



PROVENA

United Samaritans
Medical Center

Student
SELF-PACED ORIENTATION
HANDBOOK

Provena United Samaritans Medical Center

Student Self-Paced Orientation

Instructions

1. Review information in packet.
2. Complete quizzes included in packet.
3. Return all completed quizzes to your instructor.

INTRODUCTION

Welcome to Provena United Samaritans Medical Center. While you are conducting clinicals here, you will be representing the Medical Center to our patients, families and visitors. For that reason, we want to take this opportunity to inform you about our Mission, Vision, Values, Service Excellence program and relevant organizational policies that can guide you in your daily activities.

Please read the handbook content, complete the materials and return them to the Department Director, Supervisor or Human Resources as directed. In addition, please review the Standards of Behavior, HIPAA content and self-Paced Orientation sign-off and complete the content as instructed for each.

Thank you in for the care and support you will be providing to our patients, their families and our staff. We hope you enjoy working with us and welcome any suggestions that may help us continue to improve our services.

History of Provena Health

Provena Health is sponsored by three religious organizations: Franciscan Sisters of the Sacred Heart, which formerly sponsored Franciscan Sisters Health Care Corporation; Servants of the Holy Heart of Mary, Holy Family Province, USA, which formerly sponsored Servant Cor; and Sisters of Mercy of the Americas, Regional Community of Chicago, which formerly sponsored Mercy Center for Health Care Services, McAuley Manor and Fox Knoll.

Provena Health was formed on December 1, 1997 as a result of the three religious congregations working together to affiliate their corporate health care entities. By coming together, we are significantly strengthening the Catholic health care ministry, particularly in northern and central Illinois, by creating one of the leading, integrated health care delivery systems in the region.

Provena Health Mission

Provena Health a
Catholic health system,
builds communities
of healing and hope
by compassionately responding
to human need
in the spirit of Jesus Christ.

Provena Health Values - R.I.S.E.

Building on the faith and heritage of our founding religious congregations, we commit ourselves to these Values that flow from our Mission and our identity as a Catholic healthcare ministry.

- Respect –

We affirm the individuality of each person through fairness, dignity, and compassion.

- Integrity –

We demonstrate the courage to speak and act honestly to build trust.

- Stewardship –

We use our human and economic resources responsibly, with a special concern for the poor and vulnerable.

- Excellence –

We achieve exceptional performance through continuous growth and development

Provena Health Vision

Provena Health providers are known for clinical and service excellence and are the preferred choice based on responsiveness to community needs, quality, value, and innovation.

Ethical & Religious Directives for Catholic Health Care Services

These directives provide guidance for how services are to be delivered in a Catholic health care facility, and as such, govern services provided at Provena United Samaritans Medical Center.

Two aims of the Ethical and Religious Directives for Catholic Health Care Services (ERD):

1. Reaffirm the ethical standards that flow from the Church's teaching about human dignity.
2. Provide authoritative guidance on some specific moral issues facing Catholic health care.

The ERD's focus is on institutional commitments, not personal beliefs.

Please refer to the brochure in your packet for a more comprehensive description of the ERDs and your responsibilities.

Provena Health Diversity Philosophy

- Provena Health acknowledges, supports and celebrates the diversity of our patients, residents, families, employees, physicians, communities and vendors.
- System policies, standards, and behaviors are based on the values of respect, integrity, stewardship and excellence
- Provena Health actively pursues and promotes an atmosphere of inclusion and respect in all our interactions

About Our Quality Program – Provena PDSA

Provena PDSA is a rapid cycle performance improvement process. This approach to performance improvement uses teams that Plan-Do-Study-Act (PDSA) to resolve identified problems and continuously improve our everyday work. The teams work to answer the questions

- What are we trying to accomplish?
 - What are the barriers?
- What changes can we make that will result in improvement?
 - How will we know that the change is an improvement?

