Welcome Student!
During your time here you will gain a valuable and worthwhile experience with our staff. We value and support your dedication to your chosen profession and wish you the best while you are on campus.

Sincerely,
Mayo Clinic Health System Leadership

Instructions

1. Read packet information.
2. Complete the Student Parking Permit and Student Orientation Signature Form located near the end of packet.
3. Students under the age of 18 also need to complete the Minor Observation Parent/Guardian Signature Form on page 21.
4. Return the forms to your clinical instructor prior to the start of your clinical experience.

Instruction from teachers and books teaches a man what to think, but the great need is that he should learn how to think. —William J. Mayo, 1938
Value Statements for Mayo Clinic Health System

These values, which guide Mayo Clinic’s mission to this day, are an expression of the vision and intent of our founders, the original Mayo physicians and the Sisters of Saint Francis.

Primary Value
The needs of the patient come first.

Respect
Treat everyone in our diverse community including patients, their families, and colleagues with dignity.

Compassion
Provide the best care, treating patients and family members with sensitivity and empathy.

Integrity
Adhere to the highest standards of professionalism, ethics and personal responsibility, worthy of the trust our patients place in us.

Healing
Inspire hope and nurture the well-being of the whole person, respecting physical, emotional and spiritual needs.

Teamwork
Value the contributions of all, blending the skills of individual staff members in unsurpassed collaboration.

Excellence
Deliver the best outcomes and highest quality service through the dedicated effort of every team member.

Innovation
Infuse and energize the organization, enhancing the lives of those we serve, through the creative ideas and unique talents of each employee.

Stewardship
Sustain and re-invest in our mission and extended communities by wisely managing our human, natural and material resources.
Conduct and Behavior

- Professional behavior is expected. In consideration of patients and staff in the area, loud conversation or laughter is discouraged. Discussions should be conducted in a quiet and confidential manner.
- You are expected to be under the supervision of designated staff at all times during the clinical experience.
- It is expected that you will notify designated department staff if ill, will be late, or unable to follow through with planned clinical experiences.
- Bring minimal personal belongings and money. No valuables. Mayo Clinic Health System is not responsible for stolen and/or misplaced personal items. A location may be assigned to keep personal belongings during the clinical experience.
- Personal cell phones must be turned off during the clinical experience. Cell phones and/or cameras are not allowed in the experience areas.
- Mayo Clinic Health System reserves the right to review any written journals, reports, papers, etc. prepared by students to assure confidentiality standards are being met.
- Students are not to request patients to sign any type of Release of Information forms.
- Mayo Clinic Health System reserves the right to terminate clinical experiences at any time for any reason. Immediate follow-up communication with a school representative will be done.

Alcohol and Drugs

Mayo Clinic Health System is committed to maintaining a work environment which is free from the influence of alcohol and/or illegal drugs to protect the health, safety, and well-being of patients, employees, and visitors.

Mayo Clinic Health System prohibits the use, possession, transfer and/or sale of alcohol and/or illegal drugs while working, while on all premises owned, leased, or otherwise controlled by Mayo Clinic Health System, and while operating any company vehicle, machinery, or equipment.

Mayo Clinic Health System also prohibits reporting for work and working anywhere on behalf of Mayo Clinic Health System under the influence of alcohol and/or illegal drugs.

You are also responsible for reporting suspected alcohol and/or illegal drug use by any staff member or student to your supervisor or the person responsible for your experience.
Diversity

Mayo Clinic Health System values and promotes diversity as a strategic advantage. Mayo Clinic Health System defines diversity as all the characteristics which differentiate individuals or groups from one another. It includes distinctions based on race, color, creed, religion, gender, age, national origin, marital status, sexual orientation, veteran’s status, disability, or status with regard to public assistance. Mayo Clinic Health System’s goal is to create a caring service environment where individual differences are valued allowing all staff to achieve and contribute to their fullest potential.

