



## STUDENT HANDBOOK

*Welcome to Children's Health! We want you to have an enjoyable and educational experience while you are with us.*

### our mission: to make life better for children

For more than 100 years, our mission has been to make life better for children.

Since our humble beginnings in 1913 as the first free “baby camp” in the Southwest, an open-air tent hospital dedicated to the care of babies, we have maintained a commitment to our community that includes not only high-quality patient care but also advocacy, education, and preventive care with an unwavering focus on our mission.

Children's Health<sup>SM</sup> is the leading pediatric health care system in North Texas and one of the largest pediatric health care providers in the nation. A private, not-for-profit organization, Children's Health is anchored by two full-service hospitals. The system includes an extensive network offering specialty, urgent, primary, and virtual care, as well as much more, to the children of North Texas and beyond.

In addition, Children's Health is the official pediatric teaching hospital for UT Southwestern Medical Center's medical school, providing access to its world-renowned medical faculty and transformative biomedical research.

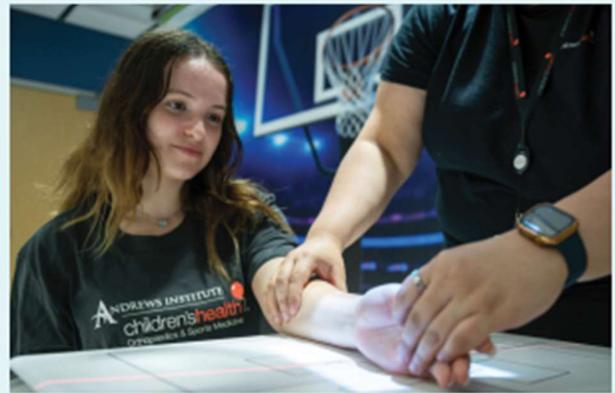
### by the numbers\*



\*Numbers as of Dec. 31, 2022, unless otherwise noted

## campus and facilities

- **Children's Medical Center Dallas:** an academic medical center campus anchored by a 490-bed full-service hospital, including the only pediatric Level I Trauma Center in North Texas
- **Children's Medical Center Plano:** a 72-bed full-service hospital with two specialty centers, including the Children's Health Andrews Institute for Orthopaedics & Sports Medicine; new hospital tower to add 140 beds in late 2024, tripling current bed count
- **Specialties and subspecialties:** 50+ pediatric specialty and subspecialty programs
- **Outpatient specialty care:** 50+ locations offering specialty and subspecialty outpatient care, including outpatient surgery, imaging, physical medicine and rehabilitation, cardiology, pulmonology, urology and much more
- **Imaging centers:** three leading-edge imaging facilities
- **Transplant:** a major pediatric kidney, liver and heart transplant center with 33 solid organ transplants completed in 2022



## industry recognition



### American Nurses Credentialing Center

Highest honor for nursing excellence

- Children's Medical Center Dallas
- Children's Medical Center Plano



Recognized as a top place to work:



### Student Services

*Student Services, a Division of Human Resources*

**O:** 972.626.8842

**E:** [Studentservices@childrens.com](mailto:Studentservices@childrens.com)



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### OUR VALUES



**SELFLESS SERVICE**  
**PASSIONATE ADVOCACY**  
**COMMITMENT TO EXCELLENCE**  
**UNWAVERING INTEGRITY**

### OUR MISSION

To make life better for children.

### OUR STRATEGIC PRIORITIES



Efficiency >



Growth >



People >



Quality >

## Getting Started

### Requesting Rotations

- Hosting Departments must submit Student Requests through Ultimus to Student Services
- Process should be started a minimum of 3 weeks prior to start date (1 week for employees)
- All paperwork must be submitted **ELECTRONICALLY**

Affiliated Student Criteria	Hosting Departments Responsibilities	Student Services Responsibilities
<p>Affiliated Students are defined as:</p> <ul style="list-style-type: none"> <li>• Completing course work that is required as part of a school program that has an affiliation with Children’s (Degree course work NOT resume building work)</li> <li>• Must have a Hosting Department</li> <li>• Not a medical or dental student that requires credentials</li> <li>• Not paid by Children’s</li> </ul>	<p>Hosting Department role consists of the following:</p> <ul style="list-style-type: none"> <li>• Verify and/or request contract is current by visiting the contracts website at <a href="https://www.childrens.com/for-healthcare-professionals/education-training/student-affiliations/hosting-departments-and-contacts">https://www.childrens.com/for-healthcare-professionals/education-training/student-affiliations/hosting-departments-and-contacts</a></li> <li>• For questions about contracts please email <a href="mailto:StudentAffiliationContracts@childrens.com">StudentAffiliationContracts@childrens.com</a></li> <li>• Complete Student Request form in Ultimus to start process with Student Services</li> <li>• Student’s Orientation to department and organization</li> <li>• Distribute the Student Handbook and/or any department information to students</li> </ul>	<p>Student Service's role consists of the following:</p> <ul style="list-style-type: none"> <li>• Provide affiliation standards, streamlined processes, and ensures maximum return on investment on students for the organization</li> <li>• Processing paperwork to clear student</li> <li>• Collaborating with hosting departments</li> </ul>

