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Welcome,

We are excited that you have chosen to complete your affiliation with UNC Healthcare Systems. Our clinical education program is designed to provide the student with opportunities to apply academic knowledge, practice clinical skills, and to develop professional attitudes and behaviors.

I hope that I can answer most of your questions with the orientation manual. Please read this letter and all of the below information carefully. UNC Healthcare requires several things before allowing a student to begin an affiliation.

We will meet for orientation at 7:00 am in the lobby of Memorial Hospitals. (You will find a map in this packet; the lobby is under the yellow star). I will come find you in the lobby. Please call me at (912) 655-7810 if I have not arrived by 7.15am. Make sure you bring a form of identification with you (driver’s license or any official identification), a pen, personal laptop and your smartphone. During this orientation time, we will review UNC Health Care policies and procedures, how the systems work, Electronic Medical Record (EPIC) documentation, your responsibilities, frequently asked questions, obtain a nametag, pager, and tour the hospital. If you are running late, please call (912) 655-7810.

Please let me know if you need any additional clarification or assistance with completing anything in the packet.

Kristel Maes

Kristel Maes, PT, DPT
Center Coordinator of Clinical Education
Rehabilitation Therapies
UNC Healthcare
101 Manning Drive
Chapel Hill, NC 27514
(984) 974-0208
Clinicaledreq@unchealth.unc.edu
TO DO LIST

You are required to complete this list **AT LEAST 4 weeks** prior to your start date:

- ✓ Read this ENTIRE packet
- ✓ Sign the signature page and send it to your Director of Clinical Education or Student Coordinator
- ✓ Verify with your Director of Clinical Education or Student Coordinator that your school has records of the required immunizations, health and liability insurance, drug screen results and criminal background check

You are required to complete this list **AT LEAST 2 weeks** prior to your start date:

- ✓ LMS modules
- ✓ Arrange housing / transportation
- ✓ Email your Clinical Supervisor to introduce yourself and ask any specific questions regarding the area you will work in, dress code, schedule, preparation materials, etc.
UNC Medical Center is a new name for a well-established health care family, including UNC Hospitals and the community clinics staffed with UNC Faculty Physicians. Since 1952, UNC Hospitals and the faculty practice have served patients from all 100 North Carolina counties and throughout the southeast.

Consisting of the N.C. Cancer Hospital, N.C. Children’s Hospital, N.C. Memorial Hospital, N.C. Neurosciences Hospital and N.C. Women’s Hospital in Chapel Hill and UNC Hospitals Hillsborough Campus, located in Hillsborough. UNC Hospitals is a public, academic medical center operated by and for the people of North Carolina.

With a staff of more than 7,100 employees (which includes 1,100 medical staff and 780 resident physicians) UNC Hospitals and clinics strive to provide high quality patient care, to educate health care professionals, to advance research and to provide community service.

The UNC Medical Center is an 803-bed facility, which serves more than 37,000 people each year. The Medical Center is also proud to welcome the more than 3,500 new Tar Heels born and cared for each year at the N.C. Women’s Hospital and N.C. Children’s Hospital.

In addition to women's and children's services, The UNC Medical Center delivers the best in interdisciplinary health care to all North Carolinians. Specialized patient care services include the Breast Center, Cardiovascular Program, Diabetes Care Center, Lung Center, Rehabilitation Center, Spine Center, Wound Management Program and Comprehensive Transplant Center. The medical center's extensive expertise in arthritis, digestive diseases, endocrinology, ENT, gynecology, hemophilia, infertility, rheumatology, and orthopaedics has achieved both regional and national recognition.

The UNC Medical Center campus is also home to the Lineberger Comprehensive Cancer Center, one of 40 National Cancer Institute-designated centers in the United States. The cancer hospital has been specifically designed to build on the UNC Medical Center’s three decades of excellence in-patient and family centered care, offering the full spectrum of cancer services in a single location.

The reach of the UNC Medical Center extends beyond Chapel Hill and into the greater Triangle area through its network of primary care and specialty physician practices located in Orange, Wake, Durham, Chatham and Lee counties. These offices, in addition to the UNC Family Medicine Center and Ambulatory Care Center, provide the basic health care outpatient services most families need, in convenient locations. Over 800,000 people are cared for at UNC practices and clinics each year.
Vision and Values

It is our vision to be the nation's leading public academic health care system.

We Care About

Our Patients and their Families
Delivering quality health care and outstanding service is fundamental to everything we do.

Our Team
Attracting and retaining the best team members is of paramount importance to our health care system. We will do this by providing an environment that:

- Pursues the highest level of safety and quality
- Focuses on treating patients and colleagues with courtesy, honesty, respect and dignity
- Recognizes people for their achievements and capabilities
- Is professionally satisfying
- Encourages the open exchange of views
- Does not tolerate offensive and disruptive behavior

Our Community
Finding ways to improve the health of all North Carolinians through our affiliated hospitals and hospital systems, and our physician’s network.

How We Work

Accountability to Our Patients

- We will have a culture dedicated to service and to measurable accountability.
- Patients will experience a seamless and sophisticated system of care that is efficient, safe and easy to navigate.
- Outstanding research programs will enable high quality patient care with the most recent medical advances.


**Service to the State**

- We will be innovators in research, development and implementation of new means for improving the health of North Carolinians and sharing that knowledge with a national audience.
- We will nurture collaborative partnerships with AHEC, the health sciences schools, the state of North Carolina, employers, insurers, key constituencies and among our affiliated hospitals and health care systems.
- We will have clarity in our roles as the state's safety net institution and as a leader among such institutions across the region and the United States.

**Maintaining Financial Viability**

- Financial viability will be a system-wide objective with specific expectations and accountabilities established for each component of the health care system.
- This financial viability and margin will come from continual improvements in our operations and from an explicit, unapologetic focus on productivity enhancement.

Information taken from ‘About the University of North Carolina Health Care System’, UNC Hospitals Vision and Values
Commitment To Caring

UNC Health Care’s Commitment to Caring is the foundation for the successes we now enjoy, as well as, the achievements we hope to reach in future years. To reach our goal of becoming the nation’s leading public academic medical center, we have to focus on the foundational aspects, or “pillars,” of UNC Health Care.

