INFORMATION ABOUT
Children’s Mercy
for our Affiliates

Children’s Mercy

This brochure provides you with a brief orientation to Children’s Mercy. Please read it carefully, and ask questions if you do not understand something. Children’s Mercy is committed to providing quality pediatric health care with service excellence and efficiency to everyone we serve.
Service Excellence: Extraordinary Every Time

At Children’s Mercy, Service Excellence is an essential component in the delivery of high-quality health care to children and their families, as well as to sustain a great workplace for our passionate and dedicated colleagues.

Everyone who represents Children’s Mercy is expected to demonstrate behaviors that create experiences that are “Extraordinary Every Time” for our patients, families, colleagues, referring providers, patrons and payors.

Service Excellence standards include:

- Acknowledge others’ presence right away, even when busy.
- Communicate by making eye contact and at eye level when appropriate.
- Introduce yourself in person and on the phone; speak with a smile.
- Listen completely before responding.
- Help make things more convenient for patients, families and each other.
- Take responsibility to resolve problems.
- Make sure there are no remaining questions prior to leaving patients and families.
- Close each encounter on a positive note, including a word of thanks.

Together with our patients, families and communities, we are creating a special place of care, service and respect.
Fire

In case of a fire:

R – Rescue anyone in danger
A – Alarm/Alert
C – Contain/Confine
E – Extinguish/Evacuate

Emergencies

Safety Officer: (816) 302-3990
Security: (816) 234-3340 Children’s Mercy Adele Hall Campus
(913) 696-8140 Children’s Mercy Hospital Kansas
Engineering: (816) 234-3350 Children’s Mercy Adele Hall Campus
(913) 696-8165 Children’s Mercy Hospital Kansas
Security Hotline: 112 Children’s Mercy Adele Hall Campus
212 Children’s Mercy Hospital Kansas

Code Red (fire) or Code Blue (someone not breathing or has had a heart attack), dial:
111 Children’s Mercy Adele Hall Campus
211 Children’s Mercy Hospital Kansas
911 Hospital Hill (and/or Truman Security at 9-404-1916)
911 Children’s Mercy Northland
911 Children’s Mercy West
9-911 Children’s Mercy Broadway
9-911 Children’s Mercy College Boulevard
9-911 Children’s Mercy East
9-911 Children’s Mercy Blue Valley
9-911 Crown Center

Disaster

If a disaster occurs inside or outside the hospital, an announcement will be made. Listen carefully for instructions from hospital personnel.
**Tobacco-Free**

Children’s Mercy is tobacco-free. Tobacco products may not be used in the hospital, buildings owned or leased by the hospital, or in hospital vehicles – including sidewalks around Children’s Mercy.

**Infection Control**

Hand washing is the MOST important means of infection control and should be done OFTEN. Wash hands for 15-20 seconds with running water, soap and friction. Use a paper towel to turn off the faucet.

Children’s Mercy is dedicated to providing a safe and healthy environment for its employees, patients, and visitors. To prevent the spread of vaccine-preventable diseases such as measles, mumps, rubella, chicken pox, pertussis, and influenza, Children’s Mercy expects all employees, affiliates, volunteers, and students to adhere to Occupational Health requirements regarding vaccinations and immunity.

**Standard Precautions** are used to make sure you do not have contact with someone else’s blood, body fluids, secretions or excretions. Obey precaution signs on patient doors. Protective barriers, including gowns, gloves, masks and eyewear, are available in patient care areas. Ask if you need help finding them.

**Infectious Waste**

There are two types of trash in the hospital:

- General hospital waste like paper products, pop cans, bottles and non-patient care items should be thrown away in regular trashcans.
- Infectious waste like patient care items soiled with blood or body fluids, sharps and sharps containers should be thrown away in RED bags.

If you have questions, ask the Children’s Mercy employee in charge. For more details, please refer to the Infectious Waste Handling and Disposal Policy.

**Back Safety**

Use your body right! Bend your knees, not your back. Lift with your legs, holding objects close to your body. Plan ahead, and ask for help when you need it. Walk and sit with good posture. Keep your head up, and sit up straight. Sit in chairs low enough to keep your knees equal to or slightly lower than your hips, and keep your back against the chair. Doing these simple things may keep you from hurting yourself!

**Patients in Custody**

Forensic patients are in the custody of legal services and guarded by the law enforcement agency responsible for them. Visiting external officers must follow life safety, security and infection control policies.

Children’s Mercy Security assists law enforcement and/or correctional officers as needed or requested. For example, Children’s Mercy security officers may provide relief coverage to enable external officers to take meal and personal breaks.

For more information, refer to the Forensics Policy available on the Scope.

**Quiet**

Please remember you are in the hospital, and loud noise disturbs patients and families.

**Anti-Harassment**

The hospital strives to offer a harassment-free workplace. Harassment includes unwelcome or unsolicited verbal, non-verbal, printed, electronic mail or physical conduct that substantially interferes with an employee’s job performance or creates an intimidating, hostile or offensive work environment. If you believe you have been the subject of harassment, report the incident to your supervisor immediately.

**Equity and Diversity**

Children’s Mercy is a diverse group of employees who are passionate and committed to providing equitable, high-quality clinical care to patients and their families. We continually strive to achieve this through education, advocacy, research, community collaboration, promotion of a culturally competent workforce and empowerment of families.

