Volunteering at Duke University Hospital

HANDBOOK
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Dear Volunteer,

Welcome to Duke University Hospital, and thank you for joining our team. We appreciate the commitment you have made to share your time and talents with the patients and families that we serve. Our volunteers are a vital part of the healthcare we provide to more than a million patients each year.

You provide that extra caring and understanding and you take the time to give patients and their families the extra help and the listening ear they need so much during their hospital stay or clinic visit. We are excited you have chosen to volunteer with us, and know you will further enhance the high level of care and service for which we are known.

Every day, volunteers like you make a difference in the lives of our patients, their loved ones, and the staff of this hospital. We look forward to working with you.

**Volunteer Services Office**

**Duke University Hospital**

https://www.dukemedicine.org/volunteer-services/why-volunteer
Duke University Hospital At a Glance

Consistently ranked one of the top hospitals in the U.S., the 980-bed Duke University Hospital opened in 1930. Recognized for both teaching and research, the hospital includes a regional emergency trauma center, the Duke Children’s Hospital and Health Center, the Duke Eye Center, the Duke Cancer Institute, the Duke Medicine Pavilion, Duke Hospital based clinics, and 51 operating rooms.

In fiscal year 2015, more than 40,000 patients were discharged, nearly 53,000 surgical procedures were performed, and more than 1 million outpatients were seen.

To Learn More:

https://www.dukemedicine.org/locations/duke-university-hospital

“Volunteers do not necessarily have the time; they just have the heart.”

~Elizabeth Andrew
Mission, Vision & Values

Mission: We put the person who needs our care at the center of everything we do.

Vision: To discover, develop and deliver a healthier tomorrow.

Duke University Hospital is committed to providing the best care for every patient, every time.

Our core value is caring for our patients, their loved ones and each other. We also value:

Diversity: We embrace differences among people.

Excellence: We strive to achieve excellence in all that we do.

- Refrain from using electronic devices (phones, ipads, ipods, etc) when you are in the hallways or other locations where patients and visitors may be.

- Make eye contact with people in the hallways, smile and say “hello.”

- Acknowledge the needs of patients’ and visitors’ immediately. Ask if their needs have been met.

- Walk people to their destination as opposed to pointing them in the direction.

- Before ending any encounter with a patient, family member or co-worker, ask the question: “Is there anything else I can do for you while I am here?”
- Be optimistic, considerate and enthusiastic in all that you do.

**Integrity:** Our decisions, actions, and behaviors are based on honesty, trust, fairness, and the highest ethical standards.

- Knock on patient’s door and ask permission before entering.
- Refrain from discussing personal matters in front of patients and visitors.

**Safety:** We hold each other accountable to constantly improve a culture that ensures the safety and welfare of all patients, visitors, and staff.

- Use behavior that helps maintain a quiet environment for our patients, their loved ones and each other.

**Teamwork:** We have to depend on each other and work well together with mutual respect to achieve common goals.

By modeling respectful behavior, we create an environment in which patients receive high quality care, and staff and volunteers enjoy a healthy, pleasant work place. Everyone has a role to play in modeling respectful behavior. This is a non-negotiable commitment.

- Apologize for any inconvenience. Do not blame others.
  “Manage others up” by introducing and praising your colleagues to patients and others at appropriate opportunities.
RELATE Model

RELATE is our model for customer service and service recovery. Employees and volunteers use these principles in every interaction with our patients, their loved ones and each other. RELATE stands for:

R—Reassure
E—Explain
L—Listen
A—Answer
T—Take Action
E—Express Appreciation

Every DUH representative should project an outstanding image to everyone they encounter. Thank you for your professionalism in dress, conduct and decorum.
Corporate Compliance

Compliance is doing the right thing and following the rules. It means we understand and comply with all the laws and policies that apply to our organization and that we ask questions, report compliance concerns and address issues.

Every person at Duke University Hospital is responsible for compliance, including employees, administrators, physicians, students and volunteers, as well as those with whom we do business.

