Mayo Clinic Volunteer Programs

Volunteer Handbook

“Whatver you go, whatever you do, you carry Mayo Clinic with you. You are Mayo Clinic.”

— Sister Generose Gervais
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Congratulations and welcome to Mayo Clinic Volunteer Programs. We are grateful for your decision to join Mayo as a volunteer. Your commitment helps us provide a variety of amenities and services that we otherwise would not be able to offer to our patients.

Our volunteers help create the ideal Mayo Clinic experience. Historically, volunteers have provided information and assistance, and are a source of encouragement for patients and their families. As a volunteer, you are also an ambassador of Mayo Clinic. You embody our core values and uphold the ideal that the needs of the patient come first. Your commitment brings joy to our patients and their families and I hope you will in turn find great joy in the experience of serving others.

Thank you for your commitment and dedication to Mayo Clinic.

Sincerely,

Gianrico Farrugia, M.D.
President and CEO
Mayo Clinic

Jeff Bolton
Chief Administrative Officer
Mayo Clinic

Mayo Clinic Heritage and Culture

Dr. William Worrall Mayo emigrated from his native England to the United States in 1846. He became a doctor in 1850. In 1863, he was appointed a Civil War examining surgeon for the Union enrollment board, First Minnesota District. In 1864, the Mayos moved to Rochester where the enrollment board was headquartered. Dr. Mayo’s two sons began their medical training early, first by observing, and later by assisting their father on patient visits and with autopsies. Dr. Will said, “We came along in medicine like farm boys do on a farm,” learning as they went.

After graduating from medical school — Dr. Will from the University of Michigan Medical School in 1883 and Dr. Charlie from Chicago Medical College of Northwestern University in 1888 — both sons returned to Rochester and joined their father’s practice.

In 1883, a tornado swept through Rochester leaving in its wake many deaths and injuries. Temporary hospital quarters were hurriedly improvised in offices and hotels.

Nuns from the Sisters of Saint Francis, a teaching order, were recruited as nurses. The experience inspired Mother Alfred Moes to request that the Drs. Mayo join with them to build the first general hospital in southeastern Minnesota. The 27-bed Saint Marys Hospital opened in 1889 as a result of this partnership.

Pressed by the demands of their busy surgical practice and the exploding growth of medical knowledge, the Mayo brothers invited others to join their practice. Augustus Stinchfield, M.D., (1892); Christopher Graham, M.D., (1895); Melvin Millet, M.D., (1898); and Henry Plummer, M.D., (1901) added diagnostic skills. Louis Wilson, M.D., (1905) came to develop the laboratories, Maud Mellish (1907) to develop editorial services for the staff, and local banker Harry Harwick (1908) to improve business procedures. The group was the beginning of a new way to practice medicine and was also a natural expression of the Mayo brothers’ personalities.

As the practice grew along with its reputation, the group refined its new system of health care. One of the fruits of this new form of cooperative medicine, with its division of labor, was the organization of some of the nation’s first medical specialties: orthopedics in 1912, neurology in 1913, thoracic surgery in 1915, dermatology in 1916, pediatrics in 1917, neurologic surgery and proctology in 1919.

Every year, more than a million people from all 50 states and nearly 150 countries come to Mayo Clinic for care. Through growth and change, Mayo Clinic remains committed to its guiding principle, as articulated by Dr. Will, “The best interest of the patient is the only interest to be considered.”
Living the Mayo Clinic Mission

Primary Value
The needs of the patient come first.

Mayo Clinic Mission
To inspire hope and contribute to health and well-being by providing the best care to every patient through integrated clinical practice, education and research.

Three Shields
The three shields in the Mayo Clinic logo represent patient care, education and research.

Mayo Clinic Model of Care
The Mayo Clinic Model of Care is defined by high-quality, compassionate medical care delivered in a multispecialty, integrated academic institution. The primary focus, meeting the needs of the patient, is accomplished by embracing the following core elements (attributes) as the practice continues to evolve.

Patient Care
- Collegial, cooperative, staff teamwork with multispecialty integration. A team of specialists is available and appropriately used.
- An unhurried examination with time to listen to the patient.
- A Mayo Clinic physician takes personal responsibility for directing patient care over time in a partnership with the local physician.
- Highest-quality patient care provided with compassion and trust.
- Respect for the patient, family and the patient’s local physician.
- Comprehensive evaluation with timely, efficient assessment and treatment.
- Availability of the most advanced, innovative diagnostic and therapeutic technology and techniques.

The Mayo Clinic Environment
- Highest-quality staff, mentored in the culture of Mayo Clinic and valued for their contributions.
- Valued professional allied health staff with a strong work ethic, special expertise and devotion to Mayo Clinic.
- A scholarly environment of research and education.
- Physician leadership.
- Integrated medical record with common support services for all outpatients and inpatients.
- Professional compensation that allows a focus on quality, not quantity.
- Unique professional dress, decorum and facilities.
Volunteer Handbook

Volunteer Expectations

Welcome

Thank you for the time and commitment you have already given to become a volunteer with Mayo Clinic Volunteer Programs. Each time you serve in your volunteer role you have the opportunity to positively impact patients, visitors and staff and contribute to Mayo Clinic’s primary value: The Needs of The Patient Come First. We look forward to having you on our team.

Kimberly Van Rooy, M.A.
Director, Mayo Clinic Volunteer Programs

Mayo Clinic Volunteer Programs Mission Statement

Mayo Clinic Volunteer Programs provide compassionate, supportive volunteers who respond to the needs of those we serve.

Kimberly Van Rooy, M.A.
Director, Mayo Clinic Volunteer Programs

Mayo Clinic Values Council

The Mayo Clinic Values Council began on January 1, 2013. The Mission of the Council is to promote the Mayo Clinic Values across all of Mayo Clinic. The Council will also assist to perpetuate the Franciscan Legacy on the Saint Marys Campus.

The Mayo Clinic Values:
- Respect
- Integrity
- Compassion
- Healing
- Teamwork
- Innovation
- Excellence
- Stewardship

The Mayo Clinic Values Council reports to the Mayo Clinic Board of Governors.

