



***Allied Health Student
Information Guide***



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Hours: Monday - Friday 8:00 am - 4:30 pm

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PHILOSOPHY FOR PATIENT SERVICE

In fulfilling the Ochsner Mission "to improve the health of the populations we serve by providing superlative, effective health care worthy of regional, national and international renown in a setting of medical research, innovation, education," we are committed to offering the highest quality personalized patient care.

The essence of quality health care is caring for patients. Warm and supportive individual human contact that affirms dignity is critical to healing. We are dedicated to offering comfort and support to enhance the well being of those in our care. In serving our patients we affirm our value to each other, those and ourselves in need.

At the heart of our activities is our unfailing compassion for patients and their families. We each have a unique opportunity to personalize care and establish human contacts that support healing. From our experience we learn to anticipate the patient's needs and offer consistent, reliable service. Through constant communication with patients we determine their needs and exceed their expectations, even those that go beyond our realm of responsibility. We ensure that patients are guided thoughtfully and efficiently through our organization. We seek to minimize delays, smooth transitions, respond to concerns and resolve problems. We strive to understand patient fears, decrease uncertainty and enhance peace-of-mind. The whole patient is the responsibility of each of us.

Ochsner Clinic Foundation, which is based on a highly specialized and skilled multispecialty group practice, provides sophisticated patient care of the highest quality to a varied regional and international referral patient population. In fulfilling its role as a leader in health care delivery, the Foundation emphasize the importance of education and research in the support of a comprehensive approach to medical care.

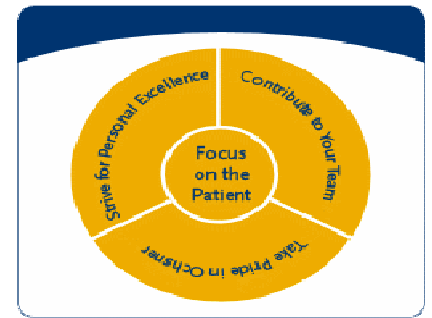
MISSION

In fulfilling its role as a leader in health care delivery, the Ochsner Allied Health Sciences Division emphasizes the importance of education in the support of a comprehensive approach to health care and to promote the advancement of allied health medical education and training. The Ochsner programs and clinical educational offerings seek to achieve the highest levels of excellence in teaching while fostering in our students the knowledge, skills, professional insight, and service-oriented compassion that will enable them to excel throughout their professional careers.

Focus: To foster a clinical environment that attracts and supports the retention of competent, skilled health care professionals.

Goal: To develop and implement value-added programs that reflect job market and allied health workforce needs, working collaboratively with other educational institutions to achieve common educational goals and advance our mission.

THE OCHSNER EXPECTATIONS



Focus on the Patient

- *Behavior #1:* Greet everyone warmly; make eye contact, smile and introduce yourself and your role.
- *Behavior #2:* Connect with those you serve. Convey genuine concern for others, look for opportunities to provide further assistance and keep them informed
- *Behavior #3:* Ensure everyone is seen in a timely manner, communicate wait times and return phone calls promptly.
- *Behavior #4:* Break away from your routine to resolve issues and treat each situation uniquely.
- *Behavior #5:* Actively respect privacy and protect confidentiality by pulling curtains, closing doors and keeping protected information private.

Strive for Personal Excellence

- *Behavior #1:* Take ownership to get the job done and make it happen.
- *Behavior #2:* Handle stressful situations professionally and effectively and seek help when needed.
- *Behavior #3:* Adapt to changes or shifting priorities
- *Behavior #4:* Commit to personal development and continued learning.
- *Behavior #5:* Arrive to work and meetings on time.

Contribute to Your Team

- *Behavior #1:* Take time each day to recognize the contributions of others.
- *Behavior #2:* Share information and knowledge to coordinate seamless patient care or work flow within your department and across Ochsner.
- *Behavior #3:* Communicate with others openly, honestly, directly and respectfully.
- *Behavior #4:* Seek others with different opinions, ideas and experiences to get better results.
- *Behavior #5:* Look for opportunities to help others.

Take Pride in Ochsner

- *Behavior #1:* Pick up any visible trash on Ochsner property and keep public areas neat.
- *Behavior #2:* Maintain a clean, professional personal appearance, dress according to guidelines and always wear ID badge.
- *Behavior #3:* Know and follow policies, procedures, laws and regulations and report all safety and ethical concerns.
- *Behavior #4:* Be actively involved in fulfilling Ochsner's commitment to the community.
- *Behavior #5:* Seek out ways to continually improve your work and each step in the patient experience.

ADMINISTRATION AND STAFF

Executive V.P. for System Medical Affairs, Chief Academic Officer.....William W. Pinsky, M.D.
Vice President, Academics.....Janice Piazza, RN, MSN, MBA
Director, Undergraduate Education.....Carl Tholen, M.Ed, RT(R)(CT)
Program Manager, Student Services.....Nicole Magee

FACULTY

RADIOLOGIC TECHNOLOGY

Edward Bluth, M.D.
Carl Tholen, M.Ed, RT(R)(CT) ARRT
Chimene Pitre, MHA, L.R.T.(R)(CT) ARRT
Amy Romagosa, BS, L.R.T. (R)

