



# New Employee Handbook

**PALOMAR  
HEALTH**

## Welcome to New Employee Orientation!



### Welcome to Palomar Health!

Palomar Health is as strong today as it was when we first opened our doors to the community in 1933. The **passion** of our employees is incredible, and together we fulfill our mission: *to heal, comfort and promote health in the communities we serve.*

You have been chosen to join a talented and dedicated group of employees, providers and volunteers. Every day, I see **people** living our values of **Excellence, Compassion, Teamwork, Service, Trust and Integrity**, and I am extremely proud of the work we do.

Since I became CEO in 2017, I have been focused on our **purpose** to provide our community with a high-quality health system that has a strong, mission-driven culture and a stable financial foundation. The healthcare needs of our community are always changing, and it's important that we are able to continue meeting the needs of a growing community. I am committed to keeping Palomar Health a strong and vital organization, and I know we would not be successful without a talented workforce.

I know you have many choices when it comes to where you work, and I am honored you have chosen to join one of the best healthcare systems in California. No matter your role, we would not be able to deliver the outstanding care we are known for without each of you.

On behalf of my leadership team and me, welcome aboard! We are excited you are here, and we look forward to supporting your growth and success for years to come.

Best wishes,

**Diane Hansen**

President & CEO

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# Get to Know Palomar Health

## Reimagining Healthcare

At Palomar Health, our **passion** is **people** and putting their needs first.

We are also inspired and driven by a common **purpose**, which is to heal, comfort and promote health in the communities we serve.

### Our Mission:

To heal, comfort and promote health in the communities we serve.

### Our Vision:

Palomar Health will be the system of choice for patients, physicians, and employees, recognized nationally for the highest quality of clinical care and access to comprehensive services.

### Our Values:

Our values are the foundation of our culture. They inspire the best in us and illustrate the principles that unite us.



## Our Pillars of Excellence

Our pillars provide the framework for our goals and practices. They help us focus on key actions so we provide Patient First care. We achieve pillar excellence:

**QUALITY**...by providing safe, reliable, high quality care.

**PEOPLE**...when people are engaged and connected to meaning in their work.

**EXPERIENCE**...when employees and providers choose us to care for their loved ones.

**FINANCE**...by producing mission sustaining financial margins.

The Pillars of Excellence help translate our values into goals toward achieving our mission and vision. Each year, the organization looks at the key priorities for coming up and sets goals to align everyone toward those priorities.



## The Palomar Health Code of Conduct

Our Values help guide decisions we make in all situations, and these values can be translated to a series of core **behavior standards** each of can demonstrate in the course of our roles.

Our **Code of Conduct** describes these behavior standards, and the expectations held for ALL members of the Palomar Health team in how we interact with patients, visitors, providers, and each other. These standards help us understand what “**Living Our Values**” looks like on a daily basis and the systems we have in place to do so.



### Our Behavior Standards

The Behavior Standards are the core actions taken by everyone at Palomar Health. These standards are based on best practices and were reviewed and confirmed as the core behaviors that will help us achieve our desired culture as an organization.



#### Compassion

*Providing comfort and care*

- I demonstrate respect, dignity and worth to every person with my positive words, my tone of voice and my body language.
- I care for patients the way I want my family members and friends to be cared for. I treat guests as I want my family treated.
- I strive to make every experience a positive one by listening and communicating to patients, families, customers and one another with care.
- I display kindness and offer help without being asked. I know rudeness is never acceptable.
- I go above and beyond ordinary care to meet the personal needs of those we serve, remembering it is the little things that provide comfort, safety and reassurance.
- I involve patients as active participants in their care, honoring their expertise and knowledge of their personal health.



**Excellence**

*Aspiring to be the best*

- I research best practices in my area of expertise and proactively seek opportunities for continued growth and improvement
- I care for myself so I can bring a positive and helpful attitude to my daily work
- I accept coaching as part of continuous improvement.
- I deliver high-quality outcomes while maintaining integrity.
- I assess my own competence and seek consultations and help from qualified resources when appropriate.
- I commit to being accountable for zero harm



**Integrity**

*Doing the right thing for the right reason*

- I do the righty thing - whether or not anyone is watching.
- I demonstrate positive values, ethical behavior and moral conduct. I choose acts that show respect.
- If I make a mistake, I admit it and learn from the situation so that I won't make the same mistake again. Then, I move on.
- I am fiscally responsible by not wasting hospital time, resources or equipment. I act like an owner and treat company resources as if they are my own.
- I uphold Palomar Health's Code of Conduct, dress code, policies and procedures; and speak up when I notice others do not.
- I ensure the privacy and validity of all medical records, correspondence and confidential conversations.



**Service**

*Serving others and our community*

- I treat everyone as the most important person I will see today and strive to exceed their expectations.
- I follow the 10/5 rule: acknowledging someone at 10 feet away with a smile and saying "hello" at 5 feet away.
- I help lost guests and new employees by escorting them to their destination.
- I anticipate patients' needs, respond quickly and always ask, "Is there anything else I can do for you?"
- I value the diversity of our patients and customers and show sensitivity to others' needs.
- I promote a safe and clean environment by removing trash, eliminating clutter and keeping equipment in working order.
- I always use AIDET (Acknowledge, Introduce, Duration, Explanation and Thank You).





**Teamwork**

*Working together  
toward shared  
goals*

- I treat co-workers with courtesy, honesty and respect.
- I am a team player and work collaboratively toward solutions to help others, including those outside of my department.
- I speak highly of others, promoting their strengths rather than talking negatively about their character.
- I provide my team members honest feedback and address disagreements directly in a respectful manner.
- I take the time each shift to read hospital and system communications (flyers, bulletins, policies, electronic boards, etc.) to know what is expected of me.
- I read and respond to emails and calendar requests in a timely manner and attend mandatory staff meetings.



**Trust**

*Delivering on  
promises*

- I earn respect by keeping promises, fulfilling expectations and holding myself accountable.
- I am honest with others and respond truthfully, with the best interest of the patient at heart.
- I listen to others' input before rushing to judgment.
- I speak up to report errors as well as patient safety and environmental concerns. I focus on improvement rather than blame.
- I safeguard patient confidentiality and never discuss private information in public places.

## Ethics & Compliance

As evidence of its commitment to ethical behavior and compliance with all local, state, and federal laws, rules and regulations, the Board of Palomar Health has adopted a Compliance and Ethics plan that includes:

- Ethics and Compliance Committee chaired by the Chief Legal Officer
- Written policies and procedures
- Training and education programs
- A confidential reporting Line
- Enforcement of standards
- Auditing and monitoring
- Response to detected offense

The Compliance program provides a solid framework to ensure we follow all the rules and regulations that govern the delivery of patient care in a healthcare setting.

It is up to each one of us, however, to know the rules, to ask questions when we don't understand and, most importantly, to keep in mind that the rules are in place because it is the right thing for the patient.

### Definitions

- **Compliance:** defined as obeying the law; "Compliance program/plan" is designed to prevent, detect, or remediate violations.
- **Ethics:** acting in the spirit of what is right, not simply what is legal. Ethics efforts provide guidance for situations in which there is no positive rule.

### Laws

The following provides very high level information about specific laws. For details about the specific laws, such as safe harbor provisions, consult your manager or director.

- **Civil Fraud Civil False Claims Act Prohibits:**
  - Presenting a false claim for payment or approval, making or using a false record or statement in support of a false claim
  - Conspiring to violate the False Claims Act
  - Falsely certifying the type/amount of property to be used by the government
  - Certifying receipt of property without knowing if it's true
  - Buying property from an unauthorized Government officer
  - Knowingly concealing or knowingly and improperly avoiding or decreasing an obligation to pay the Government.
- **False Claims Act Damages & Penalties:**
  - The damages may be tripled. Civil Money Penalty between \$5,000 and \$10,000 for each claim
- **Criminal Fraud Penalties:**
  - If convicted, the individual shall be fined, imprisoned, or both. If the violations resulted in death, the individual may be imprisoned for any term of years or for life, or both.
- **Anti-Kickback Statute Prohibits:**
  - Knowingly and willfully soliciting, receiving, offering or paying remuneration (including any kick-back, bribe, or rebate) for referrals for services that are paid in whole or in part under a federal health care program (including the Medicare program).
- **Anti-Kickback Statute Penalties:**
  - Fine of up to \$25,000, imprisonment up to five (5) years, or both fine and imprisonment.
- **Stark Statute (Physician Self-Referral Law) Damages & Penalties:**
  - The Stark statute prohibits a physician from making a referral for certain designated health services to an entity in which the physician (or a member of his or her family) has an ownership/investment interest or with which he or she has a compensation arrangement (exceptions apply).
  - Medicare claims tainted by an arrangement that does not comply with Stark are not payable. Up to a \$15,000 fine for each service provided. Up to a \$100,000 fine for entering into an arrangement or scheme.

## Gifts From Vendors & Patients

**Gifts from Health Care Vendors** - are prohibited. “Gifts” can include:

- Payments or conference fees
- Discounted items
- Medical samples for personal use
- Food
- Certain types of travel
- Textbooks
- Meals off campus
- Payments for attending meetings
- CEU’s

Vendors must be registered in VendorMate vendor management system and check in through the system before entering departments within the facility.

In general, individuals and/or groups are prohibited from selling merchandise and/or products on any Palomar Health premises if the transaction is for profit.

**Gifts from Patients** – should be referred to the Palomar Health Foundation or talk to your supervisor about how to handle appropriately.

## Speaking Up & Reporting Concerns

Our values require each of us to speak up when we see something at Palomar Health that may be wrong or inappropriate. One way to do that is to speak directly to the person(s) involved. By doing so, you give them the benefit of the doubt and may learn information you didn’t know. Doing so also builds teamwork and makes it more likely that they will talk to you if the position is reversed.

Another way to speak up is to speak to someone who is in a position to do something about what you have seen – for example, a supervisor, Human Resources, Security, a medical staff leader, etc. Try to be specific about your concern and avoid pre-judging.

You can also email the Palomar Health Compliance Officer:  
[compliance.officer@palomarhealth.org](mailto:compliance.officer@palomarhealth.org).

### Compliance Hotline

You can call the Palomar Health confidential hotline at **800.850.2551** to report concerns or ask for information. There is also a website where you can do the same thing – [www.integrity-helpline.com/PPH\\_compliance.jsp](http://www.integrity-helpline.com/PPH_compliance.jsp) both the hotline and the website allow you to remain anonymous and get replies back.

Whatever route you choose, the important thing is to speak up – it's part of keeping Palomar Health a place where we all feel safe, want to work, and continue care for members of our community.

Palomar Health expects you to speak up – and expressly prohibits retaliation against employees or contractors who, in good faith, report or participate in the investigation of compliance concerns.

## Information Security & Privacy

All of us are obligated to do the right thing and follow Palomar Health's procedures for safeguarding all confidential information we are entrusted with.

### Computer Security

You are responsible for the security of Palomar Health Information (such as but not limited to: Patient, Employee, or Palomar Health proprietary/confidential information) and Devices (such as but not limited to: Laptops, PCs/workstations, Tablets, Pagers, Wireless phones, Cisco phone, Dolphins, Palomar Health issued Cellular phone and any other equipment considered as an information technology component) entrusted to you.



- Never leave patient information unattended. This includes both paper copies and access to electronic information.
- Never throw patient information in the trash.
- Always Log off or "Lock" the computer when you leave it unattended or finish using it.
  - Quickly lock your computer by pressing the Windows key (pictured) and the L key.
  - Do not use a device that someone else is logged in on. If you see a computer signed on and unattended, lock the computer or log the user off.
  - For auto logon devices make sure to use the "suspend" function in Clarity and sign out of all other applications (such as: Rauland and Teletracking) prior to leaving the computer unattended.
- Always use or provide only the minimum necessary information required.
- Always dispose of confidential papers only in Confidential Recycle Bins.
  - Place all CDs/DVDs and paper that contain or could contain PHI or other sensitive data, in locked confidential bins which are located throughout each facility. (For example, your daily worksheets, reports, notes, etc.).



[Lucidoc procedures: [Computer System Usage at Palomar Health # 10341](#), [Data Integrity #23492](#), [Use of District Equipment and Supplies # 11773](#), and [Disciplinary Guidelines # 10468](#)]

Never transport patient identifiable, employee or other Palomar Health confidential information offsite, unless you have received authorization from the Privacy Officer or Information Security Manager/Officer. They are the only ones with the authority to provide such authorization (not your manager or director).

[Lucidoc procedure: [Privacy – Confidentiality and Access to Patient Information # 11321](#)]

### Device Security:

Devices such as, but not limited to, laptops, PCs/workstations, and removable thumb (USB) drives, can be lost, stolen or otherwise compromised in a way that exposes the files, patient electronic health information and any data stored on them to an unauthorized viewer. To protect Palomar Health’s confidential information you must follow these requirements:



- Never store files that contain patient or other Palomar Health confidential information directly on the computer (Local “C” Drive or Desktop) or on ANY removable devices (such as a removable drive [thumb/USB flash drive] a laptop, PC, removable drive [thumb/USB flash drive] or in the cloud (such as on Dropbox, Google Cloud, etc.). The “Cloud” is the internet; “Cloud Computing” is literally a computer you can access on the Internet.
  - Personal Devices - Personal devices (such as laptops, computers, thumb/flash USB drive, cell phones/cameras) should never be used to store Palomar Health patient data or other Palomar Health proprietary information. Only internet based [Webmail](#) (not Outlook) may be used on personal devices to check email by going to [www.webmail.palomarhealth.org](http://www.webmail.palomarhealth.org).
- Never leave your Palomar Health laptop unattended in your vehicle!
- Always secure badge, keys, devices and information you are entrusted with.
- Always use shared drives – Shared drives are the only approved location for files. Data stored on these shared drives is regularly backed up.
- Always secure your Palomar Health Laptop and information

- With Encryption: To help keep unauthorized people from accessing your data you must have your laptop encrypted. Contact Information Security to have encryption installed on your laptop.
- For assistance with storing data to a shared drive, or obtaining a laptop lock, contact the IT Service Center 858.613.4357.

[Lucidoc procedure: [PC/Laptop and Portable Device Access and Appropriate Usage Standards # 38212](#)]

### Reporting—It's the Law: [Lucidoc procedure: [Reporting Privacy Law Violations # 33312](#)]

Report Lost or Stolen Devices Immediately. If a laptop, PC, or mobile device such is lost or stolen: it must be reported **within 24 hours** to both Palomar Health Security and the Information Security office. [Lucidoc procedure: [Information Technology Theft Reporting # 32632](#)]

- **Hospital Security**
  - PMC Escondido 442.281.2000
  - PMC Poway, The Villas, and POP 858.613.4630
  - All other locations call 760.739.3173
- **Information Security**
  - Info Security Office: **760.291.6555** or email [InfoSec@palomarhealth.org](mailto:InfoSec@palomarhealth.org)

### Password Security:

The combination of a user id and password is considered your electronic signature, and as such is strictly confidential and may not be disclosed or shared with anyone.

- Never write down or share your password with anyone.
- Never use dictionary words, your name, family or pet names
- Always log-off or lock your computer
- Always memorize your password and change it at least every 6 months.
- Always create strong/complex passwords that:
  - Have both upper and lower case letters.
  - Have numbers and/or punctuation characters as well as letters.