The six pillars we have identified for UNC Health Care are:

People – Our colleagues and patients

Service – The care and service we provide to each other and the people of North Carolina

Quality – Ensuring patient safety while striving to improve performance

Finance – Making wise financial decisions to ensure a healthy future for UNC Health Care

Growth – Proactively adjusting to better meet the needs of the people of North Carolina

Innovation – Developing groundbreaking research and integrating it with the latest technology into patient care.
UNC Rehabilitation Service Line

Mission

The mission of the Rehabilitation Service Line at UNC Hospitals is to provide quality care to the patients we serve in an effective, efficient and compassionate manner.

Vision

The Rehabilitation Service Line will be a leader in the provision of high quality rehabilitation services and education to the people of North Carolina and those who come to us for care.

Values

*Teamwork:* We are committed to fostering an environment that promotes respect, courtesy and collaboration among all members of the health care team and the patients and families we serve.

*Professionalism:* We are dedicated to providing excellent rehabilitative care that integrates evidence-based practice and research.

*Respect:* We treat everyone with dignity and are sensitive to the cultural differences and the diversity of the people we serve.

*Stewardship:* We make wise use of our resources while advancing our mission of service to the community.

*Integrity:* We serve our patients and each other in accordance with the highest ethical standards and in a reliable, accountable and transparent manner.

Commitment to Caring

*Commitment to Caring Teams:* Several multidisciplinary teams represented by leadership, inpatient, ambulatory, nursing, medical staff, quality and other areas review opportunities and priorities as they relate to the pillars of our foundation: people (staff and patients), service, quality, finance, innovation, and growth.
Rehabilitation Services Disciplines

Child Life:
5-day coverage with rotating weekends
Primary Coverage Areas:
• Pediatric Sedation Excellence Service
• Pediatric Special Programs and Community Inreach
• Pediatric OR
Aftercare/Psychosocial care programs for pediatrics—Recreational Therapist who works in pediatrics to address the needs of the oncology patients through expressive arts, photo voice, support groups, patient and family retreats.

Occupational Therapy:
7-day coverage with rotating weekends and holidays
Primary Coverage Areas:
• Adult acute care- primarily serves inpatients in a variety of specialty areas including trauma, vascular, burns, orthopedics, geriatrics, pulmonary, neurology/neurosurgery, and oncology
• Acute Inpatient Rehab
• Pediatrics
• Psychiatry Main Campus (Child, Adolescent, EDU, PHP, Crisis, Gero, Perinatal, PHP) and WakeBrook Inpatient Unit.
• Outpatient- Serving patients in our specialty clinics for Rehabilitation Care, Lymphedema, and UE care (Hand Center)

Physical Therapy:
7-day coverage with rotating weekends and holidays
Primary Coverage Areas:
• Adult acute care-primarily serves inpatients in a variety of specialty areas including trauma, vascular, burns, orthopedics, geriatrics, pulmonary, neurology/neurosurgery, psychiatry, women’s health, oncology, and ENT.
• Acute Inpatient Rehab – primarily serves adults and older adolescents with a variety of diagnoses, including neurological impairments, amputation, spinal cord injury, traumatic brain injury, stroke, orthopedics, oncology, transplant, and debility.
• Pediatrics
• Outpatient- specialty clinics: Spine, Cardiopulmonary, ortho, neuro, peds, women’s & men’s health and lymphedema.

Recreational Therapy:
7-day coverage with rotating weekends and holidays
Primary Coverage Areas:
• Oncology
• Bone Marrow Transplant Unit
• Burn Center
- Psychiatry Main Campus (Child, Adolescent, EDU, PHP, Crisis, Gero, Perinatal and BHED) Includes PHP and BHED
- Psychiatry WakeBrook (Inpatient unit, Facility Based Crisis, Addictions Treatment Center, Crisis and Assessment Service)
- Acute Inpatient Rehab
- Pediatrics

**Speech Therapy:**
7-day coverage with rotating weekends and holidays.
Primary Coverage Areas:
- Adult acute care – primarily serves inpatients with neurogenic communication, swallowing, speech, language, or cognitive impairment.
- Acute Inpatient Rehab – primarily serves inpatients within the Center of Rehabilitation Care with neurogenic communication, swallowing, speech, language, or cognitive impairment.
- Pediatrics– primarily serves pediatric in and outpatients with feeding and swallowing disorders as well as speech language, communication, and/or cognitive impairment. (5-day coverage)
- Outpatient – primarily serves adult outpatients with neurogenic communication, swallowing, speech, language, or cognitive impairment (at the CRC) or voice disorders (at Carolina Crossing Voice Center).

**Audiology:**
5-day coverage 8-5 primarily outpatient clinics
Primary Coverage Areas:
- ENT Clinic First Floor Neurosciences
  - Primarily outpatient pediatric audiometric evaluation and hearing aid/assistive device fitting
  - Diagnostic audiometry for patients being seen in ENT physician’s clinics on a daily basis
  - OR ABR testing when sedation required for children
  - NICU hearing screening program conducted by Audiology
  - Oversee the NBNursery hearing screening and perform follow-up tests after initial referral
  - Audiometric testing in conjunction with Cranio-facial, SICC
  - Inpatient hearing testing for Oncology or others as consulted

UNC Hearing and Voice Center at Carolina Crossing
- Adult audiological evaluations
- Adult hearing aids: fitting and follow-up
- Adult cochlear implantation evaluation and follow-up
- Diagnostic audiometry for patients being seen in ENT physicians clinics on a daily basis
Please use the interactive map to help you navigate
[http://www.unchealthcare.org/site/aboutus/howtofindus/interactivemap](http://www.unchealthcare.org/site/aboutus/howtofindus/interactivemap) and
[http://www.unchealthcare.org/site/aboutus/unc-healthway](http://www.unchealthcare.org/site/aboutus/unc-healthway)

**Hospitals**

UNC Hospital Main Campus, 101 Manning Drive, Chapel Hill, NC 27514

Memorial Hospital, Children’s Hospital, Women’s Hospital, Neuroscience Hospital, Cancer Hospital

