



HealthPartners Volunteer Services

# Policy and Procedure Manual

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This manual is intended as a reference guide for all volunteers of HealthPartners. Policies and procedures are subject to change due to staff discretion. If you have questions concerning any of the policies or procedures outlined in this manual, please notify Volunteer Services staff.

# Welcome to HealthPartners Volunteer Services

*Our mission is to provide trained volunteers for specific populations to enhance quality of life and customer service.*

Welcome to HealthPartners Volunteer Services! We are pleased you have joined our team to serve patients and visitors at HealthPartners. We are pleased that you will be joining us on our mission to provide best care, best experience to all our patients and guests. We couldn't do all our great work here at HealthPartners without the help of our volunteers.

## Using this Manual

This manual has been developed as a guide for new and current volunteers. All volunteers are required to review these policies at the beginning of their volunteer service and on a regular basis during their service. Any questions or concerns should be directed to Volunteer Services staff.

## An Overview of Volunteer Services and HealthPartners

HealthPartners was founded in 1957 as a cooperative. Since then, HealthPartners has evolved into an integrated health care organization providing health care services and health plan financing and administration.

We are the largest consumer governed nonprofit healthcare organization in the nation, serving more than 1.5 million medical and dental health plan members nationwide. HealthPartners includes a multispecialty group practice of more than 1,700 physicians, and more than 22,500 employees and volunteers working to deliver the HealthPartners mission.



## Our Promises to Patients

To assist us in our mission to provide the best experience, we have six Promises to Patients. Our promises are the foundation of everyone's job at HealthPartners, regardless of position. Volunteers are expected to help fulfill our mission by using the promises in every interaction.

### Our Promises to Patients

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1. Treat you with dignity and respect
2. Provide you with accurate and timely information
3. Actively listen and involve you as you desire in your care
4. Provide hassle-free access to the services and care you need
5. Anticipate your needs and provide continuity and coordination of your services
6. Provide you with a safe, clean, and healing environment

While the Promises provide a great framework, living the Promises is what makes our clinics exceptional. With investment from every volunteer, patients and guests do begin to feel like they are the most important people here. Living the Promises is an expectation for all volunteers, and some easy ways to live the Promises are outlined here:

- **Your day begins** when you close your car door. Scan the parking lots for patients in need. Practice elevator courtesy by holding the doors open. If you see something, say something.
- **Smile and say “hi” or “hello” to patients, guests and coworkers.** A smile and a greeting go a long way to help make someone's day.
- **Assist lost guests** in the hallway and walk them to their destination. It is the expectation that guests are walked to their location, not just directed. Don't know where the location is? Ask another staff member. Please do not ignore lost guests or tell them that you don't know and walk away.
- **Help us create and maintain a clean, healing environment.** Please assist by picking up trash off the floor and reporting spills when they happen. If you see something that does not look good, say something.
- **Use AIDET at every patient and guest interaction, every time.** AIDET (acknowledge, introduce, duration, explanation, thanks) is a great tool for every patient/guest interaction. By acknowledging the patient,

introducing yourself, telling them how long you will be with them, explaining what you are going to do and thanking them at the end of the encounter, patients and guests feel happier and safer in your care.

- **Listen to understand.** If a patient or family member seems angry or upset, try to slow yourself down and really listen. If you cannot help, please direct them to a staff member. The answer to a question is never no, rather “I don’t know but let me find someone that can help you. Our systems and clinics are constantly changing. Always connect to a staff person for assistance. Don’t guess!
- **Be Aware of specific needs.** If you find a patient or visitor who appears to need a language or hearing-impaired interpreter, please direct them to a staff member.

## Volunteer Services Policies

*Our Volunteer Services policies are designed to meet the needs of our volunteers and clinic departments.*

In order to best serve you as a volunteer, Volunteer Services staff has compiled all our Volunteer Services policies into one section of this manual. Should you have any questions concerning these policies or would like any clarification, please let us know!