Medical Director
Program Director
Clinical Instructor
Clinical Instructor

RESPIRATORY CARE

C. Braddock Burns, M.D.
Mary LaBiche, M.Ed., RRT-NPS
Erin Davis, MS, M.Ed., RRT-NPS, CPFT

Medical Director
Program Director
Director of Clinical Education

ACCREDITATIONS

Commission on Accreditation of Allied Health Educational Programs
Joint Review Committee on Education in the Radiologic Technology
CoARC, Committee on Accreditation for Respiratory Care

IN-HOUSE TELEPHONE EXTENSIONS		
	EXTENSION	LOCATION
Allied Health	23267	Brent House – 634
Radiologic Technology		MRI
Carl Tholen	23705	Brent House - 632
Amy Romagosa	25231	MRI
Chimene Morris	29208	MRI
Respiratory Care		Rear – Breast Center
Mary LaBiche	23736/2164	Ext/Beeper
Erin Davis	25749/538-6040	Ext/Beeper
Disaster Information Line	29999	
Main Switchboard	842-3000	Hospital
Emergency	4444	
Employment	842-3600	
Employee Health	25704	Clinic Tower – 1
To initial a page/beep	85	

Division of Allied Health

The Academic Division of Allied Health provides clinical education to over 400 allied health students annually. Ochsner supports full-time nationally accredited educational programs in Respiratory Therapy and Radiologic Technology that have been recognized for their excellence in health care training. The Allied Health division also partners with leading universities, colleges, and schools, facilitating clinical and professional education in over 25 different allied health professions.

Ochsner Allied Health Sciences Division offers two programs:

<u>Educational Programs</u>	<u>Length of Programs</u>
Radiologic Technology	21 months
Respiratory Care	
Entry-Level Therapist (Certification)	9.5 months
Advanced Therapist (Registry)	13 months

Other educational programs operating within the Medical Center include:

- Graduate Medical Education
- Undergraduate Medical Education
- Continuing Medical Education
- Nursing Care Technician
- Administrative Residency Program

ACADEMIC AND CLINICAL STANDARDS POLICY

Students must achieve a passing grade in all courses taken in order to graduate from Ochsner Allied Health Sciences programs. Some courses are graded on a pass/fail basis.

LETTER GRADE	QUALITY POINTS	NUMERICAL GRADE
A	4.0	100 - 93 %
B	3.0	92 - 85 %
C	2.0	84 - 77 %
F	0.0	< 77 %

ATTENDANCE

Being in class or in a clinical area at scheduled times is the student's responsibility. Students are responsible for all program materials and information presented during any absence.

HOLIDAYS

Students will receive the day off for the following holidays:

- New Year's Day
- Mardi Gras Day and the day before
- Good Friday
- Independence Day
- Labor Day
- Thanksgiving Day and the day after
- Christmas Day

GENERAL PURPOSE TIME (GPT)

Each student enrolled in programs of at least one year in duration receives 10 days of general purpose time per academic year. Each student enrolled in the Entry Level Therapist program receives 6 days of general purpose time. General purpose time is to be used when a student must be absent for illness, vacation, or a funeral.

Illness - If a student is absent due to illness, s/he must notify the Program Director or clinical supervisor before the next scheduled activity. Illness or absence for three or more consecutively scheduled class days requires medical documentation of the illness to the Program Director and clearance from Employee Health to return to class. Failure to do this can result in dismissal.

Vacation - General purpose time for vacations must be requested in advance and approved by the Program Director.

Funerals - General purpose time is used to attend funerals for members of the immediate family (father, mother, sister, brother, spouse, children). Program Directors must be notified.

LEAVE OF ABSENCE

A leave of absence (LOA) may be granted on an individual basis with the approval of the Undergraduate Medical Education Director, and the Program Director. Arrangements to complete the program material missed due to a leave of absence must be made with the appropriate Program Director prior to granting the leave. The use of LOA will delay the student's graduation potentially up to one year.

TARDINESS

If a student is going to be late for class, s/he must notify the Program Director or the Clinical Supervisor **as soon as possible**. If program officials are not notified of tardiness or if a student is late more than three times in an academic year, disciplinary action, including dismissal, may be taken.

UNSCHEDULED ABSENCE

Two unscheduled absences from planned events or activities is cause for immediate dismissal. An unscheduled absence is defined as any absence that the student did not received approval for prior to the absence. Exceptions to this definition can be granted with the approval of the Program Director and the Director of Undergraduate Medical Education.

JURY DUTY

If a student is notified to report for jury duty, subpoenaed to appear in court or to give a deposition, s/he must bring the official notice in to the Program Director as soon as possible. The Program Director will provide an official letter verifying the student's full-time status.

The student who is required to serve must notify his/her Program Director of anticipated dates and times of absences. The student will not be responsible for the time missed, except in extenuating circumstances (i.e., a special rotation). The student is responsible for didactic/ clinical material and examinations during the absence. The student should discuss with the Program Director methods of making up this work.

In most instances, a student will need to utilize General Purpose time for subpoenaed court appearances. Exceptions to the rule may include:

- ◆ Material witness to an accident or crime
- ◆ Plaintiff in a legal suit

BENEFITS, COURTESIES, DISCOUNTS & RESOURCES

INSURANCE

Health: Students are eligible to receive insurance coverage through OLHCC

Liability: Students are responsible for purchasing liability insurance.

In addition to all Our Lady of Holy Cross College's resources, students also receive the following:

MEDICAL LIBRARY

Hours are from 8am – 5pm, M-F. All Allied Health students have access to the library during normal hours. Gaining access requires the use of the Ochsner Identification badge. A card swipe security system allows Ochsner students to enter through the front door, located on the Clinic main hallway. This system must be activated through the Library.

