	fire if trained to use fire extinguisher

Corresponding Activities

Telephone operators will be notified (by emergency personnel only) to announce a Code Green when all is clear and normal work practices may be resumed. This is typically only done when a Code Red is called. You should always know two ways of exiting from any area to which you are assigned.

You should always know two ways of exiting from any area to which you are assigned. Fire Evacuation Procedure maps are posted in hallways throughout the Hospital. Each map illustrates two ways to exit the area. Study the map in each area to which you are assigned and practice exiting the area. Consult your department supervisor if you need clarification.

Familiarize yourself with the location of fire alarm pull stations.

In case an emergency evacuation is necessary, do not use the elevators during a fire alarm unless you are instructed to do so by emergency personnel.

If you are physically handicapped, please notify the Director of Volunteer Services so that precautions can be taken to ensure your safety.

Quarterly fire drills are conducted throughout the hospital. You will be expected to participate in and respond to the drill as appropriate.

Other Safety Hazards

Various areas in the Hospital contain hazardous biological, chemical and radiological hazards. As a volunteer, you will not be assigned to areas or functions in which you may be exposed to these hazards. If you have any doubts concerning your safety or the safety of others, please report your concerns to the Director of Volunteer Services or your departmental supervisor at once. Do not attempt to clean up any spilled or soiled material. Report all safety hazards immediately.

GUIDELINES FOR ALL VOLUNTEERS



If you are injured or become ill while you are on duty as a volunteer, notify your departmental supervisor and the Department of Volunteer Services at once. If treatment is necessary, it will be supplied by the Stony Brook Hospital Employee Health Service or Emergency Department as appropriate.

Every injury sustained by a volunteer while on duty the must be reported **immediately** to the Department of Volunteer Services and your departmental supervisor. All injuries must be evaluated and documented as soon as possible.

Accidents

If you have an accident of any sort - spill a specimen, damage Hospital property or equipment, cause an injury to a patient - do not attempt to correct the situation yourself. Instead, notify your departmental supervisor and the Department of Volunteer Services immediately.

Notify your departmental supervisor and the Department of Volunteer Services at once if you witness an accident or unusual incident at the Hospital or if you observe any safety or health hazard.

All traffic accidents should be reported as soon as possible to Campus Police at 333

Smoking

Smoking is **not** permitted inside buildings or on the grounds of the East Campus which includes the Health Sciences Center (HSC), west of Health Sciences Drive, including the Hospital, Ambulatory Surgery Center, Cancer Center and Imaging Center, the Hospital and HSC garages, and all open space around those areas. Smoking is also prohibited in all vehicles owned and/or operated by Stony Brook University Hospital.

The University and Hospital provides a safe and healthy environment for all student, faculty, staff and visitors. In order to accomplish this, the University has a smoke-free policy. The policy applies to all students, faculty, staff (including volunteers), patients, and visitors at Stony Brook and all University buildings and facilities.

Smoke-Free: The establishment of an environment that is free of smoke through the prohibition of smoking.

*For purposes of this policy, smoking includes the possession or inhalation of a lighted cigar, cigarette, pipe, or tobacco product.

Gratuities

Volunteers should not accept money or gifts of any significant value from patients or their families. If someone offers you money, explain that you are not allowed to accept it. You might suggest that they make a donation in your name to the Stony Brook Hospital Auxiliary to be used for the purchase of needed medical equipment.

Emergencies

If an emergency occurs and you need help immediately, dial "911" on any hospital telephone. Tell the operator your location, the nature of the emergency, your name and status (volunteer).

Use of Telephones

Hospital telephones are to be used only for Hospital Business. Please do not use the Hospital telephone system to place personal calls.

Please ask your family and friends not to call you at the Hospital except in an emergency. On weekdays (Monday through Friday, 8:30 am to 5:00 pm) emergency calls should be placed to you through the Department of Volunteer Services at 444-2610. In the evening and on weekends, volunteers can be reached in an emergency by dialing the main Hospital switchboard at 689-8333.



Wheelchair Safety

When using a wheelchair to transport a patient to a destination in the hospital you must:

- a) Place the wheelchair close to the patient
- b) Always lock the wheels before the patient gets into or exits the chair
- c) Be sure the footrests are up
- d) Stand close to patient as he/she ambulates

When transporting the patient make sure the patient is facing forward. When going into elevator pull the patient backwards into the elevator; always advise the patient you are doing this. Pay attention to the patient; avoid long conversations with friends and other staff.

