



# Undergraduate Nursing Student Handbook

## 2022

Getting Started

Clinical Rotations

Getting Oriented

Children's Way

# Getting Started



Welcome to your virtual student handbook!

Please review this packet, in its entirety, and continue to refer to it as needed throughout orientation. This is a pdf document that can be viewed on any device that you save it to!

Here are a few tips to help you navigate.

There are 4 buttons in the top right corner of each page that will take you to the following resources:



Student Timeline



Help Page



Campus Maps



Home Menu

Within each section of the packet, there will be different resource tabs on the right-hand side.

There are also Next and Back buttons to help you navigate from one page to the next!

## Important Contacts

Nursing Student Request	<a href="mailto:NursingStudentRequest@Childrens.com">NursingStudentRequest@Childrens.com</a>
Nursing Student Paperwork	<a href="mailto:NursingStudentPaperwork@Childrens.com">NursingStudentPaperwork@Childrens.com</a>
Service Desk (SMARTbar)	214-456-4357 (or) 6HELP
Badge Office	Dallas: 214-456-1370 Plano: 469-303-1370
Sana Iqbal, Program Manager	<a href="mailto:Sana.Iqbal@Childrens.com">Sana.Iqbal@Childrens.com</a> 214-456-1691

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Welcome to Children's Health! We want you to have an enjoyable and educational experience while you are with us. **Please review the information contained in this handbook prior to starting your rotation/unpaid internship.** It will assist you as you are in our facility and contains valuable information that you will need during your student rotation at Children's.

## Our System

Children's Health<sup>SM</sup> traces its origins to the spring of 1913 when a group of nurses led by public health nurse May Forster Smith organized the Dallas Baby Camp, an open-air clinic, on the lawn of the old Parkland Hospital. After a few years, the Dallas Baby Camp grew into the Bradford Hospital for Babies. In 1948, the Bradford Hospital for Babies joined with Children's Hospital of Texas and Richmond Freeman Memorial Clinic to become Children's Medical Center Dallas. Over 100 years later, we've continued to grow as our "right care, right place, right time" approach to health care required an increase in our geographic reach through growth of our hospital network and expansion of our continuum of care. Today, the Children's Health system includes two full-service hospitals, multiple specialty centers, a long-term care and rehabilitation clinic, and a network of primary care offices.

## Our Hospitals

Among all our campuses, Children's Health is licensed for 616 beds, including 490 beds at the main campus in the Southwestern Medical District near the heart of downtown Dallas, and 72 beds at Children's Medical Center Plano and 54 beds at the Our Children's House facility in Dallas. Among all our facilities, we receive nearly 800,000 patient visits annually, from all 50 states and around the world.

**Our pediatric intensive care unit is one of the largest in Texas, and our dedicated pediatric cardiac ICU is the largest heart center for children in North Texas.**

- 71 dedicated pediatric intensive care unit beds
- 22 state-of-the-art pediatric operating rooms
- 20 dedicated pediatric cardiac ICU beds
- 2.6 million square feet across our campuses

## Specialty Care Centers

Our [Children's Health<sup>SM</sup> Specialty Centers](#) bring nationally-recognized pediatric care close to home for families. Offering a wide array of outpatient pediatric specialties, outpatient surgery, lab services and rehabilitation, Children's Health<sup>SM</sup> Specialty Centers have a wealth of resources under one roof.

You can find more information at [Childrens.com](#). Thank you for choosing our hospital and helping to make life better for Children!

Sincerely,  
Student Services



Student Services  
A division on Human Resources  
O: 214-456-1901  
E: [studentservices@childrens.com](mailto:studentservices@childrens.com)

1935 Medical District Drive | Mailstop ST6.01 | Dallas, TX 75235

Follow Children's Health<sup>SM</sup> [www.childrens.com](#)

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## Overview of Student Rotation

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Obtain clearance information (Lawson ID) from school coordinator/ instructor

[Click here](#) for more info

Before Rotation



Student Orientation

Attend SMARTbar/ Children's Orientation

[Click here](#) for more info

Complete Student Rotations and Tasks

[Click here](#) for more info

Rotations



End of Rotation

Turn in Badges to instructor  
Complete Survey

[Click here](#) for more info

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## DALLAS CAMPUS CONTACTS:

Students- please contact your clinical instructor first for any questions or issues!