Allied Health students may use library copy machines to copy materials for school assignments. Use of the copiers for personal materials is prohibited. Federal copyright laws prohibit copying manuals or published books in their entirety. There is a fee to copy materials.

Texts and journals (other than the most recent volume) may be borrowed on a check-out basis; reference books may not be removed.

Individual programs have library collections. Check with the Program Director for the location or assistance in borrowing books from another Program Director.

PHARMACY DISCOUNT

Students receive a discount on over-the-counter drugs and medical supplies purchased in Ochsner's out-patient pharmacy. The student's ID badge must be presented for this discount. Several of the health insurance options require a co-payment for prescription drugs prescribed by doctors in the Ochsner network.

BLOOF DONOR PROGRAM

Students who join the Blood Donor Program are entitled to blood replacement coverage during the hospital's membership year. To be covered by this program, the student must complete and return a pledge card to the

Blood Bank. When contacted by the Blood Bank, the student must then donate a unit of blood or have someone donate in his place in order to receive this blood coverage.

COUNSELING

Career guidance and job placement counseling are available from program faculty. Students may seek personal counseling from the program faculty, pastoral care. Students may also obtain counseling at OLHCC through Student Services and Resources.

FOOD SERVICES

Students may purchase meals in the hospital cafeterias. Your I.D. badge can be used as a debit card to make food and beverage purchases within the cafeterias. There are vending machines located throughout the medical center, as well as several fast food restaurants within walking distance. Students may **never** eat or drink in patient areas.

FREE PARKING

Free parking is available for students in designated employee parking lots. Windshield decals are distributed during orientation.

RESTRICTED AREAS

The doctors' lounges are strictly off limits for students

CONFIDENTIALITY

Confidentiality is an important aspect of professionalism. Every student has a responsibility to respect the confidential nature of the health care profession and should take extra care that discussions concerning a patient's condition or other hospital business not be conducted in inappropriate areas (hallways, elevators, etc.)

Students have a legal, moral and ethical duty to ensure a patient's privacy and to hold in strictest confidence any and all information concerning patients and their families. Requests for information from newspapers, radio or TV stations or other organizations should be referred to the Division of Public Affairs.

A breach of confidentiality is grounds for the immediate dismissal of a student from the program.

HIPAA

As a student at Ochsner, you may have access to confidential medical information. It is your responsibility to comply with federal and state laws which protect the privacy and security of this information.

Student Guidelines for the Access and Use of Patient Health Information:

- Students may access only the information of patients for whom they are assigned.
- Students may use only the minimum necessary de-identified information needed to complete their assignments.
- Students may not share or discuss any patient health information with other students at their school, friends or family members.
- Students may not photocopy patient health information.
- Students may not record patient information on class assignments including but not limited to:
 - Name
 - Date of Birth
 - Address
 - Phone Number
 - Social Security Number

If you have questions regarding the access and use of patient health information, contact your Program Director.

DISCIPLINARY PROCESS

In any group of people who work together, there will be differences in work behavior. In some instances, violations of rules will occur periodically. Although only a small number of students knowingly violate rules or policies, it is still necessary to correct these situations constructively when they do occur. Reasons for disciplinary action include but are not limited to:

- ◆ Excessive tardiness
- ◆ Failure to call in for illness
- ◆ Insubordination
- ◆ Leaving work area without permission
- ◆ Unacceptable personal conduct
- ◆ Unsatisfactory academic performance
- ◆ Unsatisfactory attitude
- ◆ Unsatisfactory work performance
- ◆ Violation of rules

Normal steps in the Progressive Disciplinary Process are:

VERBAL WARNING

In private, the Program Director will discuss with the student what s/he is doing inappropriately and explain to the student what needs to be done to correct/ improve the situation.

COUNSELING REPORT

If verbal counseling does not improve the student's performance, then a written counseling report will be given to the student in private by the Program Director or Program Faculty. The counseling report should again inform the student of what s/he is doing inappropriately, what needs to be done to correct/ improve the situation and what the consequences will be if there is no improvement. The written warning must be signed and dated by the student and/or the Program Faculty member and the Program Director. If the student refuses to sign the form, then it must be signed and dated by a third-party witness. A copy will be sent to the Director for inclusion in the student's file. Any counseling report may place a student on probation. Three counseling reports warrant mandatory probation.

PROBATION

BEHAVIORAL - When verbal and written counseling have proven to be an inadequate solution to the problem, a student may be put on probation. How long the probation lasts will depend on the severity of the disciplinary problem. If a student is put on probation, the Program Director or Program Faculty must write a counseling report stating the reasons for probation, how long it is to last, the behavior or performance that is expected from the student during that time, and the consequences of not fulfilling those expectations. After the written report is discussed with the student, it should be signed and dated by the student and/or Program Faculty and the Program Director. If the student refuses to sign the report, that refusal must be stated on the form and the form signed by a third-party witness.

During the probationary period, the student's behavior will be monitored. Before the probationary period ends, a written evaluation must be made. Then, the decision about the continued status of the student will be determined.

ACADEMIC

Didactic - A failing grade in one course during any academic period will automatically place a student on academic probation. Probation will be terminated when remedial work has been successfully completed at the end of the academic period or school year. A failing grade in two or more courses in any one academic period will warrant the student's immediate dismissal from the program.

Clinical Evaluation – See program specific clinical performance guidelines.