### Working as a Volunteer

#### Tracking Your Service

Each time you volunteer, it is very important that you track your service by signing in and out on the sign in sheet provided at your clinic location. This allows us to track your entire service while you volunteer with us. \* The process for tracking hours is different depending on location. Talk with your coordinator to ensure you know how to sign in.

#### Attendance Policy

As a volunteer, you have made a commitment to Volunteer Services and the department in which you will be volunteering. Regular attendance, therefore, is extremely important. In circumstances due to illness, emergency or vacation plans, please let Volunteer Services know immediately. Attendance expectations are as follows:

- Volunteers expected to report for 75% of scheduled shifts to remain in good standing.



- If you are experiencing any of the following symptoms, please do not come in for your shift as these are symptoms of influenza: A fever above 100 degrees, a bad cough or sore throat, chills or body aches, diarrhea or vomiting.

If you intend on being absent, please notify your volunteer coordinator as soon as possible use one of the following avenues to report your absence.

- Notify your department contact to report your absence. When leaving a message, please leave your full name, department and shift day/time **and** by emailing [Christine.M.Wilson@HealthPartners.com](mailto:Christine.M.Wilson@HealthPartners.com)
- **Evening volunteers** Call your department directly to report absences.
- When leaving a message, leave your first and last name, department you are volunteering in, clinic location and shift, am or pm.
- Email Christine at [Christine.M.Wilson@HealthPartners.com](mailto:Christine.M.Wilson@HealthPartners.com) to report your absence.

### **Holidays**

Volunteers are not required to volunteer on major holidays.

### **Breaks**

Each volunteer is entitled to one 15 minute break for every shift. If you are working multiple shifts in a row, you will also get lunch. Please discuss breaks with your department on your first day. Always keep staff updated when you are leaving the department. There is not time during your shift to get lunch or to have lunch. You can get a meal voucher before your shift or after your shift.

### **End of Service/Leave of Absence**

In the event that you need to end your volunteer service or take a leave of absence, please notify Volunteer Services staff immediately. Failure to notify of end of service or leave of absence will jeopardize future volunteer opportunities.

In the event of a leave of absence over four weeks, we will work with you upon your return to find a comparable shift day and time, but cannot guarantee the same spot upon your return.

## **Dress Code and Personal Conduct**

Every volunteer is a representative of HealthPartners and it is expected that all volunteers project a positive, professional image to patients, guests and colleagues. Volunteers should present a good appearance, including good personal grooming and hygiene, appropriate dress and proper identification. Appropriateness or

inappropriateness of dress, grooming, jewelry, or other dress code guidelines are determined by HealthPartners.

#### **Volunteer Dress Code Guidelines**

- Clothing shall be appropriate to the department. A red volunteer shirt is required, and may be purchased for \$11 from S- L and \$13 for XL- 3XL.
- Clothing should fit comfortably, allowing full range of mobility without being tight, overly loose, or revealing.
- No denim jeans, leggings, yoga pants, or scrubs are to be worn, skirts should reach the knee. Black or dark pants preferred.
- Clothing should be clean, well pressed, and in good repair.
- Colored undergarments are not to be worn if revealing through outer clothing.
- No hoodies, sweatshirts, sweaters, or jackets are to be worn. A black or white shirt may be worn underneath your volunteer shirt.
- Footwear should be clean, in good repair, providing for adequate safety, and appropriate to the department's needs.
- HealthPartners badges should be worn at all times during work hours up on the collar of your shirt, near your face. Lanyards are not permitted for safety reasons.

We highly recommend comfortable, non-slip shoes for your volunteer shifts.

#### **Volunteers who are required by their religion to wear head attire may do so provided:**

- The head attire does not violate any safety or infection control policies, standards, or guidelines
- The head attire is clean and in good condition
- The head attire does not interfere with the performance of the employee's job duties.

