



Windber Hospital Inc. Orientation Guide for Students, Interns, Contractors, Vendors, Volunteers and other Non-hospital employees.



A general information guide to hospital policies and procedures.

(814) 467-3000

Students, Interns, contractors, vendors, and other non-hospital employees who are on Hospital property are subject to the rules and regulations of the hospital, and may not exert influence on any patient or employee. While you are here, we ask that you read the following summary of applicable hospital rules and procedures.

ENTRY INTO THE HOSPITAL

All exterior doors are locked between the hours of 8:00 pm and 5:00 am with the exception of the Emergency Dept. entrance. At change of shifts for 3-11 / 11-7, Security is stationed at the 3rd floor Registration area between the hours of 10:30 pm -11:30 pm to allow employees to park and enter/leave the hospital. After hours Visitor passes are issued to all visitors on hospital grounds between the hours of 8:00 pm-5:00 am.

SMOKING POLICY

The hospital campus is a smoke-free facility; smoking is prohibited inside all hospital buildings.

USING HOSPITAL TELEPHONES

Internal hospital phone directories are posted near phones in all hospital departments. To contact a specific department or individual simply dial the extension number listed. To make an outside local phone call, dial “8” to access an outside line followed by the number you wish to call. To make outside long distance calls, dial “8” to access an outside line followed by “1”, the area code of the number you’re calling and the number itself.

CONTACTING SECURITY OFFICERS

Maintenance staff provides Security coverage Monday - Friday 7:00 am to 3:00 pm. Security officers provide coverage during all other hours including weekends and holidays. Security officers may be contacted via cell phone at 243-4403.

CONTACTING ADMINISTRATOR ON CALL / HOSPITAL SUPERVISOR

Administrator On-Call/ Hospital Supervisors are on duty 24/7 and can be contacted via cell phone at 341-1641.

WEAPONS POLICY

Weapons are defined as any firearm, knife or device that could cause bodily harm or injury. With the exception of on-duty public law enforcement officers, required by law to carry firearms and possessing proper identification, weapons are not permitted on Hospital property.

PATIENT INTERACTION

While every effort will be made to accommodate and cooperate with contractors, vendors, and other non-hospital employees, essential medical care for patients will take precedence. All patients are to be treated with dignity, respect and consideration by contractors, vendors, and other non-hospital employees. It is the policy of Windber Hospital Inc. to provide inpatient and outpatient care to all patients without regard to race, color, national origin, religion, handicap, age, gender, or sexual orientation. All legally competent patients have the right to refuse any drugs, treatments, or procedures to the extent permitted by law. Whenever possible, patients' privacy will be maintained and all information regarding their medical condition will be kept confidential and only be discussed in compliance with existing Hospital and HIPAA regulations.

EMERGENCY CODES AND STAFF RESPONSE

While on the premises, contractors, vendors, and other non-hospital employees may hear a variety of different emergency codes announced via the hospital paging system. In addition, an Emergency Alert System icon is placed on computer desktops to select a code or to alert users of an announced code. The following list provides definitions of the various hospital codes and staff response. Once an event is resolved an "All clear" announcement will be made via the hospital paging system and via the computer desktop.

CODE RED: Seeing or smelling smoke or fire. All available staff members at the fire location respond with fire extinguishers. Follow RACE & PASS procedures. One staff member from each non-fire affected area responds to the location to assist.

CODE BLUE: Cardiac arrest or other severe medical emergency involving a patient, staff member or visitor. All available staff responds to the location and initiates CPR and/or BLS skills.

CODE BLACK: Security emergency in which patients, staff, visitors or hospital property are threatened. Security and all available staff respond to the location and assist with managing or de-escalating the situation.

CODE YELLOW: Major hazardous materials spill or contamination Block off area of spill/contamination. Security, Maintenance, Environmental Services and available Safety Committee members respond to location. If unable to handle situation, call 9-1-1.

CODE ORANGE: Hospital infrastructure failure or maintenance. Ex: "Code Orange – Water" (for water problem in facility.)

WINHOS: The Hospital is activating the Disaster Plan. All staff members should access their yellow disaster quick reference folders and follow the guidelines.

INFECTION CONTROL

Simple hand hygiene is the most important method to prevent the transmission of disease. While in the hospital there may be instances in which you may be exposed to blood or other body fluids. Personal Protective Equipment (PPE) such as gloves, eye protection, disposable gowns, etc. should be worn for all incidents in which there is the chance of exposure to blood or body fluids. These items will be provided by the hospital to contractors, vendors, and other non-hospital employees upon request at no cost if it is essential to completion of work they are performing within the hospital.

We also ask that you follow the following steps if hands become soiled or if using gloves:

- Wash hands before putting gloves on and after removal of gloves.
- Hands should be washed for at least 15 seconds; this can be timed by singing “Happy Birthday” once.
- Do not turn the water off with your clean hands; use the paper towel that you dried your hands with.

The Employee Health / Infection Control nurse/designee can be contacted M-F 7 am – 3 pm at extension 3050 for any questions / concerns or in the event of an exposure. For all other hours contact the on duty Hospital Supervisor via cell phone at 341-1641.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

The hospital follows “Standard Precautions” to reduce the risk of transmitting pathogens. A variety of PPE is available including gloves, face shields, masks, gowns, shoe covers, etc. The hospital requires PPE use for all activities with the potential for exposure.

MATERIAL SAFETY DATA SHEETS (MSDS)

MSDS sheets explain procedures/precautions for hazardous chemicals and provide useful information such as emergency first aid, physical properties of the substance, and manufacturer emergency phone numbers. An “MSDS Source” icon is located on the desktop of all hospital computers to electronically access MSDS sheets. Certain hospital departments that utilize chemicals also maintains a manual with copies of MSDS sheets. If you’re involved in an exposure, treatment is available in the ER.

FIRE SAFETY

Follow the R.A.C.E. (Rescue, Alarm, Contain, and Extinguish) procedure to respond to a fire. To use a fire extinguisher follow the P.A.S.S. (Pull pin, Aim at base of fire, Squeeze handle, Sweeping motion) procedure. Fire doors close automatically and must be kept free of obstructions.

MEDICAL EQUIPMENT PROBLEMS

Any medical equipment that malfunctions and/or injures a patient, staff member, student, etc. must be taken out of service immediately and the person injured evaluated/treated in the ER. The incident must be reported in the Safety Event Module to document the event.

PATIENT SAFETY

All patient incidents, whether harm occurred or not, must be reported and documented on in the Safety Event Manager Module. The hospital maintains a non-punitive reporting policy to encourage open, honest reporting of injuries or hazards to patients.