

# Handbook



Student /Contract /Allied Health Handbook



**Saint Francis**  
*Healthcare*  
Memphis • Bartlett

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## **Mission:**

**To Help people live happier, healthier lives.**

## **Purpose:**

**To Inspire the staff to embrace a culture that promotes a positive patient experience.**



to and including termination of employment.

Please consult HR for additional questions.

### **Telephone Use**

The telephone system is critical to the daily operation of the facility. Execute appropriate telephone courtesy at all times. You are requested to keep all personal phone calls to a minimum and, unless there is an emergency, should discourage relatives and friends from calling you during working hours. Please keep your conversations brief. Under no circumstances should an employee make or charge a long distance or toll phone call to the facility unless the call is work-related. Abuse of facility telephones may be grounds for termination of employment.

### **Return of Facility Property**

You are responsible for all facility property, materials or written information issued to you or in your possession or control. You must return all facility property in satisfactory condition immediately upon request or upon voluntary or involuntary termination of employment. The facility may take all action deemed appropriate to recover or protect its property.

# **Specific Emergency Codes**

**Dr. D Alert- Potential Disaster Situation, Disaster Plan must be initiated**

**Dr. D Alpha- Radiation, Chemical or Biological Event**

**Dr. Red- Fire**

**Code Pink- Infant Abduction**

**Code Pink Plus- Older Child or Teen Abduction**

**Code Purple- Adult Patient missing**

**Code 99- Patient Out of Control**

**Code W- Crime involving weapon or hostage**

**Time Element- Bomb Threat**

**Harvey Team- Cardiopulmonary arrest; equipment available**

**Dr. Quickstep- Cardiopulmonary arrest; equipment not available**

## Verification of Licensure

All positions requiring licenses or certification and/or educational degrees require verification during the pre-employment process. Those who are licensed professionals must present verification of licenses when requested during the hiring process and, if hired, annually or as required thereafter. Continued affiliations are conditioned on having all necessary licenses or certifications active and in good standing.

## No Solicitation/No Distribution Policy

This policy covers the distribution of literature and solicitation that is not work related; unrelated to the Facility's business; or unrelated to any Facility-sponsored activities. Generally, solicitation is the act of seeking, urging, persuading or petitioning somebody to do something, while the distribution of literature is the act of delivering or passing out of written materials.

### Persons Not Employed By The Facility

Persons who are not employed by the Facility may never distribute literature or solicit employees for any purpose on Facility premises, including building interiors, parking lots, driveways, or any other Facility property unless such access is otherwise required by state law or statute. However, this prohibition does not apply to approve charitable activities or Facility-sponsored activities directly related to our employee benefits package.

You should report any acts or threats of physical violence, including intimidation, harassment and/or coercion, which involve or affect the company, or which occur on company property, to your immediate supervisor, to Security staff, to Human Resources staff, or to Administrative staff, as appropriate to the situation. Additional information is available in facility Violence Workplace policy.

## Appearance and Hygiene

You are required to present a clean and neat appearance and dress according to the requirements of your position. When you are in the workplace, or representing the facility or company outside of the workplace, please remember the following:

- You are requested to be aware of and conscientious about your personal hygiene, neatness of attire and cleanliness of apparel. Strong odors or excessive use of perfumes or cologne are inappropriate. Your good judgment, with periodic assistance from peers and supervisors should, in most instances, be sufficient to define appropriate dress and hygiene.
- If you fail to follow personal appearance and hygiene guidelines, you will be sent home and directed to return to work in proper form.
- • The facility reserves the right to determine the appropriateness of your attire and appearance and implement more specific policies. Continued failure to comply with this policy or your facility's policy may result in corrective action, up

- Threats or acts resulting in the conviction of an employee or agent of company, or of an individual performing services for company on a contract or temporary basis, under any criminal code provisions relating to violence or threats of violence which adversely affect the legitimate business interests of company.

An contract employee's, student or AHP unlawful or unauthorized possession, display or use of a dangerous or deadly weapon, including but not limited to all firearms, in the workplace is prohibited under the Employee Conduct and Work Rules Policy and may subject the employee to immediate corrective action, up to and including termination of employment.

