

Information About Children's Mercy For Non-employees, Vendors and Affiliates



You are required to read this material and sign the Attestation Statement at the end of this document.



Children's Mercy
KANSAS CITY



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

Pull fire alarms are located throughout Children’s Mercy. Locate the fire alarm and fire extinguisher in your work area.

Remember “PASS”

P – pull the pin

A – aim at the base of the fire

S – squeeze the lever

S – sweep from side-to-side



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 not responding), dial 9-911 for all Children’s Mercy locations.



Disaster

If a disaster occurs inside or outside Children’s Mercy, an announcement will be made. Listen carefully for instructions.



Tobacco-free

Children's Mercy is tobacco-free. Tobacco products may not be used at Children's Mercy locations, buildings owned or leased by Children's Mercy or in Children's Mercy 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 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, non-employees, vendors, 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:

- General waste such as paper products, pop cans, bottles and non-patient care items should be thrown away in regular trash cans.
- Infectious waste, such as 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 your Children's Mercy contact. For more details, please refer to the Infectious Waste Handling and Disposal Policy.

Workplace Safety

Health care personnel can be exposed to a variety of hazards in the health care setting. These hazards can include infectious diseases, chemicals, and environmental and ergonomic factors. Occupational Health Services helps to identify workplace hazards and maintain a healthy workforce, but it's everyone's responsibility to keep personal safety as a priority. All members of our workforce must follow hospital safety

policies, use safety and personal protective equipment appropriately, and report unsafe practices to their leadership.

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.

Anti-harassment

Children's Mercy strives to offer a harassment-free workplace. Harassment includes unwelcome or unsolicited verbal, nonverbal, 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 Children's Mercy contact immediately.

Equity and Diversity

Children's Mercy comprises 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 and support an equitable and respectful environment for everyone.
- We promote a diverse workforce.
- We enhance cultural awareness and responsiveness in the workforce.
- We support and provide 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, non-employees, vendors 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.

You have a duty to protect patients' rights of privacy and confidentiality. To protect patient information:

- Do not discuss or share patient information with friends, family, in public areas or on social media.
- Do not take photos 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 covert recording is prohibited.
- Do not remove patient information from Children's Mercy.

If you are given access to the Children's Mercy computer system, do not share your password, and change your password immediately if you think it has been compromised. Report any suspect computer activity to the Service Desk at ext. 53454 immediately. If confidential information must be sent via email, send the minimum necessary information encrypted.

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 census reports, acuity reports and quality reports. PHI deserves our protection. PHI must be placed in a secure location or Shred It bin at the end of the day.

Notice of Privacy Practices

One way Children's Mercy demonstrates our commitment to privacy and confidentiality is by 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 Children's Mercy website. The notice is long and detailed because HIPAA regulations specify details that must be included.



INDIVIDUAL IDENTIFIERS INCLUDE:

- Name
- Social Security Number
- Medical Record Number
- Geographic Location, Except State
- All Dates, Except Year
- Phone Number
- Fax Number
- Email Address
- Full-Face Photographs
- Biometric ID – Finger
- Voice Prints
- Health Plan Number
- Account Number
- License Number
- Vehicle Identification
- Device Numbers
- URL and IP Address
- Any Other Unique Number or Code



Minimum Necessary Information

To comply with HIPAA and ensure privacy for everyone, use, collect or share only the minimum amount of information needed to complete a particular task.

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 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.

Unless it's within the scope of your agreement with Children's Mercy, 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 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.

Your Privacy Responsibilities

- Keep patient and family information confidential.
- Access patient records only when they are directly related to your duties.
- Dispose of any notes in the Shred-It box before leaving your work area.
- 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.
- Do not post references to patients or families on social media.
- Do not take photographs, videos or audio recordings of patients or families without their written authorization.





Reporting Privacy Concerns

Report known or suspected privacy violations to privacyofficer@cmh.edu.

To Learn More About HIPAA

Visit <http://www.hhs.gov/ocr/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 Management Department at the end of your shift.
- ✓ 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> keys) before you leave a computer.
- ✓ Back up 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 whom you do not recognize to identify himself or herself, and inform your Children's Mercy contact or the Security Department.
- ✓ Report computer security incidents to the Service Desk at (816) 234-3454 (ext. 53454).

Compliance

Our Corporate Compliance program helps Children's Mercy and staff follow the law and do the right thing. Supported by our Code of Conduct, our organization expects you to act honestly and ethically. If you observe improper conduct, notify your Children's Mercy contact, email Compliance at compliance@cmh.edu, or report it anonymously by calling the Compliance Hotline at (816) 460-1000.





Attestation Statement

My signature indicates that I have read and will abide by
the information in the attached brochure.
I will ask my supervisor or sponsor when I have questions.

Signature

Date

Supervisor or Sponsor: Please place this statement in your file.
Keep one year from end of affiliation with Children's Mercy.

Children's Mercy
2401 Gillham Road • Kansas City, MO 64108



Children's Mercy
2401 Gillham Road • Kansas City, MO 64108