Services: PT, OT, SLP, RT, CLS and AuD

You will meet me at the yellow star, which is in the lobby on the ground floor of Memorial Hospital 7:00 am for your orientation.
New Hospitals

**WakeBrook**
Inpatient and outpatient mental health and or substance abuse treatment.
OT and RT Psychiatry
107 Sunnybrook Road
Raleigh, NC 27610
Room 216
OT (984) 974-4950, RT (984) 974-4940

**UNC Hospital Hillsborough Campus**
PT and OT
460 Waterstone Dr, Hillsborough, NC 27278
Room 31012
Phone: (984) 215-2444

Hospital Based Clinics

**Center for Rehabilitation Care (CRC)**
PT: Neurology, Orthopedics, Pediatrics, Women’s health and Lymphedema.
OT and SLP.
1807 North Fordham Blvd (on 15/501 in the former Borders building) Chapel Hill, NC 27514 Phone: (984) 974-9700

**Carolina Crossing Hearing and Voice Center**
2226 Nelson Highway (on Highway 54), Suite 102, Chapel Hill, NC 27517
Phone: (919) 490-3716

**Ambulatory Care Center (ACC)**
PT Orthopedics and Pediatrics, and OT Hand Center
PT Room 2148, Hand Center Room 3521
102 Mason Farm Road
Chapel Hill, NC 27599
OT (984) 974-5799, PT (984) 974-5766
Physical Therapy at UNC Wellness Center
at Meadowmont
100 Sprunt Street, Chapel Hill, NC 27517
Room 127 Phone: (984) 974-2560
PT Orthopedics and Aquatic Therapy

Physical Therapy at Northwest Cary
Wellness Center
PT Orthopedics
350 Stonecroft Lane, Cary, NC 27519
Phone: (984) 974-6083

Physical Therapy at Imaging and Spine
Center
PT Spine
1350 Raleigh Road, Chapel Hill, NC 27517
Phone: (984) 974-4110

UNC Therapy Services at Carolina Pointe II
6011 Farrington Road, Suite 303
Chapel Hill, NC 27517
(984) 974-3696

UNC Therapy Services Pelvic Health
460 Waterstone Drive
Room 27041
Hillsborough, NC 27278
# Management Team

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Email</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
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<td><a href="mailto:Mark.Prochazka@unchealth.unc.edu">Mark.Prochazka@unchealth.unc.edu</a></td>
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<tr>
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<tr>
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<td>Assistant Director, Rehabilitation Therapies Areas of Responsibility: Burn Center, Inpatient Rehabilitation Center PT/OT/SLP/RT, Acute Care PT/OT</td>
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<td>(984) 974-5311</td>
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<td>(984) 974-0373</td>
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<td>Manager, Outpatient Therapy PT/OT/SLP</td>
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<tr>
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<td>(984) 974-0208</td>
</tr>
</tbody>
</table>
Department Clinical Education Roles and Responsibilities

To make sure we all speak the same language in the department, the UNC Rehabilitation clinical education committee has created the following definitions:

- **Clinical Supervisor:** staff person who is supervising the student day to day in clinical skills on site (previously called “clinical instructor” or “fieldwork supervisor” or “internship supervisor”).
- **Student:** person in training to become licensed in our profession.
- **Fellow:** staff person who either graduated from an accredited program of SLP or RT or is in his/her 4th year of an Audiology program and is working under the supervision of a licensed staff member within that discipline (1 year period)
- **Resident:** licensed staff person in OT or PT participating in a 1 year advanced training program
- **Clinical Affiliation:** fieldwork/educational experience.

**Role of school’s Education Program Director**
1. Assure all students are in good standing
2. Oversee and coordinate clinical affiliations
3. Communicate with CCCE to assure compliance with affiliation agreement
4. Consults on issues of termination of a failing student
5. Provide yearly requests for student placements in a timely fashion

**Role of Director, Assistant Directors and Managers in the Rehabilitation Service Line**
1. Monitors agreements by teams to accept students
2. Provides feedback to therapist, as well as team coordinators during performance evaluations
3. Supports policies for clinical education
4. Oversees and supports team coordinators and CCCE
5. Assists when needed

**Role of Center Coordinator of Clinical Education (CCCE)**
1. Coordinates student clinical affiliations with schools
2. Coordinates school requests to team coordinators, receives confirmation or denials of student affiliation requests, and ensures total number of affiliations granted is reasonable
3. Serves as a liaison with schools; and coordinates information to and from Education Program Directors
4. Orient students to facility on first day
5. Serves as a resource for students and Clinical Supervisors
6. Promote department’s commitment to teaching
7. Facilitates solutions to problems not handled at other levels
8. Consults on issues of termination of a failing student
9. Consults on issues of terminating/initiating contracts with particular schools
10. Set and review policies for clinical education
Role of Clinical Supervisor
1. Orient Student to clinical responsibilities, specific work area policies and procedures.
2. Provides supervision for clinical care.
3. Teaches
4. Provides regular feedback, both verbally and in writing
5. Facilitates weekly meetings about progress and development of skills
6. Provides support and feedback for student’s assignments
7. Communicates with CCCE regarding student progress and problems

Role of Student
1. Participate in planning learning experiences according to mutually agreed upon objectives among the program, student and facility
2. Demonstrate comprehensive patient care
3. Abide by National, State and Facility policy and procedure.
4. Present on one or more of the following: in-service, case study, literature review, journal review or presentation that is mutually agreed upon by the Clinical Supervisor
5. To be an active participant in learning, giving and receiving feedback and taking opportunities to learn.
6. Required to be present for your clinical affiliation (If you need to be absent from your clinical affiliation, please email your supervisor and your CCCE. You will need to comply with your schools attendance policy. We will work with you to make up any days necessary.)
7. Arrive at least 5-10 minutes prior to your start time to be ready for your first patient.
Student’s Responsibilities prior to start of clinical affiliation

