

UC San Diego Health Volunteer Handbook



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Welcome!

We appreciate your contribution and welcome you to Volunteer Services at UC San Diego Health. We are proud to have you as a volunteer and hope that you will find it both an interesting and rewarding experience. As a volunteer, you have the opportunity to serve your community and our health system. Volunteers play an integral role in assisting our staff in their activities of patient care, education, and research.

This handbook has been prepared for you as a guideline for your volunteer service. Please read it carefully; you are responsible for knowing its contents, policies, and goals of the hospital.

If you have any questions regarding this material, or about any other hospital issue, please contact Volunteer Services.

We look forward to working with you.

Sincerely,
The Department of Volunteer Services



Contacts

Volunteer Services Office 619-543-6370 volsvcs@health.ucsd.edu

Security non-emergency (619) 543-3762 or 33762 from UCSD Health phone

Security Emergency

Hillcrest, East Campus & La Jolla 619-543-6111 or 6111 from UCSD Health Phone

Health System Paging Operator Dial 0 then state the name or department

Important Links

UCSD Health website	www.health.ucsd.edu
Volunteer Dashboard	ucsdhealth.samaritan.com/custom/528/volunteer_login
UC Learning Center	UCLC Account
Symptom Tracker	https://blink.ucsd.edu/HR/services/covid-19/symptom-screening/
Patient Experience	health.ucsd.edu/patients/patient-relations/
MyChart	myucsdchart.ucsd.edu

UC San Diego Health at a Glance

About UC San Diego Health

UC San Diego Health is one of five academic medical centers within the University of California. It is a 1,101-bed academic health system with primary, same-day and specialty care clinics throughout the region. UC San Diego Health is comprised of UC San Diego Medical Center in Hillcrest, UC San Diego Health East Campus, and Jacobs Medical Center, Sulpizio Cardiovascular Center, Moores Cancer Center, Shiley Eye Institute, Koman Family Outpatient Pavilion and Altman Clinical and Translational Research Institute, all in La Jolla. For 2023-24, U.S. News and World Report ranked UC San Diego Health as the best hospital system in San Diego and among the nation's best in 10 adult medical and surgical specialties.

<https://health.ucsd.edu/news/press-releases/2023-07-31-uc-san-diego-health-ranks-no-1-in-san-diego-makes-national-honor-roll/>



UC San Diego Health is comprised of the following medical facilities:

UCSD Medical Center - Hillcrest established in 1966, currently serves as the principal clinical teaching site for UC San Diego School of Medicine and the focal point for community service missions. This facility is the region's only academic medical center offering both primary care and specialized services, including a Burn Center and Level I Trauma Center.

McGrath Outpatient Pavilion – The Hillcrest Medical Campus at UC San Diego Health will open McGrath Outpatient Pavilion on July 28th 2025. This action is being taken to address the region’s growing demand for specialized services. The six-floor, 250,000-square-foot advanced medical facility will house key clinical programs that will either relocate or expand from their current locations.

East Campus Medical Center established in December 2023. This facility located in East San Diego County has medical-surgical units, ICU, telemetry, a senior specialty care-behavioral health unit and an emergency department.

Jacobs Medical Center is the newest of our inpatient facilities, with advanced surgical care, cancer care & women and infant services.

Thornton Pavilion and **Perlman Ambulatory Care Center** opened in the summer of 1993. Thornton Pavilion is a general medical-surgical facility with a full range of departments, including ICU, Special Procedures, and Emergency Department.

The Sulpizio Cardiovascular Center (SCVC) opened in August, 2011. It is a comprehensive cardiac treatment center with multiple clinics, cath labs and surgical suites.

The Rebecca and John Moores UCSD Cancer Center focuses on cancer-related research, clinical trials, as well as clinical care.

Shiley Eye Institute, staffed by internationally respected authorities in their fields, are faculty members of the UCSD School of Medicine.

The Koman Family Outpatient Pavilion is an outpatient clinical facility on the La Jolla Health campus. The facility includes eight surgery suites, basic and advanced imaging, physical therapy and pain management — plus infusion and apheresis services. The four-floor, 156,000-square-foot facility opened in March of 2018.

Our Mission

Is to deliver outstanding patient care through commitment to the community, groundbreaking research and inspired teaching.

Our Vision

Is to create a healthier world – one life at a time – through new science, new medicine and new cures.