#### **Grooming Guidelines are as follows:**

- Good personal hygiene, regular bathing, good oral hygiene, and effective deodorant are utilized.
- Cosmetics and makeup should be simple and appropriate

- Colognes, perfumes, aftershaves and heavily-scented lotions are not permitted.
- Hair should be neat, clean, of a safe length, and of a naturally occurring color
- Beards and moustaches must be kept neat and groomed.
- Artificial nails are prohibited for any direct patient care staff.
- Nails must be kept clean and of an appropriate length and color.

**Jewelry and Body Art:**

- Excessive or inappropriate jewelry or body piercing as defined by departments is not permitted.
- Excessive or inappropriate body art as defined by departments must be covered while on duty.

**Special Occasions and Exceptions:**

- Costumes, holiday specific outfits, or other special event outfits are acceptable for predetermined special occasions/holidays upon pre-approval from department managers.
- Departments may establish additional dress code guidelines as appropriate for their functions.

**The following items of dress are prohibited:**

- Shorts or denim jeans, exercise wear, capri pants, scrubs, or spandex cannot be worn.
- Lycra, low cut, sheer, or revealing clothing cannot be worn.
- Halter tops, midriff blouses/shirts are prohibited.
- Open toe shoes or sandals cannot be worn.
- Clothing with advertising logos or logos promoting alcohol, tobacco, or drug products should not be worn.
- Clothing with obscene logos, pictures, or language as defined by HealthPartners should not be worn.
- Perfumes, body sprays, colognes, aftershaves, and heavily-scented lotions are not permitted.



- Lapel buttons/pins with political or controversial messages as defined by HealthPartners are not permitted while on duty.
- No jacket, hoodies, or sweaters are to be worn over your uniform shirt. You may wear a long-sleeved white or black shirt under your uniform shirt.

### Photo ID's

HealthPartners makes photo ID's for all staff and volunteers. Wearing your ID is a requirement for all staff and volunteers to maintain safety in the hospital/clinic. Your ID must be worn on your collar, near your face. Lanyards are not permitted.

### Personal Conduct Guidelines

All volunteers are expected to demonstrate positive, professional conduct while volunteering. It is, therefore, inappropriate to engage in the following activities while on duty:

- **Cell Phone Usage.** The use of cell phones while on duty as a volunteer is not permitted. This includes calling, texting, surfing the internet and game playing.
- **Gossip.** It is never appropriate to gossip or discuss a patient, guest or colleague in a negative way. If you are having a personality conflict with a staff member, volunteer or guest, please report it to your department contact.
- **Facebook and Other Social Media.** You must not publish, post, or otherwise make disparaging statements about HealthPartners, its related organizations, or your coworkers on any social media site. Likewise, you must refrain from publishing, posting, or otherwise communicating about patients or patients' families on any social media site.
- **Negative Venting about the Organization.** If you are unhappy with the organization or any entity within the organization, including Volunteer Services, please ask the Volunteer Services staff for a resource to report the issue. Please do not vent to patients or guests about issues you have with the organization.
- **Solicitation/Gifts and Gratuities** Volunteers are not permitted to solicit at HealthPartners. This includes selling goods or services or distributing literature. Examples include Avon, fundraising such as raffle tickets, or soliciting business from patients such as legal referrals. Volunteers are also not allowed to accept tips or gifts from patients or visitors for their services. Asking visitors, patients, or staff to lend you money is also inappropriate.



## Volunteer Discounts and Benefits

As a volunteer, you are entitled to the following discounts and benefits:

### Free Parking

Parking is free at all clinics.

### Optical Shop Discount

Volunteers receive a 10% discount on the purchase of contact lenses, glasses and prescription sunglasses at the Optical Shop located at the HealthPartners Specialty Center at 401 Phalen Avenue in St. Paul. A valid ID badge is required.

### Pharmacy Discount

Volunteers receive a 20% discount on the purchase of over the counter products in the clinic Pharmacy. A valid ID badge is required.