What Volunteers Cannot Do

To protect yourself, Stony Brook Hospital, and its patients, you must accept certain limits on your activities. As a volunteer at Stony Brook Hospital, you must not:

- Give medications of any kind
- Transport medications
- Handle controlled substances
- Take telephone treatment messages or orders from physicians
- Transcribe physician's orders
- Make entries in a patient's chart
- Empty bedpans
- Discard needles
- Give bed baths
- Raise or lower a bed without the nurse's permission
- Lift a patient or change a patient's position in bed
- Give food or drink to a patient without the nurse's permission
- Feed patients without the nurse's permission
- Escort patients on stretchers alone
- Escort patients who are on IV medications alone
- Escort critically ill patients alone
- Enter an isolation room
- Care for patients in isolation rooms
- Attempt to give any form of medical or nursing care, including first aid or CPR
- Attempt to perform any duty you have not been taught to do

AIDET

At Stony Brook University Hospital, we want to be an “always hospital”. That means we strive to always perform certain behaviors in order to receive an “always” rating on our patient satisfaction surveys. One of these behaviors is called “AIDET”.

A=Acknowledge the patient

I=Introduce yourself and your role

D=Duration: say how long it will take.

E=Explain what you are doing and why.

T=Thank the patient for helping and for choosing Stony Brook.

RESOURCES FOR PATIENTS

Gift Shop

The Hospital Gift Shop, is located on level 5, just off the main lobby. The shop has a variety of flowers, toys, cards, candies and other gifts for sale.

Patient Advocacy

A patient advocate is on staff to address any questions, concerns or problems that a patient or their families may have about service or care at the Hospital. Volunteers should refer complaints made by patients or their families to the patient representative at ext. 4-2880.

For Patients who need Language Services

Language assistant interpreters - available on site and as well as through Pacific Interpreters - are skilled in sign language and foreign languages and are available to assist patients with communication on health-related issues. These services may be accessed through the nurses on staff, the hospital switchboard or the Department of Patient Advocacy at 444-2880.

Stony Brook University Hospital provides the following free language assistance services:

- Telephonic interpretation
- 4 full time Spanish Medical Interpreters
- Video Remote Interpretation (VRI)
- Contracted American Sign Language Interpreters

Social Work Services

The Social Services Department at Stony Brook Hospital is staffed by professional Social Workers who assist patients with the financial, emotional, and social aspects of their health care. The patient's physician or nurse can arrange for a visit by a social worker.

Chaplaincy Services

The Hospital's chaplaincy service provides spiritual care to patients of all denominations. The nursing staff can arrange for a visit by a Hospital Chaplain. A meditation chapel is located on Level 5, just off the main lobby.

MANAGEMENT OF SUSPECTED ABUSE

Any employee or volunteer who becomes aware of an allegation of patient abuse must immediately notify a supervisor. If your immediate supervisor is not available, report to the head of your department, nurse manager, or any associate director of nursing. Allegations of abuse and neglect can be defined as physical, psychological or sexual.

When an allegation is made **or** you suspect an event has occurred, notify your direct supervisor immediately. The supervisor will notify the Nurse Manager, Risk Management, the AND & the patients attending physician. All allegations must be investigated.

If you see something, say something.

Non-Discrimination Statement

Stony Brook University is proud of its long standing commitment to equal employment and educational opportunity. Any form of discrimination, including gender and/or sex based discrimination, is prohibited by Stony Brook University policy and federal and state laws such as Title IX of the Education Amendments of 1972.

Stony Brook University prohibits discrimination on the basis of race, sex, sexual orientation, gender identity and expression, religion, age, color, creed, national or ethnic origin, disability, marital status, familial status, genetic predisposition, criminal conviction, domestic violence victim status, veteran status and/or military status and all other protected classes and groups under Federal and State Laws in the administration of its policies, programs, activities, or other Stony Brook University administered programs or employment. For additional information regarding Stony Brook University's Policy on non-discrimination, please see the Equal Opportunity/Affirmative Action Policy <http://www.stonybrook.edu/policy/policies.shtml?ID=105>

Incidents may be reported on-line at any time from any internet connected device using our simple to remember website: stonybrook.edu/reportit

You can call **631-632-6280** for more information.

PATIENT'S BILL OF RIGHTS

The staff of professional and lay personnel at Stony Brook Hospital recognizes that while you are a patient here you have a right, consistent to the law to:

- * Understand and use these rights. If for any reason you do not understand or need help, the hospital must provide assistance, including an interpreter.
- * Receive treatment without discrimination as to race, color, religion, sex, national origin, disability, sexual orientation or source of payment.
- * Receive considerate and respectful care in a clean and safe environment free of unnecessary restraints.
- * Receive emergency care if you need it.
- * Be informed of the name and position of the doctor who will be in charge of your care in the hospital.
- * Know the names, positions, and functions of any hospital staff involved in your care and refuse their treatment, examination or observation.
- * A no smoking room.
- * Receive complete information about your diagnosis, treatment and prognosis.
- * Receive all the information that you need to give informed consent for any proposed procedure or treatment. This information shall include the possible risks and benefits of the procedure or treatment.