AIDET® AIDET is a communication framework for healthcare professionals to communicate with patients and each other in a way that decreases patient anxiety, increases patient compliances and improves clinical outcomes. (Studergroup.com)

AIDET		Looks like	
Acknowledge		Greet people with a smile	
Introduce		Introduce yourself and your role	
Duration		Keep people informed	
Explanation		Explain details and what to expect	
Thank		Show gratitude in all interactions	

LEADING THE WAY

Instead of:	Choose words that help and heal:
"Checking in?"	"Hello! May I help you get checked in?"
"We can't do that."	"Here is what we can do."
"Just a second."	"This may take a few moments."
"I don't know."	"Allow me to get that/find out for you."
"No problem."	"My pleasure."
"Thanks for holding."	"Thank you for your patience."

UC San Diego Health

100-hour Volunteer Commitment Policy

Who This Applies To

- Volunteers scheduled for **one 4-hour shift per week in general volunteer program**
- **Excludes** special programs: TLC, Spiritual Care, Doula, LOLC, PFAC, or similar roles.

Commitment Requirement

- **100 services hours** (*minimum*) must be completed within **6-8 active months** after departmental training start date.
 - Only active months count.
 - Leave of Absence (LOA) months are excluded. Only 1 LOA permitted during timeline.
 - **Example Volunteer Timeline:**
 - Completes first day training → Active 3 months → LOA 2 months → 5 months left to finish 100-hour minimum

Tracking Hours

- Volunteer Tracking Tool (provided in First Day Training email)
- Volunteer Dashboard Log Book (log hours, check progress, view remaining timeline)

What Happens at 100 Hours?

- Coordinator notifies volunteer and provides guidance on next steps - continuing or offboarding.
- Volunteer is eligible to have hours confirmed by Volunteer Services.

Outcome for Non-Completion

- Removal from volunteer program
- Ineligible to reapply to volunteer program for 1 year from removal date



Volunteer Attendance, Absences & Hours

Attendance & Absences

- Volunteers are expected to complete one 4-hour shift per week (4 shifts/month) and be reliable.
- Volunteers commit to a minimum of 100 volunteer hours completed within 6-8 months.
- Volunteer may be eligible to transfer to a new department. Attendance, reliability, communication and ability to commit to continued volunteering are also factors for eligibility to transfer to a new department.
- Occasional absences are understandable, frequent absences will be interpreted as a lack of interest or availability and may result in status being changed to “on leave” or “inactive.”
- For extended illnesses, please contact your Volunteer Coordinator to request a leave of absence.
- If you cannot attend your shift because of illness, travel or another obligation, you are responsible for notifying both your Department Supervisor(s) and Volunteer Coordinator.
- Volunteer Services does not notify departments, you must update supervisor(s). Include the date, time, and reason of absence, one email with all parties is preferred. Contact information for department supervisors is on the service description you signed electronically and received a printed copy of at the Office Clearance Visit.
- Failure to send absence notification for **three shifts** may result in your removal from the schedule and your status changed to on leave or inactive.
- Communication is required for every absence, but frequent absences—even with notice—may affect your ability to participate.
- Student volunteers: Please include your volunteer shift when planning around exams.
- Contact Volunteer Coordinator about any schedule changes.
- Holidays: You are not required to cover your shift if it is on a legal holiday. Since hospital routine continues, your presence is greatly appreciated. Some areas such as outpatient services may be closed, volunteers should check with the department supervisor if they are planning on volunteering on a legal holiday.



Logging Volunteer Hours

You are responsible for signing in using the computer sign in station before reporting to your department, and signing out at the end of the shift. You should utilize the kiosks (unless instructed to do otherwise) to sign in and out properly.

If computer is not functioning, please follow instructions as listed at the computer sign in station. **If you forget or are unable to sign out, please notify Volunteer Services immediately.**

Computer Locations: It is necessary for you to sign-in at one of these locations, even if your department has you initialing on the unit for your attendance.

- **Jacobs, Thornton, Perlman and CVC:** First floor hallway that connects Thornton and Sulpizio CVC (look for the telephone alcove – Room 1-02A)
- **Moore Cancer Center, Koman Outpatient Pavilion, and Shiley Eye Center:** Volunteers will receive information about QR code sign in system
- **Hillcrest:** In cafeteria (Arbor Café) next to ATM or Volunteer Services Office in West Wing
- **East Campus:** QR code sign in binder in East Tower Main Reception area (front lobby)
- Volunteers in some departments may use a different sign in system, they will be provided information as applicable.
- Volunteer Services can attest hours once the 100-hour minimum commitment has been met but can only attest hours that have been registered by you using the appropriate system.