You can find more information about how students are processed on the [Student Services Website](#)

For more information on our clinical sites, please visit our [Clinic Locations Site](#)

# **Rotation Requirements**

Student Services processes **Affiliated Students** that are completing a clinical or non-clinical rotation at Children's Health for school credit, not resume building

***Student Services, Occupational Health, and the Badge Office are NOT open on weekends***

## **REQUIREMENTS INCLUDE:**

- School must have a signed and current Affiliation Agreement
- ✓ Agreement with Children's Health must be valid through entire rotation for student to be cleared
- Proof of liability insurance as outlined in contract
- Provide legal name (no nicknames)
- Children's Health Immunizations Requirements – defined below
- Negative Drug Screen – defined below
- Clear Criminal Background Check – defined below
- Signed Confidentiality Form
- Signed Waiver and Release of Medical Liability or Worker's Compensation
- School Attestation Letter (template provided)
- Any other licensure and/or BLS as required by Hosting Department
- Online Training as assigned

**Students** meet Children's Health requirements by completing Student Paperwork and returning it by email

- Health Form & TB Questionnaire
- ✓ All documentation must be sent with form unless your school is on the approved Attestation Letter List
- Confidentiality Form
- Waiver and Release of Medical Liability
- Required training as assigned

**Schools** meet Children's Health requirements by providing a signed Attestation Letter on school letterhead for student(s)

- Must use template sent with student paperwork

## **PROCESSING OVERVIEW**

- Hosting Department places request for student at least 3 weeks prior to start date (1 week for employees)
- Once all requirements have been met, student will receive an email from Student Services clearing them to start clinicals.
- If you do not have an email, you are not clear to start your rotation.

## **DURING ROTATION AT CHILDREN'S**

- Student is responsible for ensuring they receive clearance email at least one week prior to start date.
- Students must take clearance letter with them to the badge office.
- Students must pick up Children's Health student badge prior to starting rotation
- Children's Health picture ID badge must be worn always
- Children's Health Dress Code policy must be followed always
- Personal cell phones are NOT allowed on the units
- Hosting Departments should provide handbook to student and provide Epic access to students if needed.

## **END OF ROTATION**

- Badges **MUST BE** returned to the Badge Office at the end of your rotation
- Hosting departments will provide students end of rotation survey
- If student is hired during or after their rotation, please let your recruiter know you were here as a student

## **IMMUNIZATIONS: *All students must provide completed Health Form***

- Children's Health Form must be complete, or it will not be accepted
- Documentation must be provided to support everything on form
  - Some schools are approved to submit an attestation letter in lieu of documentation
  - If your school is on this list, you will be notified, otherwise documentation is required
- **Please note:**
  - Children's Health does not provide health screens for students
  - Documentation of a TB skin test must include site date placed AND read, result (positive or negative) and measurement - even if zero (0) millimeters.
  - Schools providing an attestation letter must be able to provide documentation for students within a reasonable time if asked to do so by Children's Health during our auditing process or during a survey.
- **Required information on the Health Form:**
  - **TB testing:** Test is required annually and must be current through your entire rotation.  
**Complete Annual Tuberculosis/N95 Mask Screening questionnaire AND Testing Option 1 OR 2**  
**Option 1 (preferred method)** - TB blood test (Quantiferon Gold, T-Spot, etc.)  
**Option 2** - TB skin testing– Two-Step Testing (baseline skin test plus additional skin test) then annual requirement
    - **Baseline Testing: Two-Step Test**
      - Two-step testing with the Mantoux tuberculin skin test (TST) should be used for baseline or initial testing. Some people with latent TB infection have a negative reaction when tested years after being infected. The first TST may stimulate or boost a reaction. Positive reactions to subsequent TSTs could be misinterpreted as a recent infection.
      - **Step 1** - Administer first TST following proper protocol and then review and document
        - Positive — consider TB infected, no second TST needed; evaluate for TB disease.
        - Negative — a second TST is needed. Retest in 1–3 weeks after first TST result is read.
      - **Step 2** - Administer second TST 1-3 weeks after first test and then review and document results
        - Positive — consider TB infected and evaluate for TB disease.
        - Negative — consider person not infected.
    - **Annual Requirement (if applicable)**
      - After initial Two-Step testing annual screening is required
        - If history is negative, new test
        - If history is positive, required to complete a questionnaire from Children's Health Occ Health
  - **\*A Chest x-ray is required for a positive TB test in either option**
    - Provide documentation of the positive test as well as your x-ray documentation (free from disease)
    - X-ray must be less than one year old prior to document date
  - 2 **MMR's** or positive titers to measles, mumps, rubella
  - 2 **Varicella** vaccines or positive titer
  - **Tdap vaccine**
  - **Flu vaccine** during flu season – usually September to April
  - Clinical students only - 3 Hep B vaccinations or positive titer
    - ✓ Must have a complete series and/or a positive titer
    - ✓ If 2 doses and then a positive titer, the 3rd dose is still needed
  - **COVID-19** (*Not currently required, but if received, please list dates*)
    - The COVID-19 vaccine is not a requirement for applicants at Children's Health. If you have received the COVID-19 vaccinations, please submit your records so that they are on file (proof of both doses of a two-dose series or proof of a single dose vaccine and/or booster).