Rapid Cycle Continuous Performance Improvement

P Problem or process change identified

R Recognize excellent / best practice

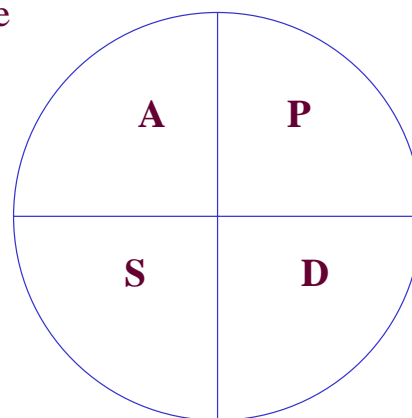
O Organize a team

V Validate knowledge

E Evaluate causes

N Negotiate improvements

A Act



Rapid Cycle PDSA

CORPORATE RESPONSIBILITY STANDARDS OF CONDUCT

Our Standards of Conduct have the Provena Health Values as their foundation. Each individual working at Provena United Samaritans Medical Center has an ethical obligation to support and uphold our Corporate Responsibility Program. This means upholding the law and being truthful and honest in all business dealings with patients, vendors, third party payers and any other party with whom Provena United Samaritans Medical Center does business. We expect our workers to follow the intent, letter, and spirit of the law. Individuals must also be familiar with Provena United Samaritans Medical Center's policies and procedures and Standards of Business Conduct and adhere to them at all times.

You are responsible for the results of the decisions you make. When questions arise, it is your job to ask for help. Before you make a decision, you should ask yourself the following questions:

- Is safety at risk?
- Does it comply with our policies?
- Is it consistent with our Mission and Values?
- If my decision were made public, how would I feel?
- Would I advise family or friends to make this decision?

If you ever have a question or an issue you feel may need reported, talk with your charge person. Together, utilize the expectations below, before you act:

- Our first priority must be the safety of our employees and customers.
- We will follow the intent, letter and spirit of the law.
- We are responsible for knowing and following all policies and procedures.
- Our behavior will reflect our Mission and Values.
- We expect employees to know what is right and to do what is right.

Individuals working at Provena United Samaritans Medical Center must never, under any circumstances:

- ❖ Destroy or alter documents or records in anticipation of a request for the document or record by a government agency or court.
- ❖ Lie or make false or misleading statements to any government investigator, or
- ❖ Attempt to persuade any employee, or any person, to provide false or misleading information to a government investigator or to fail to cooperate with a government investigation.

HIPAA/CONFIDENTIALITY

HIPAA (Health Insurance Portability and Accountability Act) regulations apply to all staff in a healthcare facility. Any type of patient information is considered protected health information and, as such, is covered under HIPAA guidelines. HIPAA calls for severe civil and criminal penalties for noncompliance.

HIPAA Privacy Standards deal with patients' expectations in terms of the way protected health information is used. They deal with Patient Rights and include:

1. Access/control over their own protected health information, including the right to view and make amendments to their medical record except in special cases, and to request a restriction on the use or disclosure of their health information.
2. Providing notices of privacy practices, including written explanation of how the facility may use and disclose their health information.
3. Authorizing release of medical information for non-routine disclosures and most non-health care purposes.

Access or disclosure of information to any person(s) not requiring that information to do their job is considered a breach of confidentiality and HIPAA regulations. Any and all information relating to a patient or employee is considered confidential, with only the minimum necessary information provided. Always ask yourself the question "Does this person need this information to do their job?", before providing information to anyone asking for information.

HIPAA Security Standards deal with measures that covered entities can take to keep their information safe. Security Practices include:

Password Practices

- Use a minimum of 6 characters in a combination of letters and numbers
- NEVER share your password with anyone
- You are responsible for the actions performed under your user ID

Virus Protection

- Beware of suspicious emails
- Do not open attachments from unknown persons

Protecting Your Workstation

- Locking your workstation – press CTL + ALT + DELETE simultaneously, select “Lock Computer”
- Use a screen saver to protect the information on your screen
- Log off your workstation at the end of the day if not sharing it with others

Workstation Use

- Only for authorized purposes, i.e., functions specifically required to perform your job and allowed by Provena Health.
- Non-allowable activities: violations of privacy; unauthorized copying of copyrighted material; engaging in activities that violate harassment policies; circumventing workstation security; commercial activities other than those expressly permitted

Internet Use

- Usage is for BUSINESS purposes only
- Do not visit inappropriate websites
- Do not use to reveal confidential information, download software from unknown sources, download MP3 files, disable or circumvent any Internet security controls, or misrepresent your identity

Remember that e-mail is NOT confidential - be careful of content sent via e-mail, fax or any other electronic means.

