

Observer Guidelines

Appearance and Grooming

Your appearance is important because it helps maintain our professional image. You and your clothing should be clean and neat. Business casual with comfortable closed-toe shoes are appropriate, but jeans, shorts, skirts, t-shirts, perfume, and heavy jewelry are not. Using good judgment in style of dress and appearance is essential. Questions concerning appropriate dress can be directed to Visiting Student Affairs.

Identification Badge

Visiting Student Affairs will issue a temporary ID badge as a means of identification. Badges should be worn on an outer garment, waist level or higher. The ID badge must be returned at the end of your visit.

Confidentiality

Carilion must assure that the operations, activities, and business affairs of the hospital, patients, and customers are kept confidential. During the healthcare experience, students may receive confidential or business related information about the hospital, customers, or co-workers. This information must be handled in strict confidence and should not be discussed outside the hospital. Our patients have the right to expect that personal details will not be discussed in or out of the hospital, except in conversations on the unit where they directly related to care. Direct questions about a patient to the nurse in charge or the nurse manager. Written consent is obtained from the patient before information is released.

Drug Free and Smoke Free Workplace

Carilion makes every effort to maintain a drug-free and smoke-free workplace. The abuse of controlled substances subjects all employees, visitors, and patients to safety risks and affects our ability to operate effectively and efficiently. The unlawful possession, distribution, dispensing, sale, or use of a controlled substance in the workplace or while engaged in company business on or off Carilion premises is strictly prohibited. Most Carilion facilities have designated smoking areas off-site but nearby. Smoking in any smoke-free area subjects the offender to immediate dismissal.

Parking

Directions for parking at Carilion Clinic facilities will be forwarded along with your shadow confirmation email.

Safety

Carilion provides a safe and healthy place to work. Precautions are taken to protect against occupational hazards or accidents. In some cases, policies will be department-specific. This will be discussed in orientation at safety meetings and during specific periodic in services or reviews. Each student must follow all hospital safety policies. Job safety is everyone's responsibility. Report any unsafe conditions to the nurse manager or charge nurse.

Food Services

Food service in the hospitals is available for hot meals in the hospital cafeteria. Students may also use the cafeterias when bringing meals from home. Vending machines are available 24 hours a day.

Schedule Changes or Cancellations

To ensure the safety of our patients and staff, you may not attend your scheduled shadowing visit if you experience any of the following symptoms in the 48 hours prior to your visit—fever, cough, diarrhea, chills, chest pain, shortness of breath or vomiting. Immediately contact Visiting Student Affairs so they can let the department know you will not be coming. You may be rescheduled for another date after being symptom free for at least 24 hours.

Students who will be late or cannot observe due to a family/personal emergency must contact Visiting Student Affairs. Any changes in the schedule must be approved by the department.

Signature

Date (MM/DD/YY)

Print Your Full Name