### **For clarification, the following are documents that are accepted by Children's Health to confirm that the student has received the referenced vaccine:**

- Vaccine records from a physician's office; must be signed by the physician or the person who administered the vaccine; must include date of administration; example is Childhood Immunization Record
- Vaccine administered at a clinic; includes date of administration, lot number, signature of person who administered vaccine

### **Records that Children's Health will not accept as proof of documentation:**

- Any school's (elementary, high school or college) Nursing Immunization Form even if it has been signed off by a physician
- The University's Health Record
- A cash register receipt for a vaccination

**DRUG SCREEN:** *Included in attestation letter/If school will not attest, students must provide actual document*

- Children's Health does not pay for or provide drug tests for students.
- Student's school/university will attest that student(s) meet Children's Health drug test requirements below
  - Effective January 1, 2020, all new students are required to pass (negative results) a urine-based **Health Professional Profile Comprehensive I drug screen**
  - Any student who is continuing in their program (continuing in program they were enrolled in 2019), schools will be allowed to attest to passing (negative results) the previously required **10 Panel drug screen** and will not be required to meet new requirement
- If the student's university declines to attest to drug test (because it was not an enrollment requirement for school), students can use a Quest Diagnostic Collection Site of their choice at their own cost and provide results to school for attestation letter or provide results to Children's Health if school will not attest.
  - Call **1-800-877-7484** or visit website <https://secure.questdiagnostics.com/hcp/psc/jsp/SearchLocation.do> to locate a convenient collection site.
    - You must request this drug test for personal reasons, not for pre-employment, which would require an order or code. Code is **59271N**
    - Results will go directly to student
    - Drug tests can be requested during rotation for reasonable suspicion

**Drug Screening can have up to four steps:**

- Collection Process
  - Laboratory Processing
  - GC/MS Confirmation on all Non-Negatives
  - Medical Review Officer on all Non-Negatives
- \*By following these steps everyone is held to the same standard.

**Laboratory:**

All tests will be processed at a certified SAMHSA (Substance Abuse & Mental Health Services Administration) laboratory. The minimum standard drug screen panel is a **Healthcare Professional 10-panel** with integrity checks for Creatinine and PH levels, acceptable and unacceptable test ranges will follow the 49 CFR Part 40 Federal Standards. SAMHSA laboratories are certified and regulated by the federal government assuring the highest standards. **All Non-Negative Specimens** are frozen and maintained in a secure area, with limited access, for one year in the event that a retest is required.

**GC/MS Confirmation on all Non-Negatives:**

All Non-Negative specimens will be confirmed via GC/MS confirmation. This step is performed at the SAMHSA laboratory. The result of the GC/MS confirmation is sent to an independent Medical Review Officer, along with a copy of the Chain of Custody.

**Medical Review Officer (MRO) on all Non-Negatives:**

The independent MRO is the impartial "quality assurance" component who advocates for the accuracy and integrity of the drug testing process. The quality assurance review of the drug testing process for the specimens, determines if there is a legitimate medical explanation for laboratory confirmed positive GC/MS, adulterated, substituted and invalid drug test results, ensure the timely flow of test result and other information to school / college and protect the confidentiality of the drug testing information. The MRO reviews all GC/MS results from the SAMHSA laboratory. If the result remains positive, the MRO contact the student/faculty to determine if there is a valid prescription for the drug in question. If a valid prescription exists and specimen is within prescribed limits, the test result is deemed to be "negative" and acceptable. The MRO is a medical doctor who specializes in the interpretation of drug screen results. Medical Review Officers do not make placement decisions; they simply pass along information regarding legal versus illegal drug use or consumption. Medical Review Officers are not required but are beneficial in making placement decisions. If follow up with MRO is needed, students/faculty are expected to do so within the MRO's or school's specified time limit. The MRO is completely independent of all parties in the testing process, including the collection, the SAMHSA laboratory, the school/college, and the individual student/faculty. This is the de facto gold standard in drug testing. The MRO is the **ONLY** person who can make a final decision about a non-negative drug screen.

**BACKGROUND CHECK:** *Included in attestation letter/If school will not attest, students must provide actual document*

- Children’s Health does not pay for or provide background checks for students
- Students will need to have his/her university run a criminal background check that meets Children’s Health requirements prior to beginning any rotation
- If the student’s school/university declines to perform a background check, the student will need to obtain one through GroupOne Services at their own cost
  - Contact Student Services for a link to Group1 that will allow you to enter your information and credit card for background check.
  - Please keep in mind the criminal background check generally averages 2-3 days for residents and 3-5 days for out-of-town students.
- Criminal background checks should review a person’s criminal history. The check should include the cities and counties **of all known residences, not just the DFW area**. The following criminal histories are examples of actions that may disqualify an individual from consideration for the rotation. This list is for example purposes and is not an exhaustive list. (Each criminal record or individual will be assessed according to EEOC requirements):
  - Felony convictions/deferred adjudications
  - Misdemeanor convictions or felony deferred adjudications involving crimes against persons (physical or sexual abuse), illegal use or distribution of drugs
  - Misdemeanor convictions or deferred adjudications related to moral turpitude (prostitution, public lewdness/exposure, theft under\$1,500, computer crimes of fraud, etc.)
  - Felony deferred adjudications for the sale, possession, distribution, or transfer of narcotics or controlled substances
  - Registered sex offenders
  - OIG, GSA, and Medicaid Sanctions Terrorist Suspect List
  - Pending charges and warrants for arrest