The Office of Inspector General (OIG) is a federal agency responsible for assuring that all laws and regulations with regard to healthcare compliance, especially Medicare billing, are applied appropriately. The OIG investigates any suspected issues of fraud or abuse and makes unannounced spot checks. If approached by an agent from the OIG or any other federal or state government agency, employees should contact their supervisor, our corporate liaison, and/or Administration. Employees should be respectful and cooperative, but do not need to talk with any representative from the OIG or any other government agency, either at home or at work without your supervisor or someone from the organization present.

Please complete the HIPAA Quizzes and return to your supervisor, educator or Human Resources as instructed.

ALERTLINE

AlertLine is a mechanism for confidential reporting of violations of Standards of Business Conduct, HIPAA, or any other violations of policies and procedures that have

been previously reported to a supervisor. Individuals who make a call to AlertLine in good faith will be protected from retaliation. The AlertLine number is 1-800-93ALERT.

DRESS CODE

When you performing clinicals here you are a representative of the Medical Center. We are judged not only by the service we render and our actions toward patients, but also by our personal appearance. Please follow the dress code guidelines as outlined by your Nursing School.

HARASSMENT POLICY

The Medical Center is committed to maintaining a work environment free of harassment. In keeping with this commitment, we will not tolerate harassment by anyone, including administration, physicians, directors, supervisors, co-workers, vendors, clients, contractors, patients, or other visitors of the Medical Center.

Harassment consists of unwelcome conduct, whether verbal, physical, or visual, that is based upon a person's protected status, such as sex, color, race, ancestry, national origin, age, disability, or other legally protected group status. The Medical Center will not tolerate behavior that creates an intimidating, hostile, or offensive working environment.

Sexual harassment deserves special attention. Unwelcome sexual advances, requests for sexual favors, and other physical, verbal, or visual conduct based on sex constitute sexual harassment when the conduct has the purpose or effect of unreasonably interfering with an individual's work assignment or creating an intimidating, hostile, or offensive working environment.

Individuals who believe they may have been subjected to or witnessed harassment or intimidation should immediately contact the Director of Human Resources, extension 5235. It is unacceptable for any individual to experience retaliation for reporting, assisting or cooperating in an investigation of a harassment complaint. All complaints are promptly and confidentially investigated. Any staff under investigation for alleged harassment or found to have harassed others, will not be allowed to continue to work.

NO-SOLICITATION AND NO-DISTRIBUTION POLICY

In order to protect patients, visitors, and staff from disruptive intrusions upon their time and privacy, the Medical Center has adopted a no-solicitation and no-distribution policy.

Organizations and persons other than staff of the Medical Center may not engage in solicitation, distribution, or posting of written or printed material of any nature at any time in or within the confines of the Medical Center premises. The selling or distribution of any type of merchandise by non-employees is also prohibited.

PERSONAL BUSINESS, MAIL, AND TELEPHONE CALLS

The Medical Center telephones may not be used for making personal telephone calls. Public telephones are located throughout the building and may be used to make call during break and meal times. Incoming calls from friends and relatives should be limited to those of any emergency nature. In addition, personal mail may not be received through the Provena United Samaritans Medical Center mail service.

PERSONAL GIFTS AND GRATUITIES

You have a responsibility to serve all patients and visitors equally. Therefore, all staff/students are prohibited from accepting gifts or tips from patients, visitors, or vendors. Whenever gifts or gratuities are offered in appreciation for services, they should be graciously declined and the persons offering them referred to the Medical Center Foundation.

REMOVAL OF PROVENA UNITED SAMARITANS MEDICAL CENTER PROPERTY

It is absolutely prohibited to remove any property belonging to the Medical Center, such as food, medicine, clothing, towels, soap, equipment, etc., without proper authorization.

SERVICE EXCELLENCE

Provena United Samaritans Medical Center is very proud of our “*On the Road to Excellence*” service excellence process. This initiative reflects the Mission of “compassionately responding to human need”, as well as the Provena Health Values. Service Excellence encourages each of us to treat each person as an individual worthy of dignity and respect. Several teams are in place to help us attain the goal of the Medical Center being the facility of choice for patients to receive care, staff to work and

physicians to practice. Please refer to the enclosed Standards of Behavior that provide guidelines for behavior of staff in line with our Service Excellence expectations.

