



# STUDENT ORIENTATION MANUAL

## ABOUT US

### Mission Statement

University of Maryland Rehabilitation & Orthopaedic Institute delivers innovative, high-quality, and cost-effective rehabilitation and surgical services to the community and region. We provide:

- An interdisciplinary continuum of care including inpatient and outpatient surgery, rehabilitation and additional services as required.
- A proactive environment for patient safety, implementing improvements as patient safety risks are identified.
- A site for public and professional health care education and research.

### Vision

UM Rehabilitation & Orthopaedic Institute's vision is to become widely recognized as an integral component of the University of Maryland Medical System in its role as:

- A regional hospital specializing in the provision of acute, chronic and outpatient rehabilitation services;
- A regional hospital specializing in the provision of a full array of Orthopaedic services for adults and children;
- A high-quality provider of specialized medical/surgical programs.

### Values

- Quality and Compassionate Care
- Excellence in Service
- Respect for the Individual
- Patient Safety
- Quality in Research and Education
- Cost Effectiveness

## STUDENT HEALTH SCREENING

All Students are required to complete the health screening. This verification of vaccinations. Our goal at UM Rehab & Ortho is to protect you and our patients from any type of illness or disease. Maintaining a drug free workplace is the responsibility of each individual at UM Rehab & Ortho by personally refraining from the abuse of drugs and/or alcohol, and reporting those who are suspected of using drugs or alcohol. The use of illegal drugs and/or alcohol will result in immediate dismissal.

Flu and Covid-19 vaccination compliance are mandatory to all team members and partners (employees, physicians, students, volunteers, vendors and contractors). Under the policy, all employees must be vaccinated.

## APPEARANCE / DRESS CODE AND IDENTIFICATION

All students must wear their School of Nursing badge at all times while in the hospital or receive a temporary ID from the security desk. Uniforms should be neat, clean, loose fitting, and in good repair.

- **Hair and Make-Up:** Hair should be clean, well-groomed and controlled and appropriate to the job. Extremes in hair styles and color are not acceptable (purple, green, blue, etc. are not permitted). Due to patient sensitivity, employees may not wear make-up that is deemed to be extreme in nature.
- **Beards and Mustaches:** Appropriately trimmed at all times to meet the safety and sanitation requirements of the related job function.
- **Fingernails:** Fingernails must be neat, trimmed and at a length that does not impede performing job duties. Nail polish worn must not be chipped and the nail can be no longer than  $\frac{1}{4}$  inch in length from fingertip for individuals working in the identified patient care areas.
- **Perfumes:** Due to patient sensitivity, strong perfume may not be worn where it may have a negative impact on any patients, visitors or other employees. UM Rehab & Ortho is a fragrance-free facility.
- **Footwear:** Shoes should be neat, clean, presentable, and appropriate to one's job duties and job area.
- **Jewelry:** No more than 3 earrings per ear. Wearing jewelry as part of body piercings is only permitted when not visible to the eye. No more than one hoop per ear and the hoop cannot be larger than  $1\frac{1}{2}$  inch in diameter. Visible piercing is strictly limited to ears. Wearing jewelry as part of body piercings is only permitted when not visible to the eye.
- **Tattoos:** Every attempt should be made to cover tattoos.
- **Chewing Gum:** Please do not chew gum while working.
- **Cell Phones / Personal Pagers / Electronic Devices.** Wearing or carrying personal pagers, cell-phones or electronic devices during work time for the sole purpose of making or receiving personal calls or pages is prohibited. "Bluetooth" not provided by the hospital are not allowed while working.



## ATTENDANCE AND PUNCTUALITY

UM Rehab & Ortho expects consistent and reliable service. Please report on time (with enough time to park, check in and get to your unit by your scheduled time) and stay for the period that is assigned. In the case of lateness, illness or an emergency, the student must notify his/her assigned work area (charge nurse) as far in advanced as possible for each occasion

## BREAKS AND LUNCH

Students and staff are not permitted to have food and drink in patient care areas, in waiting areas, or in the Grand Lobby. Food may be eaten in staff lounges on each unit or in the cafeteria. Ask your preceptor's permission to leave your work station before you leave for break or lunch. Your preceptor should always know where you are in the hospital.