If you think a law or policy is not being followed, you must report it. You can:

- Contact your supervisor or the Volunteer Services office at 919 681-6088
- Contact the Compliance Office at 1-800-826-8106
- Call the anonymous Integrity Line: 1-800-826-8109

Code of Conduct

The Code of Conduct is designed to provide you, a valued member of our organization, with a clear understanding of what is expected in the workplace. The Code applies to every employee, governing board member, administrator, physician, student and volunteer, as well as those with whom we do business. Instead of attempting to cover every situation, The Code provides broad guidelines that are detailed in each entity’s policies and procedures.
HIPAA

HIPAA stands for the Health Insurance Portability and Accountability Act. **Accountability requires health care institutions to protect patient information.**

**What is Protected Health Information (PHI)?**

When we speak of patient information, we’re talking about what HIPAA calls “Protected Health Information.” Protected health information is any health information that could identify a particular person. The person could be living or deceased. The information could be about the past, present or future health of a person. The information could be written on paper, displayed or stored in a computer, or it could be spoken. Examples include patient charts, reports, x-rays, billing systems, nursing notes and conversations about patients. Protected health information on paper should be shredded when it is no longer needed.

**What makes information identifiable?**

- Name
- Address
- Phone or fax number
- E-mail address
- Social security or medical record numbers
- Photos
• Voice, finger, retinal prints
• Date of birth
• Employer
• Insurance account numbers
• Information that could be used with other information to learn someone’s identity is the kind of information we must all protect.

All staff and volunteers at Duke University Hospital know that if it is not part of your job, please do not ask and do not share!

**Harassment Policy**

The Duke Harassment Policy prohibits harassment of any kind and applies to every person at Duke University Hospital, including employees, administrators, physicians, students and volunteers, as well as those with whom we do business.

Harassment occurs when either:

• Conduct that, because of its severity and/or persistence, interferes significantly with an individual’s work or education, or adversely affects an individual’s living conditions; or

• When a person uses a position of authority to engage in unwelcome sexual advances, requests for sexual favors, or other conduct of a sexual nature.
The Duke Harassment Policy prohibits retaliation against you for reporting a concern, filing a complaint or participating in an investigation of harassment.

Discrimination based upon any of the following is also prohibited:

- Age
- Color
- Disability
- Gender Identity
- Genetic Information
- National Origin
- Race
- Religion
- Sex
- Sexual orientation
- Veteran Status
- Age
- Race
- Religion
- Sex
- Sexual orientation
- Veteran Status

If you have concerns or questions, we encourage you to address them as soon as possible by speaking with your volunteer coordinator or the Volunteer Services Office. You may also contact the Office for Institutional Equity (OIE) directly at 919-684-8222 or http://www.duke.edu/web/equity.

**Social Media Policy**

What is Social Media?

- Facebook
- Instagram
- Blogs
- Linkedin
- Flickr
- Twitter
- Wikis
- YouTube

What is the Social Media Policy?

- Personal use of social media sites during work hours is prohibited.
• Never share information on social media about yourself, patients or events that happen in your workplace unit, even in general/vague terms.

• Do not “friend” or contact patients or former patients on social media unless acquainted with them before becoming a patient.

• Do not take photos of patients or family members.

• Never discuss details of your work at Duke University Hospital on social media.

Disciplinary Action

It is the Volunteer Services philosophy to have our volunteers assist in providing the highest quality of care to the patients that visit us. In order to maintain this level of care, the volunteer coordinators and the Volunteer Services manager will identify and correct inappropriate volunteer behavior or performance, including attendance and dress code, through the use of mentorship and progressive disciplinary actions, if necessary. However, when serious or multiple minor infractions occur, discharge is also an option.

Dress Code for Volunteers

Your uniform is determined by the program in which you are assigned.

• Assigned uniform (vest or polo shirt) must be worn at all times during scheduled volunteer hours.

• Hospital badge is required to be worn at chest level at all times.
• Closed-toed shoes are required. Tennis shoes are permitted if they are clean and neat.