- Are easy to remember, so they do not have to be written down.
- Are 12 letters in length, minimum.
- Must have at least one capital letter
- Must use at least one symbol, with the exception of a colon ':' or an asperand '@'
- Can be typed quickly, so someone else cannot look over your shoulder.
- Use memory tricks or "passphrase" to help you remember your password.
- You are responsible for any and all access to information made by use of your user ID and password (this includes internet activity).
- If you suspect your password is compromised, immediately change your password and report incident to Information Security.

[Lucidoc procedure: [Information Systems Password Standards # 20450](#)]

### User Access:

Access to Palomar Health computer systems, network and internet is limited to legitimate Palomar Health business and not for personal use.



- Never snoop
  - Snooping is looking at patient records that are not part of your assigned job duties or related patient care. This includes viewing records of yourself, family, friends and VIPs. Snooping is inappropriate and considered a crime, just don't do it.
- Only access patient data as needed while providing direct patient care or your job duties at Palomar Health.
- If you snoop, you will be asked to leave the Palomar Health organization.

[Lucidoc procedures: [Computer System Usage at Palomar Health # 10341](#), [Privacy – Confidentiality and Access to Patient Information # 11321](#)]

### Acceptable Use:

You are prohibited from using Palomar Health devices for any communication that may be construed by a reasonable person as being offensive, obscene, harassing, derogatory, defamatory, disparaging, or discriminatory towards others. This includes accessing, communicating, displaying, downloading or distributing sexually explicit materials even via your personal email while using the Palomar Health network. If you communicate any of the types of communications listed above over the Palomar Health network, you will be asked to leave the Palomar Health organization.

- Never use Palomar Health Information Resources for any communication that could be considered offensive, obscene, or harassing by others, even from your personal email via the Palomar Health network.

[Lucidoc procedure: [Internet Access and Appropriate Usage Standards # 20276](#)]

### Email Security:

Encryption must be used on all emails containing confidential or sensitive patient or employee information, regardless of whether you are sending only internal or outside of Palomar Health's network.

- To send confidential information via email securely, simply type the word **"Secure"** anywhere in the subject line of your Outlook email or on the Xerox Work Center subject line.
  - If you are emailing a scanned document from the Xerox Work Centre you must first send the email securely to your Palomar Health Outlook address and then forward to the recipient from your outlook account.
- Never place confidential information (such as patient name) in the subject line, as the subject line is not encrypted.
- Do not use Internet based email programs (e.g., Yahoo, MSN, Gmail, etc.) to send from or receive any patient, employee or Palomar Health proprietary (confidential) information. You will not have access to internet-based email while using the Palomar Health network.
  - You must only use your Palomar Health email and never your personal account for such transactions.



- Only send the minimum necessary information.

[Lucidoc procedures: [Data Encryption # 20730](#), [Email Access and Appropriate Use # 20310](#)]

## Patient Privacy and Security Monitoring

The Information Security Office monitors all Palomar Health's' information systems and electronic communication channels for potential security breaches and inappropriate or unauthorized access or use of confidential or sensitive patient or employee information.



[Lucidoc procedure: [Information Security Investigations and Activity Review #28753](#)]

## Online Social Networking & Personal Device Use

Employees have the right to free speech when conducting online activity outside of the workplace. However, 'what' employees post is not fully protected. Please note the following:

- When in doubt, do not post.
- Palomar Health prohibits the posting of any patient health information or material (including pictures of a patient/ patient area, or patient's stories) that may violate local, state, or federal laws or regulations.
- If an employee lists work affiliation on a social or professional network, the employee should consider any communications made or views taken to be reflective of Palomar Health.
- Employees are personally responsible for what they post. Avoid online activity that discloses Palomar Health proprietary, confidential, or patient information.
- Employees are legally responsible for their postings, and will be subject to liability if posts are found defamatory, harassing, or in violation of any other applicable law.



Online activity includes, but is not limited to, the following:

- Blogs; both internal and external to Palomar Health
- Online references that allow posting such as Wikipedia, Yahoo Answers and Digg

- Professional networks such as LinkedIn and Glassdoor
- Social Media networks such as Facebook, Instagram, TikTok and Twitter

### **Smart Phones and Personal Devices**

Do **NOT** use a personal cell phone or device to:

- Text patient information
- Take pictures of patients, patient information, and/or patient care or clinical areas

*[Lucidoc procedures: [Internet Access and Appropriate Usage Standards # 20276](#) and [Online Communications # 38992](#)]*

For more information on Information Security, Privacy and Compliance, visit our intranet pages:

- [Information Security](#) (Intranet→Departments→Information Security)
- [Privacy](#) (Intranet→Departments→Privacy Office)
- [Corporate Compliance](#) (Intranet→Departments→Corporate Compliance)

If you have any questions, please contact Information Security:

- Chief Information Officer, Anis Trabelsi: 760.740.6308
- Manager, Cybersecurity, Robin Ford: 760.291.6400
- Cybersecurity Office: 760.291.6555 or [SuspiciousEmails@palomarhealth.org](mailto:SuspiciousEmails@palomarhealth.org)

### **Information Privacy Rules & Responsibilities**

The Health Insurance Portability and Accountability Act of 2003, commonly known as HIPAA, includes a large body of legal requirements for the protection of patient privacy and information security. California healthcare organizations must also comply with state laws which govern patient privacy and information security.

*Failure to do so can result in fines and penalties for Palomar Health and the violator.*

The California Office of Health Information Integrity can assess penalties against nurses, physicians and employees for breaches of the Confidentiality of Medical Information Act

(CMIA). Current fines for violations of CMIA range from \$2,500 for negligent unlawful disclosures up to \$250,000 for unlawful disclosures for the purpose of financial gain.

### Need to Knows

- Identify and protect all forms of patient health information in all settings.
- Follow the appropriate procedure for each patient in regards to use and disclosure.
- Understand your responsibility to patient confidentiality and how to enforce it.
- Properly verifying patient identification to protect patient privacy.
- Contact the Privacy Office for proper de-identification and redaction.
- Remember the physical safeguards that are in place to prevent unauthorized access.
- Notify the Privacy Office of any suspected privacy violation.

### Protect Patient Information in All Settings

All hospital personnel are responsible for protecting our patients' health information in all forms:

- **Verbal Discussions**
  - Do not be drawn into inappropriate discussions! You are empowered to politely, but firmly, STOP inappropriate discussions about patients.
  - All conversations about patients are confidential and must be confined to appropriate areas with only people who are involved in the patient's care.
  - Respect a patient's right to privacy. Ways to do so include knocking before entering a room and ensuring that a patient's personal privacy is maintained during transport and procedures.
- **Paper**
  - Do not take patient information off site or away from your work area, e.g. when you go to lunch, to the restroom, etc.
  - Properly place patient information in the confidential bin when you no longer need it to perform your job duties.
- **Computer applications/systems** (such as but not limited to: Clarity (Cerner), Muse, TeleTracking, etc.)



- **Computer hardware/equipment** (such as but not limited to: Laptops, Desktops, Copiers/printers, Fax machines, mobile devices, etc.)

**NOTE:** Do NOT use personal cell phones in any patient care, clinical areas, or where patient care is being delivered.

- Do NOT use personal cell phone to text patient information.
- Do NOT use personal cell phone cameras to take photos of patients for any reason.

[Lucidoc procedure: [Cellular Phones: Personal Cellular Phones in the Workplace. # 36172](#)]

## Use and Disclosure

**Release of Information** - Written permission from the patient or legally designated representative must be obtained before medical records, electronic information and verbal discussions can be made available to anyone not directly concerned with their care. The patient and/or legally designated representative are entitled to access the information contained in the patient's medical record, within the limits of the law.

- Requests for patient information (for all campuses) should be referred to the centralized Medical Records/Health Information Services Department for handling:  
**Phone: 760.480.7901**

[Lucidoc procedure: Privacy – [Release of Information, Minimum Necessary Guidelines # 11326](#)]

**Law Enforcement Request for Information** - Follow the procedure steps and the flowchart as a guide and fill out the appropriate forms provided in the procedure. You may also contact the Medical Records Department or the Administrator-on-call for assistance.

[Lucidoc: [Privacy – Release of PHI to Law Enforcement # 14240](#)]

**Media Requests for Information** - Call the PBX Operator if you are approached by a member of the media requesting information on one of our patients. Request that the member of the media wait in the lobby until marketing and security arrive. You are not authorized to give out any information about our patients.

[Lucidoc: [Privacy – Patient Directory, ANP, VOV, and Release of Information to the Media #47612](#)]

**Patient Directory** - Patients are asked, during the admission process, if they want to have their name listed in the directory or excluded from the directory.

- Opt-in. Staff may acknowledge that the patient is here when callers or visitors ask for them by name. Only nursing personnel or the physician can release a one-word description of the patient’s condition from this list: Undetermined, Good, Fair, Serious or Critical.
- Opt-out. Staff may NOT acknowledge that the patient is here, responding only: “I cannot provide you with any information at this time.”
- Absolutely No Publicity (ANP)/ Victim of Violence (VOV) patients: DO NOT ACKNOWLEDGE their presence in our facilities, responding only: “I cannot provide you with any information at this time.”

[Lucidoc: Privacy – [Patient Directory, ANP, VOV, and Release of Information to the Media #47612](#)]

## Confidentiality

- **Workforce Members Responsibilities**
  - Understand that what you see here and what is said here must REMAIN here.
  - Understand and follow policies and department specific procedures appropriate to your role and responsibilities.
  - Protect information from unauthorized access, use and disclosure.
  - Notify your manager if tools or equipment are needed to help keep our patient information secure.
  - Maintain safeguards for the protection of information.
  - Report and secure protected health information found unattended or unsecured.
  - Report known or suspected instances of unauthorized access, use or disclosure of confidential information.
  - Report suspicion that another individual may be using or sharing passwords.
  - NOTIFY the Privacy Office and your manager immediately if you or your staff receives a request to restrict disclosures of patient information.

[Lucidoc: Privacy - [Patient's Right to Restrict Uses or Disclosures # 11330](#)]

- **Management Responsibilities**

- Assigning the appropriate level of paper and electronic patient information access for individual staff. Information Systems may consult the Privacy Officer for questionable access requests.
- Establishing safeguards to protect privacy and security of information, and monitoring privacy and security on their work unit.
- Establishing Business Associate Agreements as outlined in Palomar Health procedure
- Knowing and following procedures to report improper disclosures and other violations
- Adhering to Human Resource procedures for corrective action.
- Notifying the appropriate departments of their workforce member termination

[Lucidoc procedure: [Privacy – Confidentiality and Access to Patient Information # 11321](#)]

### Properly Verifying Patient Identifiers

**Two patient identifiers** - Patient safety and privacy requires the use of two patient identifiers when discharging, transferring or registering a patient.

Verify that EVERY PAGE of paperwork that is given to a patient is for THAT patient by matching two patient identifiers on the patient's name band with the same two patient identifiers on the documents.

**Faxing Guidelines** - Faxing of patient information is discouraged. Only fax, if authorized to do so, to meet the needs of immediate patient care. In all other cases, please refer requests to the Medical Records Department. Any authorized staff member who faxes patient information is required to follow the Palomar Health Faxing procedure located in Lucidoc and must perform the Faxing Time Out.

- The Faxing Time Out Flyer is located on the [Privacy Office intranet page](#).
- (Go to Intranet → Departments → Privacy Office → Privacy Resources)

[Lucidoc procedure: [Privacy – Faxing of Protected Health Information # 10631](#)]



## De-Identification and Redaction of PHI

On occasion, members of the Medical Staff or Palomar Health employees (e.g. nurses, admin assistants, educators, etc.) may be asked to make presentations related to Palomar Health programs, services, technology or processes. In these instances, the following step must be taken before any patient information is used:

- Each request to utilize patient records and information must first be approved by the Privacy Office prior to use.
- All requests for redaction of patient information must be reviewed and approved by the Privacy Office first: Please call **760.480.7992**.

*[Lucidoc procedure: [Privacy - De-identification for Case Presentation # 23772](#)]*

## Physical Safe Guards

Remember to close and lock office doors when not present and where PHI may be readily accessible to unauthorized individuals.

- Do not prop open doors to the exterior of the facility that could allow unauthorized access to Palomar Health facilities.
- It is required that all work force members wear identification badges at all times.
- Do not allow visitors access to secure areas without establishing visitor identity and their authority to access the area.



## Contacting the Privacy Office

It is your responsibility to report any suspected privacy violation immediately to the Privacy Office, so that Palomar Health can comply with timely reporting guidelines.

- Call the Privacy Office 760.480.7992 or email [L\\_PrivacyOffice@palomarhealth.org](mailto:L_PrivacyOffice@palomarhealth.org)
- Contact Information Privacy Officer, Kim Jackson

# Culture of Safety

## Fall Prevention

Falls resulting in injury are a prevalent patient safety problem (Sentinel Event Alert). The risk of falling while hospitalized is high, especially if the patient is elderly, weak and/or confused.

[Lucidoc procedure: [Fall Prevention and Management #17662](#)]

The following actions are taken to help prevent and reduce falls:

- All staff are constantly looking for and demonstrating **LEAF** behaviors.
- Fall Risk is performed upon admission, every shift and post-fall.
- Phones, call lights and personal items are placed so patients can reach them easily.
- Non-skid slippers are provided for patients.
- Fall Risk wristbands are provided for patients at risk.
- Sunflower signage is placed outside the patient’s door for adults or a Humpty Dumpty sign for pediatric patients in the Emergency Department.
- Conduct a post fall huddle immediately after addressing the patient care needs.



## LEAF: Fall Prevention Behaviors

<b>L</b>	Look into the room. Ensure curtain is pulled back & patient’s feet are within view.
<b>E</b>	Evaluate & enter the room if you cannot see the patient’s feet in the bed or they are walking alone. Introduce yourself and perform hand hygiene.
<b>A</b>	Place call light on for RN, CNA, or call for help
<b>F</b>	Follow through by staying with the patient until someone arrives.

All Palomar Health employees should be empowered to follow these steps any time they are in a department where patients are present.

**In the event of a patient fall:**

- Unit staff will evaluate the patient.
- Unit staff will call the Lift Team as needed  
\*(PMC Escondido 881-5628 and Poway 613-5957)\*
- Should the patient require additional assessment/assistance, unit staff will follow the normal process of initiating a rapid response or [Code Blue](#).

**Infection Control Overview**

Palomar Health implements recommended Infection Control practices to protect all who enter our facility from infectious diseases. The Infection Prevention and Control Department is staffed with two Infection Control Officers and a team of specialized nurses called Infection Preventionists (IPs).

Our Infection Preventionists are available seven days a week/twenty-four hours a day. IP’s are on site Monday through Friday, during business hours, and are available after hours by contacting the PBX operator.