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Volunteer Pledge

- I affirm the Primary Value—the needs of the patient come first.
- I will uphold the traditions and standards of Mayo Clinic and be a proud ambassador of Mayo Clinic and Mayo Clinic Volunteer Programs.
- My service will be consistent with the Code of Conduct of the Mayo Foundation Integrity Program.
- I will treat all information I may hear directly or indirectly concerning a patient, physician, any member of the Mayo Clinic staff or volunteers as confidential.
- I will strive to make my work of the highest quality, conducting myself with dignity, courtesy and consideration.
- I will take any suggestions, feedback, or concerns to a volunteer manager or team leader.
- I will be punctual and conscientious in the fulfillment of all duties and accept supervision and feedback graciously.
- I will attend meetings and trainings as required by Mayo Clinic Volunteer Programs.
- I will achieve an “active” status by completing a minimum of 50 hours of service annually, maintaining a regularly scheduled shift and complying with all annual requirements and deadlines.
- I will comply with Mayo Clinic’s dress code.
- I will be respectful in my communications and behavior with patients, visitors, staff, and other volunteers.
- Any violation of these expectations may result in termination from my volunteer duties.

Recognition and Benefits

Subject to change, some minimum requirements apply

Active Mayo Clinic volunteers are eligible for the following benefits which may require a Mayo Clinic access badge:
- Free parking in designated locations during your volunteer shift.
- Car starting and key lock service provided by Mayo Clinic Security if parked in a Mayo Clinic ramp.
- Security escort to your vehicle, if requested.
- Free city bus pass or discounted commuter bus passes when used as transportation to your volunteer shift.
- Immunizations (as required by Mayo Clinic Occupational Health Services).
- Complementary uniform.
- Use of employee shuttles.
- Annual influenza shots are provided at no charge in designated locations and times.
- Use of staff cafeterias.
- Membership at Dan Abraham Healthy Living Center (DAHLC) is an option after meeting the initial requirement of 50 hours, maintaining your active status, and having a regularly scheduled shift. The minimum age for joining is 18 years. Dues are the responsibility of the volunteer.
- Eligible for membership in the Mayo Clinic Employees Credit Union. Must be at least 18 years of age.
- Special events, including
  - Annual meeting
  - Mayo Clinic Volunteer Recognition Event
  - Other special events or presentations
- Notary services are offered at Concierge Services located in the International Center, Mayo Clinic Lobby Level.

Discounts at:
- Mayo Clinic Hospital, Methodist Campus Volunteer Gift Shop
- Mayo Clinic Hospital, Sisters Crossing Gift Shop
- Mayo Clinic Optical (eyewear only)
Volunteer Office and Parking Locations

Interviews and Orientations:
Parking options for interviews and orientations include metered street parking, Mayo Clinic visitor ramps or city ramps at your expense.

Office Locations

**Rochester Methodist Campus (507-255-0366)** — The office is located in the Eisenberg Building, subway level room 27. From street level, use the Center Elevators to access the subway level. The office is located down the gray and white marble hallway opposite the Welcome Desk.

**Saint Marys Campus (507-255-6866)** — The office is located in the Joseph Building, main floor, room 51. This is in the hallway directly behind the Sisters Crossing Gift Shop.

**Mayo Clinic Campus (507-284-0239)** — The office is located in the Siebens Building, 14th floor, also called the Greenhouse. The Siebens Building is east of the Mayo Clinic Building, connected to the Plummer Building, and adjacent to Peace Plaza. From the subway level of the Siebens Building, use the Maintenance and Catering Elevator (not the main elevators). The elevator is around the corner from the Patient Education Center in the staff hallway, and is not visible from the main walkway. Once in the elevator, select the Greenhouse button.

Parking Locations
Volunteers have access to park in designated volunteer spaces in the East and West Shuttle Lots. Buses run on a regular basis between the shuttle lots and both campus locations. For specific schedule information, refer to your handout.

**Downtown Campus Parking**
After 1:30 p.m. on weekdays and any time on weekends, volunteers have access to park in the East Employee Ramp #23, 110 1st Avenue NW; the First Street Employee Ramp, 475 1st Street NW; or the West Employee Ramp #9, 515 W. Center Street. Volunteers also have access during the same timeframes to park in Mayo Clinic employee surface lots.

**Saint Marys Campus Parking**
After 1:30 p.m. on weekdays and any time on weekends, volunteers have access to park in the Generose Employee Parking Ramp or the Mayo Clinic employee surface lots.

Parking Stickers
A parking sticker is issued during orientation, so Security can easily identify the vehicle. They should be affixed to the vehicle’s back bumper on the left-hand corner. Parking is permitted only during volunteer shifts. Abuse of privileges could result in a parking ticket and/or loss of access. If you temporarily drive a different vehicle, please bring your license plate number to the volunteer office so they can notify Parking and Transportation.

**Mayo Clinic Access Identification Card (MCAIC)**
You will be issued a Mayo Clinic Access Identification Card to provide building and parking access while you are volunteering for your assigned shift. Your access card displays your photo and is required by Security for identification purposes. This should remain in your possession and may not be loaned to others to park or gain access to areas of buildings that are not accessible to the general public. It is important to contact the volunteer office immediately if you lose your access card.

Alternative Transportation Options

**City bus passes:** Mayo Clinic currently provides a free, subsidized bus pass to volunteers who prefer to use the Rochester bus system to travel to and from their volunteer shifts. To obtain a bus pass, volunteers will be required to show their Mayo Clinic access badge at the Parking and Transportation Office. These offices are located at: Mayo Lobby 88W (downtown) and Domitilla MN-105 (Saint Marys).

**Park & Ride:** There are several Park & Ride locations in Rochester. Transportation to and from these lots is provided by Rochester Public Transit and coincides with the company’s schedule. For more details, including maps and schedules, refer to the Rochester Public Transit web site. Volunteers can show their Mayo Clinic access badge to use this form of transportation.
Policies and Procedures

Prerequisites

In the interest of the health, welfare, and safety of our patients, visitors, staff, and volunteers, and in accordance with Mayo Clinic guidelines, the following items need to be completed prior to volunteering:

- Background checks
- Health screening
- HIPAA quiz (confidentiality training)
- Orientation
- Service training

Following orientation, service training will be arranged.

The Joint Commission

The Joint Commission is a national accrediting organization that measures a health care organization’s performance in a variety of areas. Achieving accreditation means the health care organization has met or exceeded the commission’s standards concerning levels of service and patient care. Volunteers must adhere to the high standards required by Mayo Clinic and The Joint Commission. Unannounced surveys are conducted periodically by The Joint Commission to ensure compliance is maintained.

Dress and Decorum

The appearance of volunteers greatly impacts patients’, visitors’, and staff’s perceptions and, ultimately, their impression of Mayo Clinic. Mayo Clinic reserves the right to determine what is appropriate and inappropriate dress and decorum.

While in the official capacity of representing Mayo Clinic, whether on a Mayo Clinic campus or elsewhere (for example, meetings, a conference, business travel, etc.), all volunteers are expected to dress and conduct themselves in a professional manner.