Examples of unacceptable attire include:

• Open-toed shoes

• T-shirts, jogging and/or sweat suits

• Revealing clothing such as: short skirts, halter tops, tube tops, shorts, low necklines, see through fabrics

• Denim “blue jeans”

• Ragged or un-hemmed clothing

• Hats, bandanas or other head wraps. Religious head attire is permitted

• Visible piercings (except ear lobes) and faddish hair coloring (i.e. blue, green, purple, orange, etc.)

• Any distracting tattoos must be covered

• Heavy scents or perfumes are not allowed

• Fingernails should be in clean condition (no chipped nail polish) and well-groomed with a length not to exceed ¼ inch beyond tip of finger
Infection Control

It is the policy of Duke University Health System (DUHS) and all of its entities, to prevent and control infections through the use of hand hygiene, standard precautions and transmission-based precautions (isolation precautions).

Hand Hygiene is the single most effective method of reducing the spread of bacteria, germs and infections in the healthcare setting. Hand hygiene is performed on ungloved hands with:

- Hospital-approved hand sanitizer located throughout the facilities
- Water and hospital-approved soap at sinks located throughout the hospital and outpatient settings/facilities.
- Only hospital-approved lotion located in common work area should be used on caregivers’ hands

You should perform hand hygiene:

- When arriving to work
- Before entering a patient’s room
- After leaving a patient’s room
- Before applying any Personal Protective Equipment (PPE) including gloves/gowns/masks
- After removing any PPE including gloves/gowns/masks
- After body fluid exposure risk
• After touching patient surroundings
• Before eating
• After using the restroom
• After handling any equipment
• Before leaving the hospital

HAND HYGIENE PROCEDURES

Using Soap and water

• Apply hospital-approved soap to hands.
• Hands are rubbed together vigorously, paying particular attention to between fingers, under fingernails, and backs of hands, for 15 seconds
• Rinse hands in a stream of water
• Dry hands with paper towel
• Use towel to turn off water

Using alcohol foams, gels, and liquid alcohol hand rub

Apply the manufacturer’s recommended amount of alcohol-based product to palm of one hand (for foam that’s about the size of a golf ball; for gels or liquids that’s one push on the dispenser lever) and rub hands together at least 15 seconds, covering all surfaces of hands, fingers, and wrist, until hands are dry.
Standard Precautions:

Standard Precautions should be observed at all times. Standard Precautions is an approach to Infection Prevention and Control that requires that blood, all body fluids, secretions and excretions, mucous membranes and non-intact skin of all patients be treated as potentially infectious. Standard Precautions means putting a barrier between the healthcare worker or volunteer and the blood or body fluids of any patient (i.e., wearing gloves, gown, and fluid shield mask with eye protection when there is a potential for exposure).

Transmission-based Precautions (Isolation Precautions):

These are put in place in addition to Standard Precautions for patients with suspected or documented infection with microorganisms that are highly transmissible/easily spread to other people, and these are indicated by signage on the patient’s room or cubicle and in the medical record. Volunteers are not to enter these rooms unless they have received specific training and approval by their supervisor and it is part of their Risk Management approved position description.

Remember:

- Do not clean up any unknown spills on hospital floors (notify the closest staff member or call Environmental Services clean up and prevent any falls/slips). The spills number is 919 681-2727.

- Do not pick up any unknown soiled objects, such as tissues, without hospital-issued gloves.

- Never pick up a needle or sharp instrument.
• Never reach into trash containers.

• Frequently perform **hand hygiene** to protect yourself as well as others.

• Eat and/or drink only in designated areas.

• Never perform a task which you feel uncomfortable doing or are not sure about.

• Check with the nurse prior to entering any patient room.

• Volunteers should not enter an isolation room. Isolation precaution rooms should have signage posted on the door or entry space. Volunteers are not to enter rooms with airborne isolation precautions.