*Palomar Health’s Infection Control practices are based on the recommendations from the California Patient Safety Requirements for Infection Control Senate Bills 158, 1058, 739.*

- The Chairman of the Infection Control Committee is Dr. Sandeep Soni and the Infection Control Officer is Valerie Martinez, Senior Director of Quality, Patient Safety & Infection Prevention.
- Environmental Services (EVS) has scheduled cleaning and disinfection routines for areas throughout the facility and scheduled removal of hazardous waste
- EVS staff have special education on products and cleaning schedules
- All staff must provide regular cleaning and disinfection of all movable medical equipment and point of care testing devices. Disinfectant wipes are readily available for this purpose.
- Disinfectant wipes require you to keep the surface you are cleaning wet with the disinfectant for 2 minutes, unless C-diff is present, which requires the surface to remain wet for 5 minutes.
- Palomar Health provides annual influenza vaccination free of charge or declination statements for staff who refuse the vaccination

## Hand Hygiene

As a healthcare worker, **the single most important way to protect yourself and others from infection is through the use of alcohol-based hand rub (ABHR) or soap and water hand washing.** Palomar Health follows the CDC-recommended actions for hand washing:

- Before eating, and when hands are visibly soiled or contaminated by blood or body fluids, use a soap and water hand scrub. Do not use Alcohol Based Hand Rub (ABHR) for these instances.



ABHR or soap and water are appropriate for routinely cleaning your hands:

- Before having direct contact with patients – upon entering room.
- After having direct contact with a patient’s intact skin.
- After having contact with body fluids, wounds or broken skin.
- After touching equipment or furniture near the patient.
- After removing gloves - upon exiting the patient environment.
- When moving from a contaminated body site to a clean body site on the same patient.
- Before donning sterile gloves.
- Before inserting invasive devices.

## Multi Drug Resistant Organisms (MDROs)

These are strains of bacteria (germs), which live in or on our bodies, and have developed resistance to the antibiotics commonly used to treat infections caused by these organisms. They are becoming more common as resistance evolves and are harder to treat when they do.

- “**CRE**” refers to Carbapenem-resistant Enterobacteriaceae
- “**MRSA**” refers to “methicillin-resistant Staphylococcus aureus.”
- “**VRE**” refers to Vancomycin resistant enterococcus.
- “**C.diff**” refers to *C-difficile*
- “**ESBL**” refers to Extended Spectrum Beta Lactamase resistant organisms

Palomar Health uses the following control measures to stop the spread of MDROs:

- Hand hygiene
- Disposable patient care equipment or clean between each patient use
- Contact precautions (see signs posted at patient door)
- Using disinfectant wipes for patient equipment, keeping surfaces wet for a 2-minute wet contact time, unless C-diff is present, which requires a 5-minute wet contact time
- MRSA testing for some patients is required

### Bloodborne Pathogen Standard

The California Division of Occupational Safety and Health Administration (CalOSHA -T8 CCR §5193) [bloodborne pathogens standard](#) requires employers to use feasible engineering and work practice controls to protect workers from coming into contact with blood or other disease-carrying body fluids. The *Palomar Health* Exposure Control Plan is in Lucidoc on the Intranet.

**Bloodborne Pathogen Definition:** Bloodborne pathogens are infectious microorganisms present in blood that can cause disease in humans. These pathogens include, but are not limited to, Hepatitis B virus (HBV), Hepatitis C Virus (HCV), and Human Immunodeficiency Virus (HIV), which is the virus that causes AIDS. Workers exposed to bloodborne pathogens are at risk for serious or life-threatening illnesses.

- **Hepatitis B Virus (HBV)**
  - Hepatitis B is a liver disease caused by the Hepatitis B virus. It ranges in severity from a mild illness, lasting a few weeks (acute), to a serious long-term (chronic) illness that can lead to liver disease or liver cancer.
  - The most common transmission is through contact with infectious blood, semen, and other body fluids. It is NOT spread through food or water, sharing eating utensils, breastfeeding, hugging, kissing, handholding, coughing, or sneezing.
  - Signs and symptoms: fever, fatigue, loss of appetite, nausea, vomiting, abdominal pain, dark urine, clay-colored bowel movements, joint pain, jaundice.
  - Hepatitis B vaccine is highly effective and is indicated for all healthcare workers who are expected to have contact with blood or other potentially infective materials.

- OSHA regulations require that employers provide HBV immunization series at no cost to employees within ten days of initial assignment to a job with occupational exposure.
  - HBV vaccine requires a series of three injections and a follow-up antibody titer.
  - HBV vaccine is available through Employee Health.
  - Employees who do not wish to have the vaccine must sign a form stating they have been offered the vaccine but are currently declining. Any employee who signs a declination form can at any future time during their employment ask for, and receive, the vaccine series.
- **Hepatitis C Virus (HCV)**
  - Hepatitis C is an infection caused by a virus that attacks the liver and leads to inflammation. It is one of several hepatitis viruses and is generally considered to be among the most serious of these viruses.
  - Transmission: The most common transmission in healthcare is primarily through large or repeated percutaneous (i.e., passage through the skin) exposures to infectious blood, needle stick injuries, and other health care procedures that involve invasive procedures such as injections.
  - Signs and symptoms are the same as Hepatitis B Virus.
  - No vaccine is currently available and effective in preventing HCV infection.
- **Human Immunodeficiency Virus (HIV)**
  - HIV, the human immunodeficiency virus, can lead to acquired immune deficiency syndrome (AIDS)
  - HIV is most commonly transmitted through specific sexual behaviors or sharing needles with an infected person.
  - Signs and symptoms: Fever, headache, sore throat, swollen lymph glands, rash.
  - If an exposure occurs:
    - Wash needle sticks and cuts with soap and water
    - Flush splashes to the nose, mouth, or skin with water
    - Irrigate eyes with clean water, saline, or sterile irrigants

- Report the exposure to your supervisor and complete an Employee Accident Report (EAR). Prompt reporting is essential because, in some cases, post-exposure treatment is recommended, in which case it should be started as soon as possible.

### Transmission-Based Precautions

Transmission-Based Precautions are designed for patients documented or suspected to be infected or colonized with highly transmissible diseases for which precautions beyond Standard Precautions are needed to interrupt transmission. These categories may be combined for diseases that have multiple routes of transmission.

When used either singularly or in combination, they are to be used in addition to Standard Precautions CDC Guidelines. The following are the three categories of Transmission-Based Precautions:

<b>Airborne Precautions</b>	<p>Airborne Infection Isolation Room (AIIR), N-95 respirator or Powered Air Purifying Respiratory, surgical mask for patient during transport.</p> <ul style="list-style-type: none"> <li>• Examples of diseases requiring Airborne Precautions: Tuberculosis , MERS-CoV, Chicken pox, Herpes zoster disseminated and localized in the immunocompromised patient, and measles.</li> </ul>
<b>Droplet Precautions</b>	<p>Use surgical mask when entering the room and have the patient wear a surgical mask during transport</p> <ul style="list-style-type: none"> <li>• Examples of diseases requiring Droplet Precautions: Ebola (Enhanced precautions), meningitis until 24 hour of appropriate antibiotics, mumps, Enterovirus D68, Influenza</li> </ul>
<b>Contact Precautions</b>	<p>Appropriate gown and glove use, designated equipment, environmental cleaning with approved hospital disinfectant</p> <ul style="list-style-type: none"> <li>• Examples of diseases requiring Contact Precautions: Ebola (enhanced precautions), MERS-CoV, MRSA, VRE, ESBL, Norovirus*, CRE*, and C. difficile*</li> <li>• Implement Contact <u>Plus</u> Precautions for C. difficile, CRE, and Norovirus</li> </ul>

Enhanced Contact and Droplet Precautions are used for Persons Under Investigation (PUI) for Ebola and confirmed Ebola patients. These precautions include special protocols, personal protective equipment and facilities. Refer to the Palomar Health Ebola Plan for details.

[Lucidoc Procedure: [Ebola Plan #53592](#)]

## Personal Protective Equipment (PPE)

Palomar Health provides Personal Protective Equipment (PPE) that is readily available for staff use. PPE includes gloves, isolation gowns, masks (surgical and N95), goggles and face shields. The selection of PPE is based on the nature of the patient interaction and/or the likely mode(s) of transmission.

**Remove PPE before leaving the work area.** PPE must be discarded at the area where it was used. Gowns, gloves, masks, shoe covers, etc. are not to be worn in the halls or at nursing stations.

## Spills and Precaution Signs

- If you see a spill that might be blood or body fluids, notify Environmental Services. Never put your hand into a trash container to push down on paper towels or to retrieve an object.
- Staff should never leave the site of a spill without first putting up a pop-up cone. If the staff member is unable to secure a pop-up cone they should stand by the spill and call for assistance in obtaining cleaning materials to prevent potential slips from passersby.
- Staff, if safe to do so, should remove clutter in the halls or contact the appropriate person to prevent accidental slip, trips, and falls.
- Do not enter a room with a precaution sign posted, unless you are involved in patient care or been instructed by staff to do so. They will help you put on proper personal protective equipment, such as gloves, gown, mask and/or goggles.
- We will provide you with equipment so that you can be safe.
- You are responsible for protecting yourself by following hospital policies, using proper work practice and wearing protective equipment. Ebola cases are assigned specialized healthcare workers to care for them. Do not enter the room unless you have been trained.



- If you have any questions, please contact the IP at the campus where you are working

Palomar Health signs are posted at the entrance to work areas where **biohazardous waste** is stored (i.e., red bags and used sharp containers). The sign carries this symbol:



### Aerosol Transmissible Disease Exposure Control Plan

The Aerosol Transmissible Diseases Exposure Control Plan (ATDECP) is implemented to comply with the California Code of Regulation Title 8, Chapter 4, Subchapter 7, Article 109, Section 5199, Cal/OSHA Aerosol Transmissible Disease Standards. In meeting this requirement, the procedure aims to protect employees who may encounter aerosol transmissible diseases (ATD). See Lucidoc procedure [Aerosol Transmissible Diseases Exposure Control Plan](#), #34772.

An aerosol transmissible disease (ATD) requires droplet or airborne precautions. Cough etiquette is used at Palomar Health to prevent the spread of these diseases in waiting areas. Patients and visitors are encouraged to either use tissues for coughing or cover their mouth and nose with a mask. Hand hygiene solutions are provided and encouraged for use after coughing or sneezing into a tissue. Tissues are discarded into an open waste can after use. Signs are posted in common areas. See Standard Precautions and Transmission Based Precautions for details.

Examples of signs and symptoms of ATDs include:

1. **Tuberculosis** – cough (three weeks or more), fever, night sweats, weight loss, bloody sputum
2. **Influenza** – cough, fever, body aches
3. **Measles or chicken pox** – fever and rash
4. **Meningitis** – fever, rash, and severe headache

Airborne ATDs include, but are not limited to, chicken pox and tuberculosis. Droplet ATDs include, but are not limited to, meningitis and influenza. To access the [Cal OSHA Standard and a complete list of ATDs](#) visit <http://www.dir.ca.gov/title8/5199.html>.

Patients are screened for ATDs, and patients with signs and symptoms of ATD, including fever with cough or fever with rash, should be considered possibly infectious with an ATD.

Employees are tested on hire and yearly for tuberculosis. Palomar Health provides state-of-the-art tuberculosis testing and follow up for persons who have exposure on the job.

Employees are tested for immunity to vaccine preventable ATDs upon hire. Employees who do not have immunity to vaccine preventable diseases will be offered immunization. Annual influenza vaccine is provided to all employees through Employee Health Services. We strongly encourage immunization using the influenza vaccine. If you decide you do not want the vaccine, you must sign a declination statement. Later, if you decide you want the vaccine, you can take back your declination.

If you have an exposure to a known or suspected ATD, you will be notified with the appropriate follow up by Employee Health Services.

### **N-95 Respirator Mask**

Special respirators (N-95 class) are required for use with airborne precautions, and Employee Health Services provides fit testing for employees who must use these. If you do not pass the fit test, you must wear a Powered Air Purifying Respirator (PAPR). PAPRs are used for high hazard procedures such as intubation and bronchoscopy. These are available for use in clinical areas.

### **Airborne Infection Isolation Rooms (AIIRS)**

Airborne Infection Isolation Rooms (AIIRs) are available at Palomar Medical Center Escondido and Palomar Medical Center Poway. Patients with ATDs that are spread airborne must be admitted to an AIIR. These rooms provide special airflow to continuously reduce the number of pathogens in the environment. To alert those entering rooms with a patient under Airborne or Droplet Precautions, signs are placed on doors.

## Emergency Codes & Response

### Overhead Paging

During an emergency situation, each hospital will utilize the overhead paging system to create situational awareness for what is happening within the facility. When a code is announced, staff are expected to pause what they are doing and listen for critical safety instructions. To initiate a code:

Physical Location	Dial	Action
Hospital buildings (PMC Escondido, PMC Poway, and The Villas)	<b>111</b>	Report any emergency and be prepared to give details.
All other Palomar Health locations (Satellite Buildings)	<b>9-911</b>	



#### Code Red

Fire

#### If you see fire or smoke, remember “RACE”:

- **R=RESCUE:** Remove anyone in danger, close the door.
- **A=ALARM:** Activate the nearest fire alarm pull station. Dial “111” or “9-911.”
- **C=CONTAIN/CONFINE:** Close the remaining doors in the fire zone/smoke compartment.
- **E=EXTINGUISH / EVACUATE:** Extinguish the fire if trained and it is safe to do so. Evacuate laterally if there is an immediate danger of injury.

#### If operating a Fire Extinguisher; remember P.A.S.S.:

- **P=PULL** the pin located in the handle.
- **A=AIM** the extinguisher at the base of the fire not at the smoke.
- **S=SQUEEZE** the handle.
- **S=SWEEP** at the base of the fire. Start with the edge of the fire nearest to you, sweep from side to side until the fire is out or the extinguisher is empty.

Empty the entire extinguisher on the fire while standing six to ten feet from the fire. If the fire continues to burn, do not search for another extinguisher. Contain the fire by closing doors and leave the area immediately.

ABC fire extinguishers are available throughout the organization and can be used for small fires (no larger than an office size trash can) where the extinguisher is immediately available to the fire. The initial responder should focus on containing the area and closing the doors, as opposed to using the extinguisher. Do not open a door (with a fire behind it) to use an extinguisher.

**DO NOT PUT YOURSELF IN DANGER** and always ensure that someone has activated the Fire Alarm Pull Station and called “111” or “9-911” before you begin extinguishing the fire. Once a fire starts, it doubles in size every 30 seconds.

**All staff should know the exact locations of the Fire Alarm Pull Stations, Fire Extinguishers and Emergency Exits in their immediate work area/unit.** If you work in more than one area, you need to know the location on each unit. A fire alarm sounds throughout the facility when it is activated. The PBX operator then announces a “Code Red and location” overhead, throughout the facility. Never take an elevator in response to a “Code Red.” Always use the stairs.

**If you hear the alarm, but it’s not in your immediate area.**

- Listen to the “Code Red” announcement over the PA for the fire location.
- Close all doors.
- Do not automatically evacuate.
- Listen for further instructions.
- Listen for “Code Red, All Clear” announcement.



**Code Blue**

Medical Emergency  
- Adult

**1st rescuer:**

- Assess responsiveness (shake and shout). If unresponsive, no breathing or abnormal breathing,
- Engage the use of the Emergency Response System by dialing “111” or “9-911,” depending upon the location of the emergency.
- Pull the call light or emergency alarm if available
- Call out "Code Blue" with location of room
- Get an AED/defibrillator Provide Basic Life Support (BLS) and Cardiopulmonary Resuscitation (CPR). When AED/defibrillator arrives, apply pads, analyze rhythm, shock if indicated. Immediately resume CPR.