## PERSONAL BELONGINGS

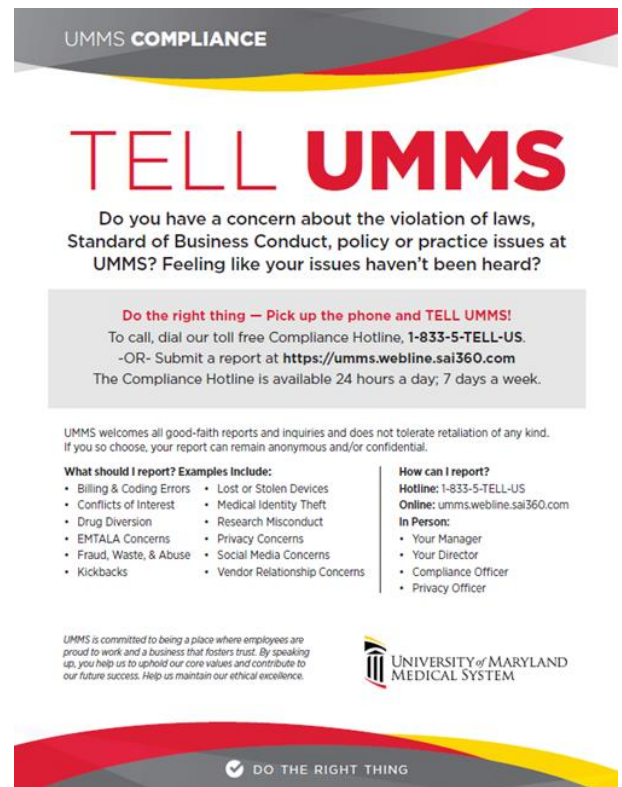
Do not bring valuables to work with you. The unit staff will show you where you can store small items. Immediately report any thefts to security.

## CORPRATE COMPLIANCE

We promote the highest standards of behavior and integrity in all that we do. We strive to "do the right thing". Students should not accept gifts of more than nominal value from patients, their families and/or staff. Students are not permitted to accept monetary gifts.

## HIPAA

The Health Insurance Portability and Accountability (HIPAA) Act of 1996 is arguably the most significant health care legislation since the creation of Medicare. HIPPA changed the way providers regard patient information and the way health care business is conducted. In the final analysis HIPPAA will result in patient information being more secure and more private and the cost of processing the transactions required to care for patients will be reduced. Since the advent of the computerized patient record the task of maintaining patient confidentiality has become more challenging than ever. Privacy is one of the key regulatory components under Title 11. Volunteers promise to keep patient information confidential under the hospital's code of ethics as now it is illegal to violate this code.



**UMMS COMPLIANCE**

# TELL UMMS


Do you have a concern about the violation of laws, Standard of Business Conduct, policy or practice issues at UMMS? Feeling like your issues haven't been heard?

**Do the right thing — Pick up the phone and TELL UMMS!**  
To call, dial our toll free Compliance Hotline, **1-833-5-TELL-US**.  
-OR- Submit a report at <https://umms.webline.sai360.com>  
The Compliance Hotline is available 24 hours a day; 7 days a week.

UMMS welcomes all good-faith reports and inquiries and does not tolerate retaliation of any kind. If you so choose, your report can remain anonymous and/or confidential.

<b>What should I report? Examples include:</b>		<b>How can I report?</b>
<ul style="list-style-type: none"><li>• Billing &amp; Coding Errors</li><li>• Conflicts of Interest</li><li>• Drug Diversion</li><li>• EMTALA Concerns</li><li>• Fraud, Waste, &amp; Abuse</li><li>• Kickbacks</li></ul>	<ul style="list-style-type: none"><li>• Lost or Stolen Devices</li><li>• Medical Identity Theft</li><li>• Research Misconduct</li><li>• Privacy Concerns</li><li>• Social Media Concerns</li><li>• Vendor Relationship Concerns</li></ul>	<p><b>Hotline:</b> 1-833-5-TELL-US <b>Online:</b> <a href="https://umms.webline.sai360.com">umms.webline.sai360.com</a> <b>In Person:</b></p> <ul style="list-style-type: none"><li>• Your Manager</li><li>• Your Director</li><li>• Compliance Officer</li><li>• Privacy Officer</li></ul>

UMMS is committed to being a place where employees are proud to work and a business that fosters trust. By speaking up, you help us to uphold our core values and contribute to our future success. Help us maintain our ethical excellence.