1. Assure all requirements have been completed and are on file with your school:
   a. Criminal Background Check, which must be completed within 6 months from the
date the Student begins his or hers assignment at the Hospital, and must be
reviewed and confirmed by the School prior to the student’s assignment at the
hospital. If your criminal background is flagged, your school will notify us. Please
do NOT submit this information to us directly.
   b. Obtain and maintain health insurance and professional liability insurance
   c. 5 panel urine drug screen
   d. Immunization Record of the following
      1. Flu Shot (starting in October and going through May)
      2. 2 step TB skin test or IGRA within a year of placement
      3. Measles
      4. Hepatitis B
      5. Mumps
      6. Rubella
      7. Varicella
      8. Tdap

2. Required to complete the following modules after you have received a username and
password for Learning Made Simple (LMS). (UNC students have been given access to
this by their school and are expected to have completed these prior to their start date).
You need to have completed these modules two weeks prior to coming. Please complete
all assigned modules in our Learning Made Simple. Use your u number and password.
You have to access LMS via Citrix at this link
client on your PC/Mac, visit https://csg.unch.edu and follow the instructions depending
on your laptop/computer model (Mac versus windows). See screenshot below to find
instructions! Once you access Citrix, login using the same UNC Health Care Domain
username and password. You WILL have to log in to LMS again (using the same UNC
Health Care domain credentials again). We realize this second login seems redundant, but
we have found that using Citrix to access LMS significantly reduces page load times and
improves the user experience.
If you have problems logging in to Citrix/LMS, please contact the ISD Help Desk at (984) 974-4357 or HD@unchealth.unc.edu.

There are several modules to complete which will take you a good amount of time (about 8 hours).

Please make sure to complete all Epic modules and assign yourself for the test. You need a passing score of 80%.

3. Obtain Housing and Transportation (if applicable)

Campus parking is not available during your affiliation.

Students can utilize the Park and Ride system, Chapel Hill Transit or TTA systems. [http://www.townofchapelhill.org/town-hall/departments-services/transit/park-ride](http://www.townofchapelhill.org/town-hall/departments-services/transit/park-ride)

Below are your options; for more information, visit the above website.

*Free parking is available if your clinical affiliation is at Hillsborough hospital, WakeBrook hospital, CRC, Carolina Crossing, UNC Imaging and Spine center, UNC Wellness Center at Meadowmont, UNC Wellness Center at NW Cary. You need to arrange for transportation if you are at the main hospital or the ACC.*
- Once you have received your ID badge during orientation, you will be able to purchase a pass in the following UNC Park and Ride Lots.

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Routes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Friday Center</td>
<td>Located off Friday Center Drive and NC 54</td>
<td>FCX Route, HU Route, V Route</td>
</tr>
<tr>
<td>MLK Jr Blvd</td>
<td>725 MLK Jr. Blvd</td>
<td>G Route, HS Route, NS Route, NU Route, T Route</td>
</tr>
<tr>
<td>NC-54 East</td>
<td>Located off Friday Center Dr and NC 54</td>
<td>HU Route, S Route</td>
</tr>
<tr>
<td>Chatham County</td>
<td>Off 15-501 near Old Lystra</td>
<td>CCX Route</td>
</tr>
<tr>
<td>Hedrick Building</td>
<td>Located off Friday Center Dr and NC 54</td>
<td>HU Route</td>
</tr>
</tbody>
</table>

- To purchase permits to the town of Chapel Hill Park and Ride lots click below. *(no UNC ID badge necessary)*


- Carrboro Plaza
  - Behind Carrboro Plaza at Hwy 54 and W Main St
  - CPX Route, CW Route

- Jones Ferry
  - Just south of Old Fayetteville Rd and Jones Ferry Rd
  - CM Route, CW Route, JFX Route

- Southern Village
  - Just off 15-501 South
  - NS Route, V Route

- Eubanks Road
  - 1768 Eubanks Rd, Chapel Hill, NC 27516
  - NS Route, CRX

- Pittsboro Lowe’s
  - 121 Lowes Drive, Pittsboro, NC 27310
  - Pittsboro Express

- Triangle Transit
  - [http://www.gotriangle.org/](http://www.gotriangle.org/)

- Chapel Hill Chamber of Commerce

- Town of Chapel Hill
  - [http://www.townofchapelhill.org/](http://www.townofchapelhill.org/)
Student’s Responsibilities during Clinical Affiliation

1. You will have a weekly meeting with your Clinical Supervisor to review your progress, goals and objectives for your clinical affiliation. Please use the **UNC weekly planning form survey link** on the SharePoint site (we will grant you access to this during orientation).

2. Participate in monthly Interdisciplinary Student Learning Activity with CCCE.
   - Inpatient: 3rd Tuesday of each month from 8-10 am in main conference room on 1st floor in Rehabilitation Department
   - Outpatient: 4th Friday of each month from 8-10 am at the UNC Imaging and Spine center conference room 1st floor

3. Schedule midterm and final meetings with your Clinical Supervisor and CCCE.
   Midterm and Final (exit interview) for 15 minutes- can be over phone or in person. The CCCE will send you a meeting invite for these during orientation.
   **Student is responsible for setting up midterm and end term review with Clinical Supervisor.**
   *Please submit a copy of the FINAL review to the CCCE (except for PTs)*

4. ID badge: Keep your name tag shoulder level
   All employees, staff members, volunteers, and visitors, while on UNC Health Care premises, are required to wear appropriate identification as defined in the Identification and Access Control Card Policy in UNC Health Care Policy Manual. An employee's name and picture must be visible at all times.

   **UNC University Students.** You will wear your UNC CH nametag for the duration of your affiliation. We will grant you access electronically to our department. **All other Students:** You will receive a UNC Health Care badge on your first day. Please have your driver’s license with you for this process. **Last name:** if you work on the psychiatric unit and you want your last name removed from your ID badge, please contact your respective board for approval and we can arrange the modification with the parking and permit office.

5. Follow your Clinical Supervisor’s schedule. Any exceptions need to be communicated to the CCCE via email at clinicaledreq@unchealth.unc.edu. Adhere to general rules, policies and regulations of UNC Health Care. We follow your school’s policy regarding absences from your clinical placement.