**2nd rescuer:**

- If not already done, engage the use of the Emergency Response System by dialing “111” at or “9-911,” depending upon the location of the emergency.
- Bring Crash Cart, defibrillator/AED to scene
- Apply pads to patient (if not already done) with minimal interruption of compressions, analyze rhythm, shock if indicated. Immediately resume CPR.
- Continue BLS/CPR until Code Blue Team/Advanced Cardiac Life Support (ACLS) staff/equipment arrives and assumes care.

**For signs/symptoms of impending or actual respiratory failure or cardiac arrest, the person identifying the code situation will summon help and call out, "Code White Pediatric" or "Code White" as appropriate and state the location.**

- Engage the use of the Emergency Response System by dialing “111” at or “9-911,” depending upon the location of the emergency and state:
- "Code White" for newborns through 28 days of age. Give the facility and exact room / location.
- "Code White Pediatric" for infants 29 days of age through 14 years of age. Give the facility and exact room / location
- Provide Basic Life Support (BLS)/Cardiopulmonary Resuscitation (CPR). Continue BLS/CPR until Pediatric Advanced Life Support (PALS) staff/equipment arrive and assume care. Staff at satellite locations, provide BLS/CPR in accordance with current American Heart Association guidelines.



**Code White**

Medical Emergency  
– Neonatal or  
Pediatric



**Code Pink**

Infant Abduction

**For suspected or confirmed child abduction, immediately dial “111” or “9-911.” When “Code Pink” is announced over the PA system:**

- Stop all non-critical work.
- Go to the nearest exit, elevator or stairwell and observe for any person(s) carrying a suspicious bundle or infant.
- If seen, approach with **EXTREME CAUTION**.
- Attempt to determine the suspect’s state of mind (agitated, confused or under the influence of medication).
- Always keep the infant’s safety in mind.
- Attempt to detain, but if suspect is uncooperative, do not stop them but follow to vehicle. Get license number and description of vehicle and a detailed description of the individual (height, weight, hair color, clothing, age, distinguishing marks, etc.) and report this information to Security or Law Enforcement.
- Return to your usual duties/work area when "Code Pink All Clear" is announced over the PA system.



**Code Purple**

Child Abduction

**For suspected or confirmed child abduction, immediately dial “111” or “9-911” and state "Code Purple" / "Child Abduction" with facility and location. Describe suspect if possible and direction they were headed when they left the area.**

**When “Code Purple” is announced over the PA system:**

- Stop all non-critical work.
- Go to assigned exits.
- Observe for suspicious persons or bundles.
- Always keep the infant’s safety in mind.
- Approach with extreme caution
- Attempt to determine the suspect’s state of mind (agitated, confused or under the influence of medication).
- Attempt to detain, however if suspect is uncooperative, do not stop them but follow them to their vehicle.
- Write down the license number and description of vehicle.
- Write a detailed description of the individual: his/her height, weight, hair color, clothing, age, distinguishing marks, etc.
- Report pertinent information to Security or Law Enforcement
- When "Code Purple, All Clear" is announced, staff return to usual duties



**Code Yellow**

Bomb Threat

**If you receive a bomb threat:**

- Be calm and courteous. Do not interrupt the caller. If possible, notify someone else by a prearranged signal to listen in on the conversation while the caller is on the line.
- Keep the caller on the line as long as possible. Ask him/her to repeat the message.
- Record every word spoken by the caller.
- Use the [Bomb Threat Checklist](#) to guide your questions
- Engage the use of the Emergency Response System by dialing “111” or “9-911” depending upon the location of the emergency and state "Code Yellow" / "Bomb Threat" and relay pertinent information to operator.
- Do not use radios, cell phones or remote controlled devices; turn off pagers.
- Notify your Supervisor.
- Remain in area to be available for interview by Security and Law Enforcement personnel.
- When “Code Yellow, All Clear” is announced, staff return to usual duties.

**If you find a suspicious object:**

- Do not touch or move a suspected object.
- Do not use radios, cell phone or remote controlled devices; turn off pagers.
- Do not panic, cause alarm, or invite attention to the situation.
- Dial “111” and give name, location and telephone number and report what you found to PBX operator.
- Return to your usual duties/work area when “Code Yellow, All Clear” is announced over the PA system.

**If you identify an armed intruder or hostage situation:**

- SECURE the immediate area, if possible, by removing all patients and personnel.
- NOTIFY the PBX operator and stay on the telephone. Do not hang up.
- REPORT, if it is safe to do so:
  - Location of the armed intruder/hostage situation.
  - Number of hostages taken.
  - Type(s) of problem(s).
  - Any threats or demands.
  - The type and number of participating individuals.
  - The type and number of weapons, if known.
  - Seek cover or protection and warn others.
  - Do not attempt to intervene or negotiate.

**If you hear “Code Silver” over the PA system:**



**Code Silver**

Person with a  
Weapon/ Hostage  
Situation



**Code Gray**

Combative Person

- DO NOT go into the area specified in the “Code Silver” announcement. This is an extremely dangerous and sensitive situation that should only be handled by trained authorities.
- DO NOT panic; stay alert.
- Take cover behind locked doors if possible. Secure doors and stand by for further instructions.
- Close all patient and unit doors.
- Turn down the lights.
- Avoid huddling in a corner with others.
- Return to your usual duties/work area when “Code Silver, All Clear” is announced over the PA system.

**If you are involved in or witness a combative situation:**

- Initiate a “Code Gray,” dial “**111.**”
- Provide the PBX operator with the following information:
  - Your name, department, and extension.
  - Your location.
  - A brief description of the situation.

**If you hear “Code Gray” announced over the PA system:**

- Stay away from the area unless you are a designated member of the Response Team.
- Keep hospital staff, visitors and patients away from the area until the situation is resolved.
- Return to your usual duties/work area when “Code Gray, All Clear” is announced over the PA system.
- NOTE: A concealed weapon or flashed weapon to test reactions escalates this incident to “Code Silver.”





**Code Orange**

Hazardous Material  
Spill/Release

**In the event of a hazardous material spill/release you should:**

- ALERT people in the immediate area of the spill to keep away and not to touch the material or walk into it. Isolate the area or make the area inaccessible. Call out “Code Orange” and the name of the room that is off limits to notify employees in the surrounding work areas.
- REMOVE all people from the immediate area and close the door(s) to the room. Use warning signs, barricades, or position personnel to keep others out of the area.
- NOTIFY the operator, Dial “**111.**” Be prepared to provide details.
- PROVIDE assistance; decontaminate and get treatment as appropriate.
- IDENTIFY the chemical. Review the product label or the Safety Data Sheet (SDS). SDS are available 24/7 by contacting 3E Company (800.451.8346).
- Employees who are not in the affected area are to stay away until clearance is given.
- NOTE: Do not attempt to identify the substance if such an attempt would jeopardize your safety or the safety of others.



**Code Green**

Patient Elopement

**High-risk patient for elopement/patient elopement is defined as a patient who fits the following criteria or who leaves the patient care unit without permission who is:**

- On a legal hold (danger to themselves or others).
- Having active suicidal/homicidal ideation and may be on a voluntary status.
- Gravely disabled – unable to provide food, shelter or clothing.
- On a “patient watch” or has a safety attendant/sitter.
- Confused, disoriented or otherwise appearing to lack mental capacity.
- On a conservatorship.

**Upon discovery of an eloped patient:**

- Immediately Dial “111” and provide the following information:
  - Patient care unit where the patient eloped from.
  - Description of the eloped patient.
  - Time and location the patient was last seen.

**If you hear “Code Green” announced over the PA system:**

- Staff should monitor all points of exit and surrounding area in their vicinity for persons appearing to be a patient from another unit leaving the facility or who resembles the eloping patient’s description (if available).
- Staff should communicate any suspicious activity to security immediately.
- NOTE: If a patient is missing from the patient care area and does **not** meet the above criteria, notify the charge nurse and call security services to assist with retrieving the patient.



**Code Triage**

- **Code Triage – Emergency Alert:** Informs appropriate staff that an event has occurred, or may occur, that could potentially impact the facility.
- **Code Triage – Internal:** Activation of the organization’s Emergency Operations Plan (EOP) to respond to an event that has occurred within the facility.
- **Code Triage – External:** Activation of the organization’s Emergency Operations Plan (EOP) to respond to an external event that has disrupted, or may disrupt, the facility’s normal operations.

Disaster  
Procedures

**When “Code Triage – Alert” is announced over the PA system:**

- Continue your usual duties and listen for additional announcements.

**When “Code Triage (Internal or External)” is announced over the PA system:**

- Each department communicates how many employees are on duty and patient census to the Hospital Command Center (HCC) using the Unit Status Worksheet.
- Each department sends a representative to the HCC to learn about the disaster.
- Each department communicates any staffing, equipment, supply or other support needs to the HCC.

**When “Code Triage (Internal or External) the Labor Pool is Now Open” is announced:**

- All staff should return to their units and complete assigned duties.
- Once unit duties are complete, any available staff report to the Labor Pool and Sign-in.
  - Palomar Medical Center Escondido Labor Pool is located in the Cafeteria
  - Palomar Health Downtown Escondido Labor Pool is located in the Cafeteria
  - Palomar Medical Center Poway/Villa Pomerado Labor Pool is located in the Cafeteria
- Return to your usual duties/work area when “Code Triage (Internal or External), All Clear” is announced over the PA system.

*[Lucidoc procedure: Emergency Codes:*

*[Red/Blue/White/Pink/Purple/Yellow/Gray/Silver/Orange/Green/Triage/ #17046\]](#)*

## Emergency Communication Back-Up Systems

- **Everbridge Notification System**
  - Everbridge is a mass notification system that links through Lawson, the Palomar Health Human Resources program. This enables Leadership to send messages to your various personal devices that are listed in your Lawson account.
  - Please ensure that your contact information is always up to date in Lawson so that you receive Everbridge messages during emergencies and/or disaster drills.
  - An Everbridge message can come through as an email, text message or phone message. It will ask you to confirm the message by clicking a link in the email, replying 'Yes' to the text message, or pressing '1' on your phone. This enables Leadership to account for our employees during a disaster situation, which is why it is critical to keep your information current in Lawson.
  - If you don't confirm the message, the system will attempt to reach you additional times by resending the message to your multiple devices.
  - Disaster Voicemail: **760.739.2332**
  - During disasters, the voicemail will be periodically updated with status reports.
- **Red Disaster Telephones**
  - The Red Disaster Phones will automatically be activated and be ready for use if PMC-E, PMC-DC, PMC-Poway, or Villa POM experience a loss of service with the phone system (no dial tone, no calls in or out, completely down).
  - Red Phone Dialing Instructions:
    - DO NOT dial 9 first.
    - To call a department within Palomar Health, lift the handset and dial only the 7-digit number for that department.
    - To make an outside call, dial the 7-digit number or 1+ area code and number if calling out of the area code.
    - To place a call to a pager, dial the full pager # (760) 781-xxxx. Be sure to enter your full 7-digit department call-back number (area code also, if necessary).
    - Dial 1+ area code and their red phone number to call alternate hospital departments when their phone system is down.
- **Red Outlets**

- Equipment connected to normal power sources will not operate in the event of an electrical power outage. The red electrical outlets throughout the facility represent a power source supported by emergency generators.
- RED plugs are available for Critical Equipment (e.g. ventilators, IV pumps for critical infusions), which should be:
- Plugged into the RED plug outlets during a power outage & reset at the time of the power outage.

### Safety Essentials You Need to Know

- The nearest “fire alarm pull station” and “fire extinguisher” in your area
- The number to call if you discover a fire (111, or 9-911 for non-hospital facilities)
- Your responsibilities during a fire alarm
- Nothing can block access to the fire extinguisher, pull box, or electrical panel
- The double doors in the hall that close when the fire alarm is activated create a building separation or smoke compartment
- Oxygen reacts explosively when mixed with oil-based products such as lotions, hair products, Vaseline<sup>®</sup>, and grease
- Oxygen cylinders become missiles if they are punctured or the top regulator is broken off
- Oxygen tanks carry expiration tags that should be checked prior to use
- No more than 12 e-cylinders may be stored in an unprotected area
- The 3E Company maintains our Safety Data Sheet (SDS) information. The phone number is **800.451.8346**.
- Safety and Infection Control Procedures are located in [Lucidoc](#)
- For broken equipment, place a red tag on it and complete an online work using [Sentact](#). (Intranet → Business Applications → Sentact)

## Employee Safety

### Safe Patient Handling

It is the duty of employees to take reasonable care of their own health and safety, as well as that of their co-workers and their patients during patient handling activities.

To accomplish this, a Safe Patient Handling Program has been implemented, and a “no hazardous lifting standard” has been adopted. Mechanical lifting equipment and/or other approved patient handling aids will be used to prevent manual lifting and handling of patients except when necessary, such as in a medical emergency.

#### Definitions:

- **Safe Patient Handling:** The use of equipment, technology, and engineering to eliminate manual lifting and handling of patients.
- **No Hazardous Lifting:** Replacing high risk patient handling tasks with mechanical patient lifting equipment, patient handling aids, and/or lift teams as appropriate and available.
- **High Risk Patient Handling Tasks:** Patient handling tasks that have a high risk of musculoskeletal injury for staff performing the tasks. These include but are not limited to:
  - Lifting, transferring, repositioning
  - Turning patients in bed, bathing patients in bed, making occupied beds
  - Dressing patients
  - Tasks with long durations
  - Moving patients using a caregiver’s body strength without the use of lifting equipment, devices, or aids
- **Mechanical Patient Lifting Equipment:** Equipment used to lift, transfer, reposition, and move patients. Examples include full body sling lifts, stand assist lifts, and mechanized lateral transfer aids.
- **Lift Coordinator:** Specialty trained employees who assist the registered nursing staff with performing high risk patient handling tasks with mechanical patient lifting equipment and patient handling aids as appropriate and available.
- **Lift team:** Staff supervised under the direction of the Registered Nurse.

- **Patient Handling Aids:** Equipment used to assist in the lift or transfer process. Examples include gait belts with handles, stand assist aids, sliding boards, and surface friction-reducing devices.
- **Evacuation Equipment:** Equipment used to move patients either laterally or vertically during a disaster or emergency situation.

### Safe Patient Handling Responsibilities

All employees working in patient care areas are required to have knowledge of and an understanding of safe patient handling to ensure safety to the patient, themselves, and their co-workers.

Registered Nurses as the coordinator of care, the RN shall be responsible for the observation and direction of patient lifts and mobilization, and shall participate as needed in patient handling in accordance with the nurse's job description and professional judgment.

[Lucidoc procedure: [Safe Patient Handling and Movement Program #24012](#)]

### What Should I Do If I Get Hurt On the Job?

1. **Report the injury to your employer.**
  - a. Tell your supervisor right away.
2. **Fill out an [Employee Accident Report \(EAR\)](#)**
  - a. Go to the *Intranet* → *Business Applications* → *Employee Accident Report*
  - b. Employee and/or Supervisor complete all sections of the online form –
    - i. If employee marked No, "I do not want medical care at this time or No injury – Report only"
    - ii. If employee marks "I request medical care" Telephone Employee/Corporate Health: **760.802.7941** (or) call Workers Comp Triage **760.739.2974**
3. **Follow up with Employee Health as needed**
  - a. Medical care is available Monday through Friday; Emergent care after office hours is available through clinician on-call.

