



**CHILDREN'S HOSPITAL COLORADO**  
**LIMITED WORKFORCE TRAINING AND ORIENTATION FORM**  
**FOR DAY VISITORS, OBSERVERS, AND SHORT TERM STAFF**  
Welcome to Children's Hospital Colorado!

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**HIPAA Training for non-employees, contractors, students, and visitors**

We appreciate the opportunity to show you some of the wonderful work that takes place in Children's Hospital Colorado. As we visit several areas of the hospital, you will see children who are patients. You may come across incidental disclosures of protected health information. That is, you may see or hear the names of children who are patients.

Children's Hospital Colorado (CHCO) must protect patient information as required by the Health Insurance Portability and Accountability Act of 1996 (HIPAA), specifically the Privacy, Security and Breach Notification Rules. Part of this requirement is to train all workforce members on CHCO's policies around compliance with the HIPAA Rules:

**Privacy Rule:** Requires the safeguard of identifiable information about an individual that is associated with care, or payment for that care.

**Security Rule:** Requires administrative, physical and technical safeguards to protect identifiable information about an individual that is associated with care, or payment for that care, maintained in an electronic format.

**Breach Notification Rule:** Requires CHCO to provide notification to patients and to the Office for Civil Rights (OCR) in the event of a breach of unsecured protected health information.

HIPAA requires CHCO to safeguard our patients' protected health information, or PHI. PHI is any information that can identify a patient and that is associated with their past, present or future care, or payment for their care, at Children's Hospital Colorado. This includes, but is not limited to: name, address, date of birth, SSN, photographs, and email address. PHI can be in written, oral or electronic format. Access, use and disclosure of PHI is allowed for treatment, payment or health care operations purposes. Anything else requires a signed valid HIPAA Authorization from the patient or his or her authorized parent or guardian.

**Treatment:** Includes the provisions, coordination or management of health care and related services among health care providers or by a health care provider with a third party, consultations between health care providers, or referral of a patient from one health care provider to another.

**Payment:** Includes activities related to billing and collection activities, adjudicating claims, reviewing services for medical necessity and disclosures to consumer reporting agencies.

**Health care operations:** Includes certain administrative, financial, legal and quality improvement activities of CHCO that are necessary to run its business and support the functions of treatment and payment.

All disclosures of patient information that are outside of treatment, payment or health care operations purposes must be reported to the Privacy Officer. The Privacy Officer must review these disclosures to determine if they were inappropriate, and if so, if they constitute a breach.

**What is a workforce member?**

This includes any employee, volunteer, trainee, or other person who in performing work under the control of Children's Hospital Colorado, whether or not they are paid by Children's Hospital Colorado. A Limited Workforce Member is any workforce member who performs work for 5 days or less.

**What does this mean to you?**

As a Limited Workforce Member, you may have access to PHI during your time at CHCO. You are required to abide by all requirements of the HIPAA Rules. This includes:

- Only accessing, using or disclosing PHI if it is allowed by law and required for your role
  - Never discuss PHI with others not involved in the patient's care. This includes your friends, family, classmates, coworkers or others who do not have a need to know.
  - Never take pictures or video recordings of patients
  - Never post any patient information on any personal social media account.
- Only access, use or disclose the minimum necessary required for your role
  - Even if you need access to PHI while at CHCO, it does not mean you have a right to all of the patient's information. Limit to only what you need.
- Safeguard information you may have access to.
  - Never share passwords or allow an employee to share their password with you.
  - Never write down or print anything from a patient chart that is not required by CHCO for your role.
  - Do not throw PHI in the trash can. Anything with a patient identifier on it must be placed in the shred bins.
  - Do not discuss patient information in public or semi-public areas.

- If you are ever unsure, err on the side of caution and **do not** access use or disclosure the information. Ask your mentor, supervisor, or other CHCO employee for clarification.

We know that you will be moved by what you see today, and we hope that you will want to share the hospital's story. We ask that you do so only in a general way. Sharing specific information requires authorization from the patient or family. For this reason please no photos or recordings. It is the responsibility of every workforce member to safeguard the confidentiality of CHCO patient information. Any failure to comply with CHCO's policies and the HIPAA Rules may result in disciplinary action.

Privacy Officer – Janell Briggs, 720-777-5834, [janell.briggs@childrenscolorado.org](mailto:janell.briggs@childrenscolorado.org)  
Information Security – Zsolt Molnar, 720-777-4591, [zsolt.molnar@childrenscolorado.org](mailto:zsolt.molnar@childrenscolorado.org)  
Compliance Hotline – 1-866-568-5420 (Anonymous reporting, 24 hours a day, 7 days a week)

## General Orientation for non-employees, contractors, students, and visitors

Day visitors, observers, and short term staff (onsite at any location for 5 days or less) must complete this orientation form. Observers or short term staff onsite more than 5 days must be processed by a Children's Hospital Colorado (CHCO) host via the Non-Employee Staff