• If you need to deliver something to a patient on isolation precautions, please take the item to the nurses’ station and a staff member will deliver them to the patient. Depending on your assignment, there are exceptions to this rule, which are addressed in department-specific training. In these cases, you must always first get approval from the unit charge nurse or supervisor and **MUST** receive training on how to properly use Personal Protective Equipment. **And only if it is part of your Risk Management approved position description.**
General Information

Attendance

Every department prides itself on providing reliable service for our patients and their families. Please report for duty on time, stay for the period you are assigned, and in the area you are assigned. If you will be absent from your shift, contact your supervisor in advance. If you plan to be away for an extended period of time, please let the volunteer coordinator know, so coverage can be arranged until your return. You should not perform services that take you away from the hospital during your shift.

Automated Teller Machine

ATM access for a number of banks is located on the tunnel floor from the main visitor elevator 24 hours a day. A branch of Wells Fargo Bank is located in the Duke Clinic Building (also known as Duke South) near the Information Desk at the blue elevators on the first floor. ATM access is also located next to the food court on the basement level of the Duke Clinic building.

Benefits of Volunteering

Duke University Hospital Volunteer Services hosts an annual event to recognize your service and to express appreciation for all of the hard work and dedication you have given during the past year. We plan additional departmental activities throughout the year and you are also invited to employee appreciation events. We offer a 12 percent discount to volunteers in the cafeteria.
Change of Address

Please notify your volunteer coordinator if you have a change in address, telephone number or e-mail address.

Emergencies

If you enter a patient’s room and the patient doesn’t look right, isn’t speaking coherently, or you feel something isn’t as it should be, do not hesitate to speak to the first nurse you see and explain. Don’t ever be afraid to ask in a situation like this. Patients safety and well-being are our first priorities. Perhaps the patient’s condition is normal, but it is better to be sure.

Employees Who Volunteer

There are many opportunities for employees to volunteer. However, due to labor laws, there are a few restrictions that apply. Employees may not volunteer to do the same work they are paid to do or volunteer in the same department where they work as paid staff.

Gift Shops

Gift shops are located at the lobby entrance to Duke Hospital on Erwin Road, and at Duke Clinics, the Duke Medicine Pavilion and Children’s Health Center. These shops are managed by Duke University Stores.

Gifts, Gratuities and Donations

Volunteers are not allowed to accepted gift or tips from patients. These should be graciously declined. If it is not possible to politely decline the gift or gratuity, notify your volunteer coordinator. Donations can be directed to Duke University Hospital.
Holidays

Duke University Health System observes the following holidays each year and most clinics and offices close, including the Volunteer Services office. If you are scheduled to work one of these days, please discuss your schedule with your coordinator.

- New Year’s Day
- Martin Luther King Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Christmas Day

Incidents/Accidents

If you observe an accident or safety concern, please contact your volunteer coordinator or a staff member who can assist you with submitting a report into the Safety Reporting System. Reports will be reviewed so that potential future accidents can be prevented.

If you are hurt during your shift, immediately notify your volunteer coordinator so that your injury can be addressed. If you need immediate attention, you will be assisted to the DUH Emergency Department. If your injury does not require a visit to the ED, your volunteer coordinator can assist you in making arrangements to be seen in the appropriate clinic. They will also need to complete a report in the Safety Reporting System. If you cannot get in touch with your volunteer coordinator, any employee should be able to assist you. Please note that you are responsible for any expenses that incur as a result of an injury. Volunteers currently are not covered under the Workers Compensation Policy and would not be eligible for coverage.
**Infection Free**

Staff, students and volunteers should be free of any contagious disease or infections. Please do not report to duty if you are ill—with a temperature of 101° or higher, or with diarrhea or vomiting. Call your volunteer coordinator as far in advance as possible when you are ill and cannot come in. You must be symptom free for at least 24 hours before returning to volunteer.

**Interpretation Services**

Duke University Hospital provides medical interpretation services for all patients who have Limited English Proficiency (LEP) or need American Sign Language. For patients with language needs, please refer the patient, or family member, to a staff person who will be able to arrange the appropriate resources.

**No Solicitation**

Duke University Hospital does not permit any solicitations on the hospital property or in the hospital itself. Direct selling is not allowed.