Unit	Unit Name	Type of Services	Manager	Phone	Educator	Phone
B4	Gen Surgery/Ortho Trauma/Gen Peds	General Peds	Hayden Dutton	214-456-1039	Jordan Schools	214-456-7791
C4	General Surgery/Ortho/Trauma	Post-Surgical/Trauma	Hayden Dutton	214-456-1039	Jordan Schools	214-456-7791
C5	Renal/General Peds	Renal/Renal transplants General Peds	Maria Leal	214-456-0276	Jennie Yoo	214-456-2643
C8	Cardiology	Medical/surgical cardiology, Telemetry	Elysia Harshman	214-456-7128	Shawn Hudson	214-456-2064
C9	Center for Pulmonology	Difficult ENT, Asthma, Overflow CF, Overflow Pulmonology, Endocrine	Chelsea Reynolds	214-456-2702	Martha Shaw	214-456-2702
D9	Center for Pulmonology	Pulmonology, Complex Trach, Vent Dependent, CF, Asthma, Difficult ENT	Chelsea Reynolds	214-456-2702	Martha Shaw	214-456-2702
C10	Center for Neurosciences	EMU/Neurology	Melinda Adams	214-456-0696	Diana Montoya	214-456-7189
D10	Center for Neurosciences	Neurosurgery/Plastics/Gen Peds	Melinda Adams	214-456-0696	Diana Montoya	214-456-7189
C6/D6 /C7	CCBD	Cancer, Blood Disorders Stem Cell Transplant Unit	Susan McCollom	214-456-7197	Sarah Kennedy Virginia Koepsell	214-456-5140
D8	GI	Inflammatory Bowel Dx/ Short Gut Liver/Intestinal Transplants	Maria Leal	214-456-0276	Jennie Yoo	214-456-2643
B1	ES	Emergency Services	Chelsey Rixon	214-456-6067	Angie Chelf Macy Ackermann	214-456-1880 214-456-1280
B2	OR	Surgical Procedures	Chris Robbins	214-456-8592	Laurie Ham	214-456-2833
B5	Psych	Pediatric Behavioral Unit	Jane LeVieux	214-456-6374	Jennifer Brown	214-456-5928
D2	PACU	Pre-Procedural/ Post-Procedural Care	Leslie Whitefield	214-456-3665	Shannon Williams	214-456-3652
C12	PICU	Medical/Surgical Critical Care	Marshall Stephenson	214-456-4967	Kendel Richards	214-456-7519
C11	TICU	Neuro/Trauma Critical Care	Marshall Stephenson	214-456-4967	Kendel Richards	214-456-7519
D3	CICU	Cardiac Intensive Care	Deniro Brown	214-456-8022		
D7/C7	NICU	Neonatal Intensive Care	Jeanne Gaines	214-456-5840	Kristen Masters Deb Jenson	214-456-6464 214-456-0847

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## **PLANO & OCH CAMPUS CONTACTS:**

Students- please contact your clinical instructor first for any questions or issues!

UNIT NAME	TYPE OF SERVICE	MANAGER	PHONE	EDUCATOR	PHONE
<b>PLANO 1 &amp; 2 North &amp; South</b>	General Peds/Surgery	Rachael Burris	469-303-4976	Kat Cooney	469-303-4958
<b>Plano ED</b>	Emergency Services	Astrid Sobotka	469-303-4078	Angie Chelf	214-456-1880
<b>Plano PICU</b>	Intensive Care	Adrienne Strait	469-303-4975	Kendel Richards	214-456-7519
<b>Our Children's House</b>	Transitional Care/Rehab	Lori Batchelor	214-867-6722	Jill Hesler	214-867-6776

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## STUDENT ORIENTATION PROCESS

The goal of the Nursing Student Orientation is to ensure that the student has the necessary identification, network access, and Epic documentation knowledge to be productive on the first day of their pediatric clinical rotation at Children's. **It involves both independent work on the part of the student and Clinical Instructor guidance.** Each instructor is to implement this orientation in a manner that works for their relationship with their students.

### BEFORE ORIENTATION DAY:

- Student receives clearance information**
  - Nursing Student Request will email school coordinator and instructors the clearance spreadsheet that has the student's Children's IDs. Upon receiving clearance spreadsheet, instructors must:
    - Communicate Children's IDs to all students
    - Call Occupational Health to schedule 30-minute appointments for student groups no larger than 10 students. This appointment must be before the student goes to the Badge Office
    - Call the Badge Office to schedule 30-minute appointments for student groups no larger than 10 students
    - Share Sign Up Genius link with students to sign up to call the Service Desk
  - Precepted students will receive their Lawson ID, instructions to call Service Desk, and instructions for Badge office in the introductory email from Nursing Student Request when they receive their preceptor. The instructor will be copied on this email. The instructor can guide this process with the group of precepted students or allow the students to be more independent and complete these tasks on their own.

**ON YOUR ORIENTATION DAY** (the following steps can only be done AFTER the student has received their Children's ID and are cleared by Student Services):

- Occupational Health (OH) Appointments**
  - Student groups will attend the OH appointments that their instructors scheduled
  - All students will take their COVID-19 Vaccine Attestation Letter and a copy of their vaccine card to OH to get signed off by an OHRN
  - This must be done before student attends their Badge Office appointment
- Badge Office Appointments**
  - After the COVID-19 Attestation letter is signed off, students will then go to the Badge Office to pick up their student Badge
  - Please abide by social distancing and masking protocols in the Badge Office
  - Students must show signed-off attestation letter at Badge Office. Badge Office personnel will not give a badge without seeing the attestation letter first
  - **Prior to the student's Badge Office appointment, student must have:**
    - Government Issued ID (driver's license)