Volunteers will be fitted with a Mayo Clinic volunteer uniform at the time of orientation. This will identify you as a volunteer to patients, visitors, physicians and allied health staff.

Volunteers failing to comply with Mayo Clinic Dress and Decorum policies will not be permitted to serve their shift.

- Uniforms should be freshly laundered and pressed.
- White shirts are preferred as part of your volunteer uniform.
- Mayo Clinic Access Identification Card is a required component of the dress code and must be visible and above the waist.
- Mayo Clinic dress code prohibits jeans, shorts, flip-flops, leggings and hats.
- Volunteers may wear athletic shoes.
- Volunteers must be professional in their use of jewelry and accessories, including amount, size, and styles.
- Individuals may not have visible body piercings other than of the ears or a single small stud of the nose; clear retainers/earrings are permitted. Mayo Clinic reserves the right to judge the appearance of visible piercings.
- Tattoos may be visible if the images or words do not convey violence, discrimination, profanity or sexually explicit content. Tattoos containing such messages must be covered with bandages, clothing, or cosmetics. Mayo Clinic reserves the right to judge the appearance of visible tattoos.
- Mayo Clinic lanyard or retractable badge holder will be issued. The following are not appropriate lanyards: bright or neon colors, sports logos, cartoon characters, or phrases/mottos.
- Mayo Clinic Young Volunteers and college volunteers are required to wear khaki or black slacks, a white shirt (tucked in) and a volunteer vest.
- Hair, including facial, must be neatly styled. Extreme hair colors and styles are not permitted. Restrictions may apply in some service areas for artificial fingernails, length and polish as outlined by Infection Prevention and Control.
• Up to three Mayo Clinic provided pins—in any combination—may be worn in the specified area of the Mayo Clinic Access Identification Card badge holder. Pins that are not provided by Mayo Clinic are acceptable if worn in the lapel area, but not on the Mayo Clinic Access Identification Card badge holder or lanyard. These pins should be discreet, tasteful and non-promotional. Pins that include the Mayo Clinic logo must be approved by Brand Management.
• Smoking is not permitted on Mayo Clinic property. It is unacceptable for volunteers to smell of cigarette smoke or other strong perfumes or odors while volunteering.
• Do not consume alcoholic beverages before coming to volunteer or attending volunteer events.
• Do not chew gum or eat while on duty.
• Use of personal electronic devices is permitted, however, discretion is necessary to ensure that individuals do not degrade Mayo Clinic’s public image through their activities or negatively impact the patient experience due to the lack of attention.

Diversity

Mayo Clinic is committed to building a caring service environment that encompasses a deep regard for human diversity, and a genuine understanding of the many differences, including race, ethnicity, gender, age, socio-economic status, national origin, sexual orientation, gender identity or expression, disability and religion that will allow all staff and volunteers to achieve and contribute to their fullest potential. In conjunction with this commitment, Mayo Clinic’s goal is to serve patients, families and one another with respect, concern, courtesy and responsiveness. Inclusion is a core element for successfully achieving diversity and a climate and culture of belonging, respect, and value for all. An inclusive climate that nurtures, supports and respects the individuality and contributions of everyone and encourages engagement and connection throughout the institution is essential to Mayo Clinic’s success in patient care, education and research. It is a duty and obligation of all who provide services at Mayo Clinic to share this responsibility of creating and maintaining a multicultural environment in which the dignity and support of the individual is respected.

Mutual Respect and Sexual Harassment

Mutual respect, consideration, and courtesy are traditional at Mayo Clinic and are expected of all staff and volunteers. Everyone has the right to an environment free from harassment, coercion, bullying behavior or disruptive conduct from coworkers or organizational superiors. Mayo Clinic will not tolerate disrespectful behavior of any kind, sexual or any other form, ranging from inappropriate humor and subtle hints to overt acts, threats, or physical contact.

Infection Control

The following guidelines have been established to provide standards for infection control for services provided by volunteers. Volunteers should stay home when they are sick.

Some common examples of when a volunteer should stay home to prevent transmission of infection to patients, hospital staff and other volunteers, include:
1. Diarrhea
2. Fever
3. Vomiting
4. Persistent cough
Any questions regarding illness and performance of volunteer duties should be directed to the volunteer staff.

The following hand hygiene techniques should be followed:

Alcohol-based hand sanitizer
Preferred method to be used if hands are not visibly soiled
• Use Mayo Clinic approved hand sanitizer.
• Place a quarter-size amount in one palm.
• Rub your hands together. Include the backs of your hands, between your fingers and around your thumbs and fingernails.
Hand-washing technique
Follow these guidelines if your hands are soiled with blood, body fluids or secretions, or other substances, and also after using the bathroom, before eating or handling food.

• Wet your hands with clean, running water (warm or cold) and apply soap.
• Rub your hands together to make lather. Rub your hands very well. Include the backs of your hands, between your fingers and around your thumbs and under your fingernails.
• Rub for at least 15 seconds.
• Rub your hands as you rinse them well under running water.
• Dry your hands with a clean towel.
• Turn off the water with your elbow or use the towel after you’ve dried your hands.

Standard precautions and isolation precautions will be covered in service-specific orientation.

Absences Due to Illness, Emergencies, or Vacation
Volunteer service areas expect consistent and reliable service from volunteers. It is expected that volunteers report on time for their assigned shift and remain until the scheduled end of their shift. Volunteer dependability is essential for providing the best service to our patients.
• For planned absence, please make every effort to find a substitute to take your place or to trade your shift. If you’re unable to find a substitute, contact the volunteer office or utilize the online scheduling if applicable. Mayo Clinic Young Volunteers should indicate absences using the online schedule.
• Notify the volunteer office as soon as possible for any unexpected absences (illness or emergency).

Personal and Planned Leave of Absence (LOA)
Volunteers who successfully complete their initial 50-hour service expectation are eligible for an LOA. For an LOA that is four weeks or greater, please notify the volunteer office. Volunteer shifts are not guaranteed during a leave of absence unless long-term coverage is pre-arranged. When moved to an LOA status, your badge will be deactivated and parking privileges will be suspended.

For medical absences, a physician’s note is required prior to resuming volunteering. Volunteers who are on an LOA for more than one year will be required to complete all mandated orientation and screening steps prior to volunteering.

