

## Welcome to Children's Hospital New Orleans

Children's Hospital strives to provide quality healthcare to all our patients and families. The commitment of every employee, volunteer or student at Children's Hospital helps us to achieve this goal.

By becoming a part of Children's Hospital, you represent the image of our hospital to those who come to our facility. Remember that what you say, how you say it, and what you do are all reflections on the hospital. Your words and deeds must always be a representation of the high ethical standards held throughout the hospital. Please be sure to share any questions or concerns you may have with our staff.

## Mission Statement

Our mission is to provide comprehensive pediatric healthcare, which recognizes the special needs of children, through excellence and the continuous improvement of patient care, education, research, child advocacy and management.

## Our History

Children's Hospital is Louisiana's only full-service pediatric hospital. We therefore have an uncommonly large responsibility to the young people of our state. The hospital began as a rehabilitation center in 1955 and was expanded in 1976 to become a full-service facility.

Children's Hospital is a private, not-for-profit medical center. The hospital is governed by a 27 member Board of Trustees. The medical staff of the hospital numbers approximately 380 specialists and sub-specialists. A teaching affiliation with the LSU Health New Orleans and other medical schools provides medical students and residents with an unsurpassed educational environment for pediatric healthcare. Affiliations with several schools in nursing and the allied health fields increase the hospital's stature as a major educational resource.

The hospital's range of services includes several levels of care, each delivered in specialized units. Intensive Care areas include the Pediatric Intensive Care Unit (PICU), Neonatal Intensive Care Unit (NICU), Cardiac Intensive Care Unit (CICU), Acute Care Units, the Rehabilitation Unit and Emergency Services. The Surgical Suite includes specialized facilities and equipment to care for children. The Ambulatory Care Center is an outpatient facility which provides comprehensive multi-specialty and interdisciplinary care. Ancillary services include, Physical Therapy, Occupational Therapy, Speech and Language Pathology, Audiology, Radiology, Respiratory Therapy, a highly specialized clinical laboratory to meet the special needs of children, Social Services, Psychology, Music Therapy, Recreation Therapy, Child Life and Creative Therapies.



## Patient Rights

Children's Hospital has a tradition of family-centered care. We believe that families are in the best position to understand what is best for their child. This means that parents understand the information provided and make informed decisions. This also means we respect the spiritual and cultural beliefs of the patients and families in our care.

### How do we ensure compliance with patients' rights?

Children's Hospital outlines its plan for creating an environment that recognizes and upholds the basic rights and responsibilities of our patients in Administrative Policy #1 (as outlined below).

### What are the patient's rights and responsibilities?

1. Nondiscriminatory treatment regardless of race, creed, sex, disability, or national origin.
2. The right to give or refuse consent for certain medical and/or surgical procedures and treatments for their child within the limits of State law.
3. The right to appropriate assessment and management of pain.
4. The authority to seek appropriate care for their child, including additional consultations or second opinions.
5. Information concerning their child's condition that is current and easy to understand, and the right to know who each of their child's caregivers are.
6. Respect and dignity from all members of the hospital staff, as well as confidentiality and privacy concerning their child's care.
7. Access to religious counsel of their choice.
8. The right, if medically stable, to be transferred to another facility upon request after they have obtained an accepting physician at another facility.
9. Clear discharge plans and instructions.
10. The right to formulate advance directives relative to their child's treatment and to have
11. Hospital personnel and practitioners who provide care in the hospital to comply with those directives.
12. The right to be free from restraints and seclusion of any form used as coercion, disciplinary convenience or retaliation from staff.
13. The right to receive care in a safe setting.



## HIPAA Regulations:

HIPAA, the Health Insurance Portability and Accountability Act of 1996, is a federal law which:

- Guarantees health coverage when you change jobs
- Establishes national standards for insurance claims processing
- Provides patients with certain rights, including privacy and confidentiality

\* Note: HIPAA preempts state laws, unless state law is more stringent.