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- **Submitting COVID-19 Vaccine Attestation**
  - All students must give the signed-off COVID-19 Vaccine Attestation letter to their instructor after their Badge Office appointment
  - Instructor will scan the documents and email to [nursingstudentpaperwork@children's.com](mailto:nursingstudentpaperwork@children's.com) within 5 business days of your orientation date
  - And student or instructor without sufficient vaccine documentation is subject to being termed until proper documentation is received
  
- **Calling the Service Desk**
  - Students sign up to call the Service Desk via SignUpGenius. On the day of SMART bar, students will call to obtain their network, Epic, and Cornerstone login information
  - Student to call the Services Desk at 214-456-4357 (Option 1, then Option 8)
    - The student and the service desk will work together to do the following:
      - Obtain student network username and reset password
      - Verify that student can login
      - Enable self-service security questions
      - Set up Duo (the app should be installed prior to calling the Service Desk)
      - Validate Cornerstone Access
        - Student to make note of the Cornerstone external web address
        - Verify on their transcript that they have a student assignment. If no program is assigned, check the completed transcript in case they completed it already. If there is not a program assigned nor already completed, search for the module with the key words of Student Epic. Choose **CH - EPIC Inpatient-Student Nurse Curriculum**.
  - **The IS Service Desk is available 24 hours a day, 7 days a week.** School coordinators and instructors must work with students to ensure that calls to the Service Desk are spread across the entire day
  - **Prior to calling the IS Service Desk, the student must have:**
    - Children's ID (can be found on the clearance list sent to instructors)
    - Computer with internet access
    - SSN or F1 status if international
    - DUO (from the App store) installed to their phone



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## AFTER ORIENTATION:

### Online Training:

- The student then completes the Epic training program (curricula) independently (at home or at school)
- The instructor will ensure that all students have completed the program with a passing score prior to the first day on the unit assigned to patients. The instructor can have the student send them a screen shot or picture of the certificate of completion of the course. The student can click on the view certificate button that accompanies the course.
- The instructor will send an email to [NursingStudentRequest@childrens.com](mailto:NursingStudentRequest@childrens.com) to indicate their students are complete with training. The instructor does not need to forward these certificates to Children's.
- If a student has previously completed the Student Epic Curricula because they were a previous student at Children's, **it is up to the instructor** if the student repeats the curricula. If the student is to repeat the curricula, it will be found on their completed transcript, and they can re-take the modules.

### Getting familiar with Children's Health:

- The instructor is responsible to "orient" the student to the Children's Health standards of care and the location.
- The website <https://www.childrens.com/nursingstudents> has resources for Clinical Instructors, resources for Student Epic Class (PowerPoint), and the Student Handbooks. A PowerPoint presentation is available on this site to guide the instructor through the information to share.

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## IDENTIFICATION BADGES

- Students will be cleared to receive badges when all required information has been received and verified by Student Services. This applies to both CMC-employed and non-employed students. ***Once all the requirements have been met, the student's instructor will receive an email with the clearance and Lawson ID on a spreadsheet for each student. Instructors must take this clearance spreadsheet with them to the badge office. If the instructor did not receive the clearance spreadsheet via email, the group is not cleared to start the rotation.***
- Students must pick up the student badge prior to starting the clinical rotation.
- If a student is also an employee of Children's, they must wear a student badge when they are here for clinical rotations. They may not wear their employee badges when they are here as a student.
- A government-issued photo ID must be presented for students to receive a badge.
- Identification badges may be obtained at either Children's Medical Center of Dallas for Dallas based clinical rotations (including Our Children's House) or at Children's Medical Center Plano for Plano based clinical rotations.
- **It is the instructor's responsibility to make sure badges are returned at the end of rotation. The badge office will not issue new badges for the current semester if you did not return badges from previous semester.**
- *Students on campus less than 20 hours will get a paper badge from the concierge, not the badge office.*
- If a student comes to the campus without a badge, the student will be required to purchase a replacement badge for a \$10 fee. On weekends, Security Dispatch issue replacement badges.

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	Dallas Badge Office	Plano Badge Office
Location	Security Badge Office <b>3rd floor of the Bright Building, E3010, at the Dallas campus.</b>	Security Office within the Central Plant Building, R1808. (This building is located across from the Emergency Department entrance).
Phone	214-456-1370	469-303-1370
Hours	7:30 am to noon, 1 to 4:30 pm, Monday through Friday closed from 12-1 daily for lunch and closed on Sat/Sun & holidays	6:00 a.m. to 2:00 p.m. on Monday and Friday 7:00 a.m. to 3:00 p.m. on Tuesday, Wednesday, and Thursday The Badge Office is closed from 12-1 daily for lunch and closed on Sat & Sun
Parking Location	Park in the flat lot located off Medical District Drive (Across from Purple Parking garage)	Students can park in the Northeast employee lot or at the back of any lot on campus.
Parking Info	Students and instructors do NOT have access to use the employee parking or visitor parking garages. 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 pay for parking	--
Map	<a href="#">Click Here</a>	<a href="#">Click Here</a>

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## COMPUTER ACCESS AND DOCUMENTATION TRAINING

Students will be given a Username and Password for the Children's systems. With the first login, the student will change the password to something unique to them and they can remember. For help with their login, the student can call the IS Help Desk (called the SMARTbar) at 214-456-4357 for their credentials.