**Patient Complaints or Grievances**

Employees, students and volunteers are responsible for accepting complaints and compliments. If someone has a complaint, you should listen to the complaint using the RELATE model. If you cannot resolve their concerns immediately, then refer the complaint to a staff member or your volunteer coordinator.

**Patient Information**

Direct all inquiries from visitors regarding patients to the Information Desk in the main lobby of the hospital or to other Information Desks.
placed throughout the facility. If someone is lost, please walk them to their destination.

All news media inquiries should be referred to the hospital communications department. Our patients’ privacy is paramount. To give out unauthorized patient information might involve you, and the hospital, in legal action.

**Parking**

A parking card is issued to all community volunteers by Volunteer Services. It is to be utilized only during scheduled volunteer hours. Handicapped parking spaces are available.

**Reporting of Arrests and Convictions**

It is your responsibility to report any arrest or conviction of a misdemeanor or felony to your volunteer coordinator no later than seven calendar days after the incident. The situation will be reviewed and could result in dismissal from volunteering. Failure to inform your volunteer coordinator within the required period will result in dismissal from volunteering.

**Resignation**

If it is necessary for you to resign your position, please notify your volunteer coordinator at least two weeks prior to leaving the program. If your uniform includes a vest, we ask that you return your vest and ID badge.

**Sign-In**

For most assignments, you will be able to sign in and out on a computer kiosk or tablet computer in your area. You will use your
unique ID number to do this. Check with your volunteer coordinator for the most convenient sign-in location to your volunteer assignment. It is important that you remember to sign in and out so we know who is here and you are given proper credit for your work.

**Smoking & Tobacco Products**

Duke University Hospital is a tobacco-free campus. No tobacco products are allowed on hospital property. Smoking is also not allowed on Durham County property, which includes bus stops and sidewalks.

**Security/Public Safety**

If you would like an escort to your vehicle, or if you need assistance with your vehicle (dead battery, locked keys in car, etc.) you can call Duke Security at 684-2444.

**Telephones**

Volunteers and staff at Duke University Hospital are asked not to make personal calls in public or patient areas at any time while here, and to limit cell phone usage to breaks in private (non-patient) areas.

**Volunteer Guests**

Volunteers are not allowed to bring friends to the hospital during their shift or have guests visit while they are on duty.

**Weather**

DUH follows the Duke University Health System (DUHS) Severe Weather Plan. If DUHS implements the severe weather plan, notices will be on local TV and radio stations. While the severe weather plan is in effect, volunteers will not be expected to report to the hospital. For further information: 919-470-SNOW (7669).
Patient Care Guidelines

Beds

A volunteer never lays anything on a patient’s bed, nor sits or leans on it. Do not change the position of patients or change the position of a patient’s bed. When moving around the patient room, be mindful not to bump into the bed. An unexpected bump can be very painful for a patient.

Entering Patient Rooms

Before knocking on the patient’s door, please wash your hands or use hand foam. Knock on the patient’s door, announce yourself and wait to be acknowledged before entering. Always begin your conversations with the patient or visitor by first identifying yourself and then stating the purpose of your visit. Let the patients decide if they want to talk, and what they want to talk about. Respond, but do not probe for personal information. When leaving a patient’s room, ask the patient if he or she would like the door to remain open or closed and if there is anything you can do for them before you leave.

Feeding Patients

Volunteers cannot feed patients, but if needed with approval of the patient’s nurse, they may assist patients with the opening of items on their tray (such as plastic wear, pudding containers, coffee lids etc.) You may deliver drink and food items to the patient’s room upon request, but must ask a nurse for permission to do this first. Never give liquids to patients where the N.P.O. sign is on the door (this means patients cannot have any liquids or foods).
**Patient Care**

Volunteers may not assist with patient hygiene or activities of daily living, such as walking in the halls or getting up to use the restroom. Volunteers are not authorized to perform any type of medical care (such as taking respiration and blood pressure, adjusting patient traction or helping a patient get from the bed to the chair). If asked, please tell the patient you will be glad to get a nurse for them.