DISMISSAL

All recommendations for dismissal from the Program will be brought before the Faculty Committee, who will review each case individually and recommend action to the Director of Undergraduate Medical Education.

A student may be immediately dismissed without going through the other steps in the Progressive Disciplinary Process for:

- ◆ A second unscheduled absence
- ◆ Abusing a patient physically or verbally
- ◆ Cheating
- ◆ Coming to school under the influence of alcohol or any drugs (prescription or illegal) or having either on Medical Center property (**see Alcohol / Drug Testing Protocol**)
- ◆ Deliberately destroying Medical Center property
- ◆ Falsifying information on the student application, work time records, medical records, financial records or any other official records of the Medical Center
- ◆ Fighting or attempting to injure others on Medical Center property
- ◆ Gambling or immoral behavior on Medical Center property
- ◆ Keeping weapons on Medical Center property
- ◆ Releasing confidential information about patients or their families from medical records or any other sources
- ◆ Sleeping while on assignment
- ◆ Stealing or attempting to steal property from the Medical Center, patients, visitors, employees or students
- ◆ Violating any of OLHCC Code of Behavior

A student can be dismissed immediately for any of these offenses even if there is no previous record of wrongdoing. A student may also be dismissed for continually breaking minor rules after being counseled by his/her Program Director.

ALCOHOL/DRUG TESTING PROTOCOL

Alcohol/drug testing will be done on all students at the following times and at the sole expense of OHS: new student health screenings, reasonable suspicion/for cause testing, and post clinical errors when there is a reasonable suspicion of drug or alcohol use. A student must be advised of the purpose and possible consequences of a drug/alcohol screening test.

a) New Student Screening

If a new student tests positive for drugs or alcohol, he/she will not be eligible for enrollment in the Ochsner programs.

b) Reasonable Suspicion/For Cause Testing

Any student suspected of being under the influence of drugs or alcohol while at school or involved in an instance in which a controlled substance or wastage of a controlled substance cannot be accounted for via documentation may be required to submit to a drug or alcohol test.

A reasonable suspicion checklist will be completed and the suspicions will be discussed with Human Resources and Employee Health to determine if good cause exists for a test to be completed.

c) Post Accident Testing

Any student that is injured during clinical rotations and receives medical treatment as a result, must submit to alcohol/drug testing. OHS also requires testing of any other students whose action or inaction, in the sole judgment of Ochsner, contributed to the accident. Late reporting or non-reporting of an accident or workplace injury that would have resulted in drug/alcohol testing may subject that student to disciplinary actions. Repeated reporting violations of a clinical incident or injury will subject the student to disciplinary actions up to and including dismissal from the program.

Testing Processes

Prior to testing, a student must sign a consent form that authorizes both the test and the release of test results to OHS. In most cases, drug testing required by OHS will be urinalysis and alcohol testing will be by a breath test. However, students may be required to provide blood, saliva, hair, or other specimens.

All test results will be maintained by OHS on a confidential basis and will not be released unless required by a court or governmental agency or expressly authorized by the student.

All positive test results will be reviewed by a Medical Review Officer (MRO). The MRO will contact the student directly to discuss lab results before reporting to OHS. The student will be allowed to inspect the test results and related records following the test after confirmation of positive test results.

If a test is negative, the student will resume normal clinical activity and program scheduling. The student will be responsible for all missed assignments, lecture material, simulations, clinical labs, and examinations missed during the drug testing process.

A student will be immediately terminated from the program under the following scenarios:

- ◆ refuses to submit to drug testing when required
- ◆ fails the drug test
- ◆ fails to report to the specimen collection site on the date and time designated by OHS
- ◆ refuses to sign the required consent form
- ◆ alters or adulterates a specimen

Authorized use of Prescribed Medication

If it is necessary for any student to take any prescription drug that may alter or impair his or her work performance or adversely affect his or her safety or that of any other student, OHS employee, patient, or any member of the public, the student must submit a note to employee health from the prescribing physician stating they are able to perform their educational responsibilities. Employee health will complete a clearance to be given to the program director.

Students who must take controlled prescription drugs (Percocet, Vicodin, Tylenol #3, etc.) at work must keep all prescribed medicines in their original containers that identify the drug, the date of the prescription, and the prescribing physician.

Information concerning an employee's prescription drug treatment will be kept confidential to the extent possible. It will be disclosed only if required by a court or governmental agency or to the extent necessary to ensure such employee's safety and that of other students, OHS employees, patients, and members of the public.

DISASTER/FIRE CODE

First should be reported to communications by dialing "4444". Specific instructions for students in case of disaster or fire are presented during program orientation.

DRESS CODE

PROFESSIONAL APPEARANCE

Students are expected to maintain an appearance that creates a professional, comfortable, and functional environment that complements the high quality of care offered at Ochsner. Students must adhere to the specific dress code designated by the programs.

- A. All Radiologic Technology students are required to wear the designated scrub.
- B. All Respiratory Care students are required to wear the designated scrub.
- C. The School of Allied Health Sciences/OLHCC patch is to be worn on the left shoulder at **all** times and should be visible.
- D. All students are required to wear neat, clean clothing in good repair. Tight-fitting clothing is not appropriate.

Professional attire is required at all times.

HAIR - Hairstyles should be neat and well groomed to present a professional appearance. No extreme or dimensional hairstyles or extreme colors are permitted. Hair should be neatly combed and not fall forward while delivering patient care. Small coordinating hair accessories may be worn to serve this purpose.