Injuries and Insurance Coverage
1. Injuries while on-duty*
   • A volunteer is not considered an employee as defined under the Workers Compensation statute and therefore is not eligible for those benefits.
   • If a volunteer is injured while on-duty, Mayo Clinic is not responsible for medical expenses. The individual will have the option of receiving care at the Emergency Department or by a personal provider. Mayo Clinic will submit charges that are incurred to the appropriate medical insurance provider. Mayo Clinic may consider, on a case-by-case basis, adjusting the individual’s out-of-pocket expenses for care received at Mayo Clinic.
   • A Security Incident Report Form should be completed for each incident involving a volunteer and forwarded to Recovery and Claim Services.

2. Theft while on-duty
   • Mayo Clinic Security will be contacted to report the incident.

3. Volunteer is responsible for a patient/visitor bodily injury and/or property damage related incident while on-duty
   • Should a volunteer be responsible for bodily injury and/or property damage of a patient/visitor while on duty and providing a service within the scope of their service description, Mayo Clinic will provide and coordinate all defense and insurance coverage pertaining to
such incidents so long as the volunteer’s actions were not intentional or criminal in nature.

4. Volunteer is injured or causes injury (i.e. bodily injury or property damage) to others while off-duty
   • Volunteer is totally responsible for any such injury or damage.

5. Auto damage and liability
   • Mayo Clinic’s auto liability insurance carrier does not cover a volunteer driving their own vehicle.
   • Be mindful that safety is essential at Mayo Clinic and prevention is the best cure. Security must be contacted immediately should any incident occur to ascertain safety concerns and begin appropriate procedures. Contact MCVP staff as soon as possible thereafter.

*On-duty defined: The time said volunteer is stationed at the normal working premises and during the hours of regularly prescribed service and while performing their duties. Lunch breaks and travel to and from the assigned volunteer duties/job site are not considered on-duty.

Holidays

Mayo Clinic recognizes six holidays and is closed on New Year’s Day, Memorial Day, July 4th, Labor Day, Thanksgiving and Christmas. Mayo Clinic Volunteer Programs is considered a non-clinical administrative area, so the office may be closed additional days at direction of Mayo Clinic leadership. All closures are posted in the volunteer office.

Recording Volunteer Hours

Hours are recorded using a touch screen computer. Your team leader or staff will instruct you on the use of the touch screen during service area training. Volunteers sign in when reporting for duty and sign out upon completion of their shift. If you take a break longer than 15 minutes while on assignment, you should sign out and sign back in again when finished with your break. Volunteer service performed off the main campus will use an alternative method of capturing volunteer hours.

Patient Experience

To be sensitive to our patients, food and/or beverages may be consumed in approved designated areas. Many patients have restrictions regarding intake of food and/or beverages. These items are not permitted in patient elevators or patient areas.

Service recovery

While Mayo Clinic constantly strives to provide high-quality care, occasionally a patient is not satisfied with the care or service. Mayo Clinic believes the patient has a right to express concerns or compliments regarding any services rendered.

Patient concerns about dissatisfaction with service or care should be resolved at the unit or departmental level by the person directly responsible for serving the patient.

If a patient or visitor complains to you, don’t argue or offer excuses; simply say, “I’m sorry you have had difficulty. I will report that to the proper person.” Follow the LEAD acronym: Listen, Empathize, Apologize, and Do Something. If that does not resolve the patient issue, then:

• Offer the individual a comment card. Comment cards are available in information racks, at information desks throughout the clinic and in hospital rooms.
• Direct the person to a department staff or the Office of Patient Experience in the Mayo Building Lobby.
• Suggest they call (284-4988) or write the Office of Patient Experience. While the Office of Patient Experience is located in the Mayo Building Lobby, a member of the staff can be reached and will respond in person to a hospital need.
Gratuities or Gifts from Patients

Volunteers may not encourage or accept personal gratuities in any form (including tips or gifts) either on or off Mayo Clinic premises. To do so would reflect unfavorably on the professional standards of Mayo Clinic and the judgment of the individual. Situations not covered by the guidelines below can usually be resolved by using good judgment coupled with the awareness of the high professional standards of Mayo Clinic.

Patients who desire to make a gift to Mayo Clinic should be referred to the Development Office.

Patients offering gifts of cash or objects to a volunteer as a “thank you” should be politely but firmly refused.

If an unsolicited gift such as flowers or a box of candy is given to a volunteer, it should be accepted graciously on behalf of Volunteer Programs and shared with the volunteers in the office.

Some foreign cultures consider it impolite to refuse the offer of a gift. The standard Mayo Clinic policy on acceptance of tips, gratuities and gifts also applies to international visitors, but cultural sensitivities should also be taken into consideration in these situations. Gifts of cash that cannot be graciously refused must be delivered to a Volunteer Programs office and staff will disburse appropriately to the Department of Development.

Annual Volunteer Training

Mayo Clinic expects employees and volunteers to comply with annual training requirements and deadlines. Employees who volunteer are not required to repeat the training modules. New volunteers who have served six months or less are not required to complete annual training until the following year. An online version is available to volunteers with computer access including those on a leave of absence. Classroom opportunities are also available for those who may need assistance.

Training completion will be documented. This ensures compliance with The Joint Commission accreditation process and contributes to a safe environment for you and Mayo Clinic patients. Failure to comply with annual training deadline will result in deactivation of your volunteer status and loss of the following benefits:

- Parking
- Access badge
- Dan Abraham Healthy Living Center membership

To be reinstated, volunteers will be required to complete the annual training and attend a MCVP general orientation session.

Letters of Recommendation and Verification of Hours

If you request a letter of recommendation or verification of hours, Mayo Clinic Volunteer Programs follows Mayo Clinic policy providing a statement of dates of service and hours served. A minimum two-week notice must be provided and all requests should be sent to rstvolunteers@mayo.edu.

Resignation and Termination

Should you discontinue active volunteer service, notify the volunteer office verbally or in writing. On your last day, you must return your volunteer uniform and Mayo Clinic Access Identification Card.

An absence of three consecutive shifts without notification will be considered a voluntary resignation from volunteer assignment with MCVP.

The volunteer program reserves the right to terminate the status of any volunteer for failure to comply with Mayo Clinic policies and expectations.

