

JOB SHADOWING ORIENTATION

WELCOME!

Our staff looks forward to meeting you at St. Luke's Hospital for your Job Shadowing experience. As an observer, you will be able to experience the exciting and fast-paced environment where our employees have an opportunity to learn and grow; and you will gain a better understanding of your own interests in the healthcare field, as well as seeing why St. Luke's has been honored as a "Best Places to Work" by the St. Louis business Journal.

In order to make this an informative and beneficial experience, please review the following information prior to your shadowing experience. If you have any questions or concerns about the information presented here or about your shadowing assignment, please contact your shadowing coordinator.

POLICIES

Dress code – Business casual (example: shirts with collars, dress pants, khakis (no miniskirts). Shoes should be closed toe and comfortable – nice, clean sneakers are ideal. Please do not wear jeans, shorts, sandals or boots. No excess jewelry or perfumes. Nursing students may dress in school scrubs (if you have them).

Promptness & reliability – It is important that you arrive at the time agreed as staff members are anticipating spending the scheduled time with you. If you are not able to attend on the scheduled day, please contact your Shadowing Coordinator to cancel or reschedule.

Professionalism – Maintaining a professional manner and decorum while shadowing is expected. Depending on where you are observing, you may see some unexpected things, and/or you may be with patients who are very sick. If you feel light headed or sick, you should quietly leave the room. Your mentor will make every effort to prepare you in advance and will be happy to discuss your questions at an appropriate time.

CONFIDENTIALITY

The HIPAA HUSH – **H**Health Insurance **P**ortability and **A**ccountability **A**ct are the Federal laws regarding patient privacy. Hush reflects the variety of ways patient information is shared:

H = Hearing information

U = Using patient information

S = Speaking/seeing patient information

H = Help Line (ext. 6544) call if you have questions

Please reviewing the following situations and circle the best answer:

1. The nurse you are shadowing (your mentor) is approached by another staff member to ask her advice about a patient; later in the day, you and your mentor go into this room. Remember the earlier conversation you have a question about the patient's diagnosis. What will you say?

- a. "Is this the patient with XYZ that the other nurse asked you about this morning"?
 - b. You say nothing and wait until you leave the room to ask your mentor the question.
 - c. "Is XYZ something that affects men more than women?"
2. While shadowing in Radiology, you see a neighbor in a gown in a waiting area. The neighbor sees you and smiles and later that week you see her at a store with her newly married daughter; what will you do?
 - a. Just be polite and say hello to the neighbor and her daughter.
 - b. You say, "Well, Hi Mrs. Jones, so I see you again."
 - c. You see them first and go down a different aisle to avoid talking to her.

Answers to sample situations:

1. **b.** (a. is certainly inappropriate, you would not ask about the diagnosis because the doctor has or will be discussing that with the patient.)
2. **a.** (b. may put your neighbor on the spot. She may not want to discuss that test with her daughter; and there is no need to avoid her. When you say "hi", and she comments about seeing you at the hospital then it is okay to talk about the opportunity you had to shadow in the department.

Protect patient privacy. Give the patient the same respect and privacy you would want if YOU were the patient!!!

Know your audience. Whenever you discuss a patient, be aware of who might overhear you. When asking questions, speak in a softer tone if possible so others cannot overhear you.

SAFETY

Hospital and Medical Office Building Fire Code word is "Code Red".

If you discover a fire, think 'RACE'

- R = Rescue those in immediate danger (if safe to do so)
- A = Activate alarm (pull manual alarm)
- C = Contain the fire (close doors)
- E = Extinguish the fire (if safe to do so) or Evacuate

When using the fire extinguisher, think 'PASS'

- P = Pull the pin at the top of the extinguisher
- A = Aim the hose or nozzle toward the base of the fire
- S = Squeeze the handle
- S = Sweep the spray from side to side at the base of the fire

INFECTION CONTROL

If you have a cough, cold, or feel ill, please do not come for shadowing. Contact your Shadowing Coordinator or follow the cancellation instructions you were provided.

Respiratory Etiquette

- Cough into your arm rather than your hand, or use a tissue if available
- Dispose of tissues after use
- Wash hands frequently or use hand sanitizer

Wash Hands Frequently

- At the start and end of the work day
- Before and after patient contact
- After using gloves
- After using the restroom
- After wiping your nose or touching your face
- After touching contaminated surfaces

DIRECTIONS

St. Luke’s Hospital is located north of Hwy. 40/I-64 on Route 141/Woods Mill Road in Chesterfield. Enter the hospital campus at the main entrance and park on the top level of the North/South garage (on your left). You may also view directions and campus maps at:

<https://www.stlukes-stl.com/location/index.html>.

Student’s Name (Please Print)

Student’s Signature

Date

Parent/Guardian Signature (required if student under 18)

Date

Revised 10/10/2017