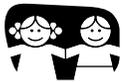
The privacy regulations (bullet point 3 above) of HIPAA guarantee the privacy and confidentiality of health information. HIPAA also gives patients certain rights and more control over their health information. It sets boundaries on the use and release of health records, establishes appropriate safeguards that health care providers must achieve to protect the privacy of health information and holds violators accountable with civil and criminal penalties if these rights are violated.

Children's Hospital has developed and makes available its privacy practices for its patients and HIPAA policies and procedures for students and volunteers. A copy of our privacy practices is available at all patient registration locations and on our website. A copy of the privacy operating policy and procedures manual is stored in the back of the HIPAA Privacy Training packet distributed to each department.

In general, the privacy rule requires Children's Hospital to implement reasonable safeguards to protect an individual's privacy, reasonable restrictions to how information is used and disclosed, and to limit access to protected health information (PHI). PHI is defined by HIPAA as any individually identifiable protected health information. HIPAA requires the hospital to limit uses and disclosures to the minimum necessary to accomplish a task or job. It does not intend to interfere with our ability to treat patients, perform our jobs, or to prohibit caretakers from engaging in common or important health care practices. For instance, it is acceptable to maintain patient charts at the bedside as long as we safeguard the chart after use by placing it in a chart holder. Once in the chart holder, it is important that all identifying information is not visible to the public, such as the patient name or medical record number.

The Privacy Rule also allows for incidental disclosures, such as overheard communications in settings where they are unavoidable (such as in an Emergency Department where beds are adjacent to each other or in a semiprivate room) or when patients see other patient names on a sign-in sheet. As long as reasonable measures are taken to protect privacy, these incidental disclosures are acceptable.

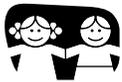
Students are expected to do their part in safeguarding confidentiality. Be aware of your surroundings and avoid discussing patient information in public areas, where others can hear, such as in hallways, the cafeteria or elevators. If you must, do so in a quiet voice. If you overhear a conversation where patient confidentiality is being compromised, say "Ouch". By saying "Ouch", you are telling your co-workers that they are being overheard and need to lower their voices or stop their conversation until they are in a private area. If they do not get the hint, tell them directly.



Students must also be diligent in protecting written PHI and PHI stored on other media as well. For instance, reports should always be folded or in interoffice envelopes, full names of patients should never be used on boards, and reports and faxes that contain patient data should be removed as soon as possible and placed in the patient's chart.

When using copiers, remember to take your originals and copies with you, otherwise you risk exposing PHI to others. Reports or documents that contain PHI must be shredded after they are no longer needed. PHI should never be emailed through the internet and other electronic media and should be reformatted or destroyed when no longer needed. As a student you will not be able to have these documents in your possession, nor document any protected patient information for your personal use.

It is important to report all violations to the Privacy Officer, as the law requires Children's Hospital to track them. Doing so also helps identify problem areas and the need for additional training. Report violations through the MAGIC boxes, your supervisor, Administration, or directly to Wendy Huval, the Privacy Officer for the hospital. Please provide as much detail as possible when reporting a violation. If you have questions concerning privacy, contact Wendy Huval in Medical Records (ext. 87360 or 504.894.7361).



## Career Shadow Contract

I have received and read Children's Hospital's Career Shadow Orientation Handbook. In addition, in accordance with HIPAA and CMS regulations, I agree to abide by Children's Hospital's orientation information on privacy and security topics. (To be completed by student upon application)

Student's Full Name (Print)	
Student's Signature X	Date MM/DD/YY / /
Guardian's Signature (for minors, 16 and 17 years of age) X	Date MM/DD/YY / /

Home Address

Email address

Home / Cell phone

School Affiliation

Current or Upcoming Grade

Time frame of Shadowing

# of Hours

I hereby agree I will provide supervision and take responsibility for the above student while on the Children's Hospital grounds. This student is at Children's Hospital in an observatory capacity. (To be completed by Children's Hospital Representative)

Sponsoring Children's Hospital Staff (Print Name)	Department
Signature X	Date MM/DD/YY / /