6. Work in collaboration with assigned staff member who retains responsibility for the patient.

If you need additional support, we have a clinical education representative from each service area. If you would also like to meet with them please reach out to the CCCE to arrange a meeting.

*My door is always open. If you need anything, please come find me. My office is on the 7th floor in between the psychologist and speech therapy office Room N7032. If you need help on days I am not in my office, please reach out to Stephanie McAdams, Assistant Director (984) 974-5311.*
General Information

1. Health, Malpractice and Liability Insurance

The hospital does not provide health insurance coverage and you are not privileged to the existing hospital insurance policy. Therefore, in the event of emergency, you will be advised to seek medical attention via the emergency department. Personal Health and Liability Insurance are required prior to your affiliation and must be recognized by the state of North Carolina. Proof of adequate coverage is required prior to beginning the affiliation.

2. Dress Code

- **Scrubs**

  The rehabilitation service line wears charcoal gray colored scrubs in **acute care and pediatrics**. You are not required to purchase gray colored scrubs. You may wear solid colored scrubs during your affiliation. If you are in the burn center, you will be given a new set of scrubs daily from the hospital vending machine due to infection control measures. *Please bring an extra pair of scrubs and shoes to store in your locker in case your clothing get soiled during patient care.*

- **Non-Uniform Clothing**

  Clothing should fit properly and be clean, pressed, and in good condition; **outpatient, rehab and psych**.

  The following is a list of attire that is **inappropriate** in the workplace at UNC Health Care:

  1. Clothing that is non-professional in appearance, length, and fit of clothing, such as:

     - Backless dresses or tops
     - Skirts above the knee or which have high slits
     - Pants shorter than mid-calf
     - Clothing that is excessively tight or revealing

  2. Casual beach or athletic wear (such as sweat pants, stretch pants/warm up pants, and tights or leggings worn as pants). Hoodies are not allowed.

  3. T-shirts with logos unless the logo identifies UNC Health Care or units within UNC Health Care

  4. Shirts with revealing necklines, bare midriff tops, and clothing bearing any type of unauthorized message, including but not limited to offensive messages, or offensive images

  5. Spaghetti strap blouses

  6. Denim

  7. Shorts or skirts (or similar attire)

  8. Hats
2. For safety reasons, all employees must wear shoes that are appropriate to their job. Shoes should be clean and in good repair.
The following are not appropriate footwear for the workplace at UNC Health Care:
   1. Flip-flops
   2. Slippers
   3. Excessively high-heeled shoes

- **Accessories/Miscellaneous:** Jewelry, etc. must be limited for safety reasons. Thus, facial piercings, or other accessories at risk to harm staff or patient must not be worn in the workplace. This includes excessive amounts of accessories as well. Tattoos, if present, should be concealed. Chewing gum is **NOT** considered appropriate in the presence of patients, visitors, or guests. Good personal hygiene is required. Cleanliness is an essential part of providing high-quality service to our customers. A neat, clean, business-like and professional appearance is a requirement for all jobs. In most instances, you may wear your hair the way you choose while working, as long as it remains well trimmed, well groomed, and business-like in appearance. Other employees, as well as patients and guests, have a right to expect general cleanliness and good dental hygiene from the staff. Artificial nails may not be worn when involved with direct patient care. You must refrain from using body fragrances such as cologne, talc powder, and after-shave lotions, which may have an adverse effect on patient care, on co-workers and on visitors.

3. **Cafeteria**


   Please speak with your Clinical Supervisor regarding the location of designated breakdown areas and other arrangements within the department to store your prepared food.

4. **Electronic Devices**

   Excessive personal calls during the workday, whether by personal cellular phone, office or house phone, can interfere with the effective delivery of patient care, personal work productivity, and create a distraction for others. Discretion must be used in receiving personal calls on cellular telephones during work hours. Calls should be limited to non-work time whenever possible.

   **You are NOT allowed to carry personal cellphones on you in patient care areas.**
Please remember your personal and school emails are outside of the UNC Hospital Firewall. Please do not email any PHI at any time (notes, questions, etc.). Please do not browse personal email or non-work related sites on our computers.

5. Useful websites

Rehab Therapy Services SharePoint Site: This is our department’s site. We will grant you access during orientation. This site has a student section with a lot of the information. It also has a calendar with all in-services offered at UNC that you are welcome to attend.

- **Intranet at Work**: Please take the time to explore this website once you are onsite with us.
- **UNC Health Care System Leadership**
  http://www.unchealthcare.org/about-us/system-leadership/
- **Rehab Services Web Links**:

6. Holiday Schedule

UNC Hospitals uses a holiday designation system of Clinic Closed vs Clinic Open Holidays. During Clinic Closed dates, some hospital areas may function on a reduced schedule. If the holiday is designated Clinic Open, all clinics operate at normal capacity.

7. Communication

Rehab Therapy Services Main Number is *(984) 974-5300.*

**Local calls:**
Dial 9 to get an outside line.
To dial any hospital number from within the hospital: 4- last 4 digits of the phone number

**Long distance calls:**
9-1-area code + phone number + PIN (verify number with your supervisor)

**Common Phone Numbers:**
Hospital Operator: 4-1000
ISD: 4-4357
CCCE: 4-0208
Rehabilitation Therapies Department: 4-5300

**Vocera:**
Inpatient staff uses Vocera for communication. Students will not have Vocera, but can use this system from any phone by calling 54502

**Paging System:**
6-PAGE (dial pager you are trying to contact, dial return number)  
For 216 pagers: dial 9 for an outside lined followed by (919) 216- _ _ _  Enter call back number followed by # key.
123 pagers: Do not dial 9. Just dial 123- _ _ _
IF you are assigned a pager, please wear during all working hours.

8. Computers

You will be assigned a username and password to login to the computer. DO NOT share this with anyone as any actions taken on the computer can be tracked back to your personal ID. You might not be able to log on to certain sites from your personal laptop while at work, please use available computers and laptops within the clinic.

When you get up from the computer, please log off for security reasons.