Specific examples of conduct, which may be, considered threats or acts of violence under this policy include, but are not limited to the following:

- Threatening physical or aggressive contact directed toward another individual.
- Threatening an individual or his/her family, friends, associates or property with physical harm.
- The intentional destruction or threat of destruction of company property or another's property.
- Harassing or threatening phone calls.
- Surveillance.
- Stalking.
- Veiled threats of physical harm or like intimidation.

## **No-Access Policy**

Off-duty professionals may access the Facility only as expressly authorized by this policy. An off-duty professional is any person who has completed or has not yet commenced his/her assigned shift.

Off-duty professionals are not allowed to enter or re-enter the interior working areas of the Tenet Facility or any work area outside the Tenet Facility except to visit a patient or to receive medical treatment.

Any professional who violates this Policy will be subject to being reported to their employer or school for consideration of disciplinary action up to and including termination.

## **Facility Bulletin Board Policy**

The posting of notices or written literature on Facility bulletin boards is restricted to the posting of Facility designated documents and notices and federal, state and local required legal postings. Any other written material to be posted on the Facility's bulletin boards must be approved in advance by Human Resources. Unless specific approval is obtained, the posting of such written material is in violation of this Policy. Additionally, posted material found anywhere other than on Facility designated bulletin boards will be removed immediately unless such posting has been approved in advance and in writing by Human Resources

## Confidential Information

The protection of confidential business information and trade secrets is vital to the interest and success of the facility. If you disclose trade secrets or confidential business information, you will be subject to being reported to your employer or school for consideration of corrective action, up to and including termination of employment, even if you do not actually benefit from the disclosed information.

Disclosing confidential information could be an invasion of employee privacy, have negative effects on the facility's position and business operations, and may result in adverse legal and financial consequences for the organization. Healthcare organizations by their very nature are privy to sensitive, confidential information, such as, but not limited to, patient information, clinical protocols, research and development and marketing strategies, scientific and technical data and formulae, customer lists, financial information, compensation and benefits data, inside publications, employee data, policies and procedures, and forms.

In no case should confidential information be conveyed to individuals outside the organization, including family or associates, or even other facility employees who do not need the information in performing their job duties. Any sensitive subject matter should be discussed only on a "need to know" basis. Contractors/AHP/Students should not seek out sensitive information. Employees without a "need to know" who become aware of confidential information should use discretion to protect the confidentiality of such information. The duty to protect confidential information, proprietary information, and trade secrets extends after your contract ends.

## Violence in the Workplace

Your safety and security are of vital importance. Acts or threats of physical violence, including intimidation, harassment and/or coercion, which involve or affect the company, or which occur on company property, will NOT be tolerated from anyone. The prohibition against threats and acts of violence applies to all persons involved in the operation of Tenet and its facilities, including, but not limited to company personnel, contract and temporary workers and anyone else on company property. Violations of this policy by any individual will result in corrective action, up to and including termination of employment, and/or legal action as appropriate.

Workplace violence is any intentional conduct which is sufficiently severe, offensive or intimidating to cause an individual to reasonably fear for his or her personal safety or the safety of his or her family, friends and/or property such that employment conditions are altered or a hostile, abusive or intimidating work environment is created. Examples of workplace violence include, but are not limited to, the following:

- Threats or acts of violence occurring on company premises, regardless of the relationship between the company and the parties involved in the incident.
- Threats or acts of violence occurring off company premises involving someone who is acting in the capacity of a representative of the company.
- Threats or acts of violence occurring off company premises involving an employee of the company as a victim if the company determines that the incident may lead to an incident of violence on company premises.

The reasons for monitoring include, without limitation, to investigate wrongdoing, to determine whether security breaches have occurred, to monitor compliance with policies and to obtain work product needed by other employees.

The company purchases and licenses the use of various computer software for business purposes and does not own the copyright to this software or its related documentation. It is the company's policy to acquire software through legitimate means and respect agreements concerning the use and copying of software. You may not use software on more than one computer or use any personally acquired software on the facility's computer without expressed approval and authorization of the Information Systems Director or Department.

Security of the company's information systems is a priority and the responsibility of all professionals. You must sign off the computer you use when away from the computer for extended periods and at the end of each workday.

Computer log-in Ids and passwords for network access, e-mail, voice-mail, and other applications should never be revealed to anyone unless requested by authorized Tenet personnel.

You should notify your immediate supervisor, Information Systems Department, or any member of management upon learning of violations of this policy. While not all inclusive, any breach of the policies information and technology systems may result in corrective action up to and including termination of employment.