To protect the rights of volunteers, Human Resources will be involved in all involuntary terminations from volunteer programs.
Computer, Internet, and Electronic Communications Policy

- Volunteer use of the Mayo Clinic network, internet access, computers, and related infrastructure is primarily for Mayo Clinic business-related activity or professional development.
- Discretion is necessary to ensure that individuals do not discredit Mayo Clinic through their activities, adversely affect the availability of network resources, violate Mayo Clinic policies, or interfere with the performance of volunteering.
- The electronic environment carries with it an expectation of mutual respect and confidentiality.
- When using e-mail or the internet via the Mayo Clinic network, users must adhere to the Mayo Clinic Code of Conduct.
- Volunteers may not access or store material that is sexually explicit, or would otherwise be considered vulgar, patently obscene, disrespectful, or harassing.
- Mayo Clinic reserves the right to block access to content that violates this policy.
- Volunteer and staff email addresses are provided for MCVP business only. The use of email addresses and Mayo Clinic’s network/computing resources are prohibited for the following:
  - Personal business or financial gain
  - Solicitation on behalf of an outside business enterprise
  - Providing unauthorized information about Mayo Clinic employees and/or patients to individuals outside the organization
  - Sending any form of a chain letter to other individuals
  - Installing or accessing any non-work-related or unauthorized software
  - Unauthorized access to system/network accounts (e.g., LAN, electronic mail, etc.)
  - Interferences with the work of any employee at Mayo Clinic
  - Any violation of Mayo Clinic Policy
  - Viewing or distributing pornography
  - Loading or using copyrighted software on systems for which it is not licensed
- Individuals who have a reasonable basis to believe that improper access or use of the Mayo Clinic network/Internet in violation of this policy has occurred should report the incident as soon as possible to any of the following:
  - Volunteer manager
  - MCVP director
  - Compliance Hotline (can report anonymously)
- Volunteer management, Human Resources (HR), Compliance, Legal and Office of Risk Management, as appropriate, will investigate, document, and resolve violations.
- Violations of this policy will be addressed by management and may result in termination.
Safety

Mayo Clinic has emergency preparedness plans that address appropriate responses to various hazards in the workplace. Every volunteer will be trained on emergency plans yearly during the annual training. Mayo Clinic has designated emergency announcements to alert volunteers and staff of emergent situations. Hard copies of the plans are available in each of the volunteer offices and in your service area locations.

What actions do I take if I am worried or concerned about a patient, visitor, or staff member in medical distress?

Call 911 on any Mayo Clinic phone.

Gold Cross or emergency response team will be dispatched to provide a free medical assessment. By calling 911 from a Mayo Clinic phone internal resources are deployed immediately to address the medical concern.

Emergency Announcements

Medical Emergency (Code 45)

Code 45 is a medical emergency within a Mayo Clinic building.

Fire Response (Code Red)

Code Red indicates that a fire pull station, smoke detector and/or sprinkler have been activated or a 911 fire call received.

How should I respond to a Code Red in my work area?

Initiate the RACE procedure:

R: Relocate persons away from danger.
A: Activate pull station and call 911 on a Mayo Clinic phone.
C: Contain fire/smoke by closing doors.
E: Extinguish fire if safe to do so.

How do I operate a fire extinguisher?

To operate a fire extinguisher, use PASS

P: Pull the pin.
A: Aim at the base of the fire.
S: Squeeze the handle
S: Sweep from side to side.

Where are the fire manual pull stations, fire extinguishers and evacuation maps located?

- You will find a manual pull station near emergency stairwell exits.
- Evacuation maps are located by staff elevators.
- Fire extinguisher locations are marked by a red triangle sign on the wall.

What if there is a fire alarm and I don’t see flames or smoke?

- Listen to the overhead paging announcement. The telephone operator will announce that a Code Red situation exists in the building and will include the incident floor and the closest room number.
- If this announcement indicates your floor, check the area.
- If the announcement is not for your floor, your response is to briefly review what your actions would be in case of an actual fire on your floor.
If there is a fire on my floor or multiple floors, do I need to evacuate?
If you are volunteering, follow the evacuation directions of the staff for that area. The order to evacuate will come from the Rochester Fire Department (RFD), Security or the Hospital Incident Command Center (HICS). Directions will be given over the all-building paging system. If requested by staff and you feel comfortable, please assist with the following:
• Move ambulatory (able to walk) patients and visitors away from the area only if you are able and instructed by staff to do so.
• Moving horizontally on your floor through the fire/smoke doors often will be sufficient.
• Vertical relocation, moving down two floors, is always a second option.
• Never go up unless you are in the subway/basement.
• Do not use the elevator.
Remember, it is not necessary to consider relocation or evacuation unless one of the following occurs in your work area:
• A fire
• Significant smoke

How are hearing-impaired staff or volunteers made aware of fire emergencies?
Co-workers of hearing-impaired staff members or volunteers should develop work unit plans to alert these staff/volunteers if a fire emergency is issued.

Unusual Odor
If you detect an unusual or unidentifiable odor, but no visible smoke or flames are observed, you should contact Facilities or Security by calling the Mayo Clinic operator “0” from a Mayo Clinic phone.

Code One
A Code One is a bomb threat.

What should I do if I hear a Code One announced in my building?
In the event a Code One is called, staff or volunteers should:
• Determine if anything unusual has taken place in your immediate surroundings.
• Look for an unusual package or container left in your work area that does not normally belong there.
• If you find something left unattended, call 911 on a Mayo Clinic phone and ask for Mayo Clinic Security.
• Do not move anything; wait for Security to arrive.
• Continue to provide patient care services and business operations as normal, unless otherwise notified.

Code Yellow/Code Orange
A Code Yellow indicates a multiple casualty incident with a moderate number of casualties. A Code Orange indicates a mass casualty incident with a large number of casualties.

What should I do if I hear a Code Yellow or Code Orange announced overhead?
No action needs to be taken unless directed by a staff member to assist.

Missing Child
Missing Child means there is a missing pediatric patient or visitor that the caregiver (parent or Mayo Clinic staff) cannot account for, or there has been an actual or suspected abduction of a child (17 years old or younger) from the Mayo Clinic campus in Rochester. No action needs to be taken unless directed by a staff member to assist.
What is my role in a Missing Child?
The volunteer who witnesses, discovers or is first informed of a missing pediatric patient or visitor, with or without actual or suspected abduction, will immediately:
• Get as much information about the child as possible such as age, gender and description as well as last known location.
• Call 911 on a Mayo Clinic phone and report the missing child.
• Notify the supervisor of the area.
• Stay with the parents or caregiver in the area until Security arrives.

Action:
• Monitor hallways, stairwells, elevators, and building exits for any individual fitting the description of the missing child or suspected abductor.
• Watch for and immediately report by calling 911 on a Mayo Clinic phone any persons or activities that appear suspicious.

Missing Adult
A Missing Adult is a patient or visitor, 18 years old or older, who has been reported missing by Mayo Clinic staff or a caregiver, and there are concerns for the safety of this individual.