- * Receive all the information that you need to give informed consent for an order not to resuscitate. You also have the right to designate an individual to give this consent for you if you are too ill to do so. If you would like additional information, please ask for a copy of the pamphlet "Do Not Resuscitate Orders - A Guide for Patients and Families."
 - * Refuse treatment and be told what effect this may have on your health.
 - * Refuse to take part in research. In deciding whether or not to participate, you have the right to a full explanation.
 - * Privacy while in the hospital and confidentiality of all information and record regarding your care
 - * Participate in all decisions about your treatment and discharge from the hospital. The hospital must provide you with a written discharge plan and written description of how you can appeal your discharge.
 - * Review your medical record without charge. Obtain a copy of your medical record for which the hospital can charge a reasonable fee. You cannot be denied a copy solely because you cannot afford to pay.
 - * Receive an itemized bill and explanation of all charges.
 - * Complain without fear of reprisals about the care and services you are receiving and to have the hospital respond to you and if you request it, a written response. If you are not satisfied with the hospital's response, you can complain to the New York State Health Department. The hospital must provide you with the Health Department telephone number.
 - * Authorize those family members and other adults who will be given priority to visit consistent with your ability to receive visitors.
 - * Make known your wishes in regard to anatomical gifts. You may document your wishes in your health care proxy or on a donor card, available from the hospital.
- The Stony Brook Hospital Patient Services Representative is available to help any patient who has a question about his or her rights. Volunteers should refer all questions concerning patients' rights to the Patient Services Representative at ext. 4-2880.

HIPAA PRIVACY AND SECURITY

What is HIPAA? The Health Insurance Portability and Accountability Act of 1996. A HIPAA Training has been issued to you via our orientation and you can review it often and use it as a resource. If you have additional questions about patient privacy, contact the Volunteer Office at 444-2610 or the Office of Compliance at 444-5776.

CONFIDENTIALITY OF INFORMATION

Patients have a right to expect that any information about their medical history, condition, or treatment will be held in the strictest confidence. Volunteers must respect this right and must never share information about any patient with anyone outside the hospital.

Do not seek out information about any patient by reading the patient's medical record or by probing the computer. Do not discuss any patient's medical condition or treatment with the patient or with the patient's visitors. Do not discuss a patient's condition or treatment in the public areas of the Hospital (cafeteria, elevators, lobby, etc.). If you must speak with a staff member about a patient, be sure to do so in an area where you will not be overheard.

HIPAA Dos and Don'ts

In some assignments you will be given access to patient information via the computer. To ensure password security:

- Don't tell anyone your password
- Don't write your password down anywhere
- Don't let someone see what you are entering as your password
- Make sure your password cannot be easily guessed.
- If you think there is even a slight chance someone knows your password, change it

If you are using a computer in your volunteer assignment, follow these hints for safe computing:

- Never leave your computer, workstation, or your terminal without first logging off
- Never share your login or password
- Never leave sensitive information around in paper or magnetic form
- Always keep sensitive information in a secure place
- Never browse and look at sensitive information that you don't have a need to know to perform your work responsibilities (ex. Friends, neighbors, and colleagues)
- Never leave patient information/handouts in lecture halls or conference rooms.

How do I know if what I am doing is appropriate or not? Stony Brook University Hospital has Administrative Policies and Procedures that provide guidance for all aspects of health information protection. To report a possible violation of privacy/confidentiality contact the Chief Privacy Officer or use the web at: <https://sbuh.privacyprosolutions.com/report>. When in doubt contact us: Phone: 631-444-5796 or e-mail hipaa@stonybrookmedicine.edu

What are some of the important aspects of HIPAA that are essential to my duties/responsibilities?

- Access, use and disclose (share) only the minimum amount of health related information necessary in the performance of assigned responsibilities.
- Do not access information for personal reasons (looking up information for friends, family, your own child, etc.)
- Know the patient has the right to:
 - Restrict how and with whom we share their health information - ask the patient if it is okay to speak in front of others (for emergencies or unresponsive patients do what is in the patient's best interest)
 - Specify how/where they want to receive communications (cell phone, PO Box)
 - Obtain a copy and/or review their medical record.
 - Request corrections or question information contained the medical record.
 - Request an accounting/explanation of when we shared their health information.
 - File a complaint if they suspect their privacy has been violated.

