

Welcome! Thank you for your interest in one of our Hospital Career Programs at KHC. We hope you have a fun and meaningful learning experience with our exceptional employees. KHC currently offers a number of opportunities including a Hospital Career Boot Camp to assist high school students in their healthcare career exploration, a Student Volunteer Program, and Job Shadowing opportunities. To comply with regulatory standards, we have prepared an information packet which should answer most of your questions and an application. With your parents, please read all the information before submitting the Hospital Career Programs Application.

Hospital Career Boot Camp

- The KHC Career Boot Camp is intended for high school seniors with an interest in healthcare and is a two-day event allowing for the observation of clinical (patient care) and non-clinical staff for education and development purposes.
- The program allows students to **follow** and **observe** a healthcare professional while they carry out their responsibilities at KHC.
- Students will rotate between departments and classroom setting to experience and hear from staff.
- KHC reserves the right to deny an application.

Job Shadowing

- Opportunity to come for a few hours, partial or full day to shadow an employee in the hospital. This may be available for all clinical or non-clinical areas of the hospital and is based on employee availability.
- Allows students to **follow** and **observe** a healthcare professional while they carry out their responsibilities at KHC.

Student Volunteer

- Volunteer your time, minimum of 3 hours per week during the school year to assist with a variety of duties within the hospital. (See additional flyer on program)

Eligibility

High school students age 15-19 (Career Boot Camp attendees must be high school seniors). KHC does not discriminate based on race, color, sex, religion, marital status, national origin, disability, sexual orientation, age, or veteran status.

No Money Clause

There will be no payment to the student/observer for time spent in the program, under this agreement.

Students/observers must abide by the rules, regulations and policies of KHC and shall work under the direction of their assigned staff department mentor and the Education Coordinator.

Illness Policy

Our first priority is always to protect the health and safety of KHC patients. If a student is sick or infectious during one of the scheduled program days, the student will need to stay home. Please call the Education Coordinator to let them know you will not be attending.

Insurance Waiver

While participating in the program at KHC the student/observer acknowledges that Knoxville Hospital & Clinics is not responsible for medical coverage due to illness or injury. Insurance or personal payment for medical care is the responsibility of the student observer or the student's parents (if applicable).

Documentation of Program participation

If documentation is needed to validate the shadowing experience for school or college purposes, please obtain a form from the high school or college/university requesting the documentation. KHC does not provide validation forms. The KHC Education Coordinator assisting you with the program can sign off on the documentation form provided by the student. KHC may be working with your high school already and they may already be aware of your participation.

Placement Process

Approval and placement will be considered after the Career Programs Application has been received. For those under the age of 19, the Parental Consent form must be completed before application will be considered.

The application will require students to provide immunization information for the following immunizations:

- Current Flu shot if between October 1st and March 31st
- DPT/TDaP (Diphtheria, Pertussis, Tetanus)
- Hepatitis B
- Inactivated Poliovirus (Polio Vaccine)
- MMR (Measles, Mumps, Rubella)
- Varicella (Chicken Pox)

The Career Programs application will be forwarded to the Education Coordinator at KHC. The application will be reviewed by the Hospital Administration Team. If chosen, the student will receive an acceptance letter with additional information. A program survey will be completed after the program experience to gain insights into the process and opportunities for improvement.

Student information may be shared with their High School. The student may be asked to share their experience to assist with soliciting other students for participation, but their information will not be sold or shared with outside parties. Photographs may be taken and posted to social media or the KHC website.

Conduct and Behavior

- Personal cell phones must be turned off during the program sessions. If students have a significant family situation which requires them to be accessible, please advise the Education Coordinator.
- Professional, courteous and respectful behavior is expected at all times. Students should be aware of KHC's Mission, Vision, Values & Policies.
- Students must stay with assigned staff at all times.
- Students are to leave valuable possessions at home. KHC is not responsible for lost, damaged or stolen items.
- Out of respect for our patients, loud voices and laughter is discouraged in the patient care areas.
- Students are prohibited from taking any photographs or videos while on the premises.

Participant Dress and Grooming Standards

Students must be identified with a Student name badge or tag that will be provided. Students must be dressed appropriately. Failure to comply with the dress code standards will result in dismissal from the program.

- Clean, professional, business casual attire is expected.
- No blue jeans, baggy or sagging pants, shorts, short skirts, midriff, low cut or sleeveless tops.
- Secure footwear, no tennis shoes, "croc" or open toed shoes or high heels.
- For safety: no excessive jewelry.
- No facial piercings and tattoos should be covered.
- Heavy perfumes or cologne is discouraged as it may make a sick patient feel worse.
- Good personal hygiene is expected.

HIPAA Information

- HIPAA is a federal privacy law that the hospital staff follow to keep a patient's medical information confidential.
- HIPAA stands for Health Insurance Portability and Accountability Act.
- HIPAA regulations affect each and every staff member at the hospital, as well as volunteers, and students.
- These Regulations apply to YOU!
- Realize a hospital is not like any other place of work.
- It is crucial that a customer's or patient's information is kept confidential to maintain their trust.