SMOKING

You are to refrain from smoking while in the Medical Center. Smoking is allowed ONLY in designated areas outside the Medical Center.

GENERAL INFORMATION

ACCIDENTS AND INJURIES ON THE JOB

Any individual injured on the job, no matter how minor, must report the incident to his/her immediate supervisor/instructor at the Medical Center and to his/her employer/school as soon as possible. It is the individual's responsibility to assist in the completion of an Incident Report either at the time of the injury or immediately after treatment. Failure to promptly report any accident or injury can result in the termination of the assignment at the Medical Center.

CAFETERIA

The Medical Center provides cafeteria and/or dining facilities to staff/students and visitors for breakfast, lunch, and dinner servings.

VOLUNTEER SERVICES

The Volunteer Services Department provides a wide variety of services to patients, visitors, and employees. Our Volunteers assist a vast majority of the areas at the Medical Center. These dedicated men, women, and teenagers come from all walks of life.

There is always a need for qualified volunteers to work with the staff to assist patients and their families and friends. If anyone is interested in becoming a member of our volunteer staff, please contact the Volunteer office.

PASTORAL CARE

Pastoral Care staff is available for patient, family and staff support at all times. Please refer to your facility phone list for numbers to call or page the Pastoral Care staff member on call outside normal business hours.

IDENTIFICATION BADGE

Individuals/students working for or on behalf of the Medical Center are expected to wear their identification badges at all times. Badges should be clearly visible at all times except when prohibited due to personal protective wear. Each individual is responsible for displaying his or her identification badge at all times while on duty.

INQUIRIES FROM THE MEDIA

All inquiries from the media seeking information about patients, facilities, incidents, etc, must be referred to the Community Relations Department. Under no circumstances may staff/students disclose any information to anyone from newspapers, radio, television, or other sources without prior Community Relations approval.

LOST AND FOUND

Reports or inquiries about any items that are lost or found should be directed to Security Department.

LUNCH AND BREAKS

Clinical hours, lunchtime, and break time are scheduled according to the nursing instructor.

PARKING

Free parking is provided by the Medical Center. We suggest you keep vehicle doors locked. Any incidents should be reported to Security immediately. The Medical Center shall not be responsible or liable for any thefts, accidents, damage, etc., that may occur in the Medical Center parking lots. All staff/students are to follow established parking procedures and park in the appropriate areas. Please check with your supervisor/instructor for appropriate parking areas. Staff that fail to follow these procedures will be ticketed.

ENVIRONMENT OF CARE

SAFETY AND SECURITY

The Medical Center is committed to providing a safe and healthy work environment and will comply with all applicable safety laws, regulations, and rules. All personnel/students must assist with the compliance of safety rules and procedures.

Safe working conditions and safe habits are essential to the successful operation of the Medical Center. Each individual should be alert for unsafe conditions, such as wet or slippery floors, defective or broken equipment, etc. Such conditions should be reported promptly to his or her supervisor. Additionally, staff must perform their job duties in a safe manner, including following all applicable safety procedures, using appropriate

safety equipment, and using common sense to protect themselves and fellow staff from injury.

The Medical Center employs a fully staffed Security Department. When there is a security threat, theft or any kind of security incident in your work area or if you feel threatened by anyone, notify your supervisor and call Security immediately: Logan - 5220; Sager - 5640. The first priority is to maintain the safety of everyone. Get a name and phone number if the situation warrants and it is appropriate and safe to do so.

CODE PINK

A Code Pink is an alert to all staff that an infant or child is missing and possibly abducted. Staff members are to secure all exits and observe and retain any individuals leaving with an infant or carrying anything in which an infant could be concealed.

CODE BLUE GUIDELINES

Code Blue is the term used for a cardiopulmonary arrest at Provena United Samaritans Medical Center.

Codes are to be paged by the first rescuer in the following manner:

1. Pick up any phone; dial 321.
2. State "Code Blue, (location)".
3. The hospital operator will announce "Code Blue, room/location" 3 times. The operator will notify the code team via beeper after the code has been paged overhead.

Job Responsibilities

Crash Carts are located on each nursing unit and patient care areas.