9. Documentation in EPIC

EPIC is our electronic medical record system.
- If you are here for one or a couple days only, you will not have any access to EPIC.
- If you are here for less than 4 weeks, you will have VIEW ONLY in EPIC
- If you are here for a full clinical, you will have STUDENT access.
- You will NEVER enter G-codes or billing into our systems!. You will not document FIM scores, education or complete a Plan of Care. You will discuss these items with your Clinical Supervisor as to not limit your learning experience.

You can ONLY be in EPIC while on site during your clinical. YOU may NEVER access EPIC under someone else’s username (do NOT even touch the keyboard when someone else is logged in). You may NEVER access patient’s records that you are not treating. Failure to do this will result in termination of your clinical affiliation and you will NEVER be allowed into our systems again!
# UNC Hospitals & Clinics List of Prohibited Abbreviations

Medical errors are often the result of misinterpreted abbreviations and illegible handwriting. UNC Hospitals and Clinics are working to improve patient safety by prohibiting the following problematic abbreviations from use.

The following abbreviations are prohibited in all handwritten and free text electronic clinical documentation at UNC Hospitals & Clinics.

<table>
<thead>
<tr>
<th>ABBREVIATION</th>
<th>INTENDED MEANING</th>
<th>MISINTERPRETATION</th>
<th>BEST PRACTICE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Zero after decimal point (1.0)</td>
<td>1 mg</td>
<td>Misread as 10 mg if decimal point not</td>
<td>Never write a “0” by itself</td>
</tr>
<tr>
<td></td>
<td></td>
<td>seen.</td>
<td>after a decimal point.</td>
</tr>
<tr>
<td>No zero before decimal point (.5 mg)</td>
<td>0.5 mg</td>
<td>Misread as 5 mg.</td>
<td>Always use a “0” before a</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>decimal point.</td>
</tr>
<tr>
<td>MS, M SO₄ or MgSO₄</td>
<td>morphine sulfate or</td>
<td>Confused for one another.</td>
<td>Write “morphine sulfate” or</td>
</tr>
<tr>
<td></td>
<td>magnesium sulfate</td>
<td></td>
<td>“magnesium sulfate”.</td>
</tr>
<tr>
<td>Q.D.</td>
<td>once daily</td>
<td>Misread as Q.O.D. or Q.I.D.</td>
<td>Write “daily”.</td>
</tr>
<tr>
<td>Q.O.D.</td>
<td>every other day</td>
<td>Misread as Q.D. or Q.I.D.</td>
<td>Write “every other day”.</td>
</tr>
<tr>
<td>U or u</td>
<td>unit</td>
<td>Mistaken as a zero (0) or four (4),</td>
<td>Write “units”.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>causing a 10-fold overdose or greater.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Mistaken as “cc” so dose given in</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>volume instead of units.</td>
<td></td>
</tr>
<tr>
<td>cc</td>
<td>cubic centimeter</td>
<td>Misread as “U” or “O”.</td>
<td>Write “mL” for milliliter.</td>
</tr>
<tr>
<td>ss</td>
<td>sliding scale insulin or</td>
<td>Misread as “55”.</td>
<td>Write “sliding scale” or “one-</td>
</tr>
<tr>
<td></td>
<td>apothecary symbol for</td>
<td></td>
<td>half” or “½”.</td>
</tr>
<tr>
<td></td>
<td>one-half</td>
<td></td>
<td></td>
</tr>
<tr>
<td>IU</td>
<td>international unit</td>
<td>Misread as IV (intravenous).</td>
<td>Write “international unit”.</td>
</tr>
<tr>
<td>μg</td>
<td>Microgram</td>
<td>Mistaken for “mg” when handwritten.</td>
<td>Use “mcg”.</td>
</tr>
</tbody>
</table>
10. Questions

- Please address questions or concerns with your Clinical Supervisor
- Call or email the CCCE: Kristel Maes: (984) 974 0208 or 
  Clinicaledreq@unchealth.unc.edu

11. Downtime Activities

Become familiar with all home instructions and educational materials
Review in-service materials
Create a PowerPoint presentation on a clinical case
Research a topic on a clinical question to present to staff
Prepare a critically appraised topic (CAT)
Review and practice modalities
Become familiar with department equipment, supplies, etc.
Use internet to review research/literature pertaining to patient diagnosis, treatment vs computer games, or personal use.
Review schedule of upcoming patients, prepare ahead of time
Review information from school

*It is your responsibility to use your time effectively- you will get out of this clinical affiliation what you put into it.*

*Show initiative and take an active role in the learning process.*
*Become a self-directed learner.*
Patient Rights and Responsibilities

1. A patient or his/her representative has the right to be informed of patient rights in advance of receiving or discontinuing patient care, whenever possible.

2. A patient has the right to medical and nursing services without discrimination based upon age, race, ethnicity, color, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity, national origin or source of payment.

3. A patient has the right to have his/her family member or representative and his/her physician promptly notified of his/her admission to UNC Medical Center, unless the patient requests this not be done.

4. A patient has the right to receive visitors whom she or he designates, including but not limited to, a spouse, a domestic partner, another family member, or a friend. Patient visitation is only restricted when the visitor’s presence infringes on others’ rights, safety, or is medically or therapeutically contraindicated for the patient.

5. UNC Medical Center respects a patient’s right to receive information in a manner he or she understands. An interpreter will be provided when necessary.

6. A patient has the responsibility to provide accurate and complete information about present complaints, pain, past illnesses, hospitalizations, medications, demographics, and matters relating to his/her health. A patient is expected to ask questions and tell caregivers if he/she does not understand his/her care or treatment.

7. A patient has the right to good quality care and high professional standards that are continually maintained and reviewed.

8. A patient has the right to respectful care given by competent personnel.

9. A patient has the right to receive medical and nursing care in a safe setting and to be free from all forms of abuse and harassment.

10. A patient has the right to be free from seclusion and restraints that are not medically necessary.

11. A patient has the right to information about pain and pain relief measures and health care providers committed to pain prevention and control.

12. A patient has the right to know what UNC Medical Center rules and regulations apply to his/her conduct as a patient.

13. A patient who presents to the Emergency Department has the right to receive at least a medical screening exam, regardless of the patient’s ability to pay, and the right to have any emergency medical condition stabilized or to be transferred appropriately.