Men must be clean-shaven; or if a beard/mustache is worn, they must be clean and neatly trimmed.

FINGERNAILS - Fingernails should be kept clean and well groomed. The natural look for clinical personnel is recommended. Polish is permitted, but should be in colors that blend with the uniform. Neon or fluorescent colors, nail decals and nail jewelry are not permitted. Fingernail length should not exceed ¼ inch beyond the fingertip. Artificial nails are prohibited.

COLOGNE/AFTERSHAVE/ANTIPERSPIRANT - The use of antiperspirant/ deodorants is required. Perfume, cologne/ aftershave is discouraged in patient care areas due to close contact with others and possible allergic and anaphylactic reactions.

JEWELRY – Jewelry should be simple, not excessive and should not interfere with the performance of one's duties. No more than two earrings per ear are permitted. Shape and color of earring must compliment the professional attire and should not interfere with the performance of one's duties. Dangling earrings must not exceed one inch in the clinical setting. Dangling, double earrings are not acceptable in patient care areas for safety reasons. Other pierced accessories worn in visible areas, i.e., eyebrow, tongue, are not allowed while on duty.

Specialty/Holiday Accessories - Earrings, buttons, pins, necklaces, T-shirts, sweatshirts, scarves, hair accessories or ties in good taste may be worn only three weeks prior to the specialty/holiday. Campaign, advertisement, political or other commercial paraphernalia is not permitted.

Other Accessories - Sunglasses are not to be worn inside the building. Portable radios with headphones or iPods are not to be used while on duty. Fanny packs should be clean, appropriate and coordinating to the uniform.

UNDERGARMENTS - Proper undergarments must be worn and not visible through the outerwear.

Patient gowns or surgery gowns outside of the surgical areas are strictly prohibited as a covering over any clothing or designated required uniforms. Exceptions to this procedure may be made by the Program Director as dictated by specific clinical situations.

The guidelines presented in the Ochsner Look apply to **ALL** students for the duration of their shifts as well as when entering and leaving any Ochsner work setting (offsite locations INCLUDED). Gum chewing, eating and having personal discussions are considered non-clinical activities. Information about appropriate areas in which to conduct these activities may be obtained from your Program Director or instructors. While every possible situation cannot be addressed, these guidelines are intended to provide expectations for our team.

Instances may arise that are not covered in the Ochsner Look. In these instances, ask your instructors for guidance.

Failure to comply with the behaviors of student presentation shall result in dismissal.

EQUAL OPPORTUNITY POLICIES

Ochsner Allied Health Sciences Division Programs adhere to the equal opportunity provisions of federal civil rights laws. Therefore, no one will be discriminated against because of sex, race, age, color, creed, national and ethnic origin or disability in the pursuit of educational goals and objectives and in the administration of personnel policies and procedures. In accordance with Section 504 of the Rehabilitation Act of 1973, no qualified handicapped person shall be denied the benefits of or be excluded from participation in any of the Ochsner Allied Health Sciences Division programs. Applicants to The Division of Allied Health Sciences must demonstrate sufficient mobility, strength, visual activity, and communication skills (verbal and written) to perform the duties of the discipline to which he/she is applying. Physical facilities are designed to accommodate handicapped persons. Detailed entry-level job descriptions which contain specific information on the programs are on file at Ochsner.

EVALUATIONS

SEMESTER

Each student is evaluated by the Program faculty each semester of the training. This evaluation is discussed with the student and kept on file in the Program/Allied Health office. In accordance with the Family Rights and Privacy Act, a student may see his or her file upon request. Students may also be evaluated on a weekly and/or trimester basis.

END OF PROGRAM EVALUATIONS

Students are asked to complete an evaluation of their program directly prior to graduation to assist the faculty in maintaining and improving the quality of the program.

GRADUATE SURVEYS

Within six months after graduation from the Program, graduates are asked to complete and return a graduate survey form. This form serves as an instrument for the graduate to evaluate his/her educational preparation for entry into the professional world.

Graduates' employers are also sent a form requesting feedback regarding the graduate's performance as an entry-level practitioner. Input from both graduates and employers are used to assess strengths and weaknesses of the programs as a basis for making necessary revisions.

FAIR TREATMENT PROCEDURE

Problems and differences of opinion may arise from time to time. So that these differences can be resolved fairly and quickly, you are encouraged to use the Medical Center's Fair Treatment Procedure:

- ◆ Talk the problem over with the faculty member or clinical supervisor within two working days of the time the problem occurred. The faculty member will give you an answer within two working days from when the problem was discussed. If you don't get an answer or if you are not satisfied with the response, you have the right to go to your Program Director with the problem.
- ◆ To take this step, present your problem in writing and give it to your Program Director within three working days after you receive your initial reply. Your Program Director then has three working days to respond to the problem in writing. If you do not receive an answer or still are not satisfied, you may

take the problem to the Director of Allied Health within three working days after receiving your Program Director's reply.

- ◆ For this step, you must present your written problem to the Administrator who will have five working days to resolve the problem or provide a written reply. You will be told of the decision in your case and this decision will be final and binding
- ◆ You will not be harassed, reprimanded or punished by anyone for using the Fair Treatment Procedure. You may ask the employee relations department to help resolve the problem at any point during the procedure. At any time fail to provide your explanation in writing in a timely fashion will be construed as desire to stop the fair treatment process.

HARASSMENT FREE POLICY

PURPOSE

This policy is intended to communicate that inappropriate behavior that demonstrates harassment in any form is unacceptable and will not be tolerated by Ochsner.