Social Media

- Students are prohibited from posting any content that includes personal health information (or KHC related information that someone could determine the identity of the person or incident referenced in the posting) including patient images on any social media site.
- Students and their parents may be legally responsible for their postings and, therefore, may be held liable if the posts are found to be defamatory, harassing, tortuous or in violation of any other applicable law, including but not limited to HIPAA.

What do I need to understand...what exactly does this mean?

- This means the staff at KHC has a legal duty to protect a patient's private health information.
- It is a patient's right to be treated confidentially at KHC.
- It is also very important that a patient knows their privacy is protected.
 - If a patient feels they cannot trust KHC with their information; they may withhold important information for fear of it getting exposed.
 - If a patient withholds this information, a doctor will not have all the information he or she may need to correctly diagnose or treat the patient.
 - During the program, you will be expected to keep all information you learn about a patient confidential.
- **DO NOT** discuss patient information with anyone. Not even your parents.
- If you have any questions about what is and what is not appropriate to share and talk about, please ask the Education Coordinator or any of the staff you will be with.
- We want to make sure you have the proper information to handle all situations you will encounter during your experience.
 - If you are asked by family or friends about a specific patient or incident at KHC you may simply answer with one of the following:
 - "I'm not allowed to share that information."
 - "I'm not allowed to talk about patients or visitors from the hospital."

HIPAA Scenario...To understand better and to put it in perspective:

If you found out you had a sexually transmitted disease, how would you feel if your doctor told his child who went to your school, and the child told everyone at the school?

That is why KHC has policies like HIPAA. Luckily, if you ever need to be treated, the people who treat you cannot legally disclose your information to anyone, not even their family members. This policy applies to everyone. Everyone who works at KHC knows the importance of patient confidentiality. Even staff workers who do not regularly interact with patients understand if they do obtain information, for whatever reason, it is to be kept confidential. It is sometimes difficult to understand you may learn information you cannot tell your mom, dad, or even your best friend about. It is **extremely important** you understand and comply with this policy to participate in our Hospital Career Programs.

Here are some possible situations you could encounter while at KHC:

- A friend you went to middle school with is in the Emergency Department from a car accident and is not doing well.
- You see a teacher who is hospitalized for chest pain.
- You see a coworker of your parent getting treatment for problems with an injury in Physical Therapy.
- You see a friend from church who looks really sick, and think it would be nice to tell the pastor at church to visit this person while they are hospitalized.
- You see a neighbor who is checking in to the Imaging department for some testing.

Any of these situations could very likely happen. **DO NOT TALK ABOUT THE PATIENTS OR THEIR INFORMATION AT ALL, AT ANYTIME.** Even though it may be very tempting to tell someone else who may know the patient about what you saw, you cannot share or talk about this personal information with anyone (other than the staff here at KHC). Even if you think that you may be helping by sharing a patient's information with someone else, you still are not able to disclose any information. Often, patients do not want anyone, even their own families, to know they are in the hospital. It is their right to have their hospital visit kept confidential. You must keep a patient's information confidential. There are no exceptions! It is human to be curious and want to share interesting information, but when dealing with patient information, there are no exceptions!

Maintaining patient confidentiality is a standard to work in healthcare, this is great practice for a future career in healthcare.

There are Consequences!!!

- We, and you, are required by law to keep a patient's information confidential.
- Consequences for violations can include:
 - Anywhere from \$100 in fines to jail time.
 - Disclosure of personal health information can result in civil and criminal penalties for you and your parents.

Questions or concerns may be directed to:

Jennifer Miles-Education Coordinator

Email: jmiles@knoxvillehospital.org

Phone: 641-842-1507

Applications can be returned to:

Jennifer Miles

Knoxville Hospital and Clinics

1002 South Lincoln

Knoxville, IA 50318

QUIZ- To be completed by the student and returned with the application

1. Choose which of the following is appropriate dress for participating in this program.
 - a. Blue jeans, tennis shoes, t-shirt and ball cap
 - b. Khaki shorts, polo, tennis shoes
 - c. Dress pants, polo, dress shoes
2. Personal cell phones are not allowed to be carried during the time in the departments?
 - a. True
 - b. False
3. You may wear heavy perfume as patients will enjoy this?
 - a. True
 - b. False
4. You see your best friend's sister in the Emergency Department with a laceration, later that evening your friend asks you for details on her sister's visit to the hospital, what should you tell her?
 - a. You should describe the wound in detail and let her know that her sister also got a shot.
 - b. You should lie and say you didn't see her.
 - c. You should tell her you are not allowed to talk about patients or visitors from the hospital
5. If you have a scratchy throat the day of program and a fever you may still attend, but may be asked to wear a mask?
 - a. True
 - b. False
6. There was a patient who collapsed in the hall and you witnessed staff attempting to save them with CPR, later that night your mom tells you that a friend of hers saw what happened and she asks if the patient survived. What is your responsibility in this situation?
 - a. You can't lie to your mother, so you tell her what you know, including that the patient was sent to Des Moines by helicopter.
 - b. You gently remind your mom that you aren't allowed to share that information.
 - c. You tell your mom that you weren't in the area when that happened and don't know anything.

Parent & Student

Sign below to acknowledge that you have received and read this packet

Student/Applicant: _____

Date: _____

Parent Signature: _____