14. A patient has the right, upon request, to be given the names of all health care providers directly participating in his/her care.

15. A patient has the right to assistance in obtaining consultation with another physician at the patient’s request and expense.

16. A patient has the right to expect emergency procedures to be implemented without unnecessary delay.

17. A patient who is mentally capable (and if not, the patient’s guardian, next of kin, or other authorized representative) has the right to participate in development, implementation, and revision of his/her plan of care.
18. A patient, or his/her authorized representative, has the right to full information in understandable terms, concerning his/her diagnosis, treatment and prognosis, including information about alternative treatments and possible complications.

19. A patient has the right to make informed decisions concerning his/her care. A patient does not have the right to demand medically unnecessary treatment or services.

20. A patient has the right to be informed by his/her physician of his/her right to refuse any drugs, treatment or procedures, and of the medical consequences of such refusal.

21. A patient has the right to make advance directives and to have health care personnel comply with these directives, within the limits of the law.

22. A patient has the right to have UNC Medical Center document his/her wishes concerning organ donation when he or she makes such wishes known, in accordance with law and regulation.

23. A patient has the right to decide whether or not to participate in research, investigation, or clinical trials. A patient’s refusal to participate in research or discontinuing participation at any time will not jeopardize his/her access to care, treatment and services unrelated to the research.

24. When medically permissible, a patient may be transferred to another facility only after he/she or his/her next of kin or other authorized representative has received complete information and an explanation concerning the needs for and alternatives to such a transfer.

25. A patient has the right to participate in the development and implementation of his/her discharge plan, which includes being informed of his/her continuing health care requirements following discharge and the means for meeting them.

26. A patient has the right to access protective and advocacy services. UNC Medical Center will provide the contact information for patient advocacy groups when requested.

27. A patient has the right to have all records pertaining to his/her medical care treated as confidential, except as otherwise provided by law or third party contractual arrangements.

28. A patient has the right to access his/her own medical information within a reasonable time. A patient’s access to medical records may be restricted by the patient’s attending physician for sound medical reasons, consistent with applicable law. A patient’s authorized representative may have access to the information in the patient’s medical records, even if the attending physician restricts the patient’s access to those records.

29. A patient or his/her authorized representative has the right to be informed about unanticipated outcomes of care, treatment and services that relate to sentinel events.

30. A patient has the right to every consideration of privacy concerning his/her own medical care program.

31. A patient has the right to an environment that preserves dignity and contributes to a positive self-image, such as the provision of privacy during personal hygiene activities. A patient has a right to withhold consent for electronic monitoring or recording during an examination, except when there is a medical need for continuous observation.

32. A patient has the right to give or withhold informed consent to produce or use recordings, films, or other images of the patient for purposes other than provision of care.

33. A patient has the right to examine and receive a detailed explanation of his/her bill.

34. A patient has a right to information and counseling on the availability of known financial resources for his/her health care.
35. A patient has the responsibility to assure that the financial obligations for his/her health care are fulfilled in a reasonable period of time.

36. A patient who is a Medicare beneficiary has a right to receive a notice of non-coverage and the patient’s discharge rights.

37. A patient cannot be denied the right of access to an individual or agency that is authorized to act on his/her behalf to assert or protect the rights set out in this document.

38. A patient has the right to file a grievance through UNC Medical Center’s Patient Relations Department when that patient believes any of the above rights have been violated. See UNC HCS Policy ADMIN 0127, “Patient Complaints/Grievances”.

39. A patient has the right to notify the North Carolina Division of Health Service Regulation (NC DHSR) of a complaint by telephone at (800) 624-3004 (within N.C.) or (919) 855-4500, fax (919) 715-7724, or mail to 2711 Mail Service Center, Raleigh NC 27699-2711. A patient has the right to notify the Joint Commission, a hospital accrediting organization, about complaints regarding patient safety or quality of care by calling (800) 994-6610, Office of Quality and Patient Safety fax (630) 792-5636, Office of Quality and Patient Safety mailing address: The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181, or email patientsafetyreport@jointcommission.org
Confidentiality Statement

It is the policy of the UNC Health Care System and its affiliates (individually and collectively called "UNC HC" herein) that users (i.e., employees, medical staff, students, volunteers, contractors, vendors, outside affiliates, and any others who are permitted access to UNC HC systems and information) shall respect and preserve the privacy, confidentiality and security of confidential information ("CI") which shall include: (1) individually identifiable patient information in any format including but not limited to medical records and billing records, (2) personnel information (e.g., disciplinary or other information about employees, volunteers, students, contractors, or medical staff), (3) confidential business information of UNC HC and/or third parties, including third-party software and other licensed products or processes, or (4) operations, quality improvement, peer review, education, billing, reimbursement, administration, or research (such as utilization reports, survey results, and related presentations). CI may be created internally or received from other institutions and may be in any format including paper, verbal/oral communication, audio recordings or electronic format. I understand and agree that I will only access, maintain, use or disclose CI for legitimate job-related, need-to-know purposes.