 **UNIVERSITY of MARYLAND  
MEDICAL SYSTEM**

**DO THE RIGHT THING**

## **CONFIDENTIALITY**

The University of Maryland Medical System has information deemed as PHI (Protected Health Information) by HIPAA in both paper and electronic files and has the obligation to protect the privacy of its patients and clients and is legally bound by HIPAA to make sure this PHI is secure and private.

The maintenance of patient confidentiality is a right protected by law and is a matter of grave concern in any health facility. The condition of a patient and the specific treatment a patient receiving is strictly confidential and may not be discussed inside or outside of the hospital. You are required to sign a statement indicating that you will uphold the patients' confidentiality. If you fail to do so, you will be dismissed as a Volunteer. Confidentiality extends to the staff as well. If a problem develops between you and a particular staff person, discuss it with your Clinical Instructor. In addition, you should be discreet with the amount of personal information you share about yourself.

## **DISRUPTIVE BEHAVIOR/ WORKPLACE VIOLENCE**

UM Rehab & Ortho is committed to maintaining a work environment in which all individuals are treated with respect and dignity and free of disruptive behavior and or violence. As such, students agree to:

- Adhere to the standards of conduct.
- Communicate in an open and respectful manner.
- Manage conflict that may lead to disruptive behavior including actual or potential violence.
- Workplace violence is defined as words or actions which abuse or threaten the mental or physical well being of any individual in the workplace. This includes any act in which one person seeks to hurt or intimidate the other through the use of physical contact or verbal harassment or manipulation.
- Domestic violence is identified as violent behavior committed by one partner against the other and is characterized by a pattern of cohesive behaviors that may include repeated battering, psychological abuse, sexual abuse, sexual assault, progressive isolation, and deprivation. Domestic violence is the degrading experience of being physically, psychologically, and/or sexually abused for the power and control by one partner over the other.

Disruptive behavior can lead to workplace violence and is described as a style of interaction with physicians, hospital, personnel, patients, family members, or others that interferes with patient care. Disruptive behavior can cause distress among other staff, overall morale within the work environment, undermining productivity possibly leading to high staff turnover and/or ineffective or substandard care. The following behaviors will not be tolerated: violence, harassment, intimidation, and any other disruptive behavior that could interfere with work performance and the delivery of safe quality care to patients.

If any student feels that he/she has been a victim of harassment, should notify the Clinical Instructor and Unit Manager immediately. The complaint will be investigated by the hospital and corrective action will be taken as appropriate.

## FOR YOUR SAFETY

- If you have any type of accident while at UM Rehab & Ortho, you must immediately notify your Clinical Instructor, then the Unit Manager. Our medical staff will assess your emergency needs. If necessary, you will either be sent out by ambulance to a nearby hospital or asked to visit your personal physician.
- If you should become ill while on duty, inform your Clinical Instructor.
- Please do not come to the hospital on days that you are ill. If you have just recovered from having had TB, Hepatitis B, meningitis, chicken pox, etc., you must report to Employee Health first to be cleared for duty.
- If you have Covid-19 symptoms or have been exposed to someone with COVID, please email [NOTIFYUMROI@UMM.EDU](mailto:NOTIFYUMROI@UMM.EDU)

## ACCIDENT PREVENTION

- Be safety conscious.
- Alert your supervisor to any potential safety hazard.
- Use proper body mechanics when bending and lifting.
- Wear low heeled, closed toed shoes.
- Look where you're going.
- Walk, don't run.
- Avoid wet and slippery floors.



