

**JACKSON PARK HOSPITAL AND MEDICAL CENTER**



**STUDENT HANDBOOK**

## **WELCOME TO JACKSON PARK HOSPITAL**

We would like to take this opportunity to welcome you to Jackson Park Hospital. We hope your clinical clerkship rotation with us will be a rewarding one. We are pleased to provide you with your student handbook which gives you information about the medical education policies and procedures at Jackson Park Hospital. We are sure the handbook will be a helpful reference.

If you have any suggestions about improving Medical Education, we will be pleased to hear about them.

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# **JACKSON PARK HOSPITAL AND MEDICAL CENTER**

## **MISSION**

The mission of Jackson Park Hospital and Medical Center is to provide efficient and effective quality healthcare to meet the needs of the patients and the communities we serve.

## **VISION**

In the mist of a rapidly changing healthcare environment, we will realize our mission by providing comprehensive, unified interdepartmental, and quality healthcare services and facilities.

## **VALUES**

We believe that all human beings possess intrinsic value. We will strive to ensure

- Our operations will be patient-centered
- All patients will be treated with dignity and respect
- Patient's rights will be honored.

We will serve anyone in need of healthcare regardless of race, color, religion, sex, national origin, disability, or age.

We believe in high levels of ethical and professional conduct.

We believe in operating in an efficient and effective manner in order to remain a viable community healthcare provider.

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## **INTRODUCTION GENDER**

The use of the masculine gender in this manual is for convenience and brevity only. Wherever it appears, it shall be equally applicable to both sexes.

## **REMINDER**

**We hope this handbook will serve as a useful general guide to Medical Education rules, policies, and procedures. Medical Education retains the right to modify, amend, or delete the guidelines, policies, privileges, and procedures which are contained within this handbook without notice at any time. The Medical Director has the final authority to interpret any Medical Education guideline, policy or procedure. These guidelines should not be regarded as, and are not in fact, promises to provide specific terms and conditions of clinical clerkship rotations.**

**This handbook does not, in any way, constitute an express or implied clinical clerkship rotation contract or an agreement for continued clinical rotations or for rotations for a specific period of time between the Hospital and any student. Your clinical clerkship rotation with the Hospital is that of “rotation at will.” That is, clinical rotations may be terminated at any time by either the Hospital or the student, with or without cause, and with or without notice. In the absence of an individual written clinical clerkship rotation agreement to the contrary executed in writing by the Medical Director, each individual’s clinical rotation and evaluation with the Hospital is for no definite period of time. This handbook supersedes all previous handbooks or policies.**

## **NON-HARASSMENT POLICY**

Jackson Park Hospital prohibits sexual, racial and other forms of unlawful harassment and discrimination. The Hospital is committed to maintaining a work environment that is free of unlawful discrimination. In keeping with this commitment, we will not tolerate harassment of medical students by anyone, including any preceptor, resident, physician, students, employee, vendor, client, contractor, customer or other regular and/or non-regular visitor of the Hospital.

Harassment consists of unwelcome conduct, whether verbal, physical or visual, that is based upon a person’s protected status, such as sex, color, race, ancestry, national origin, age, disability, sexual orientation, marital or parental status, military discharge status, source of income, or other legally protected group status. The Hospital will not tolerate harassing conduct that affects tangible job benefits, that interferes unreasonably with a student’s learning ability and/or work performance, or that creates an intimidating, hostile, or offensive learning and/or working environment.

The conduct forbidden by this policy specifically includes, but is not limited to: (a) epithets, slurs, negative stereotyping, or intimidating acts that are based on a person’s protected status; and (b) written or graphic material circulated within or posted within the learning environment/workplace that shows hostility towards a person or persons because of their protected status.

### Sexual Harassment

Sexual harassment deserves special mention. Unwelcome sexual advances, requests for sexual favors, and other physical, verbal, or visual conduct based on sex constitute sexual harassment when (1) submission to the conduct is an explicit or implicit term or condition of clinical clerkship rotation, (2) submission to or rejection of the conduct is used as the basis for a clinical clerkship decision, or (3) the conduct has the purpose or effect of unreasonably interfering with a student's learning and/or work performance or creating an intimidating, hostile, or offensive learning and/or working environment.

All medical students and hospital employees are responsible to help assure that we avoid harassment. If you feel that you have experienced or witnessed harassment, you are to notify immediately your teaching attending physician, the Medical Education Director or any other member of Hospital management who you would feel comfortable contacting. The Hospital forbids retaliation against anyone for reporting harassment, assisting in making a harassment complaint, or cooperating in a harassment investigation. The Hospital will preserve confidentiality to the extent the needs of the investigation permits.