Mayo Clinic Health System’s goal is to serve patients, families and one another with respect, concern, courtesy and responsiveness. A climate that nurtures and supports the fullest contributions of everyone is essential to Mayo Clinic Health System’s success in patient care, education and research. Creating and sustaining this climate are the responsibilities of all who provide service and learn at Mayo Clinic Health System.

Dress and Decorum

The following guidelines have been developed to promote a professional image:

- Students must wear their school issued identification badge on the upper half of the body visible to patients, employees, and other customers at all times.
- Students will be required to present a clean and neat appearance.
  - Examples of appropriate dress include khakis, cleaned and pressed polo/t-shirts.
  - Inappropriate dress examples include sweatshirts, spandex, leggings, tank tops, halter tops, tops with spaghetti straps, cargo style (i.e. pockets on the legs, ties at the bottom of the legs), sleeveless tops, no jeans/denim (any color) of any kind, skirts above the knee.
- Pants must be at least below the knee.
- Wearing of undergarments is required and should be discreet.
- Shoes appropriate to the area and dress must be worn.
  - Dress sandals are acceptable, but no flip flops are allowed.
  - No excessively high platform shoes or boots.
- Stockings may also be required in some areas to ensure safety and infection prevention policies are met.
- Visible body piercing should be limited to the ears.
- Facial hair must be well groomed and trimmed.
- Perfumes, cologne, after-shave or any other scented personal products may not be worn in consideration of patients and co-workers who have sensitivity to such odors.
- Every attempt should be made to cover all visible tattoos.
- All Mayo Clinic sites are tobacco-free work environments.
- Students will be informed of specific department dress requirements.
**Integrity**

The following are Core Principles for our daily interactions with patients, their families, our coworkers and others with whom we interact:

- Mutual Respect, consideration and courtesy is expected of every employee, as well as students, visitors, patients and family members
- A Work Place free of harassment, coercion or disruptive behavior
- We follow all laws and regulations applicable to our industry

- What do you do if you believe there may be a situation that is non-compliant with these Core Principles?
  - Report it – Students and Employees who work at Mayo Clinic have a responsibility to, in good faith, report any known or suspected violation of Mayo policy or applicable law or regulation.
  - Avenues for Reporting
    - Preceptor, Supervisor, Manager, Administrator
    - Anonymous Toll Free Hotline: 1-888-721-5391
    - Anonymous Online: MayoClinicComplianceReport.com

- Integrity and Compliance Program booklet is available upon request.

**Internet and Computer Access**

Use of the Mayo Clinic Health System network, remote access service, Internet access, computers, and related infrastructure is primarily for Mayo Clinic Health System business-related activity or professional development.

Mayo Clinic Health System reserves the right to examine, confiscate or surveil any computer or device connected or linked to the corporate network and any activity or information stored on or transmitted through any Mayo Clinic Health System computer or connected/linked device.

The electronic environment is part of the workplace and carries with it the same expectation of mutual respect and confidentiality that applies to all other activities. Users may not access or store material that would be considered inappropriate, offensive, or disrespectful to others.

Posting anything that could be construed as a Mayo Clinic Health System endorsement or that reflects negatively on the organization is prohibited, such as items posted to internet bulletin boards, social networking sites, micro blogging, mailing lists, online forums, etc. This also includes any postings that have a negative impact on the performance of their job, conflict with their obligation to Mayo Clinic Health System or in any way negatively impact Mayo Clinic Health System’s reputation in the community.
Language Services

Interpretive services will be provided at the patient or family member request, or when identified by the provider/staff member. If there is any doubt about the patient’s level of understanding in any given situation, interpretive services will be used. Mayo Clinic Health System staff can arrange for interpreter services as well as other tools available to provide this service. Interpreters meet qualifications and have the training and medical interpreting experience to assure professional, competent and safe service. Please keep our patient safety in mind whenever an interpreter is needed.