What is my role in a Missing Adult?
The volunteer who discovers or is first informed of a missing adult will immediately:
• Get as much information about the adult as possible such as age, gender and description as well as the last known location.

Action:
• Monitor hallways, stairwells, elevators, and building exits for any individual fitting the description of the missing adult.
• Watch for and immediately report by calling 911 on a Mayo Clinic phone any person fitting the description of the missing adult.
• Continue to monitor until the “Missing Adult-All Clear” is given.
• If the location of the reported missing adult is not near you, continue normal operations but be alert for anyone matching the description and report the information to Security if seen.

Active Shooter

Action:
If you see an active shooter assess your personal risk based on all information available at the time; use your best judgment in deciding how to respond. Appropriate actions might include:
• Run — Quickly get away from the shooter if you can safely do so (evacuate).
• Hide — If you cannot safely get away, hide out, so you are not seen by the shooter. Suggestions include:
  o Go to an office or room and lock or barricade the doors.
  o Turn off the lights and silence all noise-creating devices, such as cellphones.
  o If unable to go to an office or room, hide.
• Fight — As a last resort, if your life is in immediate peril, you may choose to take action against the shooter, using all means at your disposal to protect yourself. Call 911 as soon as it is safe to do so, and follow the direction of emergency responders.
Weather Emergencies and Warnings

A Severe Weather Watch means conditions are favorable for severe weather to occur. A severe weather warning means a particular weather hazard is either imminent or has been reported. Severe weather watches and warnings will be announced over the all-building paging system by a Mayo Clinic operator. Stay alert for additional overhead announcements. If a thunderstorm or tornado warning is activated, volunteers and staff on Siebens 14 will be relocated for their safety.

Tornado warning
A tornado warning means a tornado has been sighted or indicated on weather radar.

What do I do if there is a tornado warning?
If requested by staff and you feel comfortable, please assist with the following:

- Remain calm and reassure patients.
- Move ambulatory (able to walk) patients, visitors and yourself away from windows and glass enclosures to protected inner areas.
- At the direction of staff, move non-ambulatory patients away from windows and provide pillows and blankets to protect them.
- Avoid using the telephone.

Severe thunderstorm warning
A severe thunderstorm warning means a storm has the potential to produce hail 3/4 inch or larger and winds in excess of 58 miles per hour.

Winter storm watch or warning
A winter storm watch or warning means hazardous winter weather conditions (such as snow of 6 inches or more in 12 hours or 8 inches or more in 24 hours, winds gusting to 35 m.p.h. or more, or visibilities to 1/4 mile or less) are possible or expected in the next 12 to 36 hours, or are already occurring.

Emergency staffing
When weather emergencies occur, Volunteer Program’s leadership and hospital administration will evaluate the situation to determine the appropriate and safest course of action. Young Volunteers will not volunteer and do not need to notify the office if their school has been canceled or dismissed early or if a severe weather warning is in effect.

Mayo Clinic leadership will cancel volunteer and gift shop activities during a weather emergency that meets all of the following criteria:

- Activation of the Emergency Staffing Plan for Mayo Clinic has been made by the Hospital Operations Administrator (or Administrator On-Call after hours) or the Mayo Clinic Incident Commander.
- Rochester schools have been canceled.
- Unnecessary travel is not advised.
- When volunteer activity is canceled, volunteers should not report for duty. An email notification will be sent out and/or local news station will display the notice on their cancellations list.
Hazardous Materials or Infectious Waste

**Action:**
Volunteers are not likely to encounter hazardous waste materials or body fluids in their role, but if so, avoid all contact and alert staff in the area or call 911.

Telecommunication Outage

In the event of a telecommunication outage, a telephone operator will make an overhead announcement for the appropriate area. Do not try to call out on them; it would delay the efforts to restore the system. A telephone operator will make an overhead announcement when service has been restored.

Information Technology (IT) Outage

In the event of an IT outage volunteers who may be in a service area where computers are affected should alert the supervisor.

Security

**How can I contact Security in an emergency?**
You can reach Mayo Clinic Security on any Mayo Clinic Rochester telephone by calling 911 and asking for Security. The operator will answer and connect you immediately.

**Security non-emergencies**
Security must be called when there is an incident or injury involving a visitor or volunteer and a Code 45 (medical emergency) is not required. Security may need to file a report. Security non-emergencies can be reported by calling Mayo Clinic operator “0” or refer to your pocket card for site-specific numbers.

What is the best way to prevent the loss of my personal property?
The best way to reduce the risk of property loss is to eliminate the opportunity.
- Secure your personal property. Never leave your valuables or personal property unattended. Whenever possible, lock items in drawers, file cabinets or property lockers.
- Secure all proprietary or confidential information.
- Remove all personal property from volunteer uniforms at the end of a shift.
- Report all losses to Security (4-2179 or 5-5108) as soon as possible.

Wheelchairs

**Procedure for Requesting Wheelchair Assistance:**
1. If a volunteer encounters a patient or visitor who is in need of wheelchair assistance, inform a staff member or call Dispatch at 6-7100. Stay with the patient until the escort arrives.
2. When calling Dispatch provide the following information:
   - Patient name and Mayo Clinic Number
   - Current location
   - Destination
   - Inform Dispatch if patient is in a wheelchair or if escort needs to bring a wheelchair.
   - If you write the patient information on a piece of paper, turn it into the volunteer office at the end of your shift to have it disposed of appropriately.
Integrity and Compliance Program

The Integrity and Compliance Program

Mayo Clinic created the Integrity and Compliance Program to reinforce Mayo Clinic’s commitment to conducting its business with integrity. When people behave with integrity, they act honestly, sincerely, ethically, morally and legally. The Code of Conduct is a formal statement of Mayo Clinic’s standards and rules of ethical business conduct. The Integrity and Compliance Program places all policies and procedures related to ethical conduct and compliance under one umbrella program. This gives Mayo Clinic a way to communicate standards of ethical conduct to staff, outside businesses, and the general public.

Volunteers represent Mayo Clinic. Expectations for ethical behavior mirror expectations for staff. Our patients expect and deserve the best. If you have questions or concerns, please contact your volunteer staff. Suspected violations may be reported by using the toll free phone number or email information noted below.

To report suspected violation of applicable law or regulation or violations of the Code of Conduct: Call 888-721-5391 (toll free) Interpreter services are available. Email: mayocliniccompliancereport.com

Either reporting option is available. 24 hours a day, every day of the year.

The Compliance Office

- Oversees the program
- Acts as a resource for questions and concerns
- Works with department and division chairs, local compliance officers, physician leaders and appropriate committees to ensure compliance with the program.

