

## **GENERAL INFORMATION**

### **Our Mission**

We compassionately care for people.

### **Our Vision**

Erlanger is a nationally-acclaimed health system anchored by a leading academic medical center. As such we will deliver the highest quality, to diverse populations, at the lowest cost, through personalized patient experiences across all patient access points. Through innovation and growth, we will sustain our success and spark economic development across the Chattanooga region.

### **Our Values**

- **Excellence** - We distinguish ourselves and the services we provide by our commitment to excellence, demonstrating our results in measurable ways.
- **Respect** - We pay attention to others, listening carefully, and responding in ways that demonstrate our understanding and concern.
- **Leadership** - We differentiate ourselves by our actions, earning respect from those we lead through innovation and performance.
- **Accountability** - We are responsible for our words and our actions. We strive to fulfill all of our promises and to meet the expectations of those who trust us for their care.
- **Nurturing** - We encourage growth and development for our staff, students, faculty and everyone we serve.
- **Generosity** - We are giving people. We give our time, talent and resources to benefit others.
- **Ethics** - We earn the trust by holding ourselves to the highest standards of integrity and professional conduct.
- **Recognition** - We value achievement and acknowledge and celebrate the accomplishments of our team and recognize the contributions of those who support our mission.

## **Proper Attire**

### **Name Tags**

All students as well as hospital employees are required to wear identification tags. Your school I.D. is sufficient. Name tags are to be worn at all times, above the waist and clearly visible while working in the hospital.

## **Parking**

Parking closest to the hospital is for visitors and patients. Please do not use these parking slots.

## **Vehicle Safety**

The hospital does not accept responsibility for vehicles or its contents parked on the premises. All vehicles should be properly locked.

## **Smoking**

Erlanger Murphy Medical Center is a smoke free campus. EMMC established these smoking regulations in order to provide the cleanest and healthiest environment for our patients, employees, visitors and volunteers and to promote healthy lifestyles.

## **Lost and Found**

Any volunteer/students who finds an item on hospital property should turn it into their immediate supervisor or the Housekeeping Department Manager.

## **Discipline**

Erlanger Murphy Medical Center believes that good patient care requires adherence to established policies and procedures and high standards of performance on the part of employees and volunteers/students. EMMC also believes that we have an obligation to utilize the time given to us by volunteers/students in an appropriate manner by providing adequate training and appropriate assignments. Every effort will be made to use a positive approach to discipline and we reserve the right to modify and define appropriate behavior to improve performance on the part of the volunteers/students. The following list includes some reasons, which might cause immediate discharge of a student:

- Theft

- Intoxication on duty or premises

- Possession or use of narcotics or controlled substance on premises

- Conduct deemed inappropriate on premises

- Substandard performance based on peer evaluation

- Abuse or negligence in the care/transporting of a patient

- Willful destruction of hospital property

- Deliberately seeking or repeating information about a patient

- Giving medical advice

- Any other act of similar serious nature

### **Personal Belongings**

The hospital is a public and busy facility. You are discouraged from bringing **large sums of money, personal belongings, or items of value** to the hospital.

### **Solicitation and Distribution**

Solicitation and distribution of any literature without administrative approval is prohibited in all areas in which patients, visitors and the public have access. It is also prohibited in working areas during working hours.

### **Answering the Phone**

Being polite when answering the phone is just as important as when talking face to face with someone. Try to answer the phone the first time it rings. Be sure to give the name of the department and your name. Remember to say “Please” and “Thank you” and speak clearly. Knowing the correct way to use the phone is a positive reflection of that department.

### **Gifts**

As a volunteer/student of the hospital, we do not encourage acceptance of gifts or tips from patients, visitors or staff. We are a service organization.

## **POLICIES AND PROCEDURES**

### **Chain of Command**

It is important when a difficult situation arises, students should follow the appropriate chain of command. If you are working directly with an employee report your situation to this person. If you are working with a number of employees, report to your clinical instructor. If no clinical instructor is available, report to the unit supervisor or unit manager.

### **Reporting an Accidents or Injury to Yourself**

All students injured while here at Murphy Medical Center should report their accident or injury, no matter how small, to their clinical instructor or supervisor. An EAR (Employee Accident Report) form should be completed and seek medical evaluation and treatment if necessary. You should be screened through Corporate Health or the House Supervisor for the need for “first aid” treatment.

### **Adverse Events/Reporting Quality or Safety Concerns**

Any error or potential error should be reported to your clinical instructor immediately. Unit supervisor or Manager should then be notified. Here at Erlanger Murphy Medical Center, we have an open door policy and encourage any safety concerns to be brought forward. Our Risk Manager is Kim Williams and can be reached at ext 7519. If you feel your concerns are not being taken seriously, you are free to report any quality and/or safety concerns directly to The Joint Commission without fear of reprisal from EMMC Administration. Contact information is

The Joint Commission-

Phone Number: 1-800-994-6610 or

Email: [complaint@jointcommission.org](mailto:complaint@jointcommission.org)