All students will complete an Epic documentation curriculum in the Children's Learning Management System, Cornerstone. The school instructor is the resource for this training should the student have any questions or is unable to pass the test at the end of the curricula. Before the clinical rotation begins, the Clinical Instructor will verify that all students have completed and passed the documentation curriculum.

If at any time in the future there are problems with your access, please call 214-456-4357 to resolve.

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## CHILDREN'S EMPLOYEE STUDENT LOGIN INSTRUCTIONS:

Any Children's Health employees that are also Nursing Students must follow these instructions to log in to Epic:

Employees have several logins to the various systems that are used every day. Those logins document an electronic signature with the employee name and title. The system security measures are defined by the job description. Many times, as an employee, you login to the computer and then with *single sign-on*, you don't login to the various applications. But what if the employee is also a nursing student that attends Children's Health clinical rotations?

This resource will assist the employee/student with the student login process. The network login (login to the computer) will be the same. The login to Epic will be different. In general, the student Epic login is the same login letters with the word STUDENT after it.

For example: John Doe would be JOHDOE for his employee login to the network and to Epic. As a student, the network login will still be JOHDOE and the Epic login will be JOHDOESTUDENT. The Epic Security team will send an email to your employee email account a form that states what your student Epic login will be.



1. Log on to the computer with your regular login information  
Ex) JOHDOE

May 2019

2. Single Sign- On will auto log on



3. Choose CANCEL to go back to the Epic login screen

May 2019

4. Once routed to the Epic login screen, login with your STUDENT login and password  
Ex) JOHDOESTUDENT

User ID  
Password  
Log In

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## INFORMATION FOR INSTRUCTORS:

### Observation Shifts

Observation shifts for your students are available for many nursing departments at Children's. There is a defined process for requesting orientation shifts. The request form can be download from the website.

1. Instructors at each school will download the [form](#) from website and fill in form with student names and date for observation shifts.
2. School Coordinator, or 1 instructor acting as the coordinator, will coordinate **all** the observation requests for their school and collect forms from all instructors to submit to Children's. **Forms without the names of students will not be processed**
3. School Coordinator will submit request for their group to Angie Chelf at [Angela.Chelf@childrens.com](mailto:Angela.Chelf@childrens.com) , the Observation Coordinator. Requests will be honored on a first come, first served basis.
4. Unit Educators will review the observation requests and process them at the unit level.
5. School Coordinators will receive a response confirming or denying the observation requests.
6. It is extremely important to be thoughtful in completing this observation request form taking into account the student desires. Once the semester starts, **changes to the observation shifts will be minimal, if at all. There will be NO swapping of students at the last minute (ie. Student A is scheduled to observe in O.R. today but Student B is going to observe instead). 2 weeks' notice is required to process any name changes for observations.**
7. **Instructors:** Please be mindful if your student requires special accommodations in the observation area. The O.R. area requires that all persons change and wear scrubs provided. If there are special size considerations, please notify in advance.

### Scheduling Conference Rooms

Conference rooms or touchdown areas cannot be used for post-clinicals anymore. Please schedule any post-clinical meetings either at your school or virtually. Thank you!

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## **Student Documentation**

All student documentation will need to be **co-signed** by the Clinical Instructor by the end of each shift. If you are unfamiliar how to do this, please ask the Clinical Educator on your unit or review the quick reference resource on the Nursing Student website under Resources for Clinical Instructors. If you have any documentation questions, there are many resources on the Children's Intranet site. LearnEPIC site is found with this [link](#).

## **Escalation**

All abnormal patient assessments (i.e., physical assessments, vital signs, labs, monitor alarms, etc.) by the nursing student or clinical instructor will be escalated to the patient nurse immediately. Escalation will be documented in the Critical Event Flowsheet in Epic by the student and co-signed by the clinical instructor.

## **General Questions and Issues**

The student should use the clinical instructor as the first line for questions/issues. If there are still questions, the patient's nurse should be consulted. If there are any opportunities for the Clinical Instructor and the student to do a procedure, the policy should be reviewed prior to the starting. All policies and Quick Reference Guides are located online in Policy Tracker. If you need assistance, please ask. The plan of action should be communicated to the patient's nurse.

## **Other Policies**

Approved pain assessment tools for pediatrics is different than for the adult population and it depends on the age and behavioral state of the patient. Please review this resource on the [Pain Assessment tools](#). Any pain score that is classified as severe pain will need a re-assessment within the 60-minute time; please communicate these level of pain to the patient's nurse.

At the end of the clinical rotation, the Clinical Instructor collect student badges and turns them in to the Badge Office. If the Badge Office is closed, please turn in your badge to the Security Department.