DEFINITIONS

Harassment is offensive conduct, which may include but is not limited to:

- Offensive physical actions, written or spoken, and graphic communication (i.e. obscene hand or finger gestures or sexually explicit drawings).
- Any type of physical contact when the action is unwelcome by the recipient (i.e. brushing up against someone in an offensive manner).
- Expectations, requests, demands or pressure for sexual favors, when submission to or rejection of such conduct is made a term or condition of employment, or is used as the basis for employment decisions affecting the individual.
- Conduct which has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

POLICY STATEMENT/PROCEDURES

I. Harassment of any employee, applicant, patient, visitor, physician or other provider on the basis of race, religion, color, national origin, ancestry, handicap, medical condition, disability, marital status, age, sexual orientation and gender, including sexual harassment (all as defined and protected by applicable law), is unacceptable, will not be tolerated and may lead to corrective action up to and including termination.

II. Anyone who believes he or she is being harassed should report this to his or her immediate supervisor and/or the Director, Human Resources and/or the Vice President of Human Resources. Supervisors or managers who have knowledge of harassing behavior are responsible for reporting this information to the Director, Human Resources, and/or the Vice President of Human Resources. All complaints will remain as confidential as possible. No form of retaliation or corrective action will occur for pursuing a legitimate complaint of harassment.

IDENTIFICATION BADGE

All Allied Health students will be issued an identification badge during orientation. These badges are to be worn whenever the student is on the Ochsner campus or at a clinical affiliate so that security personnel, employees, patients and visitors will be able to recognize you as an Ochsner student.

The Department of Safety and Security will provide a replacement if the ID is lost or damaged. The replacement cost is the responsibility of the student.

Identification badge must be worn above the waist with the name and picture visible, not obscured by buttons or pins, while on duty. If a lanyard is used, it must be a solid color. The only writing allowed on the lanyard is the Ochsner name.

OFFICIAL RECORDS

In accordance with the Family Education Rights and Privacy Act, post-secondary students over 18 years of age have the right of access to their official records as described in the Act. The Act further provides that certain information designated as "Directory Information" may be released by the Medical Center about the student unless the student has informed the Medical Center that such information should not be released. "Directory Information" includes the student's name, address, telephone listing, date and place of birth, major field of study, dates of attendance, degrees and awards received and the most recent previous educational agency or institution attended by the student.

A confidential, accurate, complete and up-to-date file is kept for every Allied Health student in Allied Health's office and/or specific program office. Files include the original of the application to the Allied Health Sciences Programs, reference letters and transcripts. The file also contains performance evaluations, counseling reports, attendance records and any other appropriate records.

Information from a student's file will not be released to any person or organization without advance written approval from the student unless it is required by a court-ordered subpoena. Students may review or copy their personal files by request in the Allied Health's office. Allied Health officials and program faculty also have the right to review student files when necessary.

ACCESS TO RECORDS

Student records include information on file in the Program Director's office during the course of study and the permanent records on file in the office of Allied Health.

- A. Students have the right to inspect and review their education records. Those records for which the student has waived his/her right for review will be removed from the file prior to the student obtaining the records.
 - 1. A student who wishes to review his/her records must do so in person, and must provide proof of identification before obtaining access to his/her file.
 - 2. Parents of a dependent student must prove such dependence through the presentation of the latest 1040 filed with the IRS and present proof of identification before they will be granted access to any records of their dependent.
- B. Students have the right to request amendments be made to their records to ensure that they are not inaccurate or misleading.
 - 1. Request for amendment must be submitted in writing to the Program Director and reviewed by the Director, Allied Health, who approves all changes.
 - 2. If a request for a change is denied, a justification request, is included in the permanent record.

Information from student files may be released to persons who do not normally have access after the student submits written permission. Disclosure consents become part of the permanent file.

- C. Students may file a complaint with the US Department of Education concerning alleged failures by the Medical Center to protect student confidentiality.

REQUEST FOR TRANSCRIPTS

All requests for transcripts shall be addressed to:
Program Manager
Ochsner Medical Center
Division of Allied Health Sciences
Brent House, Room 634
1514 Jefferson Highway
New Orleans, LA 70121

A \$5.00 processing fee per copy in the form of a check or money order must be included with all requests for transcripts. Only signed original requests will be honored. A two (2) week turn-around time must be allowed for the processing of requests.

Requests must include the following information: Student's name on record, Program, Dates in attendance, Social security number, Present address, Address of person/place to which it must be sent.

Only sealed documents will be considered official.

PARKING REGULATIONS

All student vehicles that will be parked on the Ochsner campus must be registered with the Ochsner Medical Center Safety and Security Department.

All vehicles must have a decal properly displayed and be registered with security. Vehicles must be parked in designated spaces. Students must put the decal on their vehicle windshield for verification of parking privilege, and to prevent being ticketed. The Department of Safety and Security will issue any student failing to follow these guidelines a parking citation. Citations will also be given for parking in unauthorized areas (i.e. designated patient care areas and the hospital parking garage. Unauthorized parking in the hospital-parking garage will result in disciplinary action. One citation will result in a two-day suspension; Two citations will result in a five-day suspension; Three citations will be grounds for dismissal. During suspension, the student is responsible for all missed didactic educational material and activities. All clinical educational activities including but not limited to observation, testing, and hands-on patient care will be forfeited and will have to be completed at a later date for successful completion of the program requirements.