The Hospital's policy is to investigate all such complaints thoroughly and promptly. If an investigation confirms that a violation of this harassment policy has occurred, the Hospital will take corrective action, including discipline, up to and including immediate termination of clinical clerkship rotation, as is appropriate. Additionally, in investigating complaints of harassment under this policy, the Hospital may impose discipline, up to and including discharge from the clinical clerkship rotation program, for inappropriate conduct that comes to the Hospital's attention, without regard to whether the conduct constitutes a violation of the law or this policy.

## **STUDENT ILLNESS**

If a student has an injury, illness, or medical complaint which is not job related, he or she may receive first-aid and treatment in the Hospital's emergency room, the same as any emergency room patient. A medical record will be completed. There will be a charge unless covered by the student's individual insurance. If other services are ordered, the student will be charged by the department performing the service unless covered by the student's individual insurance. If a prescription is filled, a cash fee will be charged except on copayments required by prescription drug insurance coverage.

## **CONFIDENTIAL INFORMATION**

The burden of secrecy which professional codes of ethics have placed upon the physician, nurse, and Hospital personnel applies in like manner to every medical student.

In the course of performing normal duties, students may learn of certain matters pertaining to the nature of illness, financial background, family life, etc, of a patient. Under no circumstances shall this information be discussed with anyone outside the Hospital or among employees within the Hospital unless it is required directly for the treatment or care of the patient.

Physicians alone have the legal right and training to make medical judgments and to treat human illness and injury.

Only authorized personnel may release information regarding a patient or Hospital business.

Violation of this policy will result in disciplinary action, including dismissal.

## **STUDENT IDENTIFICATION BADGE**

While on duty, a student is required to wear his Jackson Park Hospital identification badge in clear view, between the neck and the waist. Nothing may be affixed to the badge which will obscure the identification. If a change of any kind is required on the identification badge, or if a student loses his/her identification badge, the student should contact the Human Resources Department.

## **INFORMATION MANAGEMENT & E-MAIL SYSTEMS**

All electronic and telephonic communication systems and all communications and information transmitted by, received from, or stored in these systems are the property of Jackson Park Hospital and as such are to be used solely for job-related purposes. The use of any software and business equipment, including, but not limited to, facsimiles, telecopiers, computers and copy machines for private purposes is strictly prohibited.

Medical students using this equipment for personal purposes do so at their own risk. Further, students are not permitted to use a code, access a file, or retrieve any stored communication unless authorized to do so unless they have received prior clearance from an authorized Jackson Park Hospital Representative. All pass codes are the property of Jackson Park Hospital. No student may use a pass code that has not been issued to that student or that is unknown to Jackson Park Hospital. Students who violate this policy are subject to disciplinary action, up to and including dismissal.

To ensure that the use of electronic and telephonic communications systems and business equipment is consistent with Jackson Park Hospital's legitimate business

## **INFORMATION MANAGEMENT & E-MAIL SYSTEMS, CONTINUED**

interests, authorized representatives of Jackson Park Hospital may monitor the use of such equipment from time to time in accordance with applicable state and federal law.

### **ORIENTATION**

The Medical Education Office, along with the Human Resources Department is responsible for processing all new medical students.

All new medical students are required to attend the first orientation class scheduled following their start-to-rotation date. The purpose of the program is to acquaint the new student with the Hospital's policies and procedures, to give an overview of the Hospital's services and facilities, and to comply with safety and infection control training requirements.

Rotation orientation is conducted by the student's teaching attending physician who is responsible for explaining rotation conditions, rotation schedules, and for completing a view of the student's responsibilities with him/her.

### **PERFORMANCE EVALUATIONS**

A student's clinical rotation is evaluated by his/her teaching attending physician or clinical clerkship department head upon completion of the clinical rotation period.

### **PERSONAL APPEARANCE**

The personal appearance of a student is an important means of conveying to patients, visitors, and staff that the Hospital provides concerned and professional services. Without unduly restricting individual taste, it is the policy of the Hospital to encourage simplicity of dress and a neat, clean, professional and groomed personal appearance for students during rotations.

Students working in various offices of the Hospital shall wear business attire, including ties for male students. Shorts and jeans, including colored denim jeans, do not present a professional impression and may not be worn while on Hospital grounds. Visible body piercing, other than ears, is not allowed. Students are expected to convey a neat, clean, and professional appearance at all times. Individual departmental regulations may be more extensive depending upon requirements of the area to which the student is assigned. A student who violates the dress code may be subject to disciplinary action.

### **CUSTOMER RELATIONS**

It is the policy of Jackson Park Hospital to assign the highest priority to the service of our patients, visitors, other customers and each other on a daily basis. We are committed to treating all patients, patients' families, visitors, physicians, employees, medical students and other staff with dignity, respect, care, compassion and concern. Staff and medical students are expected to respond to our customers with respect, maintaining effective communication behaviors, to show commitment to the highest standards of care and professionalism in their work, and ensure that the rights of our customers are upheld and respected.