## PROPER BODY MECHANICS

- Most back injuries result from improper lifting. According to the principles of biomechanics the worst lifting occurs when the body is extended over the load. Twisting in the position invites injuries; keep your back upright to shift weight on the powerful leg muscles. Size up the load before you lift. If it looks heavy it probably is! Get a firm footing; spread your feet apart for a wide base of support and to improve balance point toes out.
- Plan route and clear path of obstacles.
- Bend your knees, don't bend at the waist; keep the principles of leverage in mind at all times; train muscle groups to work together.

- Lift with your legs.
- Hold objects close to your body; never hold your load away from your body.
- Keep your back upright and avoid twisting. Do not twist or change feet position but keep spine position set.

## HAZARDOUS MATERIALS

It is necessary to use different types of chemical agents when cleaning in the hospital. As a Student, you may be exposed to and/or use some of those cleaning agents. The Material Safety Data Sheets are located on all UM Rehab & Ortho computer desktops. Please ask your department manager to share those with you. Be sure to follow the instructions and wear appropriate personal protective equipment when/if using any cleaning supplies.

## INFECTION CONTROL

The best way to prevent the spread of infection is handwashing. Use hand foam when going into and upon leaving a patient room. Additionally, wash hands when they are visibly soiled or contaminated. Pay attention to isolation signs that are posted outside of the patient room (if applicable). Please ask the patient's nurse or charge nurse before entering a room with an isolation sign.



## ISOLATION

ALL students MUST STOP outside of any room displaying an ISOLATION SIGN. The student must then check with the charge nurse to see if it is permissible to enter the room.

**STANDARD PRECAUTIONS** are to be followed at all times regarding blood and bodily fluids. You must assume that ALL blood and bodily fluids are contaminated by blood borne pathogens such as the AIDS Virus and/or the Hepatitis B Virus. Standard Precautions have been developed to minimize the risk of disease transmission for all healthcare workers whose activities may bring them into contact with infected blood and bodily fluids.

- Standard Precautions mean the routine and consistent use of appropriate barrier protections to prevent skin and mucus membrane transmission of microorganisms resulting from contact with blood and body substances, as a part of the practice of general hygiene. Volunteers are considered to be at low risk of exposure, however safety is important and Standard Precautions must be followed at all times.
- Blood and body substances include but are not limited to the following: blood, breast milk, feces, nasal secretions, non-intact skin, saliva, semen, sputum, urine, vaginal secretions, vomit, and wound drainage. (Note: blood and body substances do not include tears or perspiration unless they contain visible evidence of blood).



If it is likely that the student will come in contact with blood or body fluids, appropriate personal protective equipment will be worn as needed: mask, eye protection, gloves, gowns, etc. After use, be sure to wash hands.

If blood or urine has been accidentally splashed onto a Student's skin or into the eyes or if the Student has been struck by a dirty sharp object, immediately thoroughly wash the area with soap and water, notify your preceptor and clinical instructor and go to Employee Health.

## PATIENT SAFETY

### DIETRY RESTRICTIONS AND SWALLOWING PRECAUTIONS

**Never** give any patient anything to eat or drink, including water, without first checking with nursing. *A significant number of our patients have difficulty swallowing and/or are on special diets.* Patient needs and safety must be carefully monitored by the clinical staff.

## FALL PREVENTION

Patients have an increased risk of falling due to surgery, illness, deconditioning, unfamiliar environment and routines, and/or changes in medications. Fall prevention is everyone's responsibility. Identify and correct hazards and unsafe situations (or find someone who can). In the event that a patient falls or is presumed to have fallen (fallen on the floor) alert a staff person immediately.



# TIPS

## Tailoring Interventions for Patient Safety

**TIPS** is an evidence-based fall prevention program, using a three-step process to create a hospital culture that values fall prevention.