## Students May Perform:

According to the Texas BON Education Guidelines, students can perform nursing skills and tasks under the direct supervision of the RN (Clinical Instructor or Children's Health Preceptor). All nursing students that are practicing in Children's facilities have completed skill competency at their school. Direct supervision indicates that the RN is directly watching and can evaluate the student's performance and the patient's tolerance. This supervision should be done through "line of sight" and not at a distance. If the direct supervision is completed by the clinical instructor, they will notify the patient nurse that they are supervising. Patient assessments and vital signs can be obtained by the nursing student. Nursing students document in the patient's chart on the student nurse Epic template.

Nursing students do not have access to document patient care planning or patient education. All documentation is co-signed by the supervising RN. Students are given read only access to the Medication Administration Record (MAR). Any medications that are given by the nursing student will be under the direct supervision of the RN will be documented by the RN.

Students are given access to the supply cabinets of the Omnicell but are not given medication access. Students do not have badge access to the Medication Rooms. Nursing procedures, that are not included in the exceptions list, such as urinary catheter placement, blood draws, surgical dressing changes, suctioning, and bathing can be done by the nursing student under the direct supervision of the RN.

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## Students May Not Perform (exceptions list):

- Provide care to or document on patients that are undergoing procedural sedation (moderate sedation for a procedure that requires specific monitoring & documentation). Student may assist nurse with care of sedated patients.
- Delegate to unlicensed assistive personnel (PCT, MA, etc.)
- Start IVs
- Insert a NG, OG, or ND
- Administer drugs labeled as “chemotherapy” or “hazardous”
- Transcribe orders
- Count narcotics
- Initiate administration of blood or blood products
- Monitor patients receiving blood or blood products
- Witness informed consents
- Participate in Advanced Life Support
- Take care of any COVID-19 PUI, confirmed COVID-19 positive, or patients in airborne isolation (students are not fitted for respirator masks)
- Refer to [AD 13.02 COVID-19 Aerosol Generating Procedures Testing and PPE Utilization](#) for students to help conserve PPE
- Take verbal orders
- Access Central Line Venous Catheters (CVCs) or change CVC dressing (including PICC lines)
- Administer breast milk independently. In addition, breast milk must be obtained and logged in by staff RN only



Please complete the follow survey at the end of your clinical experience. We would love to hear your feedback and input on how we can improve. Follow the links below to complete the survey. Thank you and we appreciate your input!

## Cohort Student Survey:

<https://childrens.surveymonkey.com/r/RMBLFMB>



## Precepted Student Survey:

<https://redcap.childrens.com/redcap/surveys/?s=3MTDPKRTNT>

Select "Student" for Experience Level Upon Hire



## Instructor Survey:

<https://childrens.surveymonkey.com/r/RX7XPN3>





## Fire Response

- R - Rescue
- A - Alert
- C - Confine
- E - Extinguish

## Fire Extinguisher

- P - Pull
- A - Aim
- S - Squeeze
- S - Sweep

## Hazmat Response

- R - Rescue
- A - Alert
- C - Confine
- E - Establish perimeter

## SDS

- S - Safety
- D - Data
- S - Sheet

## FOR SDS

CHILDNET  
 Emergency   
**SDS**



CAMPUS LOCATIONS - EMERGENCY CALL 33333 (MOBILE/NON-LANDLINE: 469-303-3333)  
 OFF-SITE BUSINESS AND CLINIC LOCATIONS - EMERGENCY CALL 911

Emergency Codes

Patient Safety

HIPAA

Survey Readiness

# ALL EMERGENCIES CALL 33333

## Alert Type

Facility Alert

## Event

High Census  
 Decontamination Team  
 Disaster Plan Activation  
 Fire Alarm Activation  
 Hazardous Release  
 Evacuation

## Response

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

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## EMERGENCY EVENT - PLAIN LANGUAGE CONVERSION FROM CODES

**Background**

The purpose of Plain Language is to establish a common language and communication system for our staff, patients, and visitors. It also allows Children's to use a common language to communicate with local emergency management, law enforcement, emergency medical services, fire departments, public health agencies, and other public organizations which may be involved during emergencies.

**Plain Language** means explicitly describing a situation rather than using codes. For instance, if you are reporting a fire to the incident commander, say "Code Red in the OR."

Using Plain Language rather than hospital codes can reduce miscommunications and even decrease response times, and in an emergency, a faster response can save lives.

**IMPORTANT:** Plain Language does not change how you respond to an alert or emergency. The only difference is how you communicate.