Patient Care

Patient care responsibilities are limited to your educational level; outlined experiences by the educational institution and/or at the discretion of the supervising clinical preceptor. Refer to details outlined in the school affiliation agreement and department policies/procedures

Patient and Customer Feedback

Patient and customer feedback is an important part of healthcare and requires processes to be in place to promptly address concerns, complaints and compliments. The intake and management of patient feedback handled closest to where the issue happens, i.e. at the department or unit level, results in greater patient satisfaction and patient loyalty. Students should direct questions or concerns to the RN or staff member accountable for their patient or experience. We want to address customer feedback in a timely manner. If a patient voices a concern or a complaint to a student, but does not want to report it, the student should discuss this with their preceptor. In addition, students have very valuable feedback that can help up improve our services. If the department/unit frontline person and/or manager are unable to resolve the patient feedback at the department manager level, designated Patient Experience staff will be in place to consult with and assist with managing the resolution of the complaint.
Patient Rights

It is the basic intent of Mayo Clinic Health System that all interactions with patients and families exhibit respect for the rights of the patient (inpatients receive a copy of the Patient Bill of Rights). Patients and family members are afforded the following rights:

- Reasonable access to care and responsive service to requests
- Consideration and respectfulness
- Informed participation in decisions regarding his/her own care
- Participation in the consideration of ethical issues (Many Mayo Clinic Health System sites have ethics committees)
- Personal privacy and confidentiality of information
- Designation of representative decision maker if needed
- Method to voice grievances and complaints
- Use of personal property
- Protection and advocacy services

Personal Use of Cell Phones

Staff members/students are discouraged from using personal cell phones or work telephones for personal calls and/or text messaging during work time except for an emergency. Personal phone calls and/or text messaging should be made on non-work time and away from patient care areas.

If staff have friends or family members that are frequent callers, staff should let them know that hearing from them is important, but that they need to respect the staff member’s time at Mayo Clinic Health System. Staff should discourage others from calling them during working hours. Utilization of the MCHS Switchboard for personal incoming calls is inappropriate.

All personal phones must be turned off or in “silent” mode during work hours.

Phones with photo/recording capabilities should not be used in areas where personal privacy is expected. Use of cell phones to photograph, video tape, or transmit any patient or portion of a patient’s body or confidential information, is prohibited.

Additional Resources

If additional information is needed on any of the topics listed above, please ask the person responsible for your experience for a copy of the appropriate policy.
Patient Satisfaction

We all have the ability to positively impact patient satisfaction no matter our role. Through surveys and research, patients have told us what they value in their health care. They want to trust their caregivers. They want an individualized experience. They want control, and they want to feel safe.

**AIDET**—which stands for Acknowledge, Introduce, Duration, Explanation and Thanks—is a communication tool designed to help us build trust with patients and individualize our interactions with them. The tool is intended to support each of us in finding and using the right words at the right time to improve patient satisfaction and inspire our patients, not only to return to us for care, but to also recommend our care to others.
In order to be trusted, we must be safe.

- We will work together to strengthen our culture of safety and eliminate preventable harm to our patients and staff.
- The five safe behaviors define how we work and how we interact with each other.
- The principles of fair and just culture guide our response to errors.
- Together, we will create a safe and trusting environment where the most important person in the room is always the patient.
- For more information, visit: [http://intranet.mayo.edu/charlie/commitment-to-safety/](http://intranet.mayo.edu/charlie/commitment-to-safety/)

**Our Five Safe Behaviors**

- **Pay attention to detail**
  - Focus on specific task. Minimize distractions.
  - Ensure correct information & actions to avoid errors. Proactively assess risks.
- **Communicate clearly**
  - Be respectful, nonjudgmental & non-intimidating.
  - Be aware of body language & tone. Minimize use of acronyms.
  - Allow for clarification. Verify accuracy/understanding.
- **Have a questioning & receptive attitude**
  - Speak up to prevent harm. Be responsive & open to those who ask questions.
  - Manage emotions.
  - Respect each other’s intentions & competencies.
- **Hand-off effectively**
  - Use an SBAR format. Be interactive. Avoid interruptions.
  - Communicate “up the chain” to prevent harm, if needed.
- **Support each other**
  - Be mutually supportive & open-minded.
  - Be flexible & flatten team hierarchies for stronger collaboration.
SBAR

All Mayo Clinic Health System care providers, no matter what their role, are encouraged to SPEAK UP for safer patient care.