Staff may assist in a Code Blue according to their assigned job responsibilities, their training and their supervisor's direction.

INFECTION CONTROL

The Medical Center has many infection control practices that focus on the prevention and spread of infections. In addition, many procedures performed in the delivery of patient care require special infection control techniques. It is your responsibility to become familiar with your departmental-specific infection control issues, policies, and procedures.

1. Biohazard (Exposure) Control Plans are kept in the final section the department's Infection Control Manual. The purpose of the plan is to prevent or lessen the risk of staff exposure to tuberculosis and blood borne pathogens.
2. The primary way to prevent the spread of infection is effective handwashing with soap and water: when hands are visibly dirty or contaminated; when hands are visibly soiled with blood or other body fluids; after use of the restroom; prior to eating/drinking.
 1. Use Calstat, an alcohol-based rub to cleanse hands: before direct contact with patients; after direct contact with patients; before donning either sterile or non-sterile gloves for aseptic procedures; after removing gloves and after contact with equipment close to the patient.
3. Standard (universal) precautions are a set of guidelines designed to prevent transmission of infections, particularly blood borne infections, between patients and/or health care workers. The spread of infection is prevented by following safe work practices, instituting engineering controls, and using appropriate barrier protection when blood or body fluid exposure reasonably is anticipated. Personal protective equipment should be used whenever necessary and may include use of gloves, gowns, face shields, goggles, etc.
 2. The proper actions to take following an exposure to blood or body fluid include cleansing or flushing the area immediately, completing an exposure form, notifying your supervisor, and following the procedure in the Infection Control Policy D4040, Health Care Worker Exposure to Blood or Body Fluids.
 4. Tuberculosis (TB) is airborne and transmitted by "infected air" containing microscopic droplets of the TB bacillus. Transmission is prevented by negative pressure in respiratory isolation rooms, wearing fit-tested respirators, skin testing if potential exposure occurs, and using HEPA air filters and ultra-violet lights in potential risk areas. Only staff that has been fit tested for respirators may enter a room or care for a patient with TB or suspected of having TB. "Airborne Isolation" signs will be posted on TB patient rooms, indicating what you need to do.

UTILITIES/MEDICAL EQUIPMENT

1. The Medical Center has back-up capabilities for all utilities, i.e., communications, gas, electricity and water. Notify Security, Maintenance and the House Supervisor immediately should any utility in your area fail.

Your response will depend on which utility that has failed. Follow instructions in the Hospital Policy Manual and the direction of your supervisor. an area. In the event oxygen is unavailable, contact Pulmonary Services for oxygen tanks.

2. Medical equipment must be inspected and maintained at regular intervals. Stickers placed on the equipment indicate the expiration date for the equipment.

For example, 06/03 means the equipment expires and needs to be re-inspected in June 2003. If the sticker is expired contact Clinical Equipment immediately.

Label any equipment not working correctly as “defective” and clearly describe the problem. Report the problem to your Supervisor and Maintenance.

FIRE PLAN

If you detect a fire, follow the PUSMC Fire Plan as posted and described by R-A-C-E below:

- a. **R**emove the patient/personnel from the immediate area.
 - b. **S**ound the Alarm
 - c. **C**onfine the fire by closing doors and windows. Do not open fire doors that separate work areas.
 - d. **E**xtinguish only small blazes with a fire extinguisher
2. To announce a fire, pull down the handle of the nearest fire alarm, then call the Operator and confirm a Dr. Blazer and the exact location. Know the location of fire alarms in your area.
 3. To use fire extinguishers remember: **P** - pull pin; **A** - aim the nozzle at the base of fire; **S** - squeeze the trigger; **S** - sweep slowly back and forth. Know the location of fire extinguishers in your area.
 4. If a fire is announced or found while you are in another area, stay in that area and help as needed. Close all doors and windows and do not open fire doors that separate work areas in order to contain the fire.
 5. Evacuate only if instructed to do so by the Fire Department. Move patients horizontally away from the fire first (to another area on the same floor), then vertically down stairs to another level if necessary. Ambulatory patients should walk together, holding hands. Use wheelchairs and gurneys if necessary for non-ambulatory patients. Non-ambulatory patients can be moved from the immediate fire area by rolling them onto a blanket and then dragging the blanket to a safe area.
 6. When the fire is extinguished, persons in charge of the area where the fire occurred will call telephone operator who will announce: “Emergency in now over”.