## **SOLICITATION AND DISTRIBUTION**

Medical students are prohibited from engaging in solicitation of any kind during working time and at any time in patient care, treatment, surgery, examination, delivery and admitting rooms, patient lounges or in their adjoining corridors. Medical students are prohibited from engaging in distribution of any kind during working time, and at any time in any working areas, such as patient rooms, treatment, surgery, examination, delivery and admitting rooms, offices, laboratories and patient lounges or in their adjoining corridors.

For the purpose of this policy, “working time” includes the working time of both the medical student doing the solicitation or distribution and the medical student or employee to whom it is directed.

The solicitation and distribution rules are in keeping with the primary objective of the Hospital – to care for and serve the sick.

## **STUDENT SUGGESTIONS**

All medical students, hospital employees and medical staff are encouraged to use this as a mechanism of open communication for suggestions for improvement in any area of the hospital. Obtain an Improvement Suggestion form which is available from Department Managers and the Human Resource department. Document the problem or process for which improvement is needed. Make any suggestions that may be practicable. Be specific and give as much information as possible. Forward the completed form to the Human Resources department. Suggestions may be anonymous if desired.

## **TIPPING**

Patients at Jackson Park Hospital are entitled to the best possible service regardless of ability to pay. In keeping with this policy, the Hospital strictly enforces a “no tipping rule. Medical students may not seek or accept gratuities in any form from either patients or visitors.

## **UNIFORMS**

Medical students are required to wear a lab coat whenever on duty. Lab coats are to be of a white color and must conform to the Hospital’s specification of waist length.

Each medical student must pay for his/her own lab coat.

Students doing call are required to wear olive green scrubs during call hours. Jackson Park Hospital will issue one set of scrubs, free of charge to students doing Family Medicine, Internal Medicine, or OB/GYN call.

## **RULES**

The following rules discussed below are published for your information and as a guide to your conduct in the clinical clerkship relationship.

These rules are general guidelines only. They cannot cover all situations or the appropriate penalty for all situations. Instead, they describe the penalty that normally will be appropriate for the type of misconduct described, but if the circumstances require, different penalties will be imposed. The Hospital reserves the right, in its discretion, to impose different penalties than those set forth below for any disciplinary offense committed by a medical student.

## **RULES, CONTINUED**

### **A. DISCIPLINARY OFFENSES:**

1. Smoking or eating in an unauthorized areas or creating unsanitary conditions
2. Insulting fellow students or employees of those who do business with the Hospital, patients or the families/visitors of patients
3. Sleeping during working hours (except when on call)
4. Parking in unauthorized parking lot
5. Using Hospital telephones for personal calls or using working time for personal business, personal visitation or personal calls
6. Any conduct that interferes with proper operations, safety, maintenance of order or harmonious relations
7. Poor work or inadequate performance
8. Horseplay, reckless or unsafe conduct
9. Violation of any announced safety rule or Hospital safety policy
10. Reporting to work under the influence of alcohol, drugs, stimulants, or in such condition that prevents the medical student from safely and efficiently performing his/her duties
11. Lewd, obscene or immoral behavior on or near the premises of the Hospital
12. Unauthorized disclosure of information, including records relating to patients or other Hospital business
13. Failure to report an accident, no matter how minor to Employee Health or the Medical Education Office. This means that you must report an accident if:
  - (a) you have been involved in an accident;
  - (b) you have caused an injury or damage;
  - (c) you operate equipment that is damaged; or
  - (d) you witness an accident.

A report must be made to Employee Health or the Medical Education Office immediately. Failure to make a report (no matter how minor the accident) is a major offense and will subject the medical student to discipline.

14. Violation of the No Solicitation-No Distribution rule
  15. Photographing patients, prying into patients' private correspondence and effects, or otherwise intruding upon their privacy without cause
  16. Soliciting gifts, tips or favors from patients
  17. Any offense of a serious nature, meaning one which harms good order and moral, harmonious working relationships, safe and efficient operation of the facility or the legitimate interest of the Hospital
- ### **B. INTOLERABLE OFFENSES (which will result in immediate Dismissal)**
18. Threatening or assaulting any person, including patients and co-workers, or being discourteous or abusive toward patients or their families and visitors
  19. Fighting on or near the Hospital premises
  20. Falsifying any records, or application forms, soliciting or permitting another to do So
  21. Dishonesty (including theft of any property) or using any Hospital equipment or

- property without authorization
22. Commission of any criminal offense on the premises of the Hospital, including the sale, possession, or use of weapons, explosives, drugs, or alcohol
  23. Insubordination, including willful or grossly negligent failure to promptly carry out instructions
  24. Reckless or grossly negligent conduct
  25. Gambling on the Hospital premises
  26. Failure to meet certification requirements and/or educational requirements
  27. Any willful misconduct or gross negligence that tends to destroy trust, morale, or discipline; the orderly, efficient or safe operation of the facility; or which violates the fundamental rights of other persons

### **EMERGENCY AND SAFETY PROCEDURES**

The safety and security of the medical students of Jackson Park Hospital is a primary concern of Administration. This section details some of the efforts being made to assure the safety of all medical students, patients, visitors, and employees. It also outlines some of the responsibilities medical students have for assuring a safe workplace and what to do in the event of an emergency.

