

Visiting Learner Handbook

S T U D E N T S

R E S I D E N T S

F E L L O W S



DENVER HEALTH
ACADEMIC AFFAIRS™
OFFICE OF EDUCATION

Welcome to Denver Health & Hospital Authority

Welcome you to Denver Health! We hope that you have an enjoyable rotation experience. The information that you will find in the following orientation guide is designed to help orient you to Denver Health. You are responsible for reading this material and the Denver Health Code of Conduct prior to your clinical rotation. This includes policies linked herein, which can be accessed when connected to the Denver Health network. You will receive Denver Health network access following onboarding.

DENVER HEALTH BADGES | [Identification Badges](#)

All non-employee team members working at a Denver Health location must wear a Denver Health identification badge (ID badge) while on site. ID badges should be worn above the waist. Your ID badge will identify your contractor status and will be issued by the Denver Health Security Department at the start of your assignment.

Badge Return

Residents and Fellows please return your badges to program coordinators at the completion of your program (the end of your final rotation.)

Students MUST return badges at the end of the final rotation to one of the drop off locations below:

- 601 Broadway Street Denver, Colorado 80203 – Badging Office: outside box
- PAV A: 777 Bannock Street Denver, Colorado 80204 – 1st Floor main entrance (24 hours with security)
- PAV C: 790 Delaware Street Denver, Colorado 80204 – 1st Floor main entrance (24 hours with security)
- PAV J: 645 Bannock Street Denver, Colorado 80204 – 2nd Floor Key Shop: exterior window

DRESS CODE | [Dress Code Policy](#)

Denver Health maintains a business professional dress code. Individuals performing services for Denver Health are expected to follow applicable dress code standards:

Fellows, Residents and Students in direct care, inpatient areas must adhere to the following:

- Obtain scrub access from program administrator at beginning of rotation.

PATIENT CONFIDENTIALITY

We ensure our patients' right to privacy and confidentiality by creating and maintaining a secure and trusting environment. When entrusted with patients' affairs, we treat all information as confidential. Discussion of these matters is restricted to situations where the information is necessary to meet our patients' health needs. Every team member is responsible for ensuring that confidentiality is not compromised. Residents, Fellows and Students are not authorized to release information to the media about patients.

Private Health Information is:

- Governed and guaranteed by both federal and state laws.
- Not to be released without authorization from the patient, the patient's designated representative or a court order.
- Strictly confidential.
- Not to be discussed in public areas such as elevators, lobbies, the cafeteria or waiting rooms.

To ensure HIPAA and privacy are maintained follow these guidelines:

- Interview patients in privacy. Close doors if available; close curtains when indicated.
- Communicate with our patients' families and significant others in a private manner.
- Place any written material that contains Protected Health Information (PHI) in the shredder bin before leaving the unit. ([Confidential Shredding Document Control Policy](#))
- In a behavioral health unit, students must promptly inform their instructor if they recognize a patient.

LANGUAGE SERVICES

Language Access, Interpreter/Translation Services and Effective Communication

Denver Health medical interpreters are locally available. This includes in-person (whenever possible) and over-the-phone interpretation. Access to video-remote interpreting is available for specific patient needs and conditions. To contact Denver Health medical interpreters, call dispatch 303-436-6666 (extension 66666) or submit a request online.

Only Denver Health employees with an Orange Badge Holder may interpret for a patient.

To ensure complete, accurate, impartial, and confidential communication, avoid using family, friends, or other individuals for interpretation. Children should never be used as interpreters. Document refusal of interpreter services in the medical record.

Hours of Operation

- Spanish: Monday - Friday, 7:30 a.m. - 6:00 p.m.
- Russian: Monday - Thursday, 7:00 a.m. - 5:30 p.m.
- Vendor support is available 24/7 for over 200 languages when local staff are not available.
- American Sign Language/auxiliary aids, including TDD/TTY devices and services, are available 24/7 through the hospital operators, Emergency Department. and the administrative clinical coordinator.

Request Services

Request services from any telephone on main campus and in Denver Health clinics by dialing 303-436-6666 (extension 66666) have the six-digit Accounting Unit (AU) number ready.

- Always document the interpreter's name, number (if available) and the time of the call.
- Request Portal: Arrangements for in-person interpreters, including American Sign Language and most languages, can be made 48 hours in advance. To submit your request, please go to [pulse/administrative/languageservices/default.aspx](#) and then click on Request Language Services.