**For more detailed information, please reference the following:**

Children’s Health policy [CP 1.02 Academic Affiliations](#) Affiliation contract

with Children’s Health

DALLAS-FORT WORTH HOSPITAL COUNCIL FOUNDATION Regional Standards for Drug Screening, Background Checks & Immunizations (Effective as of 1/1/16)

# Emergency Event – Codes / Patient Safety Toolkit

## EMERGENCY EVENT - PLAIN LANGUAGE CONVERSION FROM CODES

### Plain Language Emergency Alerts



Using standardized, plain language emergency alerts is intended to promote clearer, more effective communication with the ultimate goal of improving patient and public safety. All Texas hospitals are encouraged to adopt plain language alerts, but it is not a prescriptive mandate. Interested hospitals should engage their emergency preparedness committees, hospital leadership and governance.

THA has numerous resources available to assist with implementation. Contact Carrie Kroll, vice president, advocacy, quality and public health at ckroll@tha.org or 512/465-1043 and visit [www.tha.org/plainlanguagealerts](http://www.tha.org/plainlanguagealerts) for educational materials, templates and guidance.

### ALL EMERGENCIES CALL 33333

Alert Type	Event	Response
Facility Alert	High Census Decontamination Team Disaster Plan Activation Fire Alarm Activation Hazardous Release Evacuation	Location Dept./Campus Team Responds Contact Supervisor R.A.C.E R.A.C.E Contact Supervisor
Medical Alert	Code Blue	CPR/AED
Security Alert	Active Shooter Lockdown/Lockout Missing/Abducted Child	Run, Hide, Fight Do not leave/enter area Secure Exits
Weather Alert	Severe Weather Tornado Warning Snow/Ice	Avoid windows/prepare Seek interior shelter Contact Supervisor

Emergency Event	Current Emergency Event Notification	New "Plain Language" Emergency Notification & Response
High Census	Code Yellow + Descriptor + Location	Facility Alert - High Census + Location
Contaminated Patients	Code Yellow + Decontamination Team Activated + Location	Facility Alert - Decontamination Team Activation + Location
Disaster	Code Yellow + Descriptor + Location	Facility Alert - Disaster Plan Activated + Descriptor + Location
Fire	Code Red + Location	Facility Alert - Fire Alarm Activation + Location
Hazardous Release	Currently we do not announce over head	Facility Alert - Hazardous Release + Location
Evacuation	Currently we do not announce over head	Facility Alert - Evacuation + Descriptor + Location
Medical (NO CHANGE)	Currently we do not announce over head	Medical Alert - Code Blue + Location
Active Shooter	Code Silver - Active Shooter + Location	Security Alert - Active Shooter - Descriptor + Location
Hazardous Situation inside/outside the facility	Code Yellow - Lockdown/Lockout + Location	Security Alert - Lockdown/Lockout - Descriptor + Location
Missing/Abducted Child	Code Pink - Description of child + Location	Security Alert - Missing/Abducted Child - Descriptor + Location
Severe Weather	Code Gray - Severe Weather + Location	Weather Alert - Severe Weather + Location
Tornado Warning	Code Black - Tornado Warning + Location	Weather Alert - Tornado Warning + Location
Snow/Ice	Inclement Weather + Location	Weather Alert - Snow/Ice + Location

## Patient Safety Toolkit



### Commitment

### Related Tool

**Everyone Makes a Personal Commitment to Safety**

*"We do the Right Thing"*

*Unwavering integrity  
Selfless Service*

1. **AIDET** - Always introduce yourself and know who you're working with
2. **ARCC** for team member checking and coaching  
Ask a question  
Request a change  
Concern – voice a concern  
Chain of Command

3. Pay attention to detail using **STAR**  
Stop  
Think  
Act  
Review

**Everyone is Accountable for Clear and Complete Communication**

*"We are One Team"*

*Commitment to Excellence*

1. Use **SBAR** to communicate concerns requiring action  
**Situation:** What is the problem, Patient or project?  
**Background:** What is important to know?  
**Assessment:** What is your evaluation?  
**Recommendation:** What action needs to take place?
2. **3-Way communication** with 1 or 2 clarifying questions to confirm and communicate routine, but important information. A clarifying question can be numeric (15; one-five) or phonetic (alpha, beta)

3. Use a **Standardized Handoff** method to transition assignments

**Everyone Supports a Questioning Attitude**

*"We Get Results"*

*Commitment to Excellence  
Passionate Advocacy*

1. **QVV** – Question and confirm when you're unsure about something .  
**Qualify** the source (do I trust this source)  
**Validate** the content (does it make sense to me)  
**Verify** your action (check it with an expert)
2. **Stop and resolve** – Don't proceed in the face of uncertainty