**Patient Rights and Responsibilities**

We view health care as a partnership between patients, their caregivers and Duke University Hospital. We are dedicated to respecting patients’ rights, values and dignity and to facilitating patients’ understanding of their responsibilities as partners in the treatment process. Patients will receive safe, high quality medical care regardless of an individual’s race, color, national origin, religion, gender, age, sexual orientation, gender identity or expression, genetic information, veteran status, or disability. A Patient Bill of Rights and Responsibilities is given to every patient at registration and is located in the patient guide in each inpatient room, posted throughout the hospital, and online.

**Visiting Patients**

While visits with patients are encouraged to make a patient’s hospital experience a better one, a visit is much more effective if it is brief. Lengthy conversations may over-tax a patient’s strength. When conversing with a patient, please be encouraging, helpful and understanding without showing curiosity about the patient’s conditions. Please do not visit patients unless authorized to do so. Do not visit relatives or friends who are hospitalized while you are in your assigned area. Please plan to visit them before or after your shift.
**Wheelchair Safety**
Volunteers at Duke University Hospital are **not** authorized to assist patients in or out of wheelchairs, nor are they allowed to push patients in wheelchairs.

**Additional Policies for Volunteers**

Volunteers:

- Do not take patients off of hospital property or transport patients unless doing so is a part of a specific program, as outlined in your volunteer position description, and training has been received from a volunteer coordinator.

- Do not be responsible for any patient or visitor’s purse or other personal belongings.

- Do not become personally involved with a patient’s family unless it is a part of the program’s objective.
Regulatory Readiness

A regulatory body is an authorized government agency that is responsible to oversee and ensure that DUH is following the laws and regulations pertinent to our license or line of business. It holds us accountable to state and national laws that are required to operate in the State of North Carolina.

An accreditation body is a quality organization that ensures organizations have acceptable quality practices based on evidence based guidelines accepted throughout the country or internationally. Accreditation is a choice for an organization and is not law. However, laws are usually incorporated into accreditation standards.

Examples of Regulatory and Accreditation Bodies

- American College of Radiology (ACR)
- Centers for Medicare and Medicaid Services (CMS)
- Clinical Laboratory Improvement Amendments (CLIA)
- Department of Public Health
- Department of Health Service Regulation
- The Joint Commission
- Magnet
- Occupational Safety and Health Administration (OSHA)
Regulatory and accreditation agencies are authorized to visit our hospital at any time. If you meet an agency representative while volunteering, remember that they are here to help us provide the best care for our patients, their loved ones and each other. Always:

- Keep conversations professional.
- Be truthful.
- Keep your answers focused and specific to the question.
- Support hospital employees and co-volunteers.
- Know examples of patient safety and performance improvement initiatives for the organization.
- Keep the Volunteer Handbook in your pocket as a handy reference tool.
- Never say to a surveyor “I don’t know.” Instead, tell them you will investigate that question and get back to them.
## Hospital Acronyms, Abbreviations and Other Useful Terminology