Coolidge Point shuttle bus service is provided on Monday - Friday beginning at 5:00 am until 12:00 am sharp. Buses transport riders across Jefferson Highway to the rear of the hospital, the dedicated bus stop. There are emergency security call boxes on light standards throughout the Coolidge lot and on the gates.

On completion of training the students must bring ID badges to the security office. The \$20 Id deposit will be returned.

POST-GRADUATION OPPORTUNITIES

Students by appointment with the Program Director may discuss post-graduation academic and employment opportunities available to Ochsner graduates.

PREGNANCY & SERIOUS ILLNESS POLICY

If a student becomes pregnant/seriously ill during training in any of the Allied Health Sciences programs, s/he will be allowed to complete the training in accordance with the individual program's restrictions. However, the student must be aware that the loss of time caused by any conditions associated with pregnancy/serious illness could delay completion of the student's training period, with a resultant delay in taking the certification/registry examination for the field.

As soon as the student knows s/he is pregnant/seriously ill, she **should** notify the Program Director with a written report from the doctor. The Program Director will review the student's attendance and academic records as well as his/her clinical performance. The review evaluation will determine what course of action is to be taken.

PROFESSIONAL CERTIFICATION/LICENSURE

Some professions require certification and/or licensure prior to employment. It is the **sole responsibility of the student** to obtain the necessary information regarding the process. Further, it is the student's responsibility to complete all required paperwork, meet deadlines, and pay applicable fees. Program faculty, Allied Health administration, and the Medical Center will **not** be held responsible for incomplete applications, missed deadlines, or fees.

PROGRAM DISCONTINUANCE

It is the affirmed policy of the Foundation that in the event of a decision to discontinue a program in the Division of Allied Health Sciences, this closure shall be affected only at the end of the school term, insuring that all persons accepted into the program shall have the opportunity to complete their education in a timely fashion. The Foundation further guarantees that during the termination process, program standards will be maintained as previously established.

READMISSION INTO THE PROGRAM

Applications from students who reapply for admission after having resigned or being dismissed from a school program will be processed as first time applicants. All applicants will be evaluated without bias. Reapplicants must submit all application materials, including:

- ◆ Application form and fee
- ◆ Transcripts, ACT scores, etc.
- ◆ 3 completed recommendation forms

If accepted, a returning student will be treated as a new student and must complete preadmission requirements such as:

- ◆ Physical examination
- ◆ Payment of tuition
- ◆ CPR registration

RESIGNATION PROCEDURE

When training at Ochsner begins, the Foundation hopes that the relationship will be a continuing and mutually rewarding one. However, plans and goals can change and sometimes those changes may require termination of your education at Ochsner.

Upon deciding to leave an Allied Health Sciences program, a signed and dated written resignation including the explanation for your termination must be given to the Director of Medical Education. A forwarding address must be included to insure course credit or record transfers. A copy of this resignation must be sent to the Program Director.

Under all circumstances, a clearance form must be obtained from the office of Allied Health. All Medical Center debts incurred must be settled. Any Medical Center property in your possession, such as library books, ID badge, etc., must be returned. Transcript and recommendation requests cannot be processed until all necessary clearance procedures are completed.

FAILURE TO COMPLY WITH REQUIRED CLEARANCE PROCEDURES CAN PREVENT THE STUDENT'S ACCEPTANCE INTO ANOTHER SCHOOL.

SAFETY AND SECURITY

A safe, healthy and accident-free environment for patients, employees, students and visitors is a goal to which Ochsner is dedicated. The following safety guidelines have been established:

- ◆ Do not run or take part in horseplay.

- ◆ Keep work areas clean and orderly.
- ◆ Report hazardous conditions such as foreign objects, water spills and floor defects to the department supervisor or to Safety and Security immediately. If possible, try to wipe up small spills.
- ◆ Do not have or use alcoholic beverages, illegal drugs or weapons on Medical Center property.
- ◆ Dispose of needles and other sharp instruments in proper containers; never put them in trashcans.
- ◆ Avoid lifting heavy, bulky objects unless you have help from another person or use a mechanical device designed to do the work.
- ◆ Always use personal protective equipment such as gowns, gloves, masks, and other devices provided for personal protection.
- ◆ Hospital scrubs are not to be worn outside of the Medical Center.

An Ochsner security program has been set up for the protection of patients, employees, students, visitors and their personal belongings. The Medical Center's security force is also on hand to keep order, enforce regulations and protect Medical Center property.

All students are expected to take an active part in this security program. All personal property and belongings as well as the Medical Center's property should always be left secured. The Security Department should be notified whenever any wrongdoing is suspected. To keep security risk at a minimum, the Medical Center reserves the right to inspect packages, lockers and any other items.

SEVERE WEATHER/DISASTER POLICY

In the event of severe weather or an area disaster, the program may be closed for the duration of the emergency. If necessary, the students will be dismissed in adequate time to evacuate to a safe location.

Students will not be assessed general-purpose time for attendance lost due to closure. If a student is unable to return when classes resume, the Program Director will make determination of assessment of general-purpose time. The school term may be extended to complete didactic and/or clinical materials missed due to closure.

SMOKE-FREE POLICY

Ochsner Medical Center is committed to the promotion of health, which includes prevention as well as treatment of diseases, for patients, visitors and employees. The smoke-free environment is created to reduce the risks associated with smoking and second hand smoke. In accordance with these responsibilities, the policy of OHS is to provide a smoke free environment.

