**East Knox Free Medical Clinic**

**Student and Observer Guidelines**

The purpose of these guidelines are to provide an environment that is safe for patients, staff, students, and observers; respects patients’ rights to privacy and confidentiality; allows for continued provision of patient care; and enhances the educational experience of the outside learner/observer.

These guidelines apply to any Outside Learner/Observer (hereafter referred to as

observer) 18 years of age or older with high school diploma or successful GED entering the East Knox Free Medical Clinic to participate in an educational experience or observership.

**Patient Confidentiality:**

Privacy is a basic right in our society. Safeguarding that right is your ethical obligation if you work/observe within the healthcare system.

Confidential information may include, but is not limited to, information on patients, employees, students, other workforce members, donors, research, and financial and business operations. Some of this information is made confidential by law (such as “protected health information” or “PHI” under the federal Health Insurance Portability and Accountability Act) or by UT Medical Center policies. Confidential information may be in any form, e.g., written, electronic, oral, overheard or observed. Access to all confidential information is granted on a “need-to-know” basis only. A “need-to-know” is defined as information access that is required in order to engage in studies or to complete an approved observership. No confidential information may be removed at any time.

**You must take all reasonable safeguards to keep Confidential Information private.**

A reasonable safeguard is a precaution that a prudent person would take to protect PHI. It is a common sense safeguard. Reasonable safeguards include pulling curtains in patient care areas, speaking quietly and in a private location if possible, and asking visitors to step out of the room when discussing PHI. The patient must consent to the presence of ANY visitor before discussing any PHI.

* Postings made on social media accounts (Facebook, Instagram, Twitter, Snap Chat, etc.) must be in adherence with all local, state and federal laws. Posting the following types of information on a social media site is prohibited, and, in some cases, may be a violation of law

(not an exhaustive listing):

* Patient information of any type, narrative or pictorial
* Photographs of patients, or patient care environments
* Reference to information as it relates to a patient/family or touches upon a patient/family emotion, reaction or event.

**Dress Code**

* + All volunteers must be clean and well groomed.
  + All clothing must be work appropriate, clothing that is too revealing or inappropriate is not allowed.
  + Avoid clothing with stamps or slogans that are offensive.

**Safety**

The following general guidelines have been developed for observers with their safety in mind

**Infection Prevention and Control** – The Infection Prevention and Control program is committed to preventing the spread of infection to you and our patients. In that regard, you should be up to date on diphtheria, tetanus, pertussis, hepatitis B, measles, mumps, rubella, and varicella vaccinations; including influenza vaccination (Oct-Mar).

Hand hygiene, as defined by policy, is required in all patient care areas and for personal hygienic purposes.

**Blood Borne Pathogens**

You may encounter blood and/or body fluids. Stay clear of these fluids. Do not attempt to clean up spills. If you come in contact with blood or body fluids report the spill immediately to a health care volunteer.

I have read, understood and agree to comply with these guidelines.

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

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