## AIDET / Survey Readiness

A

Acknowledge



- Knock, asking permission to enter
- Smile, make eye contact, greet pleasantly

I

Introduce

- State name and role at Children's
- Highlight skill and expertise (certs, years) of self / others the customer will encounter

D

Duration

- Share wait times, procedure time expectations

E

Explanation

- Explain all processes and procedures
- Provide clear expectations

T

Thank you

- Express appreciation for their cooperation, time, and/or entrustment of care
- Ask what else you can do

**ALWAYS:**

- Listen to what the customer is saying
- Ensure body language is relaxed, calm, open and non-threatening (don't seem rushed)
- Use appropriate emotions such as empathy, enthusiasm, positive attitude, and warmth

## SURVEY READINESS

The Joint Commission regulations must be always adhered to. **With tracer methodology, any staff member or student could be asked questions related to the care of their patients.** To be prepared for the possibility of a survey and to maintain patient safety, the following questions and answers should be reviewed by instructor and students.

<b>What is the orientation process for Instructor and students?</b>	Prior to rotation, students must review a standard hospital orientation that includes information on HIPPA, Compliance, Safety, and Infection Control. Instructor then completes 8 hours of orientation/re-orientation to their assigned units each year. This includes time with the educator and staff reviewing unit routines, documentation, and equipment. Hosting department's employee(s) are responsible for orienting the students to their department and hospital.
<b>Where are policies located?</b>	Childnet 2.0 > Policy Tracker under Quick Links
<b>What do you do in case of fire?</b>	<b>Rescue</b> —rescue anyone in immediate danger <b>Alert</b> —report a “Code Red” by pulling the closest fire alarm or by dialing 33333 <b>Confine</b> —confine the fire <b>Extinguish</b> —extinguish the fire  <u>To operate the fire extinguishers:</u> <b>P</b> —pull the pin <b>A</b> —aim at the base of the fire <b>S</b> —squeeze the trigger <b>S</b> —sweep
<b>What is your responsibility in the event of a code? (Excluding Code Blue)</b>	Always report to the charge nurse for instructions. If off the unit, immediately return.
<b>Where to find the Patient's Bill of Rights?</b>	In all patient care areas and admitting
<b>What do you do in the event of an unusual incident?</b>	Inform the patient's nurse and charge nurse. Consult with charge nurse on whether to complete an e-set (incident report) and how to document the event in the patient's chart.
<b>What do I do with malfunctioning equipment?</b>	Always notify the charge nurse. Equipment such as catheters, NGTs, etc. should be saved and placed in a bag and sent to Risk Management along with the e-set report. For pumps, monitors etc., complete a BioMed repair tag (found in the dirty utility room) and attach to the piece of equipment, then call BioMed for pick-up.



## Everyone's Actions Matter

At **Children's Health**, we're committed to providing a **safe** and **healing space** to make life better for children. We require a respectful and supportive environment for our patients, for those who love them and for the team members who provide their care.

### **Words and behaviors matter.**

Let's all remember to take a slow, deep breath before acting and reacting.



Scan the QR code or visit [childrens.com/actionsmatter](https://www.childrens.com/actionsmatter) to learn more.



# HIPAA Highlights for Students

(The Health Probability & Accountability Act)

- All Students are responsible for ensuring they understand HIPAA and how it applies to them as a student during their rotation
  - Students completed CART training as part of their rotation requirement
  - Students can view the [Code of Conduct](#) in printed version and on ChildNet 2.0
  - Information in this document was pulled from **CH – CART: HIPAA Privacy v8.0** and is not meant to replace CBT
  - **If you email anything containing patient information (PHI) it must be sent securely.**
  - If a school request that that students complete a case study, the clinical instructor will assist students in filling out the correct information for patient release of information. Students must discuss the case study and what information may be used to the parent and have parent approval, prior to writing the case study.

<h3>What Forms of Information are Protected by HIPAA?</h3> <p>HIPAA's privacy provisions apply to protected health information in "any form or medium." This includes electronic, hard-copy (paper) and verbal communications. If it's health data, and it's identifiable, it's protected!</p>  <p><b>Remember</b></p> <p>Any form or medium of health information includes the following:</p> <ul style="list-style-type: none"><li>• Paper and electronic records</li><li>• Faxes</li><li>• E-mails</li><li>• Verbal exchanges</li></ul> <p><b>DO NOT</b> discuss identifying information about a patient in the elevator, cafeteria or hallway.</p>	<h3>Key Points to Remember</h3> <ul style="list-style-type: none"><li>• HIPAA provides all patients the right to control access to personal health information.</li><li>• HIPAA identifies the protected information by the covered entities and their business associates.</li><li>• Three basic rules will take you a long way:<ul style="list-style-type: none"><li>• Use or disclose health information only for legitimate work-related purposes.</li><li>• Limit uses and disclosures to the minimum necessary to achieve goals.</li><li>• Exercise reasonable caution, at all times, to protect the health information under your control.</li></ul></li></ul>
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### What forms of Information are Covered by HIPAA?

#### Identifiers

The following identifiers are protected by HIPAA when information is created or held by a covered entity or business associate.