Smoking is prohibited at all OHS facilities including community hospitals, neighborhood and regional clinics and in Ochsner Health System-owned vehicles with the following exception:

- Designated employee smoking areas

SOLICITATION POLICY

The Ochsner Health System strives to establish a work environment that is productive and without undue disruption to the work day. Therefore, solicitation of any nature or distribution of any literature is prohibited during work time, or in work areas or patient care areas. Trespassing, soliciting, or distributing literature by non-employees of OHS is prohibited within OHS buildings or anywhere on its property.

- Visitors, patients, and other non-employees may not solicit or distribute literature on OHS property at any time, for any purpose.

- Students are not to solicit patients, visitors, employees, or medical staff on OHS property at any time, for any purpose.
- Students may not distribute non-health care/non-patient treatment literature to patients and visitors during on-duty working hours. During non-work hours, distribution of literature is not permitted in specific work areas and/or patient areas, as stated in this policy.
- Solicitation for charitable fundraising causes that benefit the community is permissible only with the written approval of the Vice President of Philanthropy.
- Any student observing solicitation activities or distribution of literature as described above is responsible for reporting it to his/her program director.

STUDENT CHECK-OUT

In order to graduate, students must undergo an exit physical and must be free of obligations to the Medical Center. Clearance forms are distributed during the last month of school. Students are responsible for obtaining appropriate release signatures from the following departments:

Employee Health
 Medical Library
 Safety and Security
 Program Director

Students must return this clearance form to Allied Health prior to the graduation date.

Included in every exit physical is a TB skin test, which requires two to three days from injection to interpretation of results. Employee health will sign the release form upon completion of the test. Students who submit a physical form from their private physician and those remaining, as employees of the Medical Center are not required to undergo another exam, but must go to the department for a check-out signature.

All Medical Center property, including library and program books, and ID card, etc., must be returned in order to obtain clearance signatures. In order to recover their \$20 security deposit, students must return their ID card to security. Failure to follow this procedure will delay your completion of the program and the awarding of your certificate of completion.

In order to graduate, students must undergo an exit physical and must be free of obligations to the Medical Center. Checkout forms are distributed during the last month of school. Students are responsible for obtaining appropriate departmental release signatures and returning this check out sheet to Allied Health prior to the graduation date.

SUBSTANCE ABUSE POLICY

The purpose of this policy is to assure compliance with the guidelines set forth in the Drug-Free Workplace Act of 1988, and to promote behavior which ensures the optimum safety and well being of employees/students, patients and visitors.

The possession, use or sale of illicit drugs, controlled substances or mood-altering drugs, while on the job or on Medical Center property, is prohibited and can result in discharge from employment/school. In cases where a physician prescribes controlled substances, to be taken during working hours, written approval must be obtained from management prior to possessing or using such substances on Medical Center property.

- ◆ Correction and/or rehabilitation of the student is the primary concern of management regarding substance abuse, with punishment being considered only as a last resort.
- ◆ Students requesting aid and guidance from their management team in substance abuse resolution will be dealt with on a confidential basis.

- ◆ A student must be advised of the purpose and possible consequences of a substance-screening test. Every effort will be made to ensure confidentiality of test results.
- ◆ A student taking medication, which could affect behavior that is prescribed by an attending physician must advise his/her supervisor of the known possible effects of such prescription medication, with regard to job performance, and must obtain approval to use such medication prior to commencing work.
- ◆ Alcohol consumption during lunches while at work in school is prohibited. Alcohol consumption during conferences or convention is not encouraged by the Medical Center, and must be limited to assure that the student's work performance, safety and the safety of others in the work force as well as patients and visitors are not jeopardized.

TELEPHONE USE

Personal telephone calls may be made on public telephones located throughout the Medical Center and in various department lounges. Hospital lines must be kept open for regular business and for emergencies. All students should answer the telephone promptly, clearly and courteously. Identify the department or area; state your name and position (student). If a call must be placed on hold, be certain to get back to the caller as soon as possible. Personal Cell phone use and texting are not allowed in the clinical areas or in the classroom.

CELL PHONE UTILIZATION

Cell phone usage is prohibited in class and clinical training. Cell phones must be silenced upon entering the classroom. Cell phones may not be used as calculators or for note taking. Any type of cell phone utilization at inappropriate times can be cause for dismissal from class or clinical training.

WORK RELATED ILLNESS/INJURY & RETURN CLEARANCE

Accidents involving students while on duty or on the Medical Center premises must be immediately reported to the supervisor/instructor. An Employee Work-Related Accident Report form must be completed to provide maximum protection to the student and the Medical Center.

A **work-related incident** is any mishap or occurrence associated with work which results in, or could have resulted in, injury, illness or property damage. This would include, but is not limited to, falls, punctures, strains, rashes, equipment malfunction, exposures or infections directly linked to patients.

1. Immediately notify your program faculty or supervisor.
2. A work-related accident/illness form must be completed and sent with the student if medical attention is requested. If medical attention is not requested, the form must be completed and sent to Safety and Security within 24 hours. A copy must also be sent to Allied Health.
3. If medical attention is requested, the student will go to the Employee Health or the Emergency Department as directed.
4. If a student feels any adverse effects believed to be a result of a work-related accident for which s(he) did not seek medical attention, the student must report to Employee Health and complete a form within 30 days of the original incident.
5. A student who has been off for three or more days, due to illness/injury must report to Employee Health with a Physician Clearance Form to be cleared to return to school.