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

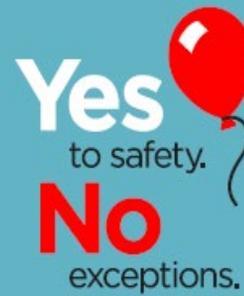
updated 9/2017 jmh

Emergency Codes

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Survey Readiness



# Safety Toolkit

Emergency Codes

Patient Safety

HIPAA

Survey Readiness

Commitment	Related Tools
<p><b>We do the right thing.</b></p> <p>Everyone makes a personal commitment to safety.</p>	1. <b>AIDET</b> - Always introduce yourself and know who you're working with: <b>A</b> cknowledge, <b>I</b> ntroduce, <b>D</b> uration, <b>E</b> xplanation, <b>T</b> hanks
	2. <b>ARCC</b> for escalating concerns: <b>A</b> sk a question, <b>R</b> equest a change, <b>C</b> oncern - voice a concern, <b>C</b> hain of Command
	3. <b>Team Member Checking</b> - We look out for one another and check each other's work. We have each other's back for safety!
	4. Pay attention to detail using <b>STAR</b> : <b>S</b> top, <b>T</b> hink, <b>A</b> ct, <b>R</b> eview
<p><b>We are one team.</b></p> <p>Everyone is accountable for clear and complete communications.</p>	1. Use <b>SBAR</b> to communicate concerns requiring action <b>S</b> ituation: What is the problem, patient or project? <b>B</b> ackground: What is important to know? <b>A</b> ssessment: What is your evaluation? <b>R</b> ecommendation: What action needs to take place?
	2. <b>3-Way Communication</b> With any uncertainty, ask 1 or 2 clarifying questions. A clarifying question can be numeric (15; one-five) or phonetic (alpha, beta).
	3. Use standardized handoff tools, such as <b>ISHAPED</b> or <b>IPASS</b> , to transition care or responsibility.
<p><b>We get results.</b></p> <p>Everyone supports a questioning attitude.</p>	1. <b>QVV</b> - Question and confirm whenever you're unsure about something. <b>Q</b> ualify the source: Do I trust this source? <b>V</b> alidate the content: Does it make sense to me? <b>V</b> erify your action: Check with an expert.
	2. <b>Stop and Resolve</b> - Don't proceed in the face of uncertainty.

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## Acknowledge

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

## Introduce

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

## Duration

- Share wait times, procedure time expectations

## Explanation

- Explain all processes and procedures
- Provide clear expectations

## 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

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## 2022 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 the 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

Reduce the risk for suicide.

### Prevent mistakes in surgery

UP.01.01.01

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

UP.01.02.01

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

UP.01.03.01

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



This is an easy-to-read document. It has been created for the public. The exact language of the goals can be found at [www.jointcommission.org](http://www.jointcommission.org).

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## HIPAA Highlights for Students

All Students are responsible for ensuring they understand HIPAA and how it applies to them as a student during their rotation.

Students complete CART (Children's Health Annual Required Training) as part of their rotation requirement.

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.

## What forms of information are protected by HIPAA?

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!



### Remember

Any form or medium of health information includes the following:

- Paper and electronic records
- Faxes
- E-mails
- Verbal exchanges

**DO NOT** discuss identifying information about a patient in the elevator, cafeteria or hallway.

## What forms of Information are Covered by HIPAA?

- Name
- All geographic subdivisions smaller than a state, including street address, city, county, precinct, ZIP code
- All elements of dates (except year) for dates that are directly related to an individual
- Telephone numbers
- Fax numbers
- Email addresses
- Social Security Numbers
- Medical record numbers
- Health Plan beneficiary numbers
- Account Numbers
- Certificates/license numbers
- Vehicle identifiers (VINs) and serial numbers, including license plate numbers
- Device identifiers and serial numbers
- Web universal Resource Locators (URLs)
- Internet Protocol (IP) addresses
- Biometric identifiers, including finger and voice prints
- Genetic information
- Full-face photos and comparable images
- Any other unique identifying number, characteristic, or code

Source: [hhs.gov](https://www.hhs.gov)

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## Key Points to Remember

- HIPAA provides all patients the right to control access to personal health information.
- HIPAA identifies the protected information by the covered entities and their business associates.
- Three basic rules will take you a long way:
  1. Use or disclose health information only for legitimate work-related purposes.
  2. Limit uses and disclosures to the minimum necessary to achieve goals.
  3. Exercise reasonable caution at all times to protect the health information under your control.

## A BREACH OF HIPAA IS GROUNDS FOR IMMEDIATE TERMINATION OF CLINICAL ROTATION

### HIPAA, Electronic Documentation, and Computer Usage

Computers will be available for students to use during their clinical rotation. Students will be assigned a username and password to access the computers. Students are not allowed to share computer login information and are encouraged to log off after each computer use session to prevent unauthorized access.

The computers may be used to research diagnosis, treatment techniques, or other topics that relate to therapy. Students can use computers to complete assignments given by the clinical instructor or school, but this should only be done if all patient documentation is completed and there are no patients to observe. The majority of computer use should be for documentation in the patient chart.

Students must be supervised by their clinical instructor or a licensed professional of the same discipline while logged onto EPIC and while documenting in EPIC. Students do not need to be supervised when accessing the Epic playground.



Everyone is responsible for adhering to The Joint Commission regulations at all times. 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 with your clinical instructor.

***What is the orientation process for students?***

All students review standard hospital orientation material that includes HIPPA, Compliance, Safety, and Infection Control.

***Where are policies located?***

ChildNet Policy homepage.

***Where is the Patient's Bill of Rights found?***

In all patient care areas and Admitting. Patients are given a written copy to keep.

***What do you do in an unusual event?***

Inform your clinical instructor and decide if a SafeLink should be filled out.

***What do you do if you come across malfunctioning equipment?***

Take the equipment out of use, and let your instructor know so that biomed can be notified.