We accomplish our Equity and Diversity vision through the following:

- We encourage equitable and respectful hospital and clinic environments for families and hospital employees.
- We promote a diverse hospital workforce.
- We support and increase cultural awareness and responsiveness in the hospital workforce.
- We enhance culturally and linguistically appropriate services for families.
- We assess and promote equity in health and health care outcomes for diverse patient populations.
- We collaborate with community groups seeking education and awareness of issues related to culture, diversity and equity.
Privacy Is Important

Children’s Mercy is committed to protecting the privacy and confidentiality rights of our patients and families. To provide care, we may collect, use, maintain and disclose information about medical conditions, medical and social history, medications and family illnesses. Our policies require that our employees and affiliates maintain the privacy and confidentiality of patient information.

Our patients and their families have a right to assume that all information regarding care received at Children’s Mercy will be held in confidence. This means that it may only be disclosed when authorized by the patient, parent or guardian, or by law.

As an affiliate, you have a duty to protect patients’ rights of privacy and confidentiality. To protect patient information:

When using patient information you should only access the minimum amount of information needed. Do not discuss or share patient information with friends, family, in public areas or on social media. You are prohibited from taking pictures or videos of patients and/or their families without their written approval. Taking photos of staff should not be done without their approval. Use of recording devices and convert recording is prohibited. Do not remove patient information from the Hospital or clinic.

If you are given access to the Hospital computer system, do not share your password, and change your password immediately if you think it has been compromised. Also report any suspect computer activity to the Help Desk at extension 53340 immediately.

What Medical Information is Considered Confidential?

HIPAA defines Protected Health Information (PHI) as individually-identifiable health information created or received by a health care provider, health plan, employer or health care clearinghouse related to the past, present or future mental or physical health of the individual; provision of health care to the individual; or payment for the provision of health care to the individual and transmitted or maintained in any form or medium.

PHI may be verbal, written or electronic and may be part of an individual record or included in aggregate data such as hospital census reports, acuity reports and quality reports. PHI deserves our protection.

Notice of Privacy Practices

One way Children’s Mercy demonstrates our commitment to privacy and confidentiality is providing each patient with a statement describing how we protect PHI. A Notice of Privacy Practices is given to patients the first time they register for services at Children’s Mercy. The notice also is posted in each clinic and on the hospital website. The notice is long and detailed because HIPAA regulations specify details that must be included.
Minimum Necessary Information

Fundamental to HIPAA is the concept that only the minimum amount of information needed to complete a particular task should be collected, used or divulged.

As an affiliate, you may have access to information that must be protected. For example, you may hear or see protected information. If you have questions about what may be discussed and with whom you may discuss it, please ask a hospital staff member.

Communication with Family, Friends and Others

As a general rule, health care providers do not discuss PHI with family members, friends and others unless the patient, parent or guardian authorizes disclosure.

During your affiliation, unless within the scope of your agreement with the hospital, please refrain from engaging in conversations about PHI with patients, family members, friends or other visitors.

Penalties

If conscientious efforts are made to comply with HIPAA regulations, there is less worry about sanctions or penalties. However, the law does allow fines to be assessed to the covered entity (hospital) and/or individual for a violation of HIPAA rules. Fines range from $100 per incident to $25,000 per person, per year.

If violations are done “willingly and knowingly,” under false pretenses, or for personal gain, commercial advantage or malicious harm, fines may be as high as $250,000. These latter infractions also are criminal offenses that carry imprisonment penalties.

HITECH, a federal regulation that protects patient privacy, also allows the patient to file a civil action against the individual who breached the patient’s privacy.

Affiliates’ Privacy Responsibilities

- Keep patient and family information confidential.
- Access patient records only when they are directly related to your hospital duties.
- Dispose of any notes in the Shred-It box before leaving the hospital.
- Do not identify patients or families to anyone during or after your affiliation.
- Do not disclose, copy, release, sell, loan, review, alter, transmit, destroy or remove patient records or patient information from the hospital.
- Do not post references to patients or families on social media.
- Do not take photographs, videos or audio recordings of patients or staff without their written authorization.
Reporting Privacy Concerns
Report known or suspected privacy violations to Privacy Officer Mikki Massey at (816) 701-4573, or call the Compliance Hotline at (816) 460-1000.

To Learn More About HIPAA

Your Role in Patient Information Security
✔ Keep print-based medical records in a secure area or in a safe location with access to authorized people only. Lock these areas when not in use.
✔ Return medical records to the Health Information Department at the end of your shift.
✔ If you use a computer as part of your affiliation, password protect your computer and don’t share your password.
✔ If your computer is viewable by non-authorized people, use a screensaver or reposition the monitor.
✔ Exit applications, log off or lock the desktop (by pressing <Ctrl><Alt><Del> keys) before you leave a computer.
✔ Backup computer files by saving them to a network drive.
✔ Encrypt transferred data.
✔ Encrypt emails that contain patient, financial or confidential information.
✔ Lock cabinets that contain PHI when you leave your area.
✔ Shred paper or media containing confidential information using a Shred-It box.
✔ Familiarize yourself with emergency procedures.
✔ Ask anyone in your area that you do not recognize to identify him or herself, and inform your supervisor or the Security Department.
✔ Report computer security incidents to the Help Desk at (816) 234-3454 (ext. 53454).

Compliance
Our Corporate Compliance program helps the hospital and staff follow the law and do the right thing. Supported by our Code of Conduct, the hospital expects you to act honestly and ethically. If you observe improper conduct, notify your supervisor, the Compliance Officer at (816) 701-4570, or report it anonymously by calling the Compliance Hotline at (816) 460-1000.