Communication breakdown among health care providers is a root cause of over half the sentinel events reported in our country. Using a consistent, structured framework for information exchange is shown to lessen the potential for error and ensure continued quality patient care.

The SBAR communication tool provides a standardized framework for members of the healthcare team to communicate about a situation.

Examples for use:
- Hospital patient handoffs or change of shift reports
- Emergencies or urgencies
- Important information shared by phone or email

<table>
<thead>
<tr>
<th>SBAR</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>S</strong></td>
<td>What is happening at the present time?</td>
</tr>
<tr>
<td><strong>B</strong></td>
<td>What are the circumstances leading up to this situation?</td>
</tr>
<tr>
<td><strong>A</strong></td>
<td>What do I think the problem is?</td>
</tr>
<tr>
<td><strong>R</strong></td>
<td>State what you think needs to be done.</td>
</tr>
</tbody>
</table>

**Situation**

**Background**

**Assessment**

**Recommendation**
Infection Prevention & Control

Infection control is a major concern for healthcare workers. Because healthcare workers do not know who is infected, standard precautions (see below) apply to everyone. Assume all blood, body fluids, and needles are potentially infectious. Treat everyone with care, but use precautions with each person, all used needles, and all body fluids. Infected people often have no symptoms and may not know that they are infected.

If there is an isolation precaution sign outside a patient room, do not enter until you check with the nursing staff.

Preventing Infection

Before reporting to your duties at Mayo Clinic Health System, cover any cuts or open sores with a fresh bandage. If you feel ill or if you are coughing or sneezing, it is better to stay at home.

Infection spreads through contact with a contaminated person or object. Sneezing, coughing, and touching can spread infection.

Respiratory Hygiene/Cough Etiquette

The following measures to contain respiratory secretions are recommended for all individuals with signs and symptoms of a respiratory infection:

1. Cover the nose/mouth when coughing or sneezing.
2. Use tissues to contain respiratory secretions and dispose of them in the nearest waste receptacle after use.
3. Perform hand hygiene (e.g. hand washing with non-antimicrobial soap and water, alcohol-based hand rub, or antiseptic hand wash) after having contact with respiratory secretions and contaminated objects/materials.

Standard Precautions

Standard Precautions apply to every patient all the time. Standard precautions include the use of Personal Protective Equipment, aka: “PPE”. PPE include: gloves, gown, mask with face shield/goggles.

Key components of Standard Precautions include the following:

- **Clean Hands** Before and after patient contact and after removing gloves.
- **Gloves** When hands are likely to be exposed to blood, body fluids, nonintact skin, mucous membranes, or contaminated articles. Change gloves between tasks on the same patient.
- **Gown** Wear a fluid-resistant gown when clothing is likely to be exposed to blood or body fluids.
- **Mask** (Eye protection, Face Shield) to protect eyes, nose, and mouth during activities that may result in splashing of blood or body fluids.
SCRUB 15

Protecting our patients 15 seconds at a time

Before:

- Touching a patient
- Performing an invasive procedure
- Manipulating an invasive device
- Changing a wound dressing

After:

- Touching a patient
- Touching contaminated items
- Removing gloves
- Leaving a patient’s bedside or room

Remember, wearing gloves is not sufficient by itself. You must practice hand hygiene before and after these contacts – even if you wear gloves.

But I didn’t touch the patient! Why do I have to do anything?