- b. Call the closest Employee/Corporate Health Clinic. Clinic locations are listed on the [Employee Health intranet page](#).
  - i. Go to the **Intranet** → **Departments** → **Employee Health**
- c. Emergencies, after hours, holidays and weekends:  
Contact Clinician on call **760.802.7941**

## Violence in the Workplace

Palomar Health seeks to provide a workplace free of violence, including intimidation and harassment. Any act and/or threat of violence by employees, physicians, and other non-employees, including patients will not be tolerated.

### How to Report an Act of Workplace Violence:

- Any person who believes he/she is a subject of actual or threatened violence or any witness to such conduct, must report the incident to his/her supervisor, director, Security Officer, and/or Human Resources.
- All acts of violence must also be reported to Employee Health Services using the [Employee Accident Report \(EAR\) system](#). Reporting must take place before the end of the shift of which the incident occurred. If an employee is unwilling or unable to complete the EAR, their supervisor must enter the EAR on their employee's behalf.\*
- What must be reported? Any act of violence or threat of violence that resulted in or had a high likelihood of resulting in injury, psychological trauma or stress.
- Acts and/or threats by physicians are subject to the Medical Staff Disruptive Conduct Policy.

[Lucidoc procedure: [Violence in the Workplace #11814](#)]

[\* California Division of Occupational Safety & Health (Cal/OSHA) order, Title 8, Section 3342]

## Equipment Repairs & The Safe Medical Device Act

Follow these steps when you identify a medical equipment problem:

- Label the equipment as needing repair.



- Take the item out of service and attach a RED TAG (Form # 8460-9037).
- When filling out a red tag, you need to include:
  - Your name
  - Telephone number
  - A detailed description of the problem.
- Complete and submit a [Sentact Service Request](#).
  - Go to the *Intranet* → *Business Applications* → *Sentact*
- If after hours or holiday emergency complete a [Sentact Service Request](#) and contact the Administrative Supervisor at your facility.

If the equipment is involved in a patient incident, depending on the outcome of investigation, Risk Management will report to the FDA within 10 days.

**\*\*DO NOT return equipment or contact the manufacturer.\*\***

- Biomed will need to sequester the equipment and coordinate an investigation with Risk Management.

You will also need to:

- Immediately notify the Department Director, Supervisor or Charge Nurse.
- Record the settings of the equipment involved at time of the incident.
- Retain any and all disposables in use at the time (IV bags, tubing, etc.).
- If body fluids are involved, put contents into a red bag.
- Do not dispose of any of the items; notify the Risk Manager.
- Complete an online [Quality Review Report \(QRR\)](#)
  - Go to the *Intranet* → *Business Applications* → *Midas QRR*.
- Complete a RED TAG and place on the device.
- Isolate the item and notify Biomed to pick up for the Risk Manager:
  - Complete and submit a [Sentact Service Request](#) online.
    - Go to the *Intranet* → *Business Applications* → *Sentact*

For non-medical equipment:

- Notify the Facilities department:

- Complete and submit a [Sentact Service Request](#) online.
  - Go to the ***Intranet*** → ***Business Applications*** → ***Sentact***

[Lucidoc procedures: [Medical Device Reporting #18392](#)

&

[Medical Device and Equipment Failure #17048](#)]

# Abuse & Neglect Reporting

## Mandated Reporting

All Palomar Health staff, volunteers, students, and contracted employees are required by law to report to the proper authorities:

- Child Abuse and Neglect
- Elder Abuse and Neglect
- Assault/Domestic Violence

### Definitions:

- **Abuse** – intentional maltreatment of an individual that may cause injury, either physical or psychological
- **Mental Abuse** – includes humiliation, harassment and threats of punishment or deprivation
- **Physical Abuse** – includes hitting, slapping, pinching, kicking and controlling behavior through corporal punishment
- **Sexual Abuse** – includes sexual harassment, coercion, assault, and spousal rape
- **Neglect** – the absence of minimal services or resources to meet basic needs
- **Imminent Danger** – foreseen danger that will likely result in irreparable physical or mental harm unless conditions are changed

## Signs of Abuse And Neglect

- Injuries inconsistent with what the patient reports to have happened (burns, welts, bites and scratches)
- Unusual patterns of injury (hairbrush, rope or belt marks)
- Poor hygiene, malnourishment, skin ulcers
- Fear of parent/caregiver, being withdrawn, tearful, or reluctant to answer questions in parent/caregiver's presence
- Parent/caregiver who refuses to leave the bedside inappropriately or answers questions in a controlling manner

- Improper responses to questions like “Is anyone misusing your money or not allowing you to obtain health care?”
- Inappropriate responses to questions about a safe environment or being threatened at home

### Types of Abuse & Neglect

Abuse can include both mental and physical abuse, and may look

ABUSE	
Child	Elder
<ul style="list-style-type: none"> <li>• Physical injury</li> <li>• Mental suffering</li> <li>• In out-of-home care</li> <li>• Sexual offenses</li> <li>• Acts of torture</li> <li>• Excessive corporal punishment</li> <li>• Female genital mutilation</li> <li>• Selling, transferring, distributing, or giving un-prescribed controlled substances</li> <li>• Perinatal</li> </ul>	<ul style="list-style-type: none"> <li>• Physical injury</li> <li>• Mental suffering</li> <li>• Sexual injury</li> <li>• Isolation</li> <li>• Abandonment</li> <li>• Eminent danger</li> <li>• Exploitation of financial resources</li> </ul>

NEGLECT	
Child	Elder
<ul style="list-style-type: none"> <li>• Not receiving adequate food, clothing and shelter</li> <li>• Not receiving medical indicated treatment including food or care as determined by a physician</li> <li>• Not receiving proper or necessary support, medical, or other remedial care recognized under State law</li> <li>• Abandoned by parents or other person responsible without a proper plan of care</li> </ul>	<p>Another individual's failure to provide or withhold from an eligible adult necessities of life including, but not limited to:</p> <ul style="list-style-type: none"> <li>• Food/clothing/shelter</li> <li>• Medical Care</li> <li>• Battery/simple battery or assault</li> <li>• Stalking</li> <li>• Criminal trespass/ stalking</li> <li>• Spousal rape</li> </ul>

## Domestic Violence

**Victim** – any person who has been subjected to injury through assault, a criminal act, or incident of domestic violence:

- Battery
- Simple battery/assault
- Unlawful restraint
- Criminal trespass/damage to property
- Stalking
- Abuse – any type
- Spousal rape

## Reporting Abuse or Neglect

Clinical Resource Management (CRM) staff is the prime resource for consultation and reporting of suspected abuse or neglect. Contact CRM and inform your Supervisor. Documented suspicion in Cerner will automatically initiate a referral to CRM.

If a Social Worker is not available, the RN with the information will follow the chain of command to report observed or suspected abuse or neglect.

- The mandated reporter will telephone the appropriate agency immediately with the information.
  - Child Protective Services: **800.344.6000** or **858.560.2191**
  - Adult Protective Services: **800.510.2020**
- Required timeframes for response:
  - A **telephone report** needs to be performed immediately
  - A **written report** needs to be completed and submitted:
    - To Child Protective Services within 36 hours
    - To Adult Protective Services within 48 hours

*[Lucidoc procedures #10287 and [#10050](#)]*

Duty to report is required when the health practitioner provides medical services to a patient for any physical condition, not just the condition or injury from an assault, battery, or firearm incident. Remember:

- If you suspect abuse has taken place, you do not have to prove it.
- You are required to report your finding and the appropriate agency will investigate.
- California law requires reporting as soon as you suspect possible abuse.
- Reporting suspected abuse, neglect, or violent injury is mandated by law.

*[Lucidoc procedures [Abuse-Child Recognition & Reporting #10051](#); [Abuse-Suspected Adult & Elder Abuse Recognition and Reporting #10050](#)]*

## Regulatory Compliance

**Purpose:** To support the organization to ensure safe patient care practices are meeting the requirements of regulatory organizations, including:

- Centers for Medicare & Medicaid Services (CMS)
- Medicare Conditions of Participation (CoP)
- California Department of Public Health (CDPH)
- The Joint Commission (TJC)

### Areas of Focus

- Liaise with regulatory bodies
- Survey readiness and licensing activities
- Report adverse/sentinel events
- Respond to complaints
- Consult, advise, and collaborate with leaders
- Oversee Lucidoc: online repository of policies, procedures, and guidelines

### When Patient Harm Occurs

Immediately escalate cases to your leader to help ensure we meet reporting timelines.

### Agency Representatives on Site

Immediately notify your leader if a representative from a health department or regulatory body presents to your unit.

### Contact Information

**EVENT REPORTING NUMBER 760.443.7224**

**Jami Pearson**

**Directory, Regulatory**

**Phone:** (442)281-1445

**Email:** [Jami.Pearson@palomarhealth.org](mailto:Jami.Pearson@palomarhealth.org)

**Kelly Wells**

**Regulatory Specialist**

**Phone:** (442)331-5590

**Email:** [Kelly.Wells@palomarhealth.org](mailto:Kelly.Wells@palomarhealth.org)

## Risk Management

**Purpose:** To take proactive steps to identify and address areas of risk, implement corrective actions, discover inefficiencies and assess opportunities for growth, and manage risk and insurance claims.

### Areas of Focus

- Preventing harm from occurring to patients and the public
- Patient rights, including 5150/5250
- Consent and informed consent
- Determining capacity
- Refusal of care, including AMA discharges
- Interactions with law enforcement
- Investigating medical device- and supply-related injuries or malfunction
- Legal documents, i.e. Advance Directives, Durable Power of Attorney (DPOA), court orders
- Legal representatives, i.e. agents, conservators, DPOAs, guardians, surrogates
- Service animals
- Mandatory reporting
- Preventing lawsuits
- Claims management
- Proactive communication

### Palomar Health Mandatory Reporting - Your Responsibility!

It is your responsibility to immediately notify your leader, who will follow the [Chain of Command for Adverse or Unusual Events](#), about:

- Issues that may cause harm if not addressed
- Sentinel/adverse/near miss events
- Allegations of abuse or neglect
- Suspicious injuries
- Crimes that occur on Palomar Health property
- Property damage (e.g. cracked/leaking pipe)



- Device- or supply-related injury or malfunction
- Visitor fall or injury
- Difficult discharges
- Car damage or accident on Palomar Health property or while on duty

### **When Quality of Care (QoC)/Risk Events Happen**

- Take care of the patient first
- Immediately notify your supervisor/manager/director
- Consult with your leadership/Risk Management about communication with the patient/patient's family
- Sequester any equipment/supplies that might be of concern
  - Do not attempt to investigate or call the manufacturer/distributor yourself
- Secure any records related to the event
- Complete a QRR
  - Do not share QRR information with patients or visitors
  - Do not file or reference the QRR in the medical record
  - Do not leave the information on screen in an unattended area
  - Do not discuss the QRR in an email or text, either initially or as part of an investigation
- Describe the event in an *objective* manner in the EMR
  - The *subjective* narrative should only be included in the QRR

### **Claims Management**

All employees are covered by hospital professional liability insurance as long as they are working within the scope of their employment.

#### **Immediately call Risk Management if ...**

- You are contacted by an attorney's office for a risk interview or deposition
- Law enforcement presents a search warrant
- You receive a call/request from an insurance company or law enforcement
- Someone attempts to serve you with a Palomar Health-related subpoena or summons while on Palomar Health property

- **Do not accept a Palomar Health-related subpoena or summons**
- *Instead*, instruct them to deliver it to Risk Management at 120 Craven Rd., Suite 106, San Marcos (SMACC building) and contact Risk Management to make them aware of the situation.
  - If you do accept a Palomar Health-related subpoena or summons, **contact Risk Management IMMEDIATELY**

Do not discuss a case that is the subject of a legal claim with anyone other than Risk Management and do not look at the medical record.

### Additional Resources

- Lucidoc policies and procedures (Intranet)
- Your leader, if you have any questions about Risk Management’s areas of focus or when QoC/risk events occur
  - Your leader may reach out to Risk Management for further information or consultation

### Contact Information

#### EVENT REPORTING NUMBER 760.443.7224

**Cheryl Kellerman**

**Risk Claims & Insurance Analyst**

**Phone:** (442) 281-3542

**Email:**

[Lori.Schmollinger@palomarhealth.org](mailto:Lori.Schmollinger@palomarhealth.org)

**Lori Schmollinger**

**Risk Management Analyst**

**Phone:** O. (442)281-3280, C. (760)458-3226

**Email:** [Lori.Schmollinger@palomarhealth.org](mailto:Lori.Schmollinger@palomarhealth.org)

## ISBARR

ISBARR is a standardized tool created to improve safety in the transfer of critical information. This should be used when contacting any clinical support team member about the care of a patient, or when sharing information that you want to make sure is understood clearly.

<p><b>Introduction</b></p>	<ul style="list-style-type: none"> <li>Identify who you are, your position, and where you are calling from <i>“Hello, this is Sam, an assistant in Food &amp; Nutrition Services.”</i></li> </ul>
<p><b>Situation</b></p>	<ul style="list-style-type: none"> <li>What is happening now? What are the concerns or new changes taking place? How urgent is this issue? <i>“I am calling to verify a dietary restriction for a patient’s lunch today. I need to make sure we get the order in before 1030 to ensure time to properly prepare the meal tray so it can be delivered on time.”</i></li> </ul>
<p><b>Background</b></p>	<ul style="list-style-type: none"> <li>What background details about this situation are important to the discussion?</li> <li>For clinical situations, include any relevant patient history, test results, recent interventions <i>“The current tray order is for a regular lunch, but the Dietician mentioned the patient had a nut allergy in her notes from yesterday’s consult.”</i></li> </ul>
<p><b>Assessment</b></p>	<ul style="list-style-type: none"> <li>What is your current assessment of the situation? What do you think is going on (assumptions, conclusions, potential consequences, etc.)? <i>“I can’t see any notes related to allergies, and I am thinking maybe the patient hadn’t said anything before is meeting with the Dietician.”</i></li> </ul>

**Recommendation**

- State what you believe the situation needs. If the situation is urgent, what is the timeframe needed for response? What tests/medications/fluids are required?
- Both individuals should agree on a specific plan to move on

*“I think we need to double-check the patient’s allergies and confirm his nut allergy before we prepare his lunch tray.”*

**Read Back**

- Repeat back any final decisions made to ensure everyone is on the same page. Confirm the plan and agree on expectations.
- Document the agreed-upon plan and next steps

*“So I will update our record with this new allergy, and we will prepare a special tray to ensure no contamination from nuts. Thank you for your help!”*

## Diversity in Patients & Team

### Valuing Diversity – A Definition

Respecting differences in us that result from our life experiences.

Creating a workplace together that supports each unique person in making his or her own contribution to the organization.

### Diversity Commitment for Palomar Health

#### Patients

- Palomar Health’s compassionate staff honors diversity by making each patient’s need a priority.
- We are committed to the highest quality of care, safety and customer satisfaction in the diverse communities we serve.
- We passionately give and support heartfelt care while striving to be the health system of choice for our patients, physicians, employees and volunteers.

#### Workforce

- We value and respect the variety of backgrounds, perspectives, and experience of our workforce and support their ongoing education and development.
- We recognize and appreciate the uniqueness of every individual. We demonstrate this by being sensitive to unique needs created by cultural diversity, spiritual preference, age, gender and disability.



### Communication Outcomes - AIDET

AIDET is a series of outcomes that should be met during any interaction with a patient, visitor, or co-worker.