- Find Private locations to discuss patient information, always close doors & ***pull privacy curtains.***
- Leave generic messages on voice mail/answering machines - Dr. Smith/SBUH please call 444-XXXX.
- Direct all media inquiries to Media Relations (632-4965).
- Discard **ALL** material containing health information in the appropriate *HIPAA Bins or use cross-cut shredders.*
- **Do Not** leave any materials containing health information assessable to others (top shelf of a nursing station, table of a conference room, computer monitor, open office, etc.)
- Do Not Snoop on neighbors, friends, relatives, immediate family members, colleagues, celebrities, or other high profile/media patients.
- Check the LED window on a fax to verify that you have dialed the correct number.
- Check the recipient(s) on the “To” line of an email to verify you have all the correct recipients.
- Send health information only to another stonybrookmedicine.edu email account and not any other email account.
- Check your selections prior to utilizing XR Clinical Reporting for printing and faxing.
- When taking patient information from a printer, check that you have only the documents pertaining to that patient before faxing or handing the information to the patient.
- When mailing patient information, check all the pages to verify the documents pertain to the correct patient and the envelope is addressed correctly.
- Ensure you have limited the amount of health information being shared/sent/disclosed to only that which is requested – no more, no less.
- Clarify the correct primary care physician (PCP) has been selected for continuity of patient care communications.

If you should have any questions regarding HIPAA, please contact the HIPAA Privacy Office at 631-444-5796 or hipaa@stonybrookmedicine.edu

Handling and Disposal of Discarded Materials (Paper and Electronic Media)

Policy: Stony Brook workforce members discard all protected health information (PHI) and other confidential and sensitive materials in either paper or electronic format (diskettes, data tapes, etc.) in designated confidentiality bins.

Definitions: Protected Health Information (PHI): Any information, including but not limited to, specimens, radiographs, photographs, any portion of the paper or electronic medical record or research data that contains patient identifiers; such as name, medical record number, social security number, date of birth, encounter number, test results, diagnoses, dates when services were provided, dates of admission, dates of discharge, date of death, etc., that relates to the past, present or future physical or mental health condition of an individual, the provision of health care to an individual, or payment for the provision of health care to an individual. This definition applies to information that is spoken, written or electronic in form and either directly identifies the individual

or could reasonably be used to identify the individual. Any form of information that can identify an individual who has received, is receiving or will be receiving health care.

Workforce Member: - An employee, volunteer, trainee, or other individual affiliated with SBUH whose work is under the direct control of SBUH regardless of whether they are paid by SBUH.

1. Lockable, secure containers are provided to collect all discarded paper materials at the point of generation.
2. All staff members are shown the location of the locked paper containers in their work area.
3. All paper as well as all items containing PHI and other confidential information including but not limited to folder, binders or CD's may be deposited. It is not necessary to remove staples or clips (for removal of multiple folders, binders and CD's refer to #10 below).
4. Foodstuff and medical waste are not allowed in these containers.
5. Patient names are peeled from IV bag labels, medication labels including eye drops, inhalers and syringes, and zip lock plastic bags that have a patient label affixed to them, are removed and placed in the locked bins. The container from which the label has been removed are placed in other appropriate trash receptacles in compliance with infection control practices and chemical waste handling procedures.
6. When labels containing patient information cannot be removed / peeled from IV bags, medications or zip lock bags the patient's name is redacted (crossed out) with permanent marker and the item is then placed in the appropriate trash receptacles in compliance with infection control practices and chemical waste handling procedures.
7. Designated Hospital staff (Recycle Team) handle materials that have been discarded in the locked bins. The Recycle Team staff are responsible for emptying the bins, shredding and bundling the contents.
8. The Recycle Team staff empty the bins on a weekly schedule. However, if the containers become filled to capacity between scheduled pickups, the Recycling Department is called at 4-1462 for a non-routine emptying.
9. If an item/object is mistakenly placed in a locked container, for bins located in the hospital and HSC call the Recycling Department at 4-1462 to unlock the bin during normal business hours 7 days a week between 7am and 2:30pm and after hours call Distribution Services at 4-2980. The ACP and ASC contact building maintenance to unlock the bin in their locations. In Page 3 of 3 off-site hospital locations a key is assigned to a responsible Manager in each building.
10. In the event that a department/unit is prepared to dispose of large quantity such as a file purge or multiple pieces of electronic media containing PHI (CD's, films, etc.), the department/unit contacts the Recycling Department at 4-1462 to request oversized, secure bins for a file purge or secure removal of the electronic media. Please do not purge into your office bin to prevent overflow of secure documents.
11. Recycle Team secures/locks the large collection containers when leaving the large container unattended. After emptying the bins in each department/unit the bin is relocked by the Recycle Team. 12. The Recycle Team staff shreds the documents collected and/or documents are shredded by a contracted vendor for HIPAA document destruction. Any documents left un-

shredded at the end of the day are secured in a locked secure storage location for shredding the following business day.