Many surfaces in the patient care environment, including bedrails, IV pumps, and even computer keyboards, are often contaminated with antibiotic resistant bacteria like MRSA, VRE, and multi-drug resistant gram negative rods. These bacteria can survive for days on these surfaces.

When should I wash with soap and water vs. using the alcohol based foam/gel?

Wash your hands with soap and water:

- If your hands are visibly soiled
- After caring for patients with C. Difficile associated diarrhea because C. Difficile spores are not killed efficiently by alcohol
- Before eating
- After using the restroom
- In all other situations, you can either wash your hands with soap and water or use the alcohol based foam/gel

How do I wash my hands correctly?

1. Wet your hands under warm running water
2. Apply 3-5 mL of soap to hands
3. Rub hands together vigorously for at least 15 seconds, focusing on fingertips and nails
4. Rinse hands holding fingers down to allow water to drain off
5. Dry hands thoroughly using disposable towel
6. Use a dry towel to turn off the faucet
Emergency Preparedness / Call Codes—Albert Lea Campus

<table>
<thead>
<tr>
<th>Call Code</th>
<th>Condition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Code Blue</td>
<td>Respiratory/Cardiac Emergency</td>
</tr>
<tr>
<td>HICS</td>
<td>Hospital Incident Command System</td>
</tr>
<tr>
<td>Dr. PIP</td>
<td>Threatening/Aggressive Person</td>
</tr>
<tr>
<td>Code Amber</td>
<td>Missing or Abducted Person</td>
</tr>
<tr>
<td>Code Red</td>
<td>Fire Announcement</td>
</tr>
<tr>
<td>Tornado Watch</td>
<td>Tornado Watch</td>
</tr>
<tr>
<td>Tornado Warning</td>
<td>Tornado Warning</td>
</tr>
<tr>
<td>All Clear</td>
<td>Emergency Situation Resolved</td>
</tr>
</tbody>
</table>

**Bomb Threat**

- Dial 7777
- Ask questions: When is the bomb going to explode? What kind of bomb is it? What does it look like? Why did you place the bomb? Where are you calling from?
- Distinguishing features – gender, accent, age, background noise, tone of voice

**Fire Safety**

- A Code Red is a term used to indicate the presence of a fire.
- It is announced over all the building paging system when a call to #7777 indicating the fire or smoke within a specified area.
- How do I respond to a fire in my work area?

<table>
<thead>
<tr>
<th>R: Rescue the patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>A: Alert – pull fire alarm, call 7777</td>
</tr>
<tr>
<td>C: Confine fire by closing doors</td>
</tr>
<tr>
<td>E: Evacuate horizontally to next compartment</td>
</tr>
</tbody>
</table>

**Hazardous Chemicals – “Right-to-Know”**

- As a healthcare worker, you know the power of chemicals. They make your job easier, more effective – and they help save lives.
- Mayo Clinic Health System has developed a Hazardous Communication Program based on OSHA’s Hazardous Communication Standard.
- To locate specific chemical data, go to Mayo Clinic Intranet Homepage, type SDS in the Search feature to locate Safety Data Sheets, and then enter the chemical name in the Search This Site field.
Emergency Preparedness / Call Codes—Austin Campus