DISASTER PLAN

The Disaster Plan is activated when we receive notification that large numbers of medical emergency patients are being brought to, or are on their way to the Medical Center for treatment.

Phase I Disaster - 10 or fewer patients whose anticipated level of injuries require alerting of selected departments only.

Phase II Disaster - 10 or more patients whose level of injuries require alerting of all areas and off-duty personnel.

1. The activation will be announced over the P.A. system: “Attention all hospital personnel, Plan “D” is in effect. Report to you respective stations.”
(will be repeated 3 times.)

The cancellation will be announced over the P.A. systems: “Attention all hospital personnel, Plan “D” is all clear. Resume normal duties.

2. The victims will be received through triage, located in the Emergency Department Entrance. In most situations, the victims will be wearing ESDA tags. These tags will determine where to route the victim.

3. All staff is to report to their assigned work areas.

4. Staff assigned to work will be allowed through roadblocks after showing their ID cards. Staff are to report to the cafeteria located on the ground level. Security Officers will check ID badges of all personnel entering the hospital.

5. Some do's and don'ts during an evacuation:

- a. Patients in immediate danger are evacuated first.
- b. Do not use elevators.
- c. Do not use wheelchairs or carts unless a partial evacuation has been ordered.
- d. Charge person in each area will check every room in department/unit for any stragglers.

For Evacuation: Follow Evacuation Procedure as described in Fire Plan

ELECTRICAL SAFETY

1. Disconnect defective electrical equipment from power and do not use. Tag the equipment as defective, describe the problem, and report to your supervisor and Maintenance.
2. Every plug should have 3 prongs. The third thicker prong acts as a ground and is needed to protect personnel.

CHEMICAL HAZARDS/RIGHT-TO-KNOW

1. Definition: Any chemical that has the potential to cause a physical or health hazard.
2. MSDS Sheets (Material Safety Data Sheets) contain information about the chemical ingredients, safe handling procedures, proper protective equipment and emergency first aid procedures. MSDS sheets may be accessed by logging onto the Provena USMC home page, clicking on the MSDS icon and following the directions as outlined.
3. Hazardous waste is defined *ONLY* as waste that contains or has been soiled by visible blood and/or body fluids that contain visible blood. Disposable items containing visible blood are the only items to be deposited into red bags and disposed of as hazardous waste.

BODY MECHANICS

1. Prior to lifting a patient or object, do the following:
 - a. Check for obstacles or wet surfaces
 - b. Check object for shape, size and weight
 - c. Adjust work height if possible
 - d. Check wheelchair/bed that brakes are locked.
 - e. Get help if necessary
 - f. Explain to patient what is about to happen
2. Correct body mechanics for lifting heavy objects include:
 - a. Maintain normal body curves
 - b. Keep a wide base of support. Keep legs spread apart.
 - c. Always face the object
 - d. Bend knees, NOT back
 - e. Keep elbows tucked in
 - f. Tighten abdominal muscles
 - g. Center weight over feet
 - h. Keep weight close to body
 - i. Avoid jerky movement
 - j. Turn with feet, NEVER twist back

PATIENT RIGHTS/PAIN MANAGEMENT/PATIENT SAFETY

All patients have the right to be involved in their own care and have their pain assessed and managed.

Patient care staff is to report any noted medical or health care errors.

LATEX ALLERGY

Health care workers are at high risk for developing latex sensitivity and allergy. Latex allergic contact dermatitis is characterized by an itchy, oozing rash similar to poison ivy, that develops 24-48 hours after exposure. The rash develops at the areas of latex contact. Individuals with these symptoms should wear latex-free gloves. All non-sterile gloves in the hospital are now latex- and powder-free to reduce the chances of developing latex sensitivity. Special latex-free products are available to care for those patients who are latex sensitive.

Latex allergy also can present as a more serious condition with hives, swelling of the hands or face, runny nose, and itchy or watery eyes. Notify your supervisor, then report to Occupational Medicine during the day, or the Emergency Department during off shifts or in the case of an emergency if you should develop any of these symptoms.