Objective	Why Include It?	How Do You Do It?	Example
<b>Acknowledge</b>	Shows respect for others	<ul style="list-style-type: none"> <li>• Knock and ask permission before entering patient spaces</li> <li>• Make eye contact as appropriate, use open body language and facial expressions</li> <li>• Acknowledge and greet people when you pass them in common areas</li> <li>• Help people when they appear lost by taking them where they're going</li> </ul>	<i>Knock and wait for permission to enter patient spaces ("May I come in?" or similar)</i>
<b>Introduce</b>	Patients have the right to know the names of those caring for them; managing up builds trust with patients, visitors, and co-workers	<ul style="list-style-type: none"> <li>• Identify yourself by name and share your role</li> <li>• Manage up yourself and others on the team and across the district (experience, skill set, personality, strengths, etc.)</li> </ul>	<p><i>"I'm Akiko and I'll be doing your MRI. I know sometimes people can be a little nervous about these. I've been doing this a long time and I'm happy to answer any questions before we start."</i></p> <p><i>"I know it's your first time seeing Dr. Carson – she's pretty fantastic. I've heard from several of her patients that she's great at answering all of their questions. You're going to like her."</i></p>

		<ul style="list-style-type: none"> <li>• Manage up others (your team, other departments)</li> </ul>	<p><i>have a great team helping me out today.”</i></p>
<b>The Promise</b>	Emphasizes your personal commitment to meeting the other persons’ needs	<ul style="list-style-type: none"> <li>• State your personal commitment to care, service, and making sure peoples’ needs are met</li> <li>• Share your caring and desire to solve any issues</li> </ul>	<p><i>“I’ll be here all day. Ernesto is the aide working with me, and between us we’ll make sure you have everything you need.”</i></p> <p><i>“I can absolutely help you with that.”</i></p>
<b>Duration</b>	Builds trust and reduces anxiety – we all want to know how long things are going to take	<ul style="list-style-type: none"> <li>• Give an approximate time estimate for whatever is happening – how long it will take to complete a task, when the medication will kick in, when the person can expect a call back, about how long the expected wait time is, or when the current issue is expected to be resolved.</li> <li>• Explain the length and reason for any delay, without managing down other areas or people (for example, “if so-and-so gets their act together, that should be done in the next half hour. Otherwise, it’ll take longer.”)</li> <li>• Identify next steps in the process</li> </ul>	<p><i>“I’m going to go and greet my other patients, and I should be back with you in about half an hour.”</i></p> <p><i>“Online medical records usually take about 24 hours to get to you. Completing the release form is the first step – it’s about a ten-minute process. I’m happy to go through that with you now if you have time.”</i></p> <p><i>“This medication works very quickly. It’ll take me about two minutes to put it in your IV, and you should be feeling some relief within five minutes.”</i></p>
<b>Explanation</b>	Demonstrates compassion by reducing anxiety and confusion – many of our patients don’t understand our processes the way we do	<ul style="list-style-type: none"> <li>• Describe what will happen next before it happens, why it is being done, what to expect, and ask what questions the person has before you begin</li> <li>• Use simple language (limit jargon or acronyms)</li> </ul>	<p><i>“I’m going to put the contrast in your IV – this helps the doctor see more details of what might be going on. The contrast won’t hurt, but some people say it makes them feel a little flushed or warm, or even like they’ve just wet their pants. If you feel that, don’t worry – you didn’t actually! The flushed feeling usually doesn’t last more than 30 seconds. What can I answer before I start the contrast?”</i></p>

## Thank You

Expresses our gratitude and appreciation, and ends the interaction on a positive note.

- Demonstrate your appreciation by thanking the other person – for their time, patience, assistance/help, trust, et cetera
- Ask: “What else can I do for you before I leave?”, or similar

*“I appreciate your patience!”*

*“Thanks so much for your time.”*

*“What can I do for you while I’m here?”*

## Considerations for Using AIDET...

- **Consistency is Key** – remember the main reasons we use this framework are to build trust and reduce anxiety. When we do that consistently, our patients, visitors, and colleagues feel safe with us.
- **Make it Your Own** – how you say each piece should sound authentic to you, people always know when you sound “scripted”. Talk like how you talk!
- **It is Universal** – the AIDET framework can be applied to any in-person and electronic interaction, including with patients, customers, peers, and providers
- **Adapt as Necessary** – you may not need to say the same things to a peer you would to a patient, use only the parts that make sense for that conversation. Also remember that AIDET doesn’t always go in A-I-D-E-T order – sometimes your thank you will be the first thing you say; sometimes your duration and explanation will be mixed together.
- **Be Specific and Realistic with Duration** – avoid vague terms like “soon” or “later”, and use the most realistic approximations for length of time. Give a window (“Based on my experience, I’d expect the doctor to be here between 9:00 and noon – if I hear differently, I’ll let you know.”)
- **Only Manage Up, Not Down** – Highlight the strengths of other team members, and acknowledge delays or issues neutrally without blaming others



# Interpreter, Language & Hearing Services

Palomar Health provides equal access to and equal participation in health care activities for individuals who are deaf or hard-of-hearing, and for individuals with limited English Proficiency (LEP).

Palomar Health must provide **meaningful access** for all individuals mentioned above. The U.S. Health and Human Services Department defines meaningful access in the following steps:

1. Ensure the person is given adequate information.
2. Ensure the person is able to understand the services and benefits available.
3. Ensure the person is able to receive those for which he or she is eligible.
4. Ensure the person can effectively communicate the relevant circumstances of his or her situation to the service provider.

Palomar Health will provide communication aids and services at no cost to the patient during the course of care as well as during health education programs that are open to the public.

*Title VI of the Civil Rights Act of 1964; Section 1557 of the Affordable Care Act of 2016; Policy Guidance on the Prohibition Against National Origin Discrimination as it Affects Persons with Limited English Proficiency (8/30/2000).*

In accordance with applicable state and federal laws, Palomar Health takes reasonable steps to provide meaningful access to interpretation by the provision of:

- Dual-role Staff Interpreters
- Pathmaker Medical Interpreters
- American Sign Language (ASL) Interpreters
- Voice video and audio Interpretation Devices
- Teletypewriter (TTY) & “Big Button Plus” Phones

## Definitions

- **Interpreter:** An individual who is fluent in both English and another language and has been qualified by Palomar Health to render a message spoken or signed in one language

into a second language and meeting the requirements of the National Council on Interpreting in Health Care (NCIHC) National Code of Ethics and Standards of Practice.

- **Limited English Proficiency (LEP) patients:** Individuals whose native language is other than English and who cannot speak, read, write or understand the English language at a level that permits them to interact effectively with health care providers
- **Voyce:** a service that provides 24-hour foreign language and ASL interpretation services via telephone and video.
- **Cyacom Video Remote Interpretation (VRI) Device:** A patented video streaming service that provides 24-hour foreign language medical interpretation services.
- **TTY and “Big Button Plus” Phones:** Special communication devices available for hearing impaired and sight-impaired patients

### Joint Commission Standards on Patient-Centered Communication

The language-specific sections of the Joint Commission standards require healthcare organizations to develop a system of identifying a patient’s preferred language, certify the competency of individuals who provide language services, develop a method or program for delivering language services, document each interpreting session, and translate written documents and signage for frequently encountered languages.

The standards are as follows:

- Instruct hospitals and healthcare organizations to define and confirm staff qualifications. Organizations will be expected to maintain documented evidence proving language proficiency assessment, education, training, and experience for all interpreters who work full time, part time, through an agency, or through a remote telephone or video interpreter service provider.
- Require healthcare providers to identify each patient’s communication needs, both oral and written, including the patient’s preferred language for discussing healthcare. Providers are required to communicate with the patient in that language during care and treatment.
- Call for organizations to keep medical records that contain information documenting each patient’s care, treatment, and services. The records must contain demographic

information including a patient's race, ethnicity, communication needs, and preferred language.

- Involve the respect, protection, and promotion of patient rights. Hospitals must have written policies on patient rights, that hospitals inform patients of those rights, that written translations of those rights be made available in common languages, and that staff treat patients accordingly. Instructs hospitals to be respectful of patients' cultural and personal values, religious and spiritual beliefs, and right to privacy.
- Mandate that hospitals must respect each patient's right to receive information in a manner he or she understands. The standard directs healthcare providers to make interpreting and translation services available as necessary and to provide information in a manner tailored to the patient's age, language, and ability to understand.

### Standards of Practice

Identification of Patients Who Require Interpreter Services:

- On admission each patient will be asked to identify their language of choice.
- Language of choice is documented in the medical record.
- If the person is unable to communicate the name of the language they speak, language information will be sought from family, friends or significant others.
- Assistive devices and/or interpreters will be utilized to ensure information is transmitted in a timely manner to patients and families.

Palomar Health will provide a copy of this procedure and a description of its efforts to ensure adequate and speedy communication between patients with language or communication barriers and staff to the Department of Public Health, Licensing and Certification district office annually.

### The Affordable Care Act & Language Access

Section 1557 of the Affordable Care Act deals with nondiscrimination, with a significant portion focused on the care of LEP patients. It requires the use of qualified interpreters and bilingual staff. The term "qualified" is defined as having demonstrated:

- Proficiency in speaking and understanding spoken English and at least one other language, including any necessary specialized vocabulary, terminology and phraseology.
- Ability to communicate directly, effectively, accurately and impartially with individuals with limited English proficiency in their primary languages.

Section 1557 of the ACA prohibits the use of the following:

- **A patient’s minor children**, except in emergencies.
- **Adult family and friends**, unless a patient refuses an interpreter
- **Bilingual staff**, unless the staff member has been deemed qualified by Palomar Health and interpreting is part of the individuals current assigned job responsibilities.

### Resources Available to Communicate with Non-English Speaking Individuals

- **Spanish Interpretation:**

- Palomar Health’s goal is to have Spanish interpreters in our facilities 24 hours a day.
- Staff Spanish Interpreters are located on inpatient units and in the Emergency Department and have “Interpreter” on their ID Badge.
- Pathmaker Medical Interpreter interns have been trained and qualified to interpret for Spanish-speaking patients and their providers can be reached at **Palomar Medical Center Escondido** by dialing **881.6722** and pressing 1 through any network-connected phone

- **Voyce:**

- CyraCom telephonic services are available through blue dual-handset phones in most units and are also accessible by dialing 881-6722 and pressing 2 through any network-connected phone.
- CyraCom Video Remote Interpretation (VRI) devices are available on select inpatient units, surgical platforms, and emergency departments at PMC Escondido, PMC Downtown, and PMC Poway.
- Interpretation is available for over 250 languages, including American Sign Language .
- Staff are encouraged to use the CyraCom Interpretation Services when an interpreter is not available.
- Staff will bring the dual handset phone to the bedside, assist with interpretation and documentation of the interpretation session.
- Implement Voyce for the following situations:
  - PBX incoming calls
  - Calls placed by an employee to a non-English speaking person



- **Signs of Silence:**
  - Palomar Health contracts with Signs of Silence to provide qualified interpreters for the hearing impaired.
  - The Emergency Department will post the number in a conspicuous place and place the call directly to **760.580.3652** when the need arises for Emergency Department patients.
  - When deaf or sight impaired individuals are admitted as an inpatient:
    - Check out the teletypewriter (TTY) phone from PBX and deliver to the patient's room
    - Follow instruction in the TTY phone for set up
    - Institute other nursing interventions for immediate communication, i.e., communication boards
  - The nursing supervisor or designee may contact Signs of Silence for an interpreter to be present at the facility as necessary.
  - For some site impaired patients the "Big Button Plus" telephone from PBX will be useful. This phone has: Large keys with raised numbers; Braille augmentation; Volume enhancement for handset, speaker phone and ringer; Hearing aid adaptor

### Use of Qualified Interpreters

By law, qualified Interpreters shall be used for LEP patients and families to ensure thorough and accurate communication.

Examples of when to use an interpreter:

- Obtaining medical history
- Informed Consent
- Explaining a diagnosis and plan for medical treatment
- Explaining any change in regimen, environment, or condition
- Procedures/surgery
- Medication instructions and explanation of possible side effects

- Discharge planning
- Legal issues (advance directives, guardianship, etc.)

In emergency situations, treatment will be provided in accordance with standard medical practice. Interpreters will be sought promptly, but treatment will not be delayed pending the arrival of an interpreter.

Children or youth should **NEVER** be used to interpret. Instead, use a trained medical interpreter or Voyce.

Family and friends of the patient should not be used to interpret because they may not possess the skills to interpret accurately in a medical setting and, often because of emotional involvement, it may result in:

- Omission, substitutions and semantic errors that distort care
- Breaches in confidentiality
- Upset familial relationships and hierarchies that are deeply rooted in culture
- Difficulties dealing with sensitive issues, such as reproductive health, sexually transmitted diseases and mental health

Consider having a hospital interpreter present if patient requests the use of a family member or friend

**NOTE:** Palomar Health staff may not ask, suggest, or encourage that a patient's friend or family member interpret for a patient. Doing so is a violation of the August 30, 2000 OCR Guidance.

### Documentation of Interpreting

When interpreters are used, documentation should be placed in the patient's medical record indicating the name of the interpreter and their position.

If the patient refuses to utilize a Palomar Health's approved language service, the refusal should be documented as a clinical note indicating the services offered and the reason for refusal.

## Age Specific Care Guidelines

In order to better understand and meet each patient’s individual needs staff that interact with patients as part of their job must deliver age-appropriate communication, care and interventions.

By adhering to these guidelines, staff can build a sense of trust and rapport with patients and meet their psychological needs as well.

<p><b>Neonates</b> (&lt;28 days)</p>	<ul style="list-style-type: none"> <li>• Provide security and ensure a safe environment.</li> <li>• Involve the parent(s) in care.</li> <li>• Limit the number of strangers around the neonate.</li> <li>• Use equipment and supplies specific to the age and size of neonate.</li> <li>• Medication dosage is weight based.</li> </ul>
<p><b>Infants</b> (28 days old and up to 1 year)</p>	<ul style="list-style-type: none"> <li>• Use a firm direct approach and give one direction at a time.</li> <li>• Use a distraction (comforting toys, noises, etc.)</li> <li>• Keep the parent(s) in the infant’s line of vision.</li> <li>• Use equipment and supplies specific to the age and size of infant.</li> <li>• Medication dosage is weight based.</li> </ul>
<p><b>Pediatrics</b> (Greater or equal to 1 year and through the age of 14)</p>	<ul style="list-style-type: none"> <li>• Give praise, rewards, and clear rules. Encourage the child to ask questions. Use toys and games to teach the child and reduce fear.</li> <li>• Always explain what you will do before you start. Involve the child in care.</li> <li>• Provide for the safety of the child. Do not leave the child unattended.</li> <li>• Allow parents or caregivers to be present during care.</li> <li>• Use equipment and supplies specific to the age and size of the child.</li> <li>• Medication dosage is weight based</li> </ul>
<p><b>Adolescents</b></p>	<ul style="list-style-type: none"> <li>• Treat the adolescent more as an adult than a child. Avoid authoritarian approaches and show respect.</li> <li>• Explain procedures to adolescents and parents using correct terminology.</li> <li>• Provide for privacy.</li> </ul>

<p>(Greater than or equal to 15 years and less than 18 years)</p>	<ul style="list-style-type: none"> <li>• Be aware of the importance of peer relationships and encourage continued contacts with peers, school activities, and hobbies.</li> </ul>
<p><b>Adults</b>  (Greater than 18 years and less than 65 years)</p>	<ul style="list-style-type: none"> <li>• Be supportive and honest, and respect personal values.</li> <li>• Involve and support the adult in healthcare decision making. Provide education, information, and resources to assist in decision making.</li> <li>• Recognize commitments to family, career, and community and the stress that hospitalization may place on meeting these commitments.</li> <li>• Address age-related changes.</li> <li>• Provide privacy</li> </ul>
<p><b>Geriatric</b>  (Greater than or equal to 65 years)</p>	<ul style="list-style-type: none"> <li>• Encourage mobility and independence while maintaining safety. Work to reserve prior level of function while hospitalized.</li> <li>• Avoid making assumptions about loss of abilities, but anticipate the following:             <ul style="list-style-type: none"> <li>○ Short-term memory loss</li> <li>○ Decline in the speed of learning and retention</li> <li>○ Loss of ability to discriminate sounds</li> <li>○ Decreased visual acuity</li> <li>○ Slowed cognitive function (understanding)</li> <li>○ Decreased heat regulation of the body</li> </ul> </li> <li>• Provide support for coping with any impairment</li> <li>• Prevent isolation; promote physical, mental, and social activity. Provide information to promote safety.</li> <li>• Medication may be dose adjusted for age or renal function.</li> </ul>



## Palomar Health Intranet

The Palomar Health Intranet ([www.palomarhealth.net](http://www.palomarhealth.net)) is the primary resource for information about the organization from any computer within a Palomar Health facility. The home page is your starting point for many pages of answers.