RESEARCH | Research Roles and Responsibilities

Denver Health is committed to participate in the education of the next generation of health care professionals and engage in research that enhances our ability to meet the health care needs of our patients.

Denver Health's principal investigators, their staff, other managers and non-employee team members involved in research at Denver Health are expected to:

- Comply with all relevant laws, regulations and Denver Health policies, procedures and core values. Individuals engaged in research must also complete research-related trainings.
- Gain appropriate study outcomes through sound study design and maintain effective oversight of the study protocol.
- Protect study subjects by:
 - Disclosing potential conflicts of interest.
 - Develop and monitor plans to control study risks.
 - Employ appropriate recruiting and informed consent processes.
 - Be responsive to concerns and complaints expressed by study subjects.
 - Report unanticipated problems promptly
 - Properly acquire, maintain and protect research data.
- Demonstrate exemplary professional conduct through intellectual integrity in formulating, conducting and reporting research results.

SAFETY TRACKING AND REPORTING SYSTEM (STARS) | Occurrence Reporting

Denver Health is committed to creating and sustaining a culture of patient safety and quality. Fellows, Residents and Students are encouraged to report any event or process variation that results in patient or visitor harm, has the potential to cause harm or could have resulted in harm had it not been intercepted.

Accessing STARS:

- Desktop Icon: Click on the STARS icon located on all Denver Health computer desktops.
- From the Pulse (Denver Health Intranet): Type "STARS" into your browser address bar to launch the reporting tool.

ILLNESS/INJURY/INFECTION CONTROL

[Transmission-Based Precautions](#) | [Employee Exposure to Bloodborne Pathogens](#)

Action	Reporting
Residents and Fellows: Notify Denver Health Site Director and Sponsor Institution Program Director Seek medical attention at the clinic facility where the work-related incident occurred. Students: Notify Denver Health Site Preceptor.	Residents and Fellows: Fill out the Occupational Exposure Report through the Employee Exposure Forms Icon on the Denver Health desktop

WORKPLACE VIOLENCE | [Violence in the Workplace Policy](#)

Denver Health and Hospital Authority (DHHA) is committed to preventing workplace violence and maintaining a safe environment for our patients, employees, and visiting public. If you are involved in any instances of workplace violence, please follow the guidance below:

Action	Required Reporting	Resources
Notify Denver Health Site Director and Sponsor Institution Program Director	Submit a STARS (Safety Tracking and Reporting System) Notify the school and follow their protocol.	RESTORE (Resilience and Equity through Support and Training for Organization Renewal) at 303-436-7473

COMPUTER/TELEPHONE USAGE

Individuals performing services for Denver Health may be provided with access to Denver Health systems. All access and/or pass codes, electronic signature codes and any other passwords are to be safeguarded and are prohibited from being disclosed. To the extent provided, computers, telephones, cell phones, Vocera and other communication devices and related services (including local, long-distance and Internet) belong to Denver Health and are to be used for business purposes only.

SOCIAL MEDIA AND WEBSITE ACCOUNTS | [Social Media Policy](#)

When performing services for Denver Health, Fellows, Residents and Students are expected to respect Denver Health's social media policies and procedures and act responsibly when posting information. All community standards on social media sites should be complied with. The following key points are important to remember:

- Posting patient information is a HIPAA violation and is strictly prohibited. This includes patient names (partial or full), descriptions of treatments or conditions, or patient photos (to include photos of a patient's face or a photo with patients in the background).
- In the interest of personal privacy, Denver Health strongly cautions against contacting or connecting with patients or family member of a patient on social media.
- Offering medical advice via social media to someone in another state may constitute unlicensed practice.
- Please do not take any pictures on your cell phone while on the unit.

Please do not use any social networking regarding Denver Health.

Contacts

Department	Phone Number
Biomedical	303-602-9112
Department of Patient Safety & Quality	303-602-2770
DHHA Weather Emergency Phone Line	1-888-343-4345
Engineering	303-602-2420
Environmental Services	303-602-2409
Health Information Management	303-602-8000
Human Resources	303-602-6947
Infection Prevention	303-602-1262
Information Technology (HELP DESK)	303-436-3777
Language Services	303-436-6666
Patient Representative	303-602-2915
Office of Education	OfficeofEducation@dhha.org
Risk Management	303-602-4951
Safety Office	303-602-2436
Security	303-436-7444
Social Work	303-602-4951
ValuesLine	1-800-273-8452