Why does Mayo Clinic need an Integrity and Compliance Program?

Mayo Clinic needs this program for the following reasons:

- To provide a formal statement of Mayo Clinic’s standards and rules of ethical business conduct to all Mayo Clinic staff, business partners, and volunteers.
- To inform staff and volunteers about existing laws, future laws as they are enacted, and Mayo Clinic policies.

- To protect Mayo Clinic and its staff from legal action should a breach of ethical conduct occur. Mayo Clinic is committed to maintaining a culture that promotes the prevention, detection, and resolution of conduct that does not conform to laws, regulations, Mayo Clinic policy, or the Mayo Clinic Code of Conduct.

Does the Mayo Clinic Integrity and Compliance Program apply to me?

The Integrity and Compliance Program sets the ethical tone for work conducted at Mayo Clinic. No person’s job or position at Mayo Clinic is more important than preserving Mayo Clinic’s reputation for integrity. The Integrity and Compliance Program applies to everyone:

- Mayo Clinic trustees and officers
- Staff who work at all Mayo Clinic entities
- Contracted employees
- Short-term research appointees
- People who do business with Mayo Clinic
- Students
- Volunteers
Mayo Clinic Code of Conduct
The Mayo Clinic (“Mayo”) Code of Conduct (“Code”) is a formal statement of Mayo Clinic’s standards and rules of ethical business conduct prepared for Mayo Clinic trustees, officers, employees, all of its subsidiaries, business vendors, volunteers and the general public. The Code is part of Mayo Clinic’s Integrity and Compliance Program. There are nine areas of conduct covered in the Code.

Ethics
Mayo Clinic’s policy is to prevent unethical or unlawful behavior, to halt such behavior as soon as possible after its discovery, and to discipline personnel and volunteers who violate the standards in the Code. All Mayo Clinic personnel and volunteers must comply with the Code of Conduct, seek clarification when questions or issues arise through their Office for Compliance, and assist compliance personnel in investigating any allegations of wrongdoing.

Conflict of Interest and Outside Activities
Mayo Clinic employees and volunteers must avoid situations in which their personal interests could conflict, or reasonably appear to conflict, with the interests of Mayo Clinic. For example, any opportunity for personal financial gain apart from the employee’s normal compensation is a potential conflict of interest. For example: if a volunteer works for a vendor that provides merchandise for the hospital gift shops.

Use of Mayo Clinic Funds and Assets
Mayo Clinic assets are to be used solely for the benefit of Mayo Clinic and may not be used by employees, other Mayo Clinic representatives, or volunteers for personal gain. Assets are more than equipment, inventory, funds, and office supplies. Assets include medical records, concepts, financial data, intellectual property rights, research data, business strategies, and plans about Mayo Clinic activities.

Confidential Information and Trade Secrets
Mayo Clinic patient records must remain confidential in accordance with Mayo Clinic policies and applicable laws. The Health Insurance Portability and Accountability Act (HIPAA) requires Mayo Clinic to have policies to protect patient privacy and security of protected health information (PHI). Health Information Technology for Economic and Clinical Health now requires reporting breaches of privacy to the patient and Health and Human Services.

Patient Confidentiality Includes
- Written information
- Oral information
- Visual information
  All patients (even volunteers who are patients) are protected from having their presence at Mayo Clinic shared.
- Confidential information of patients also includes name, clinic number, any results, date of birth, address, etc.
  Only share information on a need to know basis. If a patient shares information with you as they seek your assistance, you should NOT share this information with anyone else unless it is necessary to assist the patient. Look at or access only the minimum amount of information necessary to perform the necessary task.
  In addition, personnel and volunteers must safeguard Mayo Clinic’s confidential information and trade secrets. This includes information that is not generally disclosed to the public or information which is useful to Mayo Clinic’s competitors. For example: financial data, planned new projects, information about areas where Mayo Clinic intends to expand, wage and salary data, employee information, capital investment plans, projected earnings, and changes in management or policies of Mayo Clinic. Employees are also expected to refuse improper access to confidential information and trade secrets belonging to any other company, including our competitors.
Dealing with Suppliers and Referring Providers
Dealing with product and service suppliers, as well as referring providers, can pose ethical and legal problems. The following guidelines are intended to help all personnel and volunteers make ethical decisions in potentially difficult situations.

Kickback and Rebates
Employees or their families or volunteers must not receive personal kickbacks or rebates as a result of the purchase or sale of goods or services at Mayo Clinic. Kickbacks or rebates can take many forms and are not limited to direct cash payments or credits. In general, if an employee or family member or volunteer stands to gain personally from a transaction, that transaction is prohibited. Such practices are unethical and often illegal.

Reciprocity
In many instances, Mayo Clinic purchases goods or services from suppliers who also buy goods or services from Mayo Clinic. This practice is normal and acceptable, but any form of pressure for reciprocity with suppliers is not. Mayo Clinic personnel or volunteers must never ask suppliers to buy Mayo Clinic products or services in order to become a Mayo Clinic supplier.

Gifts or Gratuities from Businesses
Personal gifts of any kind are not acceptable under any circumstances. Suppliers, other companies, or individuals conducting business with Mayo Clinic, or wishing to conduct business with Mayo Clinic, may not give gifts of money, food, entertainment tickets, travel, etc.

Food from Businesses
It is never acceptable for industry representatives to bring or deliver food to any Mayo Clinic campus location. However, grants from businesses to offset the cost of modest refreshments may be solicited and accepted, with Mayo Clinic providing the refreshments.

Entertainment by Businesses
We should avoid any offer that is intended to gain favor with new business suppliers. Invitations should be declined from vendors, pharmaceutical representatives, or business representatives for any entertainment not included in the agenda of a professional or educational event, such as national meetings, continuing medical education, and pre-approved advisory board meetings.

Books and Records
Falsification of Records
Federal law requires Mayo Clinic to assure that its books and records accurately reflect the true nature of the transactions represented. Personnel and volunteers must not create or participate in the creation of any records which are intended to mislead or to conceal anything that is improper.

Political Activity and Contributions
Mayo Clinic encourages all personnel to vote and be active in the political process. However, Mayo Clinic is a tax-exempt entity and prohibited from conducting political activities by Internal Revenue Service (IRS) regulations. This prohibition applies to all Mayo Clinic entities, as well as the activities of individual Mayo Clinic employees and volunteers during work hours and any use of Mayo Clinic resources to distribute statements supporting or opposing any candidate. Personal political activity should not reference Mayo Clinic, the employee or volunteer’s position at Mayo Clinic.
Patient Confidentiality Awareness Training (HIPAA)

What is HIPAA?