### STEPS INCLUDE:

- 1 Fall risk assessment
- 2 Tailored fall prevention planning
- 3 Consistent implementation of the plan tailored to include both patient and family

Patient Name:		Date:	
<input type="checkbox"/> Increased Risk of Harm if You Fall	<input type="checkbox"/> Fall Interventions (Circle selection based on color)	<input type="checkbox"/> Communicate Recent fall and/or Risk of Harm	<input type="checkbox"/> Walking Aids
<b>Fall Risks</b> (Check off that apply)		<input type="checkbox"/> Crutches	<input type="checkbox"/> Cane
<input type="checkbox"/> History of Falls	<input type="checkbox"/> Medication Side Effects	<input type="checkbox"/> IV Assistance When Walking	<input type="checkbox"/> Telling Schedule: Every _____ hours

### HOW DOES TIPS WORK?

The nurses will create a safety plan based on the patient's risk for fall and/or injury. The nurses will update the poster in collaboration with the patient and family to ensure that everyone understands the patient's risk and knows what to do to prevent a fall. Risk factors are checked off and the matching color interventions are circled on the TIPS poster.

### WHAT IS MY ROLE WITH TIPS?

- To review the selected risk factors and interventions put in place for the patient and ensure that interventions are maintained
- To reinforce the plan and engage the patient and family, as indicated on the poster
- To collaborate with the nurses if you see a change in the patient's fall risk and feel the plan should be altered to improve the patient's safety



## EMERGENCY MANAGEMENT

### UM REHAB & ORTHO'S EMERGENCY NUMBER IS "111"

- CALL IF YOU DISCOVER A FIRE.
- CALL IF YOU BELIEVE SOMEONE IS EXPERIENCING A MEDICAL EMERGENCY.
- CALL IF YOU WITNESS AN EXPLOSION.
- CALL IF YOU NEED HELP IMMEDIATELY.

Utilize the call bell system in patient care areas to alert staff to an emergency



**EMERGENCY CODES** – Please be aware of the emergency codes used at UM Rehab & Ortho. These can be found on your badge card. Talk with your preceptor about what to do in each of these instances.

- Code **Blue** – Cardiac Arrest/Resuscitation
- Code **Gold** – Bomb Threat
- Code **Gray** – Elopement
- Code **Green** – Combative Person
- Code **Orange** – Hazmat Spill
- Code **Pink** – Infant Abduction
- Code **Purple** – Security Response
- Code **Red** - Fire
- Code **Silver** – Active Shooter
- Code **Yellow** – Disaster

## **FIRE PREVENTION**

Alert your supervisor to any worn or frayed electrical wires.

Alert your supervisor to any malfunctioning equipment.

## **FIRE SAFETY GENERAL INSTRUCTIONS**

If students are transferring patients from one area to another or are away from their assigned area when the fire alarm sounds:

- Take patients to the nearest safe area. Leave patients in the care of nursing staff.
- Leave the floor by a safe stairway and return to your assigned area.
- Close the doors and windows in your assigned area. Turn off any fans.
- Stay there until the "ALL CLEAR" is sounded or you are given other instructions.
- Do not use the elevators in any emergency.
- Do not open any door that is warm to the touch.
- Do not use the telephones, other than to notify 111 operators.
- Stay calm. Never let the fire come between you and the exit.
- If you are transporting equipment, leave the equipment in an area away from doors and corridors and return to your assignment.

### **In the event of a fire remember R.A.C.E.**

- **RESCUE:** Rescue patients, visitors, employees, and volunteers in immediate danger from the fire. These individuals should be moved beyond the corridor smoke doors. (All other individuals should remain in their room or office with the doors closed).
- **ALERT:** Pull the fire alarm. Dial "111" and say CODE RED at \_\_\_\_ (location). Advise the operator of the specifics about the fire - exact location, nature, and extent.
- **CONTAIN:** Close all doors and windows. Be sure fire doors are closed. Turn off fans, air conditioners and heat. Never open a door that is warm to touch.
- **EXTINGUISH:** If safely possible, attempt to extinguish the fire. This should only be done with an approved fire extinguisher and if the fire is small. Even if the fire appears to be out, the alarm must still be pulled and the operator notified by dialing "111".

### **To extinguish a fire, remember P.A.S.S.**

- **PULL:** Pull the pin from the extinguisher.
- **AIM:** Aim the nozzle or hose at the base of the fire.
- **SQUEEZE:** Squeeze the handle.
- **SWEEP:** Sweep the contents.