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<p><b>What is the orientation process for Instructor and students?</b></p>	<p>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.</p>
<p><b>Where are policies located?</b></p>	<p>Childnet 2.0 &gt; Policy Tracker under Quick Links</p>
<p><b>What do you do in case of fire?</b></p>	<p>Rescue—rescue anyone in immediate danger              Alert—report a “Code Red” by pulling the closest fire alarm or by dialing 33333              Confine—confine the fire              Extinguish—extinguish the fire</p> <p><u>To operate the fire extinguishers:</u>              P—pull the pin              A—aim at the base of the fire              S—squeeze the trigger              S—sweep</p>
<p><b>What is your responsibility in the event of a code? (Excluding Code Blue)</b></p>	<p>Always report to the charge nurse for instructions. If off the unit, immediately return.</p>
<p><b>Where to find the Patient's Bill of Rights?</b></p>	<p>In all patient care areas and Admitting</p>
<p><b>What do you do in the event of an unusual incident?</b></p>	<p>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.</p>
<p><b>What do I do with malfunctioning equipment?</b></p>	<p>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.</p>

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# Locations & Maps



## Children's Health Dallas Campus

1935 Medical District Drive  
Dallas, Texas 75235

## Our Children's House

1340 Empire Central  
Dallas, Texas 75247

## Children's Health Andrews Institute for Orthopaedics & Sports Medicine

7211 Preston Road Suite T1200  
Plano, Texas 75024

## Children's Health Specialty Center Allen

8 Prestige Circle Ste. 101  
Allen, TX 75002

## Children's Health Specialty Center Cityville

2222 Medical District Drive, Ste. 210  
Dallas, TX 75235

## Children's Health Specialty Center Grapevine

1643 Lancaster Drive, Ste. 300  
Grapevine, TX 76051

## Children's Health Specialty Center Las Colinas

7453 Las Colinas Blvd.  
Irving, TX 75063

## Children's Health Specialty Center Preston

7000 Preston Road Ste. 100  
Plano, TX 75024

## Children's Health Specialty Center Richardson

3661 North Plano Road, Ste. 3500  
Richardson, TX 75082

## Children's Health Specialty Center Rockwall

2455 Ridge Road, Ste. 255  
Rockwall, TX 75087

## Children's Health Specialty Center Waxahachie

154 N. Hwy 77, Bldg C, Ste. 10  
Waxahachie, TX 75165

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Our Children's  
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Dallas  
Badge  
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For access to the Children's Health **Shuttle Schedule** from campus locations, DART, and Trinity Towers (administrative offices) – click [here](#)

## DALLAS CAMPUS



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Our Children's House

Plano Campus

Cityville

Dallas Badge Office

Plano Badge Office

Dallas Occ Health

Plano Occ Health

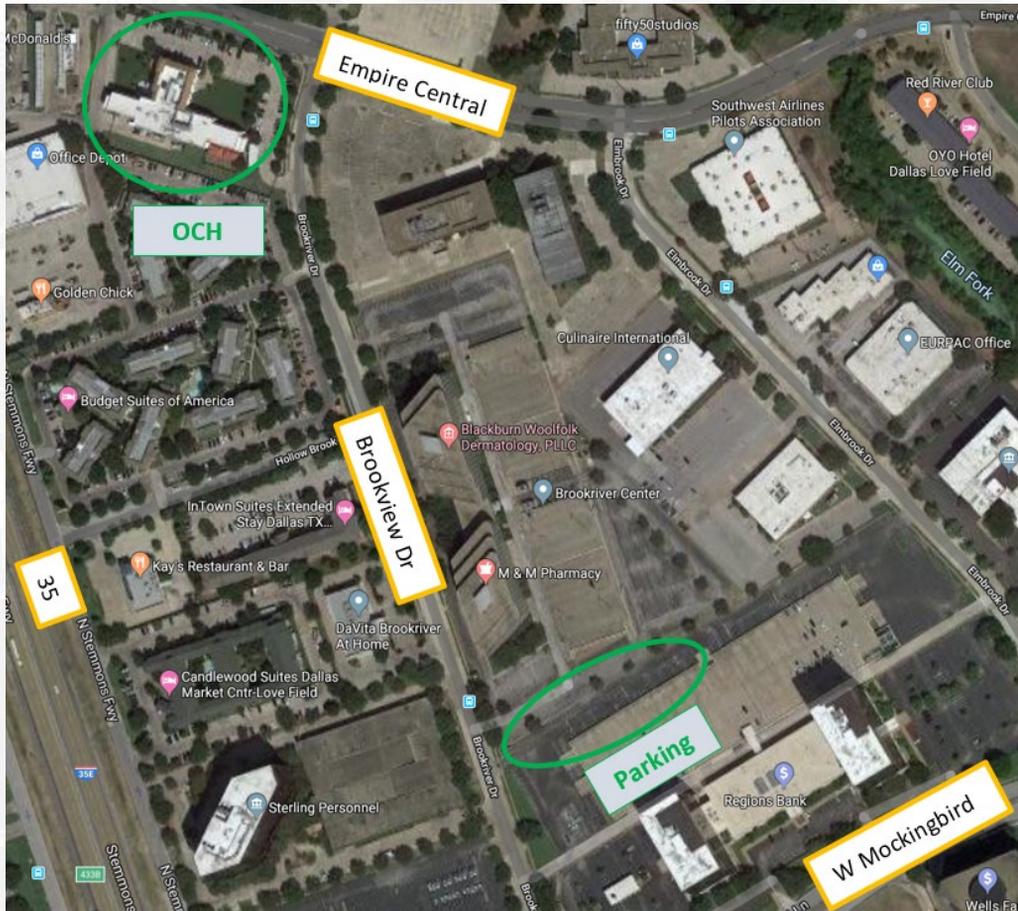
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1340 Empire Central  
Dallas, Texas 75247