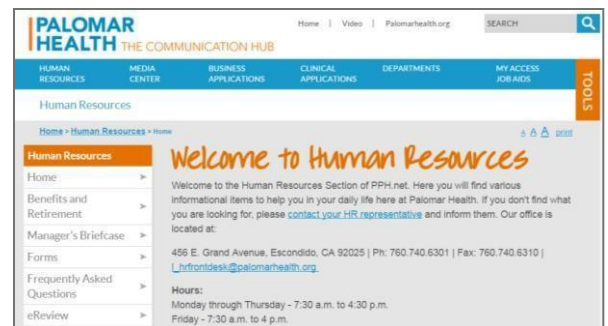
- **News:** Announcements and current initiatives relevant to all staff
- **My Access:** Your customized list of applications with job aids
- **Business Applications:** Software for all employees
- **Clinical Applications:** Software for clinical employees
- **Departments:** Resources offered by departments



### The Human Resources Intranet Page

The Human Resources page of the Intranet provides lots of information relating to your daily life at work. This information includes:

- **Benefits:** Employee health benefits, discounts and more
- **Forms:** Forms for employment, benefits, taxes and other topics (including Payroll forms that include the Time & Attendance Edit Form)
- **Job Openings:** Current job openings and descriptions
- **Employee Discounts:** As a Palomar Health employee, you are eligible for a variety of discounts
- **Staff:** Contact information for your HR representatives
- **Palomar Health Store:** Logo apparel and memorabilia
- **Wellness:** Palomar Health wellness programs, tips and resources



## Sentact: Work Orders & Requests

[Sentact](#) is for requesting service from other departments such as cleaning, food orders and maintenance.

1. Go to the **Intranet** → **Business Applications** → **Sentact**
2. Select your location and click *Continue* (no need to enter a Username or Password).
3. Click an icon to enter an order for a service you or your department needs:



Once you've selected the service, enter the relevant information in the fields provided. You will want to include as much detail as possible so the team can ensure an appropriate and timely response to your request.

Once you have entered all fields, click "Submit Request". You should receive a confirmation email after the ticket has been placed.

The department will contact you for additional follow up or detail if necessary. Once the request has been completed, you will also receive a confirmation email when the ticket is closed in the system.

The screenshot shows the 'Request Service' form in the Sentact system. The form is organized into three main sections:
 

- 01 Requestor Information:** Includes input fields for First Name, Last Name, Full Phone #, Email Address, and Equipment ID #.
- 02 Location Information:** Includes dropdown menus for Site, Building, Floor, and Department, and input fields for Room and Cost Center.
- 03 Task Information:** Includes a dropdown menu for 'Task' and a large text area for 'Please describe your request'.

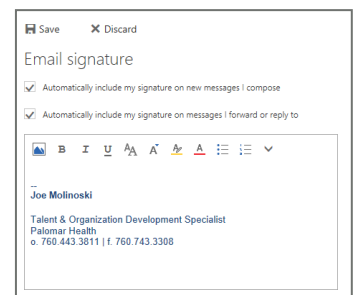
 At the bottom of the form, there is an 'Attach a file' button with a 'Browse...' link and a 'Submit Request' button. A small asterisk indicates that certain fields are required.

## Email: Outlook Web App (Webmail)

You can check your work email from any Palomar Health facility or off-site. Note that hourly employees are to check work email only while clocked in since this task counts as paid time. (Employees with their own workstation will likely use the full version of Outlook.)

### How to create a New and Reply Email Signature in Webmail

1. In your web browser, type in the URL - <https://webmail.palomarhealth.org>
2. Log-in with your Username and Password
  - a. Username: Your employee ID
  - b. Password: Your network password
3. Click on **Options** (gear icon) from the drop down menu in the upper right corner.
4. In the menu that appears on the left side of the screen, select **“Email Signature”** under Layout.
5. Use the guide below to create your email signature in the text box. If you do not have one of the fields below (eg. no phone number yet), do not include it in your signature:



#### **Jane Doe, RN, MSN**

Coordinator of Everything

Palomar Health

**o.** 442.555.5555 | **c.** 858.555.5555 | **f.** 760.555.5555 | PalomarHealth.org

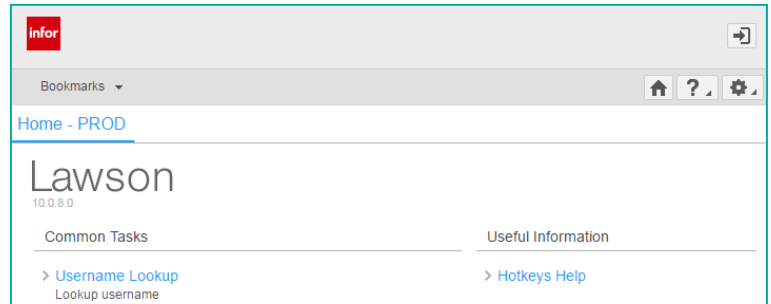
6. Make sure the font size is set to 12, highlight your name and click the “B” to make your name **BOLD**. You should not change any other font style or colors, as not all formatting changes work properly for others who receive your email.
7. Make sure the checkboxes are selected for **“Automatically include my signature on messages I send”** and **“Automatically include my signature on messages I forward or reply to”**
8. Click on **Save** on the top left corner of signature page and return to your inbox by clicking **Mail** in the upper left corner.

## Lawson: HR Records

[Lawson](#) stores the personal data records for each employee, such as payroll, credentials, and benefits.

### Log In

1. Go to the Intranet → Business Applications → Lawson
  - a. Type your employee ID and password (the same ones used to access email).
  - b. Click *Login*
  - c. If prompted, click *Save Layout Changes*. In some cases, you may have to click the “Reload” button after saving your layout changes.



For Parts I - V, click *Bookmarks*, float over *Employee Self-Service*, then...

### Part I – Update your Emergency Contact Information

- a. ... Float over *Personal Information*, then click *Emergency*.
- b. In the Emergency Contacts Screen, click *Add* to enter a new emergency contact.
- c. Enter their information, then at the bottom of the panel click *Update*.

### Part II – Check your Address & Phone Information

- a. ... Float over *Personal Information*, then click *Address & Phone Change*.
- b. Verify your home address, personal cell phone number and email address.
- c. Update any information, and at the bottom, click *Save*.

### Part III - Locate your Paycheck Information

- a. ... Float over *Pay*, then click *Pay Checks*.
- b. Under *Payments* will be a list of your previous pay checks.

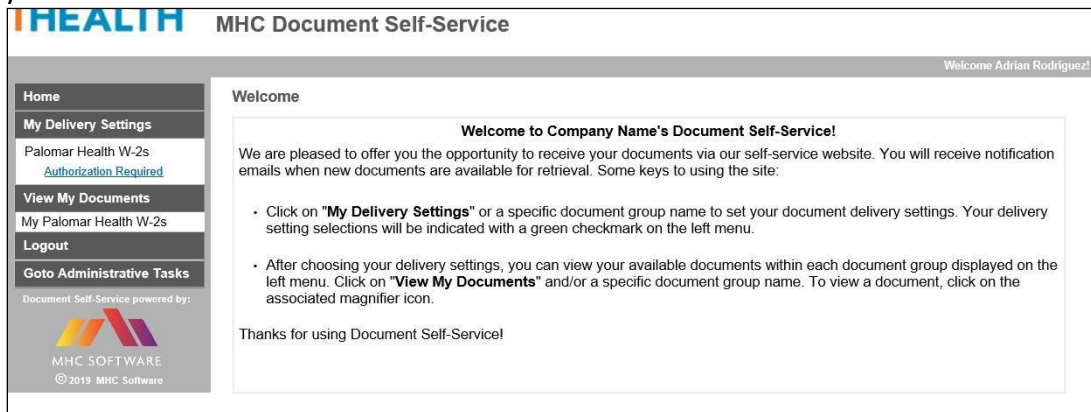
- c. Click on a date will open details on wages, taxes and summary information with your printable pay stub.

**Part IV – Update your Credentials (Required for RNs, Optional for Others)**

- a. Click *Bookmarks*, float over *Credentials*, then click *Education*, then click *Add*.
- b. Enter, at the minimum, your highest degree.
  - i. Optional: Enter information for other fields listed.
  - ii. Click *Update*. For additional degrees, click *Add* and repeat the process.

**Part V – Sign up for Online W-2 Delivery**

- 1) ...*Pay*, then click on *Palomar Health Online W2s*
- 2) A new window will open. Log into **MHC Document Self Service** with the same credentials you used for Lawson.



- 3) To view your W-2, you'll need to grant authorization to display your W-2s online. **To continue, you'll need to have printer access to print a test page first.** Click on *Authorization Required*. Click on the link to open a sample PDF and print it. If it prints successfully, click *Yes*. If unsuccessful, please contact the Help Desk. Once you have successfully printed a test page and selected *Yes*, click on *I Agree* on the next prompt.

* Control number (00) 001 Social Security tax withheld \$218.00 Medicare tax withheld \$150.00 Federal income tax withheld \$218.00 Social Security tax withheld \$218.00 Medicare tax withheld \$150.00 Federal income tax withheld \$218.00		* Control number (00) 001 Social Security tax withheld \$218.00 Medicare tax withheld \$150.00 Federal income tax withheld \$218.00 Social Security tax withheld \$218.00 Medicare tax withheld \$150.00 Federal income tax withheld \$218.00	
BIG COMPANY LEVEL #3 HEAD3 PL ADDRESS HEAD3 MN 55102		BIG COMPANY LEVEL #3 HEAD3 PL ADDRESS HEAD3 MN 55102	
* Social security tax \$360.00 * Advance EIC payment \$1584.00 * Employer's Social Security number (SSN) 444-44-4444		* Social security tax \$360.00 * Advance EIC payment \$1584.00 * Employer's Social Security number (SSN) 444-44-4444	
* Employee's name, address and ZIP code SALLY SAMPLE 380 St. Michael St. Paul MN 55102		* Employee's name, address and ZIP code SALLY SAMPLE 380 St. Michael St. Paul MN 55102	

**My Delivery Settings - Tax Document - Authorization**

I wish to receive my W-2 electronically via the Lawson Self-Service Web Site. I understand that I could receive my W-2 form as a printed document at no charge. I understand that I need to print my W-2 and that the W-2 form needs to be included with my tax return(s). My W-2 will be delivered as a PDF and I will use Adobe Reader (available at no charge) or an equivalent browser PDF viewer to view and print it. I was able to print the sample tax document successfully.

I understand that I may revoke my consent to receive my W-2 electronically with 30 days advance notice anytime through December 1 of the current year. Otherwise, my consent will carry forward from year to year.

It is anticipated that the electronic W-2s will be available by January 25th, but in no case later than January 31. I will be notified via email when my W-2 is available on line. Once published to Self-Service, my W-2 will be available for reprint.

**You must successfully print a test page before you agree.**

- 4) On the next screen, you'll need to set up your delivery settings for your W-2. Notifications will automatically be delivered to your Palomar Health email, but you can provide a secondary address. Select *Yes* to approve online W-2s to be e-delivered, and click *Submit* to complete the process. You will now see **Authorized** in green.

**My Delivery Settings**

Palomar Health W-2s

Please choose your delivery options for your Palomar Health W-2s documents.

You will receive emails at your primary email address:

as well as your secondary email address:

**Authorized**

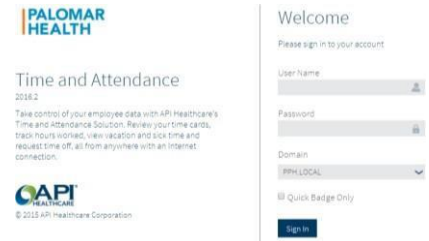
**Yes**
 **No**

**Web Delivery**  
 Deliver my Palomar Health W-2s document(s) via web access.  
*Settings controlled by your system administrator dictate whether you will receive an email notification when information is available via the web.*

# Time & Attendance (API): Timekeeping

## Log in

1. Go to the Intranet → Business Applications → Time and Attendance
2. Log on to API with your employee ID and password, just as you did for email.
3. The  **Quick Badge Only** option is for your future shifts when you are doing a simple In or Out punch, with no special codes.



## Review Your Timecard Screen

Click the Employee icon **Employee** to review your timecard information.

**Employee Navigator**

Employee: 51431  
Name: Keya Gupta  
Pay Period: 01/15/2023 - 01/28/2023

**Transaction List Items**

- Calendars
- Clockings
- Adjustments
- Retro Calculator Adjustments
- Pay Period Only
- Show Requests

**Transaction List Actions**

- Cancel Selected
- Delete Selected

**Employee Favorites**

- Add Calendar
- Monthly View
- TCS

Transactions	Source	Date	Time	Hours	Code	Cost Center	Job Class
<input type="checkbox"/>		Mon 01/16/2023	07:30	8.00	REG	108652	6768
<input type="checkbox"/>		Tue 01/17/2023	07:30	8.00	REG	108652	6768
<input type="checkbox"/>		Wed 01/18/2023	07:30	8.00	REG	108652	6768
<input type="checkbox"/>		Thu 01/19/2023	07:30	8.00	REG	108652	6768
<input type="checkbox"/>		Fri 01/20/2023	07:30	8.00	REG	108652	6768
<input type="checkbox"/>		Mon 01/23/2023	07:30	8.00	REG	108652	6768
<input type="checkbox"/>		Tue 01/24/2023	07:30	8.00	REG	108652	6768

**Pay Distributions (Daily Hours) AH: 80.00 Total: 80.00**

Cost Center 108652 Job Class 6768

	15	16	17	18	19	20
	Su	Mo	Tu	We	Th	Fr
REG <sup>2</sup>		8.00	8.00	8.00	8.00	8.00
<b>Total Worked</b>		<b>8.00</b>	<b>8.00</b>	<b>8.00</b>	<b>8.00</b>	<b>8.00</b>

### Add a Calendar Entry

This area is for entering non-productive time when you will not be performing your normal job duties, such as approved personal time off (PTO), jury duty, mandatory education, or on-call hours.