## DISABILITY AWARENESS

Always think and speak using PERSON FIRST language. First and foremost, those with disabilities are people, not conditions or diseases. Only secondarily do they have one or more disabling conditions. Hence, they should be referred to as people, and if important or relevant to this situation, people with disabilities.

- **DISABILITY:** A disability is a condition that could have been caused by an accident, trauma, heredity, or disease, which may limit a person's mobility, hearing, vision, speech and language, ability to learn, development, mental and/or emotional function. Some people may have more than one disability.
- **HANDICAP:** A handicap is a physical or attitudinal constraint that is imposed upon a person, regardless of whether that person has a disability. *Webster's New World Dictionary* defines handicap as something which hampers a person, a disadvantage; a hindrance. For example, some people with disabilities use wheelchairs. Thus, stairs, narrow doorways, and curbs are handicaps to people with disabilities who use wheelchairs. So, people have disabilities, not handicaps, which is a word found offensive by many people with disabilities.

## Communicating With and About People With Disabilities

*People first language emphasizes the person first not the disability.*



People First Language	Language to Avoid
Person who is blind/visually impaired	The blind
Person who has a communication disorder, is unable to speak, or uses a device to speak	Mute, dumb
Person who uses a wheelchair	Confined or restricted to a wheelchair, wheelchair bound
Person with a physical disability	Crippled, lame, deformed, invalid, spastic
Person with epilepsy or seizure disorder	Epileptic

National Center on Birth Defects and Developmental Disabilities



For more information about disability and health,  
visit: [www.cdc.gov/disabilities](http://www.cdc.gov/disabilities)

## **WHEELCHAIR OPERATION AND ETIQUETTE**

A person's wheelchair is part of his or her body space and should be treated with respect.

- Speak directly to the person him/herself. If the conversation lasts for more than a few minutes, sit down or kneel so that you can make good eye contact.
- Always ask the wheelchair user if they would like assistance. It may not be needed or wanted. It may be necessary for the person to give you some instructions on how to help them.
- Do not hang or lean on the wheelchair; it is his/her personal space.
- Don't make assumptions about what a wheelchair user can or cannot do.
- When giving directions to a person in a wheelchair, be sure to include distances, weather conditions, and physical obstacles that may hinder a wheelchair user's travel.

## **PATIENT TRANSPORT PROCEDURES**

- If an isolation sign is posted outside of the patient's room, STOP. Ask the nurse if it is "OK" for you to enter. If it's "OK" ... Alert nursing that you are taking the patient to therapy or other area.
- If the patient needs assistance to transfer into the chair, alert staff. Students never initiate transfers.
- Make sure that the patient's hands are in his/her lap and feet are on the foot rest.
- Always back the wheelchair on and off of an elevator.
- Always put the wheelchairs brakes on as soon as the destination has been reached.
- Use caution at corners and doorways.
- Alert the therapist or clinic staff that the patient has arrived and wait with the patient until they are ready.
- After therapy/appointment, alert the staff that you are taking the patient back to his/her room.
- Alert nursing that the patient has been returned to his/her room.
- Be sure that the patient can reach the nurse call button and the phone (if the patient has one).

## NATIONAL PATIENT SAFETY GOALS (NPSG)

# 2022 Hospital National Patient Safety Goals

The purpose of the National Patient Safety Goals is to improve patient safety. The goals focus on problems in health care safety and how to solve them.

### Identify patients correctly

NPSG.01.01.01

Use at least two ways to identify patients. For example, use the patient's name *and* date of birth. This is done to make sure that each patient gets the correct medicine and treatment.

### Improve staff communication

NPSG.02.03.01

Get important test results to the right staff person on time.

### Use medicines safely

NPSG.03.04.01

Before a procedure, label medicines that are not labeled. For example, medicines in syringes, cups and basins. Do this in the area where medicines and supplies are set up.

NPSG.03.05.01

Take extra care with patients who take medicines to thin their blood.

NPSG.03.06.01

Record and pass along correct information about a patient's medicines. Find out what medicines the patient is taking. Compare those medicines to new medicines given to the patient. Give the patient written information about the medicines they need to take. Tell the patient it is important to bring their up-to-date list of medicines every time they visit a doctor.