<ul style="list-style-type: none"><li>• Name</li><li>• All geographic subdivisions smaller than a state, including street address, city, county, precinct, ZIP code</li><li>• All elements of dates (except year) for dates that are directly related to an individual</li><li>• Telephone numbers</li><li>• Fax numbers</li><li>• Email addresses</li><li>• Social Security Numbers</li><li>• Medical record numbers</li><li>• Health Plan beneficiary numbers</li><li>• Account Numbers</li></ul>	<ul style="list-style-type: none"><li>• Certificates/license numbers</li><li>• Vehicle identifiers (VINs) and serial numbers, including license plate numbers</li><li>• Device identifiers and serial numbers</li><li>• Web universal Resource Locators (URLs)</li><li>• Internet Protocol (IP) addresses</li><li>• Biometric identifiers, including finger and voice prints</li><li>• Genetic information</li><li>• Full-face photos and comparable images</li><li>• Any other unique identifying number, characteristic, or code</li></ul>
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Source: [hhs.gov](https://www.hhs.gov)

#### Examples of Protected Health Information (PHI)

- An arm band with patient name and medical record number.
- An Excel file tracking patients' medical record numbers and drugs administered.

### Acceptable Use of PHI (Protected Health Information)

If you are engaged in one of the following activities, you can safely access, view, and use PHI to carry out your work duties:

- Patient Treatment - caring for patients
- Payment Services - patient billing and collecting payments
- Healthcare Operations - teaching, patient satisfaction surveys, internal auditing

There are other circumstances in which you are permitted to access or share PHI without a patient's permission. Some additional rules may apply. If you are unsure about whether you can access or share the information, consult with your supervisor or the Privacy Office.



Only access PHI for work-related reasons. If you access PHI for reasons other than those necessary to perform your job responsibilities, you may be disciplined up to and including termination. You may not look up the patient information of family members (including children), friends, and co-workers for non-work related reasons.

Policy Links (Must be on Children's Health network to view):  
Clinical Practice #7.06 Research Policies | Administrative # 8.10 Health Information Uses and Disclosures | Administrative #8.37 Glossary of Terms

**A breach of HIPAA is grounds for immediate termination of rotation**  
**If you have any questions, please discuss with your Hosting Department**

# 2023

# Hospital

## National Patient Safety Goals

The purpose of the National Patient Safety Goals is to improve patient safety. The goals focus on problems in health care safety and how to solve them.

### Identify patients correctly

NPSG.01.01.01

Use at least two ways to identify patients. For example, use the patient's name *and* date of birth. This is done to make sure that each patient gets the correct medicine and treatment.

### Improve staff communication

NPSG.02.03.01

Get important test results to the right staff person on time.

### Use medicines safely

NPSG.03.04.01

Before a procedure, label medicines that are not labeled. For example, medicines in syringes, cups and basins. Do this in the area where medicines and supplies are set up.

NPSG.03.05.01

Take extra care with patients who take medicines to thin their blood.

NPSG.03.06.01

Record and pass along correct information about a patient's medicines. Find out what medicines the patient is taking. Compare those medicines to new medicines given to the patient. Give patient written information about the medicines they need to take. Tell the patient it is important to bring their up-to-date list of medicines every time they visit a doctor.

### Use alarms safely

NPSG.06.01.01

Make improvements to ensure that alarms on medical equipment are heard and responded to on time.

### Prevent infection

NPSG.07.01.01

Use the hand cleaning guidelines from the Centers for Disease Control and Prevention or the World Health Organization. Set goals for improving hand cleaning. Use the goals to improve hand cleaning.

### Identify patient safety risks

NPSG.15.01.01

#### Prevent mistakes in surgery

UP.01.01.01

UP.01.02.01

UP.01.03.01

Reduce the risk for suicide.  
Make sure that the correct surgery is done on the correct patient and at the correct place on the patient's body.

Mark the correct place on the patient's body where the surgery is to be done.

Pause before the surgery to make sure that a mistake is not being made.

## **DALLAS & PLANO BADGE OFFICE/PARKING INFO**

- Students must get badge prior to starting your rotation. Students will not be cleared to receive badges until all required information has been received and verified by Student Services.
  - **This applies to both CMC-employed and non-employed students.**
- **Students may not wear employee badges when they are on campus as students.**
- Students on campus less than 20 hours will get a paper badge from the concierge, not the badge office.
- Take your Clearance Email from Student Services with you to the Badge Office
- A government-issued photo ID must be presented for students to receive a badge
- If you come to the campus without your badge, you will be required to purchase a replacement badge and there is a \$10 fee for the replacement. On weekends replacement badges are issued by Security Dispatch.

### **DALLAS CAMPUS BADGE OFFICE**

- Identification badges must be obtained from Security Badge Office which is located on the **3rd floor of the Bright Building, E3012, at the Dallas campus.**
- Dallas Campus Badge Office Hours:
  - 7:30 am to 4:30 pm Monday, Wed, Thru. Or 7:30 am to 3:00 Tuesday & Friday
  - The Badge office is closed from 12-1 daily for lunch and closed on Sat/Sun & holidays
  - Dallas Badge office phone number is 214-456-1370
  - Please email the Badge Office at [Badge.Office@childrens.com](mailto:Badge.Office@childrens.com) to schedule an appointment
  - While in the Badge Office waiting area, we ask that cell phone ringers be on silent, and everyone wait quietly, so as not to disturb those in the area working.