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<thead>
<tr>
<th>Abbreviation</th>
<th>Full Form</th>
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<tbody>
<tr>
<td>ACU</td>
<td>Ambulatory Care Unit</td>
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<tr>
<td>Admin</td>
<td>Administration</td>
</tr>
<tr>
<td>CCU/ICU</td>
<td>Critical Care Unit/Intensive Care Unit</td>
</tr>
<tr>
<td>CDU</td>
<td>Clinical Decision Unit</td>
</tr>
<tr>
<td>CT</td>
<td>CAT scan</td>
</tr>
<tr>
<td>D&amp;PT</td>
<td>Diagnostic and Pre-testing</td>
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<tr>
<td>ED</td>
<td>Emergency Department (Emergency Room)</td>
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<tr>
<td>Endo</td>
<td>Endoscopy</td>
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<tr>
<td>EVS</td>
<td>Environmental Services/Housekeeping</td>
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<tr>
<td>HIM</td>
<td>Health Information Management (Medical Records)</td>
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<tr>
<td>HR</td>
<td>Human Resources</td>
</tr>
<tr>
<td>IT</td>
<td>Information Technology (Computer Services)</td>
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<tr>
<td>Materials</td>
<td>Central Storeroom (Supply Room)</td>
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<tr>
<td>MRI</td>
<td>Magnetic Resonance Imaging</td>
</tr>
<tr>
<td>Abbreviation</td>
<td>Description</td>
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<td>--------------</td>
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<tr>
<td>NPO</td>
<td>Nil Per Os (Latin) nothing to eat or drink</td>
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<tr>
<td>OP</td>
<td>Outpatient</td>
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<tr>
<td>OR</td>
<td>Operating Room</td>
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<tr>
<td>OT</td>
<td>Occupational Therapy</td>
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<tr>
<td>PACU</td>
<td>Post Anesthesia Care Unit (Recovery Room)</td>
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<tr>
<td>PPE</td>
<td>Personal Protective Equipment – glove, masks, gowns</td>
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<tr>
<td>PT</td>
<td>Physical Therapy</td>
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<tr>
<td>PVR</td>
<td>Patient &amp; Visitor Relations</td>
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<td>SDA</td>
<td>Same Day Admission</td>
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<td>SDS</td>
<td>Same Day Surgery</td>
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<td>Telemetry</td>
<td>Cardiac Monitoring</td>
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</tbody>
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Emergency Procedures

It is crucial that all staff, students and volunteers know the following information:

In the case of fire (Code RED):

R  Remove patients and co-workers from the area

A  Activate the nearest fire alarm and then dial 115 from the nearest hospital phone

C  Contain the fire (i.e. close the door to the room)

E  Extinguish the fire with a hand held extinguisher or exit the building if fire is being extinguished.

When using the fire extinguisher remember:

P  Pull Pin

A  Aim

S  Squeeze

S  Sweep
Annual Safety Education

Every year, all hospital volunteers are required to complete and update annual compliance training and mandatory safety requirements to remain an active volunteer.

Cart Transport

Carts, regardless of size, should be slowly and carefully moved through the hallways. They should be pushed on one side of the hallway rather than the middle. Only push carts if items are placed on the carts in a way that does not inhibit full sight of surroundings.

Chemical Hazards

There are hazardous chemicals used in many hospital locations. You have a “Right to Know” about the chemicals. All areas have a MSDS (Material Safety Data Sheet) on line which contains information about all chemicals used in the hospital.

Medical Waste

Medical waste contains body fluids that may be infectious. Treat all unknown items as contaminated, including spills on the floor. Never reach into any container, as there may be something sharp inside that could stick or cut you.
## Emergency Codes You Must Know

For fire, medical or security emergencies while on hospital premises, dial 115.

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<th>Code</th>
<th>Description</th>
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<td>Medical Emergency</td>
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<td>Code Triage/Code Triage Standby</td>
<td>Emergency plan activation</td>
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<td>National Weather Service Announcement</td>
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<td>Code Purple</td>
<td>Assistance/Manpower</td>
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<td>Code Pink</td>
<td>Infant Abduction</td>
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<td>Security Alert/ Suspicious Person</td>
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<td>Patient Elopement</td>
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<td>Code Black</td>
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</tbody>
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Emergency Phone Numbers to Know

- Fire/Police/Spill Response 911 (off premises)
- Chemical and Fire Safety 115 (on premises)
- Medical Center Safety Office 919 684-5967
- Infection Prevention Office 919 684-5457
- Exposure Hotline (Inside Duke) 115
- Exposure Hotline (Outside Duke) 919 684-8115
- Radiation Safety 919 684-2194
- Duke Security 919 684-2444

Other Helpful Numbers

- Hospital Operator 919 684-8111
- Employee Health & Occupational Health 919 684-3136
- Duke Student Health 919 681-9355
- Spills Hotline 919 681-2727
- Volunteer Services Main Number 919 681-6088

*Emergency Call from Duke installed phone: 115 or 919-684-2444
Emergency Call from a cellular phone: 919-684-2444*
This handbook belongs to

____________________

My volunteer coordinator info

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