## **Smoke-Free Workplace**

The facility provides a safe, healthful and comfortable work environment for all employees, customers and visitors by prohibiting smoking in the workplace. The facility believes that a smoke-free policy is consistent with our leadership role in the healthcare industry and contributes to employee health, wellness and productivity.

This policy applies to all facility employees, contractors, students, Allied Health Professionals, visitors, patients, and physicians and is in effect 24 hours a day. Smoking is defined as carrying, holding or using a lighted cigarette, cigar or pipe of any kind or emitting or exhaling smoke of any kind.

Smoking is prohibited in all interior and exterior areas of the facility except where specifically authorized by facility policy. Violation of this policy will be regarded as any other violation of facility policy and will result in being reported to your employer or school for considerations of corrective action, up to and including termination of employment.



## Drug-Free Workplace

It is the facility's desire to provide a drug-free, healthful and safe workplace. To promote this goal, you are required to report to work in appropriate mental and physical condition to perform your job in a safe and satisfactory manner.

While on facility premises and while conducting business-related activities off facility premises, you may not use, possess, distribute, sell or be under the influence of drugs or alcohol or engage in the unlawful distribution, manufacture, dispensing, possession or use of illegal drugs. Violations of this policy may lead to corrective action, up to and including immediate termination of employment, and/or required participation in a substance abuse rehabilitation or treatment program. Theft or diversion of drugs by an employee, contract worker, student or Allied Health Professional is a serious violation of work rules and will lead to termination of employment. Such violations may also have legal consequences.

The legal use of prescribed drugs is permitted on the job only if it does not impair an professionals ability to perform the essential functions of the job effectively and in a safe manner, and does not endanger other individuals in the workplace.

In keeping with the goals established by this policy, as discussed below, contractors, students , AHP and pre-placement employees may be required to provide body substance samples (e.g., blood, urine) to determine the illicit use of drugs. The facility will attempt to protect the confidentiality of all drug test results.

Any non-work related use of the systems is prohibited. Examples of inappropriate use of the systems include, but are not limited to, the following:

- Threatening or harassing other employees;
- Using obscene or abusive language;
- Creating, displaying or transmitting offensive or derogatory images, messages, or cartoons regarding sex, race, religion, color, national origin, martial status, age, physical or mental disability, medical condition or sexual orientation or which in any way violate Tenet's policy prohibiting employment discrimination and harassment in employment;
- Creating, displaying or transmitting "junk mail" such as cartoons, gossip, or "joke of the day" messages;
- Creating, displaying or transmitting "chain letters"; and
- Soliciting or proselytizing others for commercial ventures or for religious, charitable or political causes. This includes "for sale" and "for rent" messages or any other personal notices.

You should not expect privacy with regard to the company's information systems. Any communications which is private confidential or personal should not be placed on the company's information systems. The company expressly reserves the right to intercept, read, review, access, and disclose all e-mail messages, to intercept, to listen, review, access, and disclose all voice mail messages and to intercept, read, review, access, and disclose all computer files, including, but not limited to internet usage and web sites that you have accessed. Every time you use or log on to these devices you are consenting to such action.



## Use of Information and Technology Systems

Computers, including portable computers, computers files, terminals, internet-connected terminals, the e-mail system, the voice-mail system and software furnished to you are facility property and intended for business use only. These information systems, together with the Internet, assist the facility in conducting business internally and externally. The equipment that makes up these systems together with the data stored in the systems, are and remain at all times, the property of the facility whether they are located in your home, at a remote location or in the office. As such, all messages or information created, sent, received or stored in the systems as well as all information and materials downloaded into facility systems are and remain the property of the facility. You should not use a password, access a file, or retrieve any stored communication without authorization. To ensure compliance with this policy, computer and e-mail use may be monitored.

The company strives to maintain a workplace free of harassment and sensitive to the diversity of its contract employees, students and AHP. Therefore, the company prohibits the use of voice-mail, computers, and the e-mail and Internet systems in ways that are disruptive, offensive to others, or harmful to morale. Further, you are expressly prohibited from abusing Tenet's information systems.