I further agree that:
1. I will protect the privacy, confidentiality and security of UNC HC patient information at all times in accordance with federal and state regulations and applicable UNC HC policies and procedures.
2. I will complete all required information privacy and security training upon hire and annually within the time required by UNC HC policies and procedures.
3. I will not maintain CI on any unencrypted portable computing device (laptop, smartphone, tablet, etc.) and I will not electronically transmit CI in an insecure manner.
4. I will not disclose my user name and/or password for any UNC HC system, application or device to which I have access; I will not use another person’s user name and password to access CI on any UNC HC electronic system; and I will not leave any system, application or computer containing CI unattended while I am signed on.
5. I will not attempt to access any CI in electronic format on any UNC HC system, application or device or access a restricted physical area containing CI without proper authorization or for purposes other than official UNC HC business.
6. I will only alter or destroy CI in accordance with applicable UNC HC policies and procedures.
7. I will immediately report to my supervisor (or the appropriate UNC HC office) any known or suspected incident involving the unauthorized access, use or disclosure of CI and I will fully cooperate in any resulting investigation and make myself available for all related interviews and provide all relevant information requested during such investigation.
8. I will safeguard from loss, theft, or unauthorized use/access UNC HC owned equipment/property on which CI is stored or through which CI may be accessed. I will immediately notify the UNC HC Information Security Department if any portable computing device I use to store or access CI is lost or stolen.
9. I will not store or transmit CI on my personal equipment/property (such as personally owned computing devices) unless permitted by and in accordance with applicable UNC HC policy or procedure.
10. I will abide by UNC HC social media policies at all times and I will never post patient identifiable information on social media in violation of UNC HC policy.
11. I will not take photographs, make videos, or make other recordings of patients, staff, or visitors except in accordance with applicable UNC HC policies and procedures.
12. I understand that my access to CI on UNC HC electronic systems and my UNC HC email account may be audited.
13. I will not access or obtain my own, a friend’s, or a family member’s patient information maintained by UNC HC without appropriate written authorization and under applicable policies and procedures.

I agree that I have read, understand and will comply with the terms of this Confidentiality Statement. I understand that my failure to comply with this Confidentiality Statement may result in termination of access to UNC HC electronic health records (EHR), personal civil or criminal legal penalties, disciplinary action (up to and including termination of employment or student status), or loss of UNC HC privileges or contractual or affiliation rights. AFTER MY EMPLOYMENT OR WORK AT UNC HC ENDS, I WILL NOT TAKE ANY CONFIDENTIAL INFORMATION WITH ME AND I WILL NOT DISCLOSE ANY CONFIDENTIAL INFORMATION.

Name: ____________________________ (please print)

Department Name: ____________________________

Signature: ____________________________ Date: __________

Last revised June 13, 2017

Entity:
[ ] UNCH Hospitals [ ] Caldwell Hospital [ ] Chatham Hospital
[ ] High Point Regional Health [ ] Johnston Health [ ] Lenoir Hospital
[ ] Nash Health Care Systems [ ] Pardee Hospital [ ] UNC Rex
Healthcare [ ] Wayne Health [ ] UNC Faculty Physicians [ ] UNC
SOM [ ] UNC Physicians Network (UNCPN) [ ] UNCPN GP

Affiliation:
[ ] Employee [ ] Temporary Employee [ ] Contractor
[ ] Medical Staff [ ] Resident [ ] Referring Physician [ ] Student
[ ] Other Providers [ ] Volunteer
[ ] Vendor (specify): ____________________________
[ ] Other (specify): ____________________________
### Examples of Breaches of Confidentiality

<table>
<thead>
<tr>
<th>Accessing confidential information that is not within the scope of your duties:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unauthorized access or reading of patient medical or account information;</td>
</tr>
<tr>
<td>Unauthorized access of personnel file information;</td>
</tr>
<tr>
<td>Accessing information for which you do not have a legitimate job-related &quot;need-to-know&quot; purpose for the proper execution of your duties.</td>
</tr>
<tr>
<td>Misusing, disclosing without proper authorization, or altering confidential information:</td>
</tr>
<tr>
<td>Making unauthorized entries into or marks on a patient's chart or electronic medical record;</td>
</tr>
<tr>
<td>Making unauthorized changes to a personnel file;</td>
</tr>
<tr>
<td>Sharing or reproducing information in a patient chart or a personnel file with unauthorized personnel;</td>
</tr>
<tr>
<td>Discussing confidential information in a public area such as a waiting room or elevator.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Disclosing to another person your sign-on code and password for accessing electronic confidential information or for physical access to restricted areas:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telling a co-worker your password so that he or she can log into your work or access your work area;</td>
</tr>
<tr>
<td>Telling an unauthorized person the access codes for personnel files, patient accounts, or restricted areas;</td>
</tr>
<tr>
<td>Posting passwords and sign-on codes in a location where they may be viewed by others.</td>
</tr>
<tr>
<td>Using another person's sign-on code and/or password for accessing electronic confidential information or for physical access to restricted areas:</td>
</tr>
<tr>
<td>Using a co-worker's password to log in to the UNC Health Care computer system or access their work area;</td>
</tr>
<tr>
<td>Unauthorized use of a login code for access to personnel files, patient accounts, or restricted areas.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Intentional or negligent mishandling or destruction of confidential information:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leaving confidential information in areas outside of your work area, such as the cafeteria or your home;</td>
</tr>
<tr>
<td>Disposing of confidential information in a non-approved container, such as a trash can;</td>
</tr>
<tr>
<td>Failure to promptly report the loss or theft of UNC Health Care owned equipment/property assigned to you or the misuse of this equipment/property;</td>
</tr>
<tr>
<td>Failure to report the loss or theft of personally owned equipment containing UNC Health Care confidential information.</td>
</tr>
<tr>
<td>Leaving a secured application unattended while signed on:</td>
</tr>
<tr>
<td>Being away from your desk while you are logged into an application;</td>
</tr>
<tr>
<td>Allowing a co-worker to use your secured application for which he or she does not have access after you have logged in;</td>
</tr>
<tr>
<td>Taking or allowing photographs to be taken of patients or patient PHI without obtaining the required authorization;</td>
</tr>
<tr>
<td>Posting photos or confidential information on social media or public access points.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Attempting to access a secured application or restricted area without proper authorization or for purposes other than official UNC Health Care business:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trying passwords and login codes to gain access to an unauthorized area of the computer system or restricted area;</td>
</tr>
<tr>
<td>Using a co-worker's application for which you do not have access after he or she is logged in.</td>
</tr>
<tr>
<td>These examples are only a few examples of mishandling of confidential information. If you have any questions about the handling, use or disclosure of confidential information, please contact your supervisor, manager, or director.</td>
</tr>
</tbody>
</table>
I certify that I have completed all requirements as set forth by the contract and that my school has all the required information on file.

I attest that I have thoroughly read the Department of Rehabilitation Therapies Student Orientation Manual and agree to adhere to all policies and guidelines.

_________________________________________  ______________________________
Student Signature                           Date

_________________________________________  ______________________________
School                                      Discipline