## Clinic Policies

*Our policies are designed to keep you and our patients and guests as safe as possible.*

In order to make HealthPartners clinics safe, healing places for all, we ask that you assist us with compliance to our clinic policies. These policies apply to everyone here at HealthPartners, so if you see something that doesn't make you feel right, we ask that you report it immediately.

## A Safe, Healthy Workplace

### Smoke and Drug Free Workplace

HealthPartners campuses are entirely smoke and drug free. Smoking is permitted on the off campus sidewalks surrounding the clinics.

The manufacture, possession, sale, distribution or use of illegal drugs or controlled substances on HealthPartners property is prohibited. Violation of this policy will result in immediate dismissal from volunteer service. HealthPartners employs a zero tolerance policy for drug-related violations.

### Sexual Harassment

Sexual harassment is not tolerated at HealthPartners. Sexual harassment is defined as the unwelcome behavior of a manager, supervisor, co-worker or volunteer which is regarded as unwelcome and unsolicited, of a sexual nature, deliberate or repeated, verbal or physical. If you feel like you are a victim or a witness to sexual harassment, please notify staff immediately.

### Workplace Violence

Workplace violence is not tolerated at HealthPartners. Workplace violence is defined as an action that is the use of physical force, harassment or intimidation, or abuse of power or authority, where the impact is to control by using pain, fear or hurt. If you

feel like you are a victim or a witness to workplace violence, please notify clinic staff immediately.



## Patient Confidentiality and HIPAA

### Protecting Our Patients' Privacy

Here at HealthPartners, we take the privacy of our patients very seriously. As staff and volunteers, we are charged with maintaining the highest standards when it comes to the privacy and security of our patients and their health information. It is the expectation that all volunteers practice correct patient privacy policies and procedures.

**So what is patient confidentiality?** All information concerning a patient's medical or emotional condition and treatment must be kept confidential. Confidential information is not to be communicated to, or discussed with any other person, including the patient, unless it is necessary in the performance of assigned duties.

**Do I need this information to do my job?** Don't know if information is private or not? This is a good question to ask. If you don't need it to do your job, then you don't need to ask or know this information.

**What can I not do as a volunteer?** As a volunteer, we ask that you not:

- Access patient records (paper or electronic) for any reason, unless it is part of your volunteer job duties as directed to you by staff.
- Discuss the medical conditions of a patient with that patient or family member, even if the patient has disclosed medical information to you
- Ask medically-related questions to a patient or guest, even if the patient has disclosed medical information to you
- Ask a patient or visitor why there are here
- Tell others who you have seen at the clinic

**What should I do?** Here are some helpful tips:

- Talk to patients and guests about neutral topics, like the weather, sports, your career plans, etc.

- Don't know? Ask a staff member or Volunteer Services staff what is appropriate.
- Follow the general rule: what happens in the hospital/clinic, stays in the hospital/clinic.
- Ask yourself: Do I need this information to do my job?

**Something doesn't feel right?**

If something doesn't look or seem right, report it! We are happy to check it out to make sure everything is alright. Volunteers are our eyes and ears around the clinics, so we count on you to let us know when something you see doesn't seem right.

**The Health Information Portability and Accountability Act (HIPAA)**

HIPAA is designed to protect patients and their health information. Protected health information (PHI) is anything about a health, physical or medical condition.

Only share PHI with people who need to know. Avoid using patient names in hallways or other public areas. Do not share PHI you are not authorized to disclose.

**What is included in PHI?** Use of any one of the 18 identifiers listed, when combined with information regarding a person's health.

