

St. Luke's Volunteer Handbook Review Form

Name: _____

Check all answers that apply.

Volunteer Services is dedicated to providing the highest quality service to patients, visitors, and staff. St. Luke's Vision is to be the provider and partner of choice for the region. The Mission for St. Luke's is The Patient Above All Else.

True False

What was the Health Insurance Portability & Accountability Act (HIPAA) created to do?

Give patients control over their health information. Protect patient information.

Hold people accountable for HIPAA violations.

Set boundaries on the use and release of patient information.

Good practices regarding patient health information include which of the following?

Leave information learned about patients at the hospital/clinic.

Keep patient information out of view of unauthorized persons.

Refrain from speaking about patients in any way when not required to do your job (in hallways, cafe).

When is it okay to repeat protected health information or leave patient information unattended?

Sometimes Always Never

What is the procedure if you are injured or exposed to an infectious agent while volunteering?

When it is convenient, tell a department supervisor or Volunteer Services staff what happened.

Wash the exposed area. Immediately report the exposure or injury to a department supervisor. Get immediate medical attention if needed. Report to Volunteer Services staff as soon as possible and complete an accident/injury report form.

See your family physician when you have time.

What is the best way to prevent the spread of infection?

Wash hands with soap and water.

Wash hands with soap and water or use hand sanitizer gel frequently and every time you enter and leave a patient room.

What do you do if you see a stop sign/isolation precautions sign on a patient room door?

Do not go into the patient's room for any reason.

Do not do anything differently.

Volunteers should always:

Knock and ask if it is ok to enter a patient's room.

Introduce themselves as a volunteer

Coughing into your sleeve, washing your hands, and staying home when ill are three things volunteers can do to prevent infections.

True False

You must wear your ID badge at all times and it should be worn at eye level with name showing.

True False

What is the acceptable dress code for volunteers?

Neat and professional clothing (no jeans)

Extreme styles of clothing and hair

Good personal hygiene with clean hair and body (no scented items)

Uniform with St. Luke's Volunteer Identification Badge

Flip Flops

It is acceptable to accept a personal gift from a patient?

True False

To report an emergency in the hospital dial 5220 state name, location, type of emergency. Outside of the hospital dial 9-911 state my name, location, type of emergency.

True False

If I see any suspicious persons or activity, I should contact security and/or let a staff member know immediately?

True False

If I cannot volunteer I should notify the volunteer office or write it in the sign out book.

True False

Volunteers can make a good first impression with a greeting by:

Greeting everyone with a warm and friendly smile, making eye contact

Saying "May I help you....."

Turning around and walking the other way

Escorting the person to their destination or call an escort

In a difficult or violent/potential violent situation, remember the following:

Manage my emotions

Use de-escalation techniques

Call for help, involve other staff

I have reviewed and understand St. Luke's Plain Language Alerts, "FAST" stroke education, and ligature risk information.

True False

I understand the policies and procedures for St. Luke's Volunteers as outlined in the St. Luke's Volunteer Handbook. I have had the opportunity to ask questions regarding my volunteer position.

I have reviewed the position description for my assignment and agree to perform the duties as assigned.

I understand St. Luke's may take immediate action to dismiss a volunteer from service if his/her conduct threatens the safety or welfare of patients, visitors, or staff and/or is not supportive of St. Luke's Culture.

I grant my permission for St. Luke's Volunteer Services to display and/or publish photographs, interviews, and/or videotapes of me (for example, St. Luke's website, social media, employee and volunteer newsletters, television news reports).

Print Name _____

Complete/Sign this Section at your Volunteer Interview/Orientation Session

Signature _____ Date ____/____/____