### Use alarms safely

NPSG.06.01.01

Make improvements to ensure that alarms on medical equipment are heard and responded to on time.

### Prevent infection

NPSG.07.01.01

Use the hand cleaning guidelines from the Centers for Disease Control and Prevention or the World Health Organization. Set goals for improving hand cleaning. Use the goals to improve hand cleaning.

### Identify patient safety risks

NPSG.15.01.01

Reduce the risk for suicide.

### Prevent mistakes in surgery

UP.01.01.01

Make sure that the correct surgery is done on the correct patient and at the correct place on the patient's body.

UP.01.02.01

Mark the correct place on the patient's body where the surgery is to be done.

UP.01.03.01

Pause before the surgery to make sure that a mistake is not being made.



This is an easy-to-read document. It has been created for the public. The exact language of the goals can be found at [www.jointcommission.org](http://www.jointcommission.org).

## HOSPITAL GUEST RELATIONS

Hospital Guest Relations are important because all of the patients at UM Rehab & Ortho have suffered a serious trauma, illness, and/or surgery. You, as a student, are representing UM Rehab & Ortho Institute, it is very important that you maintain a high level of enthusiasm and energy to help the patients on their journey toward a life of increased independence. We take pride in our organization and we want our guests to feel welcome and appreciated. We hold ourselves to the standards of **ROCKET**:

- **Respect** – I will respect diversity of our staff and patients; respect the work environment; respect guests by maintaining privacy; respect coworkers in my words and deeds; respect others' time by being punctual and productive; and I will respect the organization by recognizing that everyone has an important voice.
- **Ownership** – I will take pride in my work; I will speak up when I see an opportunity to improve patient care; I will follow up on a concern until it is resolved or get help to do so; I will remain up-to-date on policies, procedures and initiatives and remain conscious of healthcare costs and minimize waste.
- **Communication** – I will employ AIDET + (see below) and will effectively use verbal, non-verbal and written communication.
- **Knowledge** – I will remember that patient education is important and everyone's job; I will strive to be a life-long learner by participating in educational activities; and I will continue to seek new knowledge to enhance my ability to do my job.
- **Etiquette** – I will demonstrate courtesy by using guests' last names, saying "please", "thank you" and/or "excuse me", knocking before entering rooms, giving guests the right of way in the hall, keeping my voice down, refraining from gossip and only using my personal phone when on break.
- **Teamwork** – I will anticipate and offer to help without being asked; I will collaborate on patient care issues; I will be aware of my role and the roles of others on my team; I will resolve differences professionally and confidentially; I will take responsibility for communication and give my co-workers the information they need and I will look for instances where I can collaborate, celebrate and recognize my team members.

All interactions with patients and their families should be guided by a respect for their feelings and concerns. View every encounter (patient, family, staff, vendors, other volunteers) as an opportunity for you to create a feeling of hospitality for those with whom you come in contact. A friendly smile or thoughtfully worded directions can only reflect favorably on the medical center and the volunteer program. If you are asked a question and don't know the answer, say so, but be sure you inform the guest that you will find the answer for him/her.

- You are to apply the **10-5** rule with passing patients, visitors, or staff as you walk through the hospital corridors, at *10 feet make eye contact*, at *5 feet greet the other person*.
- All patient/customers interaction should include all or part of **AIDET +**
  - **Acknowledge** with good eye contact and positive body language and an expression of empathy.

- Introduce yourself and tell the patient what role you have in their care.
- Duration, give a time expectation of how long the interaction would take.
- Explain, explain what would be taking place during the interaction.
- Thank the patient creatively (i.e., thank you for your trust, for being a good patient, for letting me help you, etc.)
- Plus- Promise to get answers back to patients and to follow up on concerns the patient might have.

## COMPLAINTS

If a patient or visitor complains about something, don't argue or offer excuses; use **HEART**:

- **H** – Hear; listen to what the patient has to say.
- **E** – Empathize; express genuine concern.
- **A** – Apologize; say “I am so sorry that happened, it is not our usual standard.”
- **R** – Repair; ask if there is anything you could do.
- **T** – Thank; offer thanks to the patient for sharing the concern.



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