<table>
<thead>
<tr>
<th>Call Code</th>
<th>Condition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Code Blue (pre-announced tone)</td>
<td>Critical or Cardiac Emergency</td>
</tr>
<tr>
<td>Rapid Response Team (RRT)</td>
<td>Physician needed at once</td>
</tr>
<tr>
<td>BERT (Behavioral Emergency Response Team)</td>
<td>Behavioral Emergency</td>
</tr>
<tr>
<td>PIP (Prevention, Intervention, Post-vention)</td>
<td>Behavioral Emergency</td>
</tr>
<tr>
<td>Code Red</td>
<td>Fire Announcement</td>
</tr>
<tr>
<td>Code D (proceeded by number)</td>
<td>External Disaster</td>
</tr>
<tr>
<td>Decontamination Team</td>
<td>Hazardous Material Emergency</td>
</tr>
<tr>
<td>Missing Child Alert</td>
<td>Missing Infant/Child</td>
</tr>
<tr>
<td>Trauma Team</td>
<td>ED</td>
</tr>
<tr>
<td>Tornado Watch</td>
<td>Tornado Watch</td>
</tr>
<tr>
<td>Tornado Warning</td>
<td>Tornado Warning</td>
</tr>
<tr>
<td>All Clear</td>
<td>Emergency Situation Resolved</td>
</tr>
</tbody>
</table>

**Fire Safety**
- A Code Red is a term used to indicate the presence of a fire.
- It is announced over all the building paging system when a call to #29999 indicating the fire or smoke within a specified area.
- How do I respond to a fire in my work area?

| R: Rescue | anyone in immediate danger |
| A: Alarm: | Active fire alarm pull box & call emergency number #29999 |
| C: Contain | the fire by closing windows/doors; leave/turn lights on |
| E: Extinguish | fire if your safety can be assured. |

**Hazardous Chemicals – “Right-to-Know”**
- As a healthcare worker, you know the power of chemicals. They make your job easier, more effective – and they help save lives.
- Mayo Clinic Health System – Albert Lea and Austin have developed a Hazardous Communication Program based on OSHA’s Hazardous Communication Standard.
- To locate specific chemical data, go to Mayo Clinic Intranet Homepage, type SDS in the Search feature to locate Safety Data Sheets, and then enter the chemical name in the Search This Site field.
Student / Clinical / Intern Parking Permit Request Form

First Name ___________________________ Last Name ___________________________

Department: ___________________________ Start Date: ___________ End Date: ___________

Vehicle: Make: _________________________ Model: _________________________ Color: ______

License Plate Number ___________________________ State of issue: _________________________

(We must have the make, model, and license number of each vehicle. Incomplete forms will be considered invalid.)

Return top portion through US mail to: Mayo Clinic Health System, 404 W. Fountain St. Albert Lea, MN 56007

Place bottom portion on your vehicle dash in the front window.

Student Parking Permit

Student parking is located in the Water St. lot only during the day. If you have questions, please contact the Security Dept at Ext. 2100 or 507-379-2100.
Student / Clinical / Intern
Parking Permit Request Form

First Name __________________________  Last Name __________________________

Department: __________________________  Start Date: ___________  End Date: ___________

Vehicle:  Make: __________________________  Model: __________________________  Color: ______

License Plate Number __________________________  State of issue: __________________________

(We must have the make, model, and license number of each vehicle. Incomplete forms will be considered invalid.)

Return top portion through US mail to: Mayo Clinic Health System, 1000 First Dr. NW Austin, MN 55912

Place bottom portion on your vehicle dash in the front window.

Student Parking Permit

Student parking is located in any staff parking. If you have questions, please contact the Security Dept. at 507-434-1481.
Confidentiality Policy

Content Applies To: Mayo Clinic Health System

Scope

This Mayo Clinic Health System policy applies to all allied health staff, physicians, research temporary professionals, residents, fellows, students, volunteers, temporary contingent workforce, visitors, contractors, and vendors. Salary, benefits, and human resource/operational policies are subject to change by Mayo Clinic Health System at any time. The contents of this policy are not intended to constitute a contract of employment. Both Mayo Clinic Health System and the individual may terminate the employment relationship at any time.

Purpose

This policy:

• Provides confidentiality guidelines for Mayo Clinic
• Defines expectations and clarifies the steps to be taken when a breach in confidentiality of patient, employee, or institutional data or information occurs.
• Establishes guidelines and steps taken to ensure that confidential information is disposed of in a secure manner.