HIPPA Security
Self – Paced Module

Information Security Policy Summary
Employee/Student Orientation

The topics highlighted in the document reflect current Provena Health policy concerning the security of Information.

Password Practices

- Provena Health Base Password Configuration.
 - Use minimum six (6) characters*.
 - Use a mixture of alphabetic and non-alphabetic characters. e.g. FLOWER .
 - Not based on commonly known personal information. e.g. David (oldest son).
- Proper Password Practices.
 - Treat passwords as sensitive, confidential information.
 - Don't post your password in a visible location.
 - Change your password every 180 days.
- Remember that all system activity logged using your ID and password are assumed to be YOU.
 - Do not ever share your password with anyone.
 - You are responsible for the actions performed by your user ID.

As you can see, something as simple as choosing a strong password and keeping it a secret can help prevent unauthorized users from accessing systems.

Virus Protection

-Designed to cause unexpected and usually undesirable events...
-Some are playful in intent and effect while others can be quite harmful, erasing data or causing your computer to malfunction.
-Sometimes cause damage as soon as the code is executed while other times they lie dormant until circumstances cause their code to be executed.

- Beware of suspicious e-mails.

**.Unexpected e-mails from people
you know or don't know.**

-Containing suspicious subject lines such as "Hello".

- Do not open attachments from unknown persons.
 - Be suspicious of emails with unexpected attachments even from people you know.
 - If you receive an unexpected attachment, don't open it or delete it, and call the ISC immediately.

Information Security Policy Summary

Protecting your Workstation.

- Locking your Workstation.
Press CTRL +ALT + DELETE simultaneously, Select “Lock Computer”
- Screensavers
Use a screen saver to further protect the information on your screen.
- If not sharing a workstation, log off your workstation at the end of the day.

Workstation Use.

- Only for Authorized Purposes.
Research , Education, Clinical, Administrative, Other functions specifically allowed by Provena Health.
- Non-Allowable Activities
Violations of Privacy, Unauthorized copying of copyrighted material, Engaging in activities that violate harassment policies, Circumventing workstation security, commercial activities other than those expressly permitted.

Internet Use

- Internet access can be a valuable tool, but it brings a host of new vulnerabilities to information.
 - Information posted on the Internet or sent via email can be read by anyone.
 - Downloaded files could contain a virus.
 - Accessing a hostile web site can damage data or collect passwords and other sensitive data without your knowledge.
- Usage is for **BUSINESS** purposes only.
Do not visit inappropriate websites
Adult / Sexually Explicit, Hate Speech, Criminal Skills, Violence, Drugs & Alcohol, Hacking, and Streaming Media.
- Other Inappropriate Uses
 - Revealing confidential information.
 - Misrepresenting your identity.
 - Downloading software from unknown sources.
 - Downloading MP3 files.
 - Disable or circumvent any Internet security controls.

Information Security Policy Summary

E-Mail Use

- About our E-mail System (Microsoft Outlook).
 - Access is assigned based on job position or management approval.
 - Successful completion of a training class and competency is required.
 - All information is Provena Health property.
 - Privacy of e-mail communications is not guaranteed.

- E-Mail Use Expectations
 - Business use only.
 - Check for e-mail in a timely manor.
 - Manage your mailbox..
 - Comply with normal standards of professional and personal courtesy.

- E-mail and Patient Information
 - Include only the patient related information that is the **Minimum Necessary (need to know)**for the transaction.

- How E-mail cannot be used
 - Unauthorized access to the e-mail system.
 - Sending e-mails containing offensive language, images or references to such material.
 - Harassment of any kind.
 - Forwarding chain mail and non-business related attachments.
 - Opening e-mail attachments from unknown sources.

- Public Disclosure
 - When you send an email, the Provena Health name is associated with that email.
 - Be mindful that you are representing Provena Health when sending public email.

Software Licensing

- Use of unlicensed software is illegal and a violation of corporate security policy.
- Provena Health may be liable for any unlicensed software running on Provena Health systems.

- Do not install unlicensed software on Provena Health computers.
 - Provena Health must comply with software license agreements.

- Do not make unauthorized additional copies of company software.
 - Making additional unauthorized copies of company software is illegal and can expose the company to financial losses in fines and penalties.