Mayo Clinic has a strong tradition of protecting the privacy of patient information. Confidentiality has always been part of the hospital culture; however, there is a law that sets a national standard to protect medical records and other protected health information. This law is called HIPAA (Health Insurance Portability and Accountability Act).

- The HIPAA law was passed by congress in 1996.
- HIPAA sets national standards for the protection of patient information.
- HIPAA applies to all health care providers and the individuals performing work in them including, hospitals, physicians, insurance companies, labs, home care companies, and surgery centers.
- HIPAA covers all forms of protected health information whether it be oral, written, or electronic.

Why are volunteers required to have HIPAA training?

It is everyone’s responsibility to take the confidentiality of patient information seriously. Anytime volunteers come in contact with patient information, or any protected health information—written, spoken, or electronically transmitted, they are required to follow HIPAA regulations. The law requires awareness training for all healthcare personnel, including volunteers.

What is PHI (Protected Health Information)?

According to HIPAA documentation all of the following information can be used to identify a patient, and therefore must remain confidential.

- Address(es) (Home, email, Internet)
- Dates (birthdates, dates of service, etc.)
- Telephone or fax numbers
- Social Security numbers
- Medical records numbers
- Patient account numbers
- Insurance plan numbers
- Vehicle information
- License numbers
- Medical equipment numbers
- Photographs
- Fingerprints

This information is referred to as individually identifiable health information. Removing a patient name from a chart is no longer sufficient to protect or de-identify the patient. HIPAA refers to this information as PHI or Protected Health Information.

What is Treatment, Payment and Operations (TPO)?

HIPAA allows healthcare providers to share patient information for:

**Treatment** — Providing care to patients

**Payment** — To bill and be paid for patient care services

**Operations** — Normal business activities such as quality improvement, training, auditing, customer service and resolution of grievances.

With consent, HIPAA allows for the healthcare provider to use patient information for the purposes of TPO. **Patients must give prior consent or authorization for the use of their health information for non– TPO purposes before their information can be shared with anyone!**

Under the Minimum Necessary Rule—healthcare workers, including volunteers should only have access to the information they need to fulfill their assigned duties.
If Protected Health Information (PHI) is involved:
Stop and ask yourself if sharing the information is part of TPO? If not, do not pass it along.
This includes information you may see or hear about hospitalized volunteers, neighbors, friends, acquaintances or well-known individuals. Sharing information for non-TPO purposes requires (by law) authorization from the patient.

Scenarios to Consider

#1 During the course of your regular volunteer duties you enter a patient room and find a fellow volunteer who has been hospitalized.
**OK to:** Converse with the volunteer as you would normally do with any other patients as part of your routine duties.
**Not OK to:** Talk with others about the hospitalized volunteer even with the other volunteers or the volunteer office, unless you have been authorized by the patient to do so! (If they request this, it might be best to suggest that the patient make the phone call to the office.)

#2 You volunteer in an area where you have access to patient information. While performing your regular duties, you recognize the name of a friend.
**OK to:** Continue with your regular duties, disregarding the information you saw.
**Not OK to:** Assume that since you know the person that it would be ok to share the information.
**Not OK to:** Look at the information for people you may know.
**OK to:** Only use minimal patient information necessary to complete your duties, i.e. responding to a request for a patient room number.

#3 You are having lunch in the volunteer office with other volunteers and someone in the group says “Did you know that Mary, who volunteers in Pediatrics, is in the hospital?”
**OK to:** Politely stop the conversation and remind your fellow volunteer that sharing protected health information for non TPO purposes is not allowed. A reminder that we all need to be HIPAA compliant would be appropriate.
**Not OK to:** Talk about any person's health information even among friends!

Consequences of Non-Compliance with HIPAA Law

It has always been against Mayo Clinic policy to improperly share, use or dispose of patient information in the wrong way. There are fines and penalties associated with non-compliance.

Mayo Clinic treats patient privacy issues seriously. A breach of privacy may result in termination. Wrongful and willful disclosure of health information carries fines and may involve jail time.

Patient Rights

Under HIPAA, patients have the right to know how their health information may be used or disclosed, and that they have certain privacy rights. These rights are communicated to our patients through a document called Notice of Privacy Practices.

These rights allow patients to:
- Obtain a list of who we have shared their health information with for the past six years.
- Request to amend their medical record.
- Request other communications such as asking to be notified of lab results only at work and not at home.
- Review and copy their medical record.
- Request restrictions on the use and sharing of their information, such as “Opting out” of the hospital directory.
Before HIPAA, it was not uncommon for patient’s private information to be given to other companies for the purpose of marketing products or services. Now, HIPAA states that healthcare providers must get the patient’s signed authorization before doing this.

Providing for the Security of Patient Information

With Computers:
We must ensure that all health information, regardless of where it is, is secure. This includes information stored on computers.

HIPAA indicates that we must protect all patient information on computers by:
• Properly signing on with individual IDs and passwords
• Signing off of computers when leaving the desk
• Keeping IDs and passwords confidential
• Protecting computer screens from unwanted viewing.

Proper Disposal of Information:
It is important to handle and dispose of patient information carefully, using a shredder or appropriate container specified by service area instead of simply throwing papers away. The procedure for the proper disposal of health information will be covered in specific service areas. As a general rule of thumb, never dispose of patient information in any area trash bin, when in doubt, ask!

Email and Fax:
HIPAA indicates that we must also protect all patient information that is transmitted electronically. Volunteers that may be subject to these tasks will be trained in their specific service areas.

Reporting Violations
Whose responsibility is it to report violations, or suspected violations?

It is your responsibility, my responsibility, it is everyone’s responsibility!

Whether someone has received patient information improperly or shared information in the wrong way, everyone has a responsibility to report violations or suspected violations. If you are unsure—ask!

Your volunteer staff is a great place to start with any question related to HIPAA compliance issues or concerns. You can also call the Privacy Officer by contacting the Office of Patient Experience at 507-284-4988.

Summary

• Always stop and ask yourself if you should be sharing information.
• If the information does not pertain to TPO, don’t discuss it.
• It doesn’t matter who the patient is, fellow volunteer, neighbor, celebrity— you cannot share it.
• Handle patient information as directed by service area. Never dispose of PHI in an open wastebasket.
• Turn computers off if you are leaving the work station.
• Maintain your sign on and password information as confidential.
• Report all abuse, enforcing regulations is everyone’s responsibly.
Mayo Clinic Volunteer Programs Staff

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“… uniting for the good of the patient …”

— Dr. Will Mayo