Definition

Protected health information (PHI): Individually identifiable health information held or transmitted in any form or medium, including information created or received by a health care provider, health plan, employer or health care clearinghouse that relates to the past, present, or future physical or mental health or condition of an individual; the provision of health care to an individual; or the past, present or future payment for the provision of health care to an individual; and that identifies the individual or for which there is a reasonable basis for believing that the information could be used to identify the individual. PHI includes medical, scheduling, and billing information.

Policy Statements

Employees have an obligation to conduct themselves in accordance with the core principle of keeping all information concerning patients, employees, and business information confidential in accordance with applicable law and Mayo Clinic policy.

Maintaining confidentiality of patient, employee, and business information is critical to respecting patient privacy and the integrity of medical and business information, and is the responsibility of all Mayo Clinic employees. This policy pertains to all data and information (oral, paper, and electronic) related to the operation of Mayo Clinic including, but not limited to:

Page 1 of 3
• protected health information (PHI) for example, patient’s names, personal/medical information, billing/financial information
• financial information
• employee social security numbers and other personal identifiable information
• proprietary products and product development
• marketing and general business strategies
• any discoveries, inventions, ideas, methods, or programs that have not been publicly disclosed
• any information that has been marked “confidential”

Negligent or intentional acts leading to the unauthorized acquisition, access or use of confidential or sensitive information that is not necessary to perform one's job duties, disclosure of such or releasing information to unauthorized individuals or individuals not having a legitimate business reason to have this information is strictly prohibited and will result in corrective action up to and including termination of employment. Employees are to refrain from revealing personal or confidential information concerning other individuals or business operations, unless such use or disclosure is supported by a legitimate business purpose or is allowed by another Mayo Clinic Health System policy. These acts may result in legal action against the individual and/or Mayo Clinic.

Patient Protected Health Information (PHI) is intended to be used in the course of treatment, payment, health care operations, research, education, and for other institutional purposes by employees within Mayo Clinic to perform their assigned duties. Information regarding appropriate review of an electronic medical record (EMR) can be found in the Mayo Clinic Privacy Policy for Electronic Access to Protected Health Information.

Employees who have a reasonable basis to believe that a breach of confidentiality has occurred or who witness another employee breach data/information confidentiality should report the incident as soon as possible. The incident should be reported to any of the following:

• Immediate supervisor
• Administrator
• Human Resources
• Compliance Office
• Privacy Officer
• Compliance Hotline 888-721-5391, or www.MayoClinicComplianceReport.com

The Privacy Office is responsible for bringing the alleged violation of confidentiality to the attention of the supervisor and/or Human Resources. An investigation will be conducted by those responsible for monitoring the performance of the employee suspected of breaching confidentiality in collaboration with Human Resources. Information from the investigation will be reviewed with the appropriate member(s) of management, the Compliance Office, Human Resources, and Legal Counsel, if warranted. These individuals will determine what corrective action is to be taken, up to and including termination of employment. Mayo Clinic will not tolerate any retaliation or intimidation of a complainant. Employees who have a reasonable basis to believe a breach of confidentiality has occurred but fail to report it may also be subject to corrective action.
Employees permitted access to Mayo Clinic computer information systems and/or other sources of confidential information, as a condition of such access, may be required to sign a confidentiality document acknowledging their understanding of their responsibilities in preserving the confidentiality and security of such systems and information, and their agreement to abide by all Mayo Clinic policies governing their use of such systems and information. These individuals must:

1. Maintain confidentiality of assigned ID’s, passwords and computer devices. The ID’s and passwords are confidential and should not be posted, shared or distributed to anyone other than the assigned user.
2. Implement appropriate security measures for their standalone or networked work station, and the data files they may contain.
3. Ensure the protection of information from unauthorized access, including, but not limited to other Mayo Clinic staff and family members.
4. Adhere to appropriate computer access and data authorization requirements as outlined in other administrative policies.
5. Report any theft or loss of computer resources, including laptops, desktops, PDA’s, smartphones, cell phones or other computing devices, to their immediate supervisor and Mayo Clinic Security.