### **PUBLIC SAFETY DEPARTMENT**

The Hospital provides 24-hour coverage, seven days per week, with Public Safety Officers throughout the facility and surveillance video monitors. The Officers are available to escort you to and from your car and they serve as an extra set of eyes for your safety while you are on duty. You are encouraged to lock up your personal items and to keep them secured at all times. The Hospital is not responsible for personal items lost, damaged or stolen.

If you observe any suspicious or dangerous activity while in the Hospital, contact the Public Safety department immediately via telephone extension 7777.

### **FIRE SAFETY**

The attitudes and actions of medical students are essential both for the prevention and control of fire. Prevention means no use of smoking materials within the buildings, maintaining an uncluttered work area, and keeping aisles and walkways free of obstructions.

In case of fire, "CODE RED" will be announced throughout the Hospital on the audio-page system. Medical students will then receive further instructions from Hospital personnel in the affected area. When the code red has been cleared, a notification will be made over the public address system as follows: "SECURE CODE RED."

## **MEDICAL EMERGENCY PLAN**

In the event of an Internal or External Disaster medical emergency plan which involves multiple casualties or major disruption to the service or utility, the Hospital may activate its Emergency Preparedness Plan to provide emergency services.

When the Medical Emergency Plan is implemented, the audio-page operator will announce, "ALL PERSONNEL, CODE TRIAGE."

In the event of a medical emergency, the Hospital may find it necessary to call in off-duty personnel, including medical students.

When Administration determines that operations can return to normal, the operator will announce, "SECURE CODE TRIAGE."

## **HAZARD COMMUNICATION**

Material Safety Data Sheets (MSDS) contain chemical composition of product, reactivity data, safety, first aid, and special handling instructions. Each chemical has written instructions on the package for its correct use. Follow them. Never put chemicals in unlabeled bottles; ensure label of any bottle reflects its content. In the event of ingestion, eye splash, or burn, report to the Emergency Room immediately with the bottle of chemical that was involved in the accident. Always follow Manufacturer's instructions. Each Hospital department has MSDS.

## **SMOKING**

Smoking is never allowed at any time inside the Hospital. This is a smoke-free facility by city ordinance. Any medical student who smokes inside the Hospital will be subject to discipline, up to and including expulsion.

## **OTHER INFORMATION AND SERVICES**

### **BULLETIN BOARDS**

Bulletin boards are reserved for Hospital postings. Important notices will appear on the bulletin boards from time to time. You are urged to read the bulletin boards on a weekly basis. Medical student bulletin boards are located next to the Medical Education Office, next to the Assembly Hall, and the 2 East Dayroom.

### **CAFETERIA**

The Hospital cafeteria provides nutritious, moderately priced meals. A vending area is also provided nearby.

Pest control and sanitation requires that food not be carried out of the cafeteria. Eating is allowed only in the designated areas.

### **LOCKERS**

Lockers are the property of Jackson Park Hospital. Medical students may have the use of an empty locker. Private locks are to be used on lockers.

The Hospital reserves the right to thoroughly inspect lockers.

## **PACKAGES AND PROPERTY REMOVAL**

Medical students are advised that all packages, parcels, and property brought into or taken out of the Hospital are subject to inspection by Public Safety personnel.

Medical students bringing personal property into the Hospital are reminded that the Hospital assumes no responsibility for the loss or damage of personal property.

## **PARKING**

Medical student parking is permitted only in those parking areas specifically designated for medical students parking. Medical students who violate parking regulations are subject to disciplinary action.

The Human Resources Department will register the vehicle, issue a parking sticker, and forward the vehicle registration to the security office. The automobile's license plate number is required to register the car.

The Public Safety Officers are available 24 hours a day to escort you to and from your car. The Hospital is not liable for any damages that happen to your car. You are encouraged to lock your car and keep valuables out of sight and secured.

## **PHOTOGRAPHS**

In order to protect the privacy of patients, medical students may not take photographs of patients without their written permission and the approval of Administration.

## **TELEPHONE CALLS**

Medical students are not permitted to use Hospital telephones for making personal calls. Pay telephones located throughout the Hospital may be used during meal and rest periods for making personal calls. Incoming personal calls are to be limited to emergencies only.

## **VISTIORS**

Medical students are not permitted to receive personal visitors during clinical hours. Meetings with visitors should be scheduled for while off duty and off the Hospital premises.