### **DALLAS CAMPUS PARKING**

- Students and instructors do NOT have access to use the employee parking or visitor parking garages.
- Park in the flat lot located off Medical District Drive (Across from Purple Parking garage for employees)
- You will pull a visitor parking ticket on your first day and then badge out after you get your badge
- After first day students must badge in and out of this this parking area.
- If you park anywhere else on campus you will have to pay for parking.

### **PLANO CAMPUS BADGE OFFICE**

- Students will need badge access to the Legacy campus, which can be done at the Dallas campus during badge office hours or arranged at Legacy prior to your rotation start date.
- Plano Campus Badge Office Hours:
  - 7:30 am to 4:00om from Monday - Friday
  - The Badge office is closed from 12-1 daily for lunch and closed on Sat/Sun & holidays
  - Plano Badge Office phone number & email is 469-303-3454. [Plano.Badge.Office@childrens.com](mailto:Plano.Badge.Office@childrens.com) for appointments or questions
  - Location: R1808 Plano (Security Office in the CUP Building
  - The Badge office is located directly across the street from the E.R Ambulance Bay
  - Parking for the Badge office is located on the same side of the street as the Badge Office. The Garage is also available for parking on the first and second floor.
  - Come to the first door that has Security on the outside of the door.
  - There is a doorbell on the outside to the right.

### **PLANO CAMPUS PARKING**

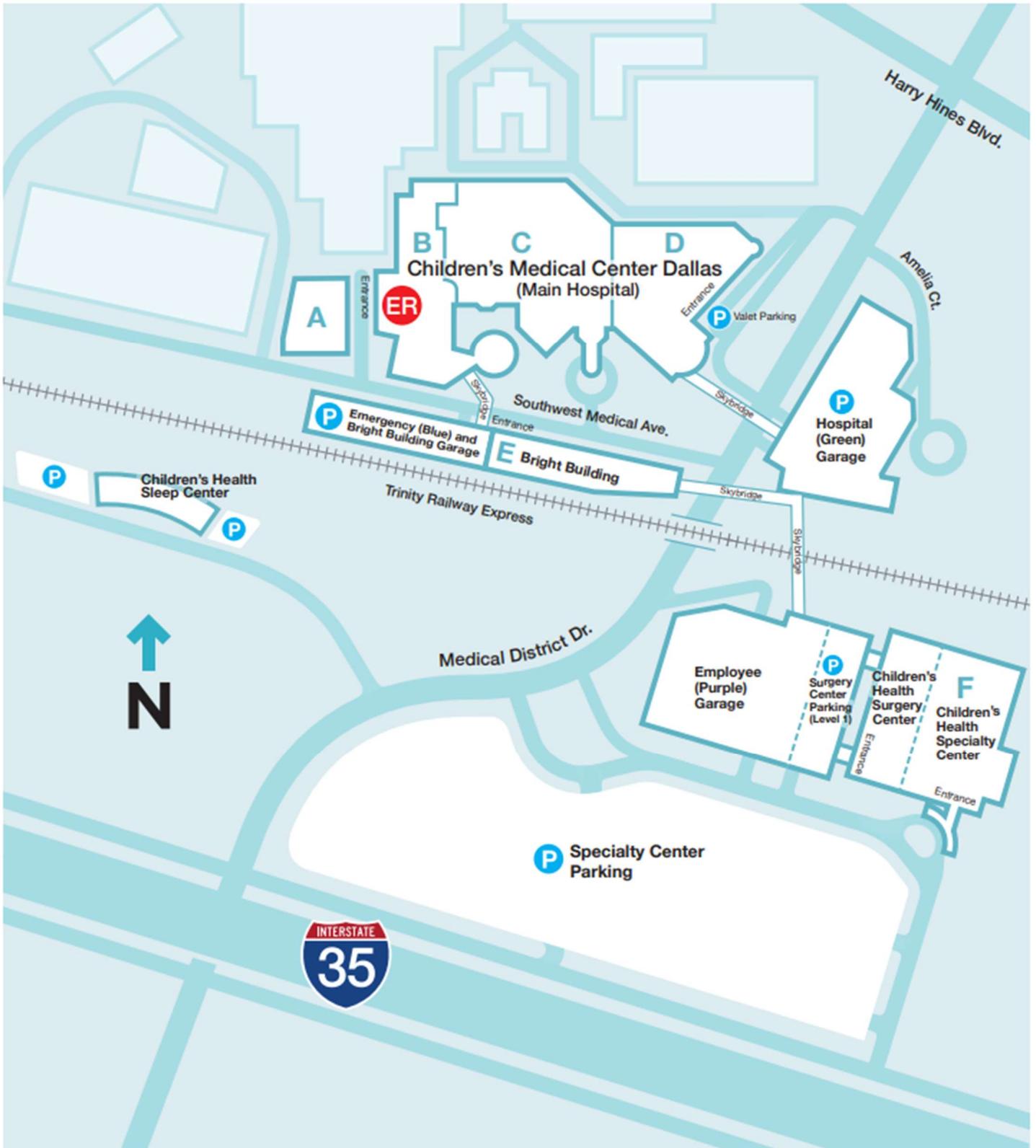
- Students can park in the Northeast employee lot or at the back of any lot on campus.