SECURITY BEST PRACTICES:

Remember your username and password are your signature:

Do Not Share usernames/passwords

Strong password Use a combination of Alpha/Numeric and special characters

Log-Off before walking away from a workstation

Do Not place/post patient information on MOBILE DEVICES or SOCIAL NETWORK sites
(Laptops, USB Drives, cellphones, Facebook, Twitter, Instagram)

Do Not text patients

Do Not take pictures of patients

Do Not install/download applications/software, etc. on a SBUH computer without IT approval

Remember when sending patient information via e-mail:

Use only SBM Outlook and send only to another SBM Outlook email address

Send only the minimum necessary amount of information

Ensure you have the correct recipient

When in doubt contact hipaa@stonybrookmedicine.edu



MEDICATION STORAGE ROOMS

Volunteers **should only** enter storage rooms that house medications if accompanied by a unit based authorized staff member. Volunteers must never enter the room alone or stay in the room without the authorized staff member present.

RESOURCES FOR VOLUNTEERS

Lockers

Lockers in the lounge may be used to store personal belongings. Volunteers wishing to use the lockers should bring their own locks. Please use the lockers only while you are working as a volunteer. **Stony Brook Hospital is not responsible for the loss or theft of property left in the lounge.** Any loss or theft should be reported promptly. Please note that only two people are allowed in the lounge at all times.

Meals For Volunteers



In appreciation of your valuable service to Stony Brook Hospital, the administration has arranged for you to receive free refreshments in the Hospital cafeteria each time you come in for volunteer service.

Snack cards are available in the volunteer office: Monday – Friday from 8:30am – 4:00pm. Weekend and Holiday volunteers can obtain snack cards at the Information Desk on Level 5 of the main lobby of the hospital. A staff member will ask you to print your name and department next to the snack card number you receive.

Take the snack card to the cafeteria. You may receive up to \$4.50 worth of food free of cost. If you select items valued at more than \$4.50, you must pay the difference. You will not receive any change if you select items valued at less than \$4.50.

Take your tray and the snack card to any cashier. You must also present your ID badge to the cashier. The cashier will retain your meal card.

You are entitled to a snack card only when you are at the Hospital for volunteer service. You must be at the Hospital to volunteer for a period of three or more hours to receive a snack card. The pass is valid only on the day it is issued.

Free Parking for Volunteers

Volunteers are entitled to one parking validation for each day of service, or any appointment relating to volunteer business. Please park in the hospital parking garage and bring your parking ticket to the Volunteer Office for validation Monday – Friday from 8:30am – 4:00pm. Validations are available after hours or on holidays at the Main Information Desk.

HEALTH SCREENING

All volunteers are required to receive a medical clearance from the hospital's Employee Health Service prior to their initial assignment, and to have a reassessment of their health status **annually**. Volunteers are not charged for these clearances or assessments.

Prior to placement, each new applicant must:

- Submit a medical reference form signed by a licensed physician

- Complete an Employee Health History
- Receive a 2-Step PPD test for tuberculosis
- Have or submit evidence of laboratory tests showing immunity to rubella (measles), rubella (German measles) and varicella (chicken pox).

Hospital volunteers are no longer required to be fully vaccinated against COVID-19 prior to their first volunteer shift.

You may have the PPD and immunity tests done by your private physician; if so, you must give us written results of the test signed by your physician. The PPD test must be interpreted (read) 48 to 72 hours after it is placed. You may have the PPD interpreted by your physician or by the Employee Health Service at the hospital. If your physician interprets the test, you must give written results signed by the physician. A second PPD (Booster) is also required to be medically cleared.

Each year, you will receive a notice from the Department of Volunteer Services informing you of the need to fill out an annual health self-assessment update. For your protection, and the protection of others at the hospital, it is essential that this is completed promptly. Please notify the Volunteer Office if there are any problems.



Flu Vaccines

All hospital volunteers are strongly encouraged to receive the seasonal flu vaccine. Flu vaccines are provided free of charge by the hospital Employee Health Service. Volunteers who do not receive the Flu Vaccine must wear a mask in the hospital during a designated flu season. The Commission of the Department of Health declares when the flu season is in effect. The dates of the flu season vary year to year.

Volunteer Manual

This volunteer manual is for you to read and keep for reference.