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## Parking at Plano

Students should only park in the areas highlighted in green. Do not park in patient parking.

For the Hospital Parking lot closest to the ED, students can park on the back half if there are spots available. Otherwise, students should park in the other highlighted lots.



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## Children's Health Specialty Center at Cityville Southwestern Medical District

Follow the path to the entrance of Children's Health



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The Dallas badge office is located on the 3<sup>rd</sup> floor of the Bright Building in the E3000 Suite. When you get off the E1 Elevators walk towards Southwest Medical Avenue and the office is located on the left between the elevator and the Blue Park Garage.



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The Plano Badge Office is located in a free-standing building across from the ED (noted below). It is not part of the main hospital. If you are unable to find it, please ask the [atrium concierge](#) for directions.



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# Locations & Maps



## Campus Map for Dallas

**Location:** The Occupational Health Department is located in the **Bright Building**. The address is **1935 Medical District Dr., Dallas, TX 75235**.

**Directions:**

**Coming from the north**

Drive southbound on Stemmons (I-35E), exit Medical District Dr.(Exit 431), turning left at the stoplight. Continue east until you get to the entrance just before Purple Park tower. Turn right and then turn left to enter the gate.

**Coming from the south**

Drive northbound on Stemmons (I-35), exit Medical District Dr.(Exit 431) and continue on the service road to stoplight. Turn right on Medical District Dr. and then right again at the entrance for Purple Park tower. Continue until you come to the tower entrance on the left.

**Parking:** Parking is free in the Purple Park tower/garage. Avoid parking in physician allotted spaces. ID badges are required to enter the parking tower.

**Office:** The office is located on the second floor of the Bright Building. Take the elevator or stairs to the 8th floor of parking tower. Head right so you'll be walking over the skybridge above Medical District Dr. Turn left at the glass door intersection so you'll be heading north over Southwestern Medical Ave. Continue walking until you get to the elevator bank on your left. Take elevators to 2nd floor. Exit elevator and turn until you see a door marked E 2000. ID badge required for service.



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## Campus Map for Plano

**Location:** The Occupational Health & Wellness Department is located in the **Specialty Center 1** building. The address is **7609 Preston Road, Suite P-1600/1602, Plano, TX 75024**

**Directions:**

**Coming from the north**

Drive southbound on Preston Road, turning right (west) on Hedgcoxe Road.

**Coming from the south**

Drive north on Preston Road until you reach intersection of Hedgcoxe Road. Turn left, heading west on Hedgcoxe Road. At the next light of Hedgcoxe Road and Dominion Parkway, turn left, so you are heading on the campus drive. The first left turn is the parking lot for employees and patients/visitors.

**Parking:** There is free parking in the north parking lot closest to Hedgcoxe Road. Please avoid parking in the patient/visitors lot closest to the building.

**Office:** The office is located on the first floor of the Specialty Center. Enter the sliding glass doors and veer left past the concierge desk. At the end of the main hallway will be overhead and wall signage for the Occupational Health and HR suite. Please ring the doorbell (chimes in Occupational Health office only) and wait to be let in, if your ID badge does not allow access.



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Our Children's House

Plano Campus

Cityville

Dallas Badge Office

Plano Badge Office

Dallas Occ Health

Plano Occ Health

# Help



## Important Contacts

Nursing Student Request	<a href="mailto:NursingStudentRequest@Childrens.com">NursingStudentRequest@Childrens.com</a>
Nursing Student Paperwork	<a href="mailto:NursingStudentPaperwork@Childrens.com">NursingStudentPaperwork@Childrens.com</a>
Service Desk (SMARTbar)	214-456-4357 (or) 6HELP
Badge Office	Dallas: 214-456-1370 Plano: 469-303-1370
Dallas Occupational Health	Phone: 214-456-8678 Fax: 214-456-2665 Monday - Friday 6:30 a.m. to 4 p.m.
Plano Occupational Health	Phone 469-303-7300 Fax 469-303-4030 Monday - Friday 7 a.m. to 12 noon, 1 p.m. to 4 p.m. <i>(last patients are seen at 3:30)</i>
Sana Iqbal, Program Manager	<a href="mailto:Sana.Iqbal@Childrens.com">Sana.Iqbal@Childrens.com</a> 214-456-1691

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