Checking Volunteer Hours

- You can view your volunteer hours completed by clicking on Logbook on the top right of your volunteer dashboard (picture to right).



Volunteer Sign in station Instructions:

- Click/tap the empty field next to VN ID
- Click/tap the number pad to enter your volunteer number and click/tap Enter.
- Select Sign-IN/OUT.



Volunteer Program Status

Status	Definition	Conditions	Expectations / Implications
Active	Fully onboarded and serving in the program	<ul style="list-style-type: none"> -Onboarding completed and confirmed by Volunteer Coordinator - OR - returned from approved Leave of Absence / Compliance Overdue with Coordinator confirmation. -Assigned to a regular shift and approved to serve shifts in department -ID badge is active and functional -Access to Volunteer Dashboard & Hours Log 	<ul style="list-style-type: none"> -Log service hours regularly -Communicate absences to the Volunteer Coordinator and department supervisor in one email -Maintain professional conduct and consistence attendance -Meet program commitment
Leave of Absence (LOA)	Approved temporary leave for 1-3 months from program	<ul style="list-style-type: none"> -Request 1-3 months LOA (once per calendar year: Jan. – Dec.) through Volunteer Coordinator -Status updated to LOA upon approval -Removed from schedule and may not report for shifts or log hours -Contact Volunteer Coordinator <i>at least 2 weeks</i> before intended return to get back on schedule and update status <ul style="list-style-type: none"> • Return depends on program needs & schedule availability • Must remain in same department if 100-hour commitment not yet met 	<ul style="list-style-type: none"> -No shifts or service hours during LOA -Evening/weekend shifts not guaranteed upon return -Limited availability may result in “inactive” status -Automatic Change to Inactive Status: <ul style="list-style-type: none"> • If do not return within 3 months of last volunteer shift, status will automatically change to “inactive.”

		<ul style="list-style-type: none"> • Medical note may be required to indicate cleared to return to volunteering 	
Compliance Overdue	Annual requirements not met and temporarily restricted from reporting to shift and recording volunteer hours	<p>-Outstanding compliance issues include</p> <ul style="list-style-type: none"> • Incomplete annual UC Learning Center (UCLC) trainings • Missing or expired health requirements, such as flu documentation 	<p>-Cannot attend shifts or log hours</p> <p>-Must resolve issues by deadline or risk “inactive” status if requirements remain unmet</p>
Inactive	No longer participating in the program either voluntarily or as determined by Volunteer Services	<p>-Reasons for Inactive Status:</p> <ul style="list-style-type: none"> • Volunteer formally ends involvement via email communication to Coordinator • Frequent absences, unreliability, or failure to log hours • Lack of communication or not following communication guidelines • Failure to meet health requirements • Failure to complete annual UCLC trainings <p>-Status takes effect upon notification from Volunteer Services</p> <p>-Badge must be returned</p>	<p>-Removed from schedule</p> <p>-No access to Volunteer Dashboard, including Hours Log</p> <p>-Hours no longer counted toward commitment</p> <p>-Certificate emailed if 100 hours or more completed and badge returned</p> <p>-Program standing documented</p> <ul style="list-style-type: none"> • Good Standing: met requirements, 100-hour commitment, proper exit from program • Not Good Standing: Did not meet requirement or exited improperly • Standing may affect eligibility to reapply