# Children's Medical Center Dallas

1935 Medical District Drive, Dallas

Located off I-35 (Stemmons Freeway), Exit Medical District Dr.

## DALLAS CAMPUS



# Children's Medical Center Plano

7601 Preston Rd, Plano

## PLANO CAMPUS



## CLINIC LOCATIONS

Location Name	Address	City	Zip
DPMSC Pulmonology Peter Schochet MD	6130 W. Parker Road	Plano	75093
Children's Health Specialty Center Desoto	534 E. Pleasant Run Rd	Desoto	75115
DPMSC Olive Branch Pediatrics	3105 W. 15th Street	Plano	75075
DPMSC Pulmonology -Steven Copenhaver MD	7777 Forest Lane	Dallas	75230
Children's Health Specialty Center Park Cities	8160 Walnut Hill Lane	Dallas	75231
Children's Health Specialty Center South Rockwall	1005 Ralph Hall Parkway	Rockwall	75032
DPMSC Pediatric Cardiology Associates of Houston	7400 Fannin	Houston	77004
CHSC North Rockwall	2455 Ridge Rd	Rockwall	75087
Children's Health Pediatric Group Dallas Campus	2350 Stemmons Fwy.	Dallas	75235
DPMSC Pediatric Cardiology Associates of Houston	11301 Fallbrook Drive	Houston	77065
Children's Health Imaging Center Addison - Subleased to Parkhill Imaging	17051 North Dallas Pkwy	Addison	75001
DPMSC - PHS Tyler	909 ESE Loop 323	Tyler	75701
CHSC Waxahachie	1540 N. Hwy 77	Waxahachie	75165
CHSC Allen	8 Prestige Circle	Allen	75002
PHS Arlington	4927 S. Collins Street	Arlington	76018
Children's Health Specialty Center Dallas - Sleep Disorders	2620 N Stemmons Fwy	Dallas	75207
Our Children's House Dallas	1340 Empire Central	Dallas	75247
DPMSC - Andrews Institute	6927 Stadium Lane	Frisco	75033
CHSC Preston	7000 Preston Road	Plano	75024

DPMSC Urology - David Ewalt, MD	8315 Walnut Hill Lane	Dallas	75231
DPMSC - Pediatrics Southwest	2828 Duke of Gloucester St.	DeSoto	75115
DPMSC - Andrews Institute	7211 Preston Road	Plano	75024
DPMSC - Urology	7211 Preston Road	Plano	75024
DPMSC - Pediatric Primary Care	6200 West Parker Road	Plano	75093
Pediatric Imaging Associates	7211 Preston Road	Plano	75024
DPMSC - Multispecialty	1300 Children's Way	Prosper	75078
DPMSC - Andrews Institute	1300 Children's Way	Prosper	75078
DPMSC - Lovejoy Pediatrics	2730 Country Club	Lucas	75002
Pediatric Heart Specialists	12201 Merit Drive	Dallas	75251
CHMG Pulmonology	7211 Preston Road	Plano	75024
DPMSC- Cardiology	7211 Preston Road	Plano	75025
CHSC Richardson	3661 North Plano Road	Richardson	75082
CHSC Grapevine	2020 W. State Hwy 114	Grapevine	76051
Children's Health Specialty Center Cityville	2222 Medical District Dr.	Dallas	75235
DPMSC - All About Pediatrics	2217 W. Eldorado Parkway	McKinney	75070
CHCO Dental Program	1250 Mockingbird	Dallas	75247
CHCO Northern Market Sleep Center	7120 Preston Road	Plano	75024
CHCO Behavioral Health Lease	1341 Mockingbird	Dallas	75247
DPMSC - Pediatric Associates of Wylie	501 Woodbridge Drive	Wylie	75098
PHS Rambler	7557 Rambler Road	Dallas	75251
PHS Timeshare - Flower Mound	4001 Long Prairie Road	Flower Mound	76014
PHS Timeshare - Longview	707 Hollybrook Drive	Longview	75605

PHS Timeshare - Lufkin	205 Gene Samford Drive	Lufkin	75904
PHS Timeshare - Mt. Pleasant	2001 N. Jefferson	Mt. Pleasant	75455
PHS Timeshare - Rockwall	810 E. Ralph Hall Pkwy	Rockwall	75087
PHS Timeshare - Fort Worth	9445 Beach Street	Fort Worth	76244
PCAH Timeshare - East Houston	13711 Wallsville Road	Houston	77049
PCAH Timeshare - Katy	27524 Westridge Creek Ln	Katy	77494
PCAH Timeshare - Lake Jackson	210 Lake Road	Lake Jackson	77566
PCAH Timeshare - Northwoods	2616 FM 2920 Road	Spring	77388
PCAH Timeshare - Pearland	10970 Shadow Creek Parkway	Pearland	77584
PCAH Timeshare - The Woodlands	1595 Lake Front Circle	Spring	77380
PCAH Timeshare - Beaumont	3127 College Street	Beaumont	77701
PCAH Timeshare - Sugar Land	4911 Sand Hill	Sugar Land	77479