Drug tests may be conducted in any of the following situations:

- **Pre-Placement Testing:** As a condition to assuming any position that has been offered, a pre-placement employee is required to provide a body substance sample for drug testing. This occurs in connection with the pre-placement medical examination at some facility's.
- **Post-Accident Testing:** Any current professional who is involved in a serious incident or accident while on duty, whether on or off the Hospital premises, may be asked to provide a body substance sample.
- **Fitness-For-Duty or Reasonable Suspicion Testing:** This test may be required if significant and observable changes in Contract, Student or AHP performance, appearance, behavior, speech, etc. provide reasonable suspicion of his/her being under the influence of drugs and/or alcohol. A fitness-for-duty evaluation may include the testing of a body substance sample.
- **Random Testing:** An contract employee, student or AHP who tests positive and who successfully completes a rehabilitation program may be subject to unscheduled testing for a twelve (12) month period following reinstatement.

Subject to any limitations imposed by law, a refusal to provide a body substance sample, under the conditions described above, is considered insubordination and may result in corrective action, up to and including termination of employment.

Contract employees, students or AHP and their possessions, and facility-issued equipment and containers, including but not limited to desks and lockers, under control are subject to search and surveillance at all times while on facility premises or while conducting facility business. Those believed to be under the influence of drugs, narcotics or alcohol will be required to leave the premises.

Please consult the facility's Drug Free Workplace and Drug Testing Policy or your Human Resources Representative for more information on this subject.

## **Medical Examinations**

Pre-placement medical examinations may be required after a conditional offer of employment has been made and before the individual starts work. As required by law, fitness for duty examinations and/or medical monitoring may be required in certain situations. All medical examinations are performed by a qualified health professional of the facility's choice. An offer of employment and/or subsequent assignment of duties is contingent upon satisfactorily completing the medical examination to facility standards.

## **Workplace Monitoring**

Workplace monitoring may be conducted by the facility to ensure patient, professionals, quality control, security and patient satisfaction. If you regularly communicate with patients, vendors or customers, you may have your telephone conversations monitored or recorded. Telephone monitoring is used to identify and correct performance problems through targeted training. Improved job performance enhances our patients' and others' image of the facility as well as their satisfaction with our service.

Computers furnished to employees are the property of the facility. As such, computer usage and files may be monitored or accessed.

The facility may conduct video surveillance of non-private workplace areas. Video monitoring is used to identify security and safety concerns, maintain quality control, detect theft and misconduct, and discourage or prevent acts of harassment and workplace violence.

## Theft Prevention

Because many of our facilities are always open, we urge you to be alert for the entry of unauthorized persons whenever you are on duty. If you see anyone in the facility that does not appear to be a contract employee, student or AHP who is outside their regular working area without permission, please offer assistance and direct them to their destination. If you see anyone acting suspiciously, notify your supervisor or Security Department immediately.

## Security Inspections

The facility maintains a work environment that is free of illegal drugs, alcohol, firearms, explosives or other improper materials. In administering this policy, the facility prohibits the possession, transfer, sale or use of such materials on its premises. The facility requires the cooperation of all professionals in administering this policy.

Desks, lockers and other storage devices may be provided for the convenience of contract employees, students and AHP, but remains the sole property of the facility.

Accordingly, they, as well as any articles found within them, may be inspected by any agent or representative of the facility at any time, either with or without prior notice.

The facility strictly prohibits theft or unauthorized possession of the property of contract employees, students, AHP, patients, facility visitors and customers. To facilitate enforcement of this policy, the facility or its representative may inspect not only desks and lockers but also persons entering and/or leaving the premises and any packages or other belongings.

## Safety

The facility provides periodic workplace safety training and information to professionals and complies with all applicable laws regarding health and safety in the workplace. Our success in administering this policy depends on the alertness and commitment of all. Failure to adhere to safety responsibilities may result in corrective action, up to and including termination of employment.

## Use of Equipment and Vehicles

When using facility property, you are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards and guidelines including but not limited to use of cell phones and any other mobile electronic devices.

You are required to notify your supervisor if any equipment, machines, tools or vehicles appear to be damaged, defective or in need of repair. The improper, careless, negligent, destructive or unsafe use or operation of equipment or result

in corrective action, up to and including termination of employment. Facility vehicles shall be used for official business only and shall be operated within the limits of traffic law and safety regulations. Each contract employee, student and AHP who drives a facility vehicle must possess a valid state driver's license or chauffeur's license, as appropriate.

You will be personally responsible for any fines incurred as a result of driving or parking violation while operating a facility vehicle.