Dress Code

- The official uniform top will be provided to and maintained by you and must be worn while on duty.
- There is a cost if you'd like a second shirt, if you lose or damage your shirt.
- If shirt is damaged during your volunteer shift, please inform your Volunteer Coordinator without delay.
- The uniform consists of the volunteer top worn with tan, brown, khaki or white pants/skirt. ID badge must be worn at all times on the upper third of the body with photo & name visible. Shoes must be closed-toed with rubber soles.
- Always ensure your appearance is clean, neat, and conducive to a business atmosphere. Clothes should not have holes, rips, or other damage to them and be clean at the beginning of a shift and volunteers are expected to demonstrate good personal hygiene.
- Jeans, leggings, shorts, sweatpants, scrubs, baggies, denim of any type, or hats are not allowed when volunteering. Skirts that are higher than directly above the knee when standing are not appropriate attire at UC San Diego Health.
- Hair, beards, sideburns and/or mustaches should be clean and neat.
- Fingernails must be clean. Artificial nails, tips, gels, polish and/or fillers are not allowed in direct patient care or food handling roles and should not interfere with volunteer duties.
- Earrings or other jewelry or accessories that present a clear hazard are not appropriate. Body piercing jewelry should not present a safety hazard.
- Tattoos must align with existing care standards and policy. Facial and neck tattoos, unless cultural in nature, should be covered.
- Perfumes or colognes should be used conservatively and in a manner that is considerate and mindful of the public and of one's colleagues. Perfumes or colognes may be prohibited in areas where it may have an adverse effect on patients or UC San Diego Health employees.
- Makeup should be worn conservatively which means that unnatural or exaggerated appearance is not appropriate.



Personal Conduct, Hospitality & Social Media

Personal Conduct

- Thank you for being friendly, courteous, professional and helpful. Remember, you represent UC San Diego Health to patients, visitors, staff and the public.
- It is beneficial to be a good listener to patients but it is not appropriate to ask patients about their medical issues, health or prescriptions and never give advice.
- While volunteering, cell phones should be turned off or set to “vibrate”. If you need to make a call, please take a short break and remove yourself from the department.
- Earphones or headphones connected to personal electronic devices such as cellular phones, iPods, etc. are prohibited at all times in patient care areas and may not be used or worn while completing volunteer duties during your shift.
- You can take a 10 minute break during your 4-hour shift.
- Personal items & belongings should be kept in a secure area.
- Never use your cell phone while you are in a patient’s room or on a nursing floor. Additionally, taking photos or videos within patient care areas is not allowed.
- If you speak a language other than English, you may communicate with patients in that language but you may not interpret even if asked by the patient or staff.
- The volunteer program does not allow clinical observations or shadowing.
- It is against our policy for any volunteer to accept tips.
- Any volunteer reporting for duty under the influence of alcohol or drugs, found stealing, or committing other serious misconduct, including falsely reporting volunteer hours, shall give cause for immediate dismissal as a volunteer.
- UCSD Health does not tolerate sexual or other unlawful form of harassment. Charges made concerning this type of harassment are serious and shall be handled according to the Health System’s policies and procedures. Any volunteer who feels they have been mistreated in this manner should report it to the Director of Volunteer Services immediately for assistance. Layah Steinberg: lblackberg@health.ucsd.edu



- Any volunteer who mistreats others may be dismissed by the Director of Volunteer Services.

Hospitality

Volunteers come in contact with a variety of people during their assigned shifts. Many of these guests are in an unfamiliar setting, possibly under a great deal of stress, and will come to you for guidance and direction. Use this as an opportunity to create a feeling of hospitality for those you come in contact with.

- If you are asked a question and don't know the answer, say so, but be sure you inform the guest that you will find the answer for him/her.
- When you see a visitor looking a bit uncertain, please stop and ask if you can be of assistance.
- When giving directions within the building, please offer to escort all visitors to the department they are looking for.



Social Media

- Our patients trust us to protect their privacy, which is both a legal obligation and a moral responsibility. Do not discuss any patient information outside the hospital, including on social media. Some key tips to remember:
 - Do not post videos or photos about patients or that include patients, room numbers, the electronic health record, or documents containing patient information.
 - Avoid commenting on, liking, or sharing others' posts with patient information.
- Sharing any patient-identifiable information is a serious violation of the Health Insurance Portability and Accountability Act (HIPAA).

General Information

ID Badges

If your ID badge will soon expire, or has expired, contact your Coordinator. If you lose your ID badge, email your Coordinator about a replacement badge, there is a replacement fee. When you are no longer an active volunteer, it is required to return your Volunteer ID badge.

Ongoing Responsibilities

- Compliance with the policies and guidelines pertaining to Volunteer Services given to you and posted in the volunteer sign-in areas.
- Update information such as email and mailing addresses, telephone numbers, and emergency contact, through your volunteer account dashboard.
- Complete annual online training updates by timeline via UC Learning Center.
- Compliance with initial and annual required medical clearances.