Name	Date of Admission
Address	Driver's License #
Medical Record #	Finger or Voice Prints
Account #	Date of Discharge
Dates	Vehicle Plate #
Social Security #	Device Identifiers/Serial #
Health Plan Beneficiary #	Date of Death
Date of Birth	Telephone #
License or ID #	Photographs

The inappropriate collection, access to, use and/or dissemination of confidential information will result in disciplinary action which may include termination. **You will be asked to sign a confidentiality statement affirming to abide by all patient confidentiality regulations and policies.**

## Diversity and Cultural Components of Care

**Diversity**

One of the best features of HealthPartners is the depth of the diversity we see in our patients, guests, staff members and fellow volunteers. It is an expectation that volunteers embrace the diversity that makes our clinics a great place to work, visit, and receive care. We do not tolerate discrimination against any individual based on:

Cultural Background  
Ethnicity  
Race  
Gender  
Religion

Socioeconomic Status  
Marital Status  
Sexual Orientation  
Disability

### **Cultural Components of Care**

Developing cultural competencies starts with self-awareness and our own knowledge and expectations of the community we live in and the culture of the health care systems with which we are familiar. These beliefs may be different in other cultures.

It is important that we consider how cultural differences can affect care and, therefore, how we provide care and support for patients, family members and guests. Please be sensitive to others who may have different cultural expectations when it comes to requesting and receiving medical care.

Here are some helpful suggestions for communicating and interacting in a culturally sensitive way:

- Openness, caring and mutual respect of the dignity of individuals are essential qualities for effective communication, regardless of cultural differences.
- Active listening includes listening fully, clarifying, acknowledging, reflecting and expanding and building on what was said without interrupting.
- Effective communication is enhanced when empathy is conveyed.
- Empathy can be developed by consistently trying to put yourself in another's shoes.
- Be sensitive to the fact that there are basic differences in the ways people of different cultures communicate, such as the different use of words, voice and body language.

## **Safety Policies**

*The safety of our patients, guests, employees and volunteers is a top priority at HealthPartners.*

As part of our Promises to Patients, we promise to provide a safe, clean and healing environment for our patients to heal and our staff and volunteers to work. The following safety policies are important for volunteers to review on a regular basis as part of their volunteer work. Should you ever find yourself in an unsafe situation, please alert a staff member immediately.

# Emergency/Disaster Plans

Each clinic has its own set of emergency/disaster plans. This includes plans regarding fire emergencies, security threats, and other potential hazards. Please discuss proper emergency/disaster procedures with your clinic supervisor on the first day of volunteering.

## **F.Y.I.**

It is never appropriate for volunteers to clean blood or bodily fluids.

### **Valuables and Lockers**

During your time as a volunteer, you are highly discouraged from bringing valuables into the clinics. The clinics provide lockers for volunteers to use during their volunteer time. Please do not assume that there will be a safe place for valuables in the department in which you will be volunteering, as this is rarely the case. HealthPartners is not responsible for lost or stolen items.

### **Security Escorts**

Should you ever like an escort to your car, our Security department will be happy to provide one.

### **Incident Reporting**

In the unlikely event that you come in contact with blood or a bodily fluid or are injured during your volunteer service, please report the incident to staff immediately.

### **Wheelchairs**

Volunteers may **not** transfer a patient in or out of a wheelchair at any time, and may not take the patient in the wheelchair to the restroom. Volunteers may push the wheelchair only to pre-approved destinations within the clinic. Do not assume liability! It is okay to ask a staff for a quick refresher on wheelchair safety if needed.

**Volunteers are at less risk of exposure to communicable diseases** than are health care personnel providing direct patient care; however, there are some things you need to be aware of.

### **Hand Hygiene**

Frequent and thorough washing and disinfection of hands is an important part of your routine as a volunteer. Hand washing should be done when you arrive, before meals or breaks, after using the restroom, and before you leave for the day. Also after any contact with patient or patient articles.

# Vaccinations and Immunizations

## Requirements

TB Gold blood draw - Mantoux (tuberculosis) testing and flu shot compliance are required for all volunteers. Volunteer services will communicate further information regarding each at the time your compliance is due. Free testing is available by appointment through the clinic you will be volunteering at to determine if you have been exposed to tuberculosis.

## Thank you!

Thank you for taking the time to read and review this manual. Should you have any questions concerning any of the information, please see a Volunteer Services staff member.