Human Resources has guidelines for the release of sensitive employment information. Sensitive employment information is defined as W-2 statements, paychecks, hand drawn checks, home addresses and phone numbers, work locations and phone numbers, social security number, and detailed benefit and salary information. For the protection of employees, no paychecks, W-2 copies, statement of benefits, and other personal information requested from Human Resources will be released unless a signature and picture ID is provided by the recipient.

Mayo Clinic reserves the right to provide third parties the following without the written permission of the employee: verification of current employment, data required by law to be reported such as EEO statistics, information required under the collective bargaining agreement, and information necessary to protect Mayo Clinic's legal interest. Mayo Clinic's policies do not affect employees' legal right to discuss their own wages and working conditions with others.

Each work unit within Mayo Clinic is responsible for establishing procedures to ensure confidentiality of online information and computer-generated reports consistent with other appropriate Mayo policy. Procedures may be required at the level of production, distribution, storage, collection and disposal of confidential reports.

Mayo Clinic employees having access to organizational data are expected to conduct themselves in a manner that safeguards this valuable asset from damage or inappropriate use. Data and information determined to be confidential are to be closely controlled from creation through destruction. All efforts will be taken to prevent inadvertent access or use of Mayo Clinic confidential data and are to continue through to its final destruction. Confidential data is to be disposed of in a secured manner to include use of portable shredders for on-site shredding of hardcopy information, use of secured containers for disposal and off-site shredding, and/or overwriting of any magnetic media (e.g. tapes, disks). Each department is instructed to utilize the option(s) considered most appropriate, given the department’s unique set of requirements.
Please complete and return to your clinical instructor prior to the start of your clinical experience.

Student Orientation Signature Form

Please check all boxes:

☐ Parking
☐ Conduct and Behavior
☐ Dress and Decorum
☐ Integrity
☐ Language Services
☐ Patient Rights
☐ Patient Satisfaction, AIDET
☐ SBAR
☐ Hazardous Chemicals
☐ Emergency Preparedness

☐ Value Statements
☐ Alcohol and Drugs
☐ Diversity
☐ Internet and Computer Access
☐ Patient and Customer Feedback
☐ Personal Use of Cell Phones
☐ Our Commitment to Safety
☐ Infection Prevention & Control
☐ Confidentiality Policy

I heard or read the above information/policies included in the Student Orientation Packet. I understand the content and agree to comply with the Organization’s policies, procedures and guidelines.

I agree, unless authorized, not to access, use or release confidential information regarding patients, employees and business operations. I also understand that my unauthorized access, use or release of any and all confidential information at Clinical Facility may be cause for my immediate termination from the clinical experience. In addition, I understand that I may be personally liable for any disclosure, misappropriation or use of confidential information.

Print Name: ________________________________

Signature: ________________________________

Date: ________________________________

School: ________________________________
Minor Observation Parent/Guardian Signature Form

We understand and have read the policies, procedures, and expectations for Mayo Clinic Health System Student Experience. We especially are aware of the confidentiality requirements that must be adhered to while working with Mayo Clinic Health System patients, visitors and information. This confidentiality requirement is indefinite after the observation experience is completed. We have discussed the importance of these expectations together as parent/guardian and child, and agree to adhere to the expectations.

Student Signature: ________________________________

Parent/Guardian Signature: _______________________

Date: __________________

I authorize my son/daughter to participate in this observational experience. Neither Mayo Clinic Health System nor its staff shall be held responsible for adverse occurrences and/or outcomes as a result of this observational experience. Should my child need medical attention during and/or as a result of this job shadowing experience, I authorize such medical care and assume full responsibility for any treatments deemed necessary. I assume responsibility for all medical costs which result and release the facility of all liability.

Parent/Guardian Signature: _______________________

Date: __________________