Letter of Recommendation or References

Please note that Volunteer Services cannot provide letters of recommendation or serve as a reference. We can attest / confirm hours once at least 100 hours have been volunteered but cannot serve as a reference or provide letters of recommendation.

Accidents and Incident Reports

If you should suffer any injury or accident while you are on volunteer duty, it is your responsibility to complete these steps:

- Immediately report the injury or accident to your department supervisor, Manager or Charge Nurse. Staff will assist with your injury and immediate medical aid if needed as well as create an official report in the iReport system.
- Report the following information by email to the Director of Volunteer Services, Layah Steinberg:
lblacksberg@health.ucsd.edu
 - Date & Time of the incident
 - Where it happened exactly
 - Who was notified
 - A description of the incident
- Call the Center for Occupational & Environmental Medicine (COEM) at (858) 657-1600 to report the incident, mentioning that you are a volunteer and that the incident occurred during a volunteer shift. Please note that an injury related to a personal medical condition would not be covered.

Smoking

In support of our mission to improve the health and well-being of the communities we serve, we prohibit the use of tobacco products on hospital grounds and all off-site properties owned or leased by UC San Diego Health. This includes sidewalks, driveways and parking areas/parking garages.

Lost and Found

Articles found on the premises should be turned in to Security. UCSD Health and Volunteer Services cannot assume responsibility for personal articles lost or stolen on or about the premises.

Parking

Parking is provided for current and active volunteers and paid for by Volunteer Services. Per UCOP policy, any volunteer employed in any capacity by UCSD campus or health cannot be provided parking for volunteer shifts. Volunteers using the code during their volunteer shifts must sign a Parking Agreement. Parking codes should only be used when volunteering and should not be shared with others; inappropriate use or sharing of the parking code will be grounds for dismissal from the volunteer program. The parking codes change every few weeks, you will be notified via email. If volunteer parking code is not working, you should contact UCSD Transportation office at 858.534.4223 to report code issue and provide your information (name, license plate number, code you are using and state that you are a volunteer). Any code issues must be reported to the Transportation office, it is the responsibility of the volunteer to speak with someone in the Transportation Office or leave a voicemail with all details if they are not answering. Volunteer Services cannot assist with any issues with the parking machine, codes or reimbursement requests. *It is the responsibility of the volunteer to review and follow the parking instructions received from Volunteer Services carefully.*

Hillcrest Parking Volunteers in Hillcrest will park in the Arbor structure. Code validation is good for visitor parking spaces only (lower levels).

La Jolla Parking Volunteers in La Jolla will park in the ATHENA parking structure. Code validation is good for **'V'** parking spaces only.

East Campus Parking Volunteers park on 2nd floor and higher of main parking structure. No code needed for East Campus.

Active Directory (AD) Login

You will receive an email with a User ID and *initial password*. Please change your initial password immediately at the link provided <https://password.ucsd.edu/> Please keep your AD Login credentials for your records.



Instructions

1. Enter the User ID you received in the email from UCSD Health Service Management
2. Select Option 1 - *I know my current AD password and would like to change it.*
3. Enter your Temporary Password and your new password and select Change Password.
4. The next screen should say **Password change successful**. Allow at least 15 minutes to take effect.



Safety and Emergency Procedures

Standard Precautions

"Universal precautions," as defined by Department of Health and Human Services, Centers for Disease Control and Prevention, "are a set of precautions designed to prevent transmission of human immunodeficiency virus (HIV), hepatitis B virus (HBV), and other bloodborne pathogens when providing first aid or health care."

While in the hospital, you will need to follow all infection control procedures and practice standard precautions:

1. **Wash your hands.** You should wash your hands for 15-20 seconds, being sure to rub hands together vigorously with soap and water creating as much friction as possible. Fingers should be interlocked and rubbed thoroughly. You may use a non-rinse antiseptic cleanser to sanitize non-soiled hands.
2. **Always** transport body fluids and blood products to and from the laboratory in a rigid, leak-proof container. Specimens are always to be placed in the container or Bio Hazard sealed bag by the staff before transporting.
3. If a specimen should fall and break, **DO NOT** try to clean it up. Immediately **notify a nearby employee to arrange for appropriate staff to deal with the specimen spill.**
4. **Do not enter a patient's room when** Isolation/Precaution signs are posted on the door or an Isolation Cart is located outside of the room before checking with staff.
5. **Do not volunteer if you are ill;** in the case of absence due to illness, please notify your Volunteer Coordinator and your department contact(s).
6. If you are in a volunteer position where you will be in close contact with bodily fluids, make sure to use appropriate barrier methods of protection, (i.e., gloves, shields).