1. Click *Add Calendar* to enter your detail in the fields.
  - Choose from codes on the right side of the screen, which change as you move your cursor from field to field. Click *Save*.

### Clock in using a Badge Reader

Badge readers are located across the district and are the most common way for hourly employees to clock in or out for their shift.

Swipe the badge flat across the top of the sensor.



Function	Instructions
To begin or end your Standard shift; begin/end meal break	Messages indicate “ <i>What would you like to do?</i> ” and “ <i>Thank you</i> ”, then “ <i>Transaction Accepted.</i> ” (Click <i>Complete Entry</i> to leave immediately.)
To begin or end <u>non</u> -Standard shift	Press <i>Complete Entry</i>



To choose a different Department, Job Code/Class or Facility:	<ol style="list-style-type: none"> <li>1. Press <i>Productive Time</i> icon, then <i>Next</i></li> <li>2. Select from menu information or touch <i>Show Keypad</i> and key in information.</li> <li>3. Press <i>Finish</i>, then <i>Complete Entry</i></li> </ol>
To enter a Special Code	<ol style="list-style-type: none"> <li>1. Press <i>Productive Time</i> icon</li> <li>2. Select from menu's Special Code or touch <i>Show Keypad</i> button and key in the Special Code.</li> <li>3. Select menu's job class, then press <i>Finish</i> and <i>Complete Entry</i></li> </ol>

### Special Time Codes:

- The most recent list of Special Time Codes is listed on the [API intranet page](#).
  - Go to the **Intranet → My Access Job Aids → API**

### Alternate Methods of Clocking In

TimeCall – Employees working outside of a Palomar Health facility (e.g., Home Health) use the TimeCall service (1.800.575.7942) to clock in and out.

### Time & Attendance Edit Form

Use this paper form to correct time records for items like an incorrect or missing clocking, etc. Download or print the Time & Attendance Edit Form from the [HR Forms intranet page](#). Go to the **Intranet → Departments → Human Resources → Forms → Payroll/Paychecks/Taxes → Time and Attendance Edit Form**



Give or email this form to your supervisor on your next shift, ensuring it is submitted by the Monday morning that ends the pay period, before 11am.

**Palomar Health Time & Attendance | Edit Form**
**PALOMAR  
HEALTH**

**Instructions:** Use this form in the event of an incomplete, incorrect, or missed clocking. Refer to page two of this form for more detailed instructions. PLEASE PRINT CLEARLY AND COMPLETE ALL RELEVANT INFORMATION.

Name: \_\_\_\_\_ Employee ID#: \_\_\_\_\_

Palomar Health Employee     Contract Provider through Agency    Agency Name: \_\_\_\_\_

Date to be Corrected: \_\_\_\_\_  Current Period     Prior Period

---

**"Missed Punch" Time Correction**

Time In: \_\_\_\_\_  AM     PM    Special Pay Code: \_\_\_\_\_

Time Out: \_\_\_\_\_  AM     PM    Special Pay Code: \_\_\_\_\_

---

**Pay (Special)-Code Correction/Addition**

Time In: \_\_\_\_\_  AM     PM    Special Pay Code: \_\_\_\_\_

Time Out: \_\_\_\_\_  AM     PM    Special Pay Code: \_\_\_\_\_

---

**Facility/Department Code Correction (6 digit - Example: Palomar lab = 207500)**

Time In: \_\_\_\_\_  AM     PM    **Incorrect** Facility/Dept Code: \_\_\_\_\_

Time Out: \_\_\_\_\_  AM     PM    **Correct** Facility/Dept Code: \_\_\_\_\_

---

**Job Code Correction**

Time In: \_\_\_\_\_  AM     PM    **Incorrect** Job Code: \_\_\_\_\_

Time Out: \_\_\_\_\_  AM     PM    **Correct** Job Code: \_\_\_\_\_

---

**Non-Productive Time Correction (Prior pay period ONLY)**

Date Begin: \_\_\_\_\_ Date End: \_\_\_\_\_ Total Hours: \_\_\_\_\_

On-Call Time     PTO-Scheduled     PTO-Unscheduled     Bereavement

Jury Duty     Other: \_\_\_\_\_

---

**\* Agency California Missed Meal/Rest Break (Contract Provider Labor ONLY, Not Applicable to Palomar Health Employees)**

I was not provided the opportunity to take an uninterrupted 30 minute meal period before the end of my 5th hour of work

I was not provided the opportunity to take an uninterrupted 30 minute meal period before the end of my 10th hour of work  
*(This option is not applicable if you have a California Meal Waiver form on file.)*

I was not authorized or permitted a 10 minute rest break for every four hours or major fraction thereof

---

**Explanation/Notes:**

\_\_\_\_\_

\_\_\_\_\_

---

**Employee Timecard Change Approval (Required):** I acknowledge the changes above are true and accurate. I further acknowledge that if this adjustment determines that funds were overpaid, that Palomar Health will deduct the overpayment from a future pay check.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Timekeeper Initials: \_\_\_\_\_ Date: \_\_\_\_\_

**TIMEKEEPER USE ONLY:**

**For current pay period adjustments:** Enter corrections directly into API

**For prior pay period adjustments:** Complete the appropriate useform below

\*For Palomar Health employees - Complete the "Prior Pay Period Adjustment - Palomar" useform

\*For Vizient Providers - Complete the "Prior Pay Period Adjustment - Vizient" useform

**Once processed:** Save this Time Edit Form in your department records. Note: If adjustment results in a deduction of previously overpaid funds, a copy of the signed Time Edit Form must also be e-mailed to payroll@palomarhealth.org.

**Useforms located on the Intranet:** Tools > Job Aids > Useforms

Updated 2020.06.29 | 1

## Lucidoc: Policies & Procedures

Lucidoc is the software that holds numerous protocols for how we complete our work, plus it includes a link to Mosby nursing skills. Locating procedures in Lucidoc is like using a search engine such as Google. In the search field, type a word or phrase you think might be in a document or its title.

### Log In (no password needed)

1. Intranet → Business Applications → Lucidoc
2. In the search field type *dress code*.
3. Click the procedure written by the department of Human Resources titled *Dress Code (Standards of Professional Appearance)*.
4. Look through the procedure for any instructions specific to your position.
  - a. TIP: To quickly find a word on a page, press *Control+F* for *find*.
    - b. Type a word you want to find, which will show as highlighted if it is present in the document.
    - c. The Dress Code procedure states the maximum number of earrings to wear per ear. In this case, press *Control+F*, then type *earring*. The maximum number of earrings per ear is \_\_\_\_\_.
    - d. Tattoos that are quarter-sleeve or larger on the arms must be \_\_\_\_\_.
    - e. Any fabric that appears to be \_\_\_\_\_ is not permitted in patient care areas unless it is a Palomar Health logo item.



### Lucidoc Search Tips

First:	Next:
<ol style="list-style-type: none"> <li>1. Type in Search field: <i>internet</i></li> <li>2. Click on the procedure titled <i>Internet Access and Appropriate Usage Standards</i>.</li> </ol>	<p>Control+F: <i>discriminatory</i></p> <p>We are instructed to never use Palomar Health Information Resources for communication that could be considered discriminatory...even from our personal _____ via the Palomar Health network (such as a personal cell phone using the Palomar Health wi-fi network).</p>

<b>First:</b>	<b>Next:</b>
<ol style="list-style-type: none"> <li>Type in Search field: <i>personal time off</i></li> <li>Click on the procedure with this title.</li> </ol>	Control+F: <i>holiday</i> PTO is a combined program for holiday, _____, vacation, and personal business.
<ol style="list-style-type: none"> <li>Type in Search field: <i>attendance guidelines</i></li> <li>Click on the procedure with this title.</li> </ol>	Control+F: <i>one(1) year</i> How many late arrivals within a 1-year period must you have to get a documented verbal warning? _____.
<ol style="list-style-type: none"> <li>Type in Search field: <i>jury duty</i></li> <li>Click on the procedure with this title.</li> </ol>	Control+F: <i>maximum</i> Full and part-time employees who receive a summons notice are paid their base rate for a maximum of ____ consecutive days of jury service.

## iXpand: Learning Management System

Palomar Health uses an online educational system that stores online and in-class courses for staff.

### Accessing iXpand

Go to the *Intranet* → *Business Applications* → *iXpand*

### Logging in

Palomar Health

Sign in with your organizational account

12345

Password

Sign in

### Viewing Your Courses

The My To-Do List page (A) lists your current course schedule (B). To begin the course, click the Start button (C).

# PALOMAR HEALTH FACILITIES

## Employee Parking



### Employee Parking Decals

To park in Palomar Health's employee designated parking lots, you will need to register your car with the Palomar Health Security Department and obtain a parking decal. Place the decal in the lower right corner of your rear windshield.

If you have any questions, please contact the Security Department at 760.739.3173

#### OUTPATIENT BUILDINGS

- 1 Outpatient Center San Marcos**  
120 Craven Road, San Marcos, CA 92078  
Park in unmarked spots on the west side of the building. Do not park in space directly in front of the building.
- 2 Outpatient Center Escondido**  
2125 Citracado Parkway, Escondido, CA 92029  
Park in the area designated for employee parking.
- 3 Outpatient Center Poway**  
(Pomerado Outpatient Pavillion)  
15611 Pomerado Road, Poway, CA 92064  
Parking structure located behind the buildings. Employee parking is located on floors 3 & 4.
- 4 Healthy Development Services**  
660 E Grand Ave, Escondido, CA, 92025  
Park anywhere not marked for visitors.

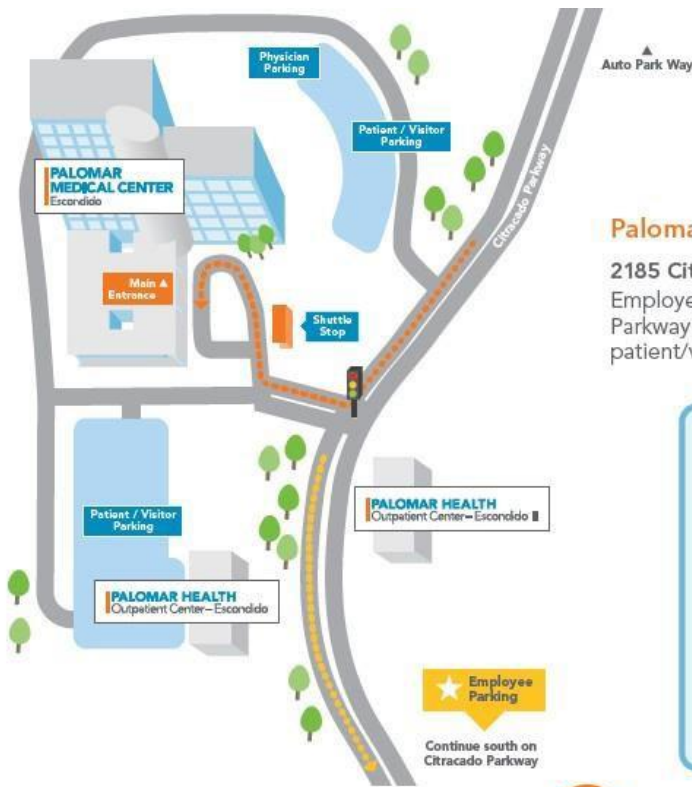
#### H HOSPITALS

- See page 2 for parking details
- H Palomar Medical Center Escondido**
- H Palomar Medical Center Poway**  
The Villas at Poway – Skilled Nursing Facility

#### ADMINISTRATION BUILDINGS

- 5 Corporate Office**  
456 E Grand Ave, Escondido, CA 92025  
Park in the fenced parking lot behind the HR Building.
- 6 Learning & Development Center**  
418 E Grand Ave, Escondido, CA, 92025  
Park in the fenced parking lot behind the HR Building.
- 7 Andreasen Building**  
975 S. Andreasen Drive, Escondido, CA 92029  
Park anywhere not marked for visitors.
- 8 Home Health/Finance Building**  
800 W Gateway, Escondido, CA 92025  
Park anywhere except directly in front of the bank.
- 9 Enterprise Building**  
2227 Enterprise Street, Escondido, CA 92029  
Park anywhere not marked for visitors.
- 10 Palomar Health Foundation**  
960 Canterbury Dr, Suite 110, Escondido, CA 92025  
Park anywhere not marked for visitors.

Hospital Parking details



**Palomar Medical Center Escondido**

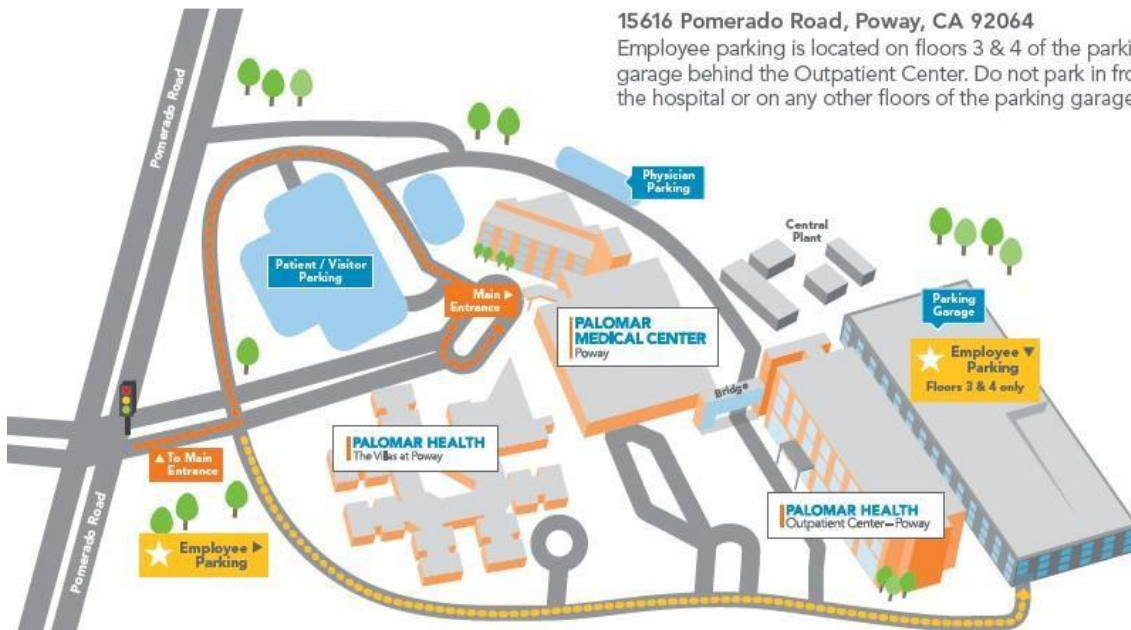
2185 Citracado Parkway, Escondido, CA 92029  
 Employee parking is located at the end of Citracado Parkway with 24/7 shuttles and security. Do not park in patient/visitor parking lots.



**Palomar Medical Center Poway**

**The Villas at Poway - Skilled Nursing Facility**

15616 Pomerado Road, Poway, CA 92064  
 Employee parking is located on floors 3 & 4 of the parking garage behind the Outpatient Center. Do not park in front of the hospital or on any other floors of the parking garage.



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