If you should have exposure to blood or body fluids through contact to your skin or through a splash to your eye or mouth, wash quickly and thoroughly with soap and water (or in the case of an eye contamination, go to an eye wash station and flush your

eyes for at least 15 minutes) and report it to the Director of Volunteer Services and/or your department supervisor. Contact the COEM Post Exposure Management Program (PEMP) directly by having the hospital operator page 1447 or directly via the hospital page system at 619-290-1447. You will be interviewed by Occupational & Environmental Medicine and instructed in the next action. If after hours, go directly to the Emergency Department.

Fire Safety

Hazardous Material Spills

Volunteers should be aware of any hazardous materials, such as chemicals, that are in common use within their area. Material Safety Data Sheet (MSDS) should be easily accessible for reference, in the case of an exposure or accidental spill. Pre-planning and education are important to know which spills you can clean up. Upon discovery of any hazardous material spill:

1. **Put safety first**
2. **Isolate the scene and deny entry**
3. **Advise staff immediately**

Security

You are urged to be alert for the presence of unauthorized persons. If you see anyone who does not appear to be an employee and who is not in a visiting area, please offer assistance in directing them to their destination. If anyone is acting suspiciously, please notify Security for further action.

Safety Precautions

If you see an unsafe situation, please take the responsibility of reporting it (i.e., floor spill).

UC San Diego Health 9/2019

EMERGENCY SAFETY & DISASTER INFORMATION

Fire: Rescue, Alarm, Confine, Extinguish/Evacuate = **RACE**
Extinguish: Pull, Aim, Squeeze, Sweep = **PASS**
Spill Response: Alert coworkers, Contain spill, Evacuate area, Report spill = **ACER**
All Employees: Know and follow safety procedures. Report unsafe conditions. If you see an expired due dot, immediately call Biomedical Services at 619-543-5894 (Hillcrest) or 858-657-6412 (La Jolla).
Incident Reporting: Patient Incident – Fill out incident report with online tool. Employee Incident – Immediately notify your supervisor and complete an online employee incident report or call 619-543-7877.

To activate the emergency Codes above, dial the Emergency Operator as listed below:

RESOURCE	HILLCREST	LA JOLLA	ALL OFF-SITE FACILITIES
Emergency Operator	619-543-6111	619-543-6111	911 (for Code Change 619-543-6111)
Hospital Command Center (HCC)	619-543-7000	858-657-7422	Call any HCC #
Recorded Emergency Info/Updates	619-543-6555	858-657-6767	Call any Emergency Code Info Line #

Patient Care, Privacy, and Transport

Patient Care

- If a patient's door is closed, please knock before entering.
- Always check with the nurse or appropriate supervisor before fulfilling a request for a patient, i.e. giving the patient a drink, food, or adjusting the bed or side rails.
- Only staff should physically assist a patient with a transfer, (i.e. bed to wheelchair, wheelchair to bed). If a patient is wearing a safety belt while in a wheelchair, never release or remove it. This is important for their safety.
- Volunteers may not transport any admitted patients for an 'in hospital' procedure or test; this is staff responsibility. When discharging a patient, do not leave the patient unattended.
- Note any information or stickers attached to a patient's door prior to entering a patient's room. This could include special precautions or No Visitor signs.
 - The **green** banner identifies a patient as combative and as a precaution should not be approached unless accompanied by a staff member.
 - A patient with an **orange** wristband has been determined to be unsafe to leave his/her inpatient unit unless accompanied by a staff member or authorized family member. If you see a patient with an orange wristband alone and outside a patient care area (outside the facility, in the lobby, or cafeteria), you should assist the patient to return to his unit or find a staff member to respond to the situation.

Patient Privacy Our patients trust us to protect their privacy, which is both a legal obligation and a moral responsibility. Do not discuss any patient information outside the hospital, including on social media. Sharing any patient-identifiable information is a serious violation of the Health Insurance Portability and Accountability Act (HIPAA). A hospital patient has the right to expect complete confidentiality of any matter that relates to that patient while in the hospital. This is a moral and legal right, and all information which you hear directly or indirectly concerning a patient, doctor, employee or volunteer should be treated as confidential. If someone asks you about a patient, please refer that person to a supervisor or manager. Confidentiality requirements also apply to computer records and information. The sharing of computer passwords, unauthorized use of the computer system resources, and sharing of confidential and protected healthcare information is a violation of UC San Diego Health policy. If you find

patient information in plain view and unattended, please fold the documents(s) to conceal patient information and bring it to the Volunteer Office or nearest nursing station.

Patient Transport

UCSDHP 306.3 – Safe Patient Handling and Mobility

Wheelchair Handling Guide - Follow these guidelines when transporting ambulatory or outpatient patients by wheelchair:



- Lock the wheels in an elevator, when parking the wheelchair, and when patients are getting in and out of the wheelchair.
- Always make sure that the brake is ON before allowing a patient to sit in or stand up from the wheelchair.



- Before moving, be certain the patient's hands, arms, and feet are in a safe position to avoid injury. Ensure the patient's arms and legs are in towards their body or on the footrest when pushing the patient through doorways or hallways.
- If a wheelchair does not have footrests, please ensure that the patient's feet are up and progress slowly to avoid injury.

- Make sure you move slowly and steadily. Be careful on turns and take
- Be watchful of doors that open into the hall.
- Always check surrounding to ensure nothing can get caught on the patient.



wide turns on blind corners.

wheels when mobilizing the



- Secure all belongings before pushing the patient. Avoid putting heavy loads on the back of the wheelchair.

- Never leave a patient unattended.
- Only push patients within UCSD property: patient pick up or drop the clinic.



off areas or within the boundaries of



- Back wheelchair up into the elevator, so the patient is facing the door and easier maneuverability.



- Doors: Get assistance from another person, if possible.
- Doors that push open: Hold the door with your body and reverse the wheelchair backwards through the doorway.
- Doors that pull open: Open the door wide open and hold the door with your arm/body as you push the wheelchair using both hands through the doorway.



- Volunteers do not lift patients in or out of wheelchairs.



- Avoid manual handling of patients: lifting patients or transferring to and from the car. Have the patient's family or caregiver assist the patient from the wheelchair into the car

- If a patient needs more than minimal assistance or the volunteers needs to lift more than 15 lbs, have a trained staff member use UCSD mobility equipment such as a sit-t-stand device or mobile lift device to prevent falls or injury.

Patients have the right to:

1. Considerate care, including respect for your cultural, psychosocial, spiritual, and personal values, beliefs and preferences.
2. Request the services of an interpreter, at no cost to you, if you have limited English skills or are hearing impaired.
3. Have a family member (or other representative of your choosing) and your own physician notified promptly of your admission to the hospital.
4. Know the name of the physician who has the primary responsibility for coordinating your care, and the names and professional relationships of other physicians, nurses, and other health care providers who will be involved in your care and treatment.
5. Receive information about your health status, diagnosis, prognosis, course of treatment, prospects for recovery and outcomes of care (including unanticipated outcomes) in language that you can understand. You have the right to effective communication and to participate in the development and implementation of your plan of care. You have the right to participate in discussion concerning ethical questions that arise in the course of your care, including issues of conflict resolution, withholding resuscitative services, and forgoing or withdrawing life-sustaining treatment.
6. Make decisions regarding medical care, and receive as much information about any proposed treatment or procedure as you may need in order to give informed consent or to refuse a course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved, alternate courses of treatment or non-treatment and the risks involved in each, and the name of the person who will carry out the procedure or treatment.
7. Request or refuse treatment, to the extent permitted by law. However, this does not give you the right to demand inappropriate or medically unnecessary treatment or services. You have the right to leave UC San Diego Health even against the advice of your physicians, to the extent permitted by law.
8. If conflict between you and the treating physician(s) arises regarding treatment decisions, and this conflict cannot be adequately resolved, you or your surrogate has the right to request an ethics consultation.
9. Be fully informed if you are being asked to participate in any clinical research. You have the right to refuse to participate in such research projects.
10. Reasonable responses to any reasonable requests made for service.

11. Appropriate assessment and management of pain, information about pain, pain relief measures and to participate in pain management decisions. You may request or reject the use of any or all modalities to relieve pain, including opiate medication, if you suffer from severe or chronic intractable pain. The physician may refuse to prescribe the opiate medication, but if so, must refer you to a physician who is willing to assess you for the appropriateness of opioid medication, or offer you a referral to the pain service for evaluation.
12. Formulate advance directives for the purpose of designating a decision maker if you become mentally incapacitated or become unable to communicate your wishes regarding care. Hospital staff and practitioners who provide care at UC San Diego Health shall comply with these directives. All patients' rights apply to the person who has legal responsibility to make decisions regarding medical care on your behalf.
13. Privacy:
 - a. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. You have the right to be told the reason for the presence of any individual. You have the right to have visitors leave prior to an examination or when treatment issues are being discussed. Privacy curtains will be used in semi-private rooms.
 - b. Confidential treatment of all communications and records pertaining to your care and stay in the hospital. You will receive a separate "Notice of Privacy Practices" that explains your privacy rights in detail and how UC San Diego Health may use and disclose your protected health information.
14. Receive care in a safe setting, free from mental, physical, sexual or verbal abuse and neglect, exploitation or harassment. You have the right to access protective and advocacy services including notifying government agencies of neglect or abuse.
15. Be free from restraints and seclusion of any form as a means of coercion, discipline, convenience or retaliation by staff.
16. Reasonable continuity of care and to know in advance the time and location of appointments as well as the identity of the person(s) providing the care.
17. Be informed by the physician, or delegate of the physician, of continuing health care requirements and options following discharge from the hospital. You have the right to be involved in the development and implementation of your discharge plan. Upon your request, a friend or family member may be provided this information also.
18. Be informed of which UC San Diego Health rules and policies apply to your conduct while you are a patient.
19. Designate visitors of your choosing, if you have decision-making capacity, whether or not the visitor is related by blood or marriage, or registered domestic partner status, unless:
 - a. No visitors are allowed because of your condition;

- b. The facility reasonably determines that the presence of a particular visitor would endanger the health or safety of a patient, a member of the health facility staff, or other visitor to the facility, or would significantly disrupt the operations of UC San Diego Health;
- c. You have indicated to our staff that you no longer want a particular person to visit.
- d. However, UC San Diego Health may establish reasonable restrictions upon visitation, including restrictions upon the hours of visitation and number of visitors.

- 20. Have your wishes considered, if you lack decision-making capacity, for purposes of determining who may visit. The method of that consideration will be disclosed in UC San Diego Health's visitation policy. At a minimum, the facility shall include any persons living in your household.
- 21. Examine and receive an explanation of your medical bill, regardless of the source of payment.
- 22. Have the right to transparency of standard charges under the 2019 CMS guidelines. These are listed on the UC San Diego Health website.
- 23. Exercise these rights without regard to sex, economic status, educational background, race, color, religion, ancestry, national origin, age, disability, medical condition, sexual orientation, gender identity, gender expression, marital status, registered domestic partner status, or the source of payment for care.
- 24. Express concerns or share feedback about your care without fear that the quality of your care or future access to care will be affected.
- 25. Provide feedback or file a formal complaint regarding your care at UC San Diego Health. This information (Form D978 "Language Services and Complaint Information Form") is posted throughout the UC San Diego Health.

Patients may provide feedback or file a formal complaint by writing, emailing, or calling:

1-619-543-5678

TDD: 1-619-543-5679

200 West Arbor Drive, San Diego, CA 92103-8916

WeListen@ucsd.edu

- 26. File a complaint or grievance with the California Department of Public Health (CDPH) regardless of whether you use the hospital's grievance process, in writing or by calling: California Department of Public Health (CDPH) - Licensing and Certification
7575 Metropolitan Drive, Suite 211 • San Diego, CA 92108-4402 • (619) 688-6190
- 27. File a complaint or grievance with The Joint Commission (TJC), Office of Quality and Patient Safety regardless of whether you use the hospital's grievance process, in writing or by calling: TJC Office of Quality and Patient Safety One Renaissance Boulevard Oakbrook, Terrace, IL 60181
(800) 994-6610 • Fax: (630) 792-5636 • Email: patientsafetyreport@jointcommission.org
- 28. File a complaint or grievance regarding the conduct of a physician with the Medical Board of California, in writing or by calling:
Medical Board of California 2005 Evergreen Street, Suite 1200 • Sacramento, CA 95815-2322 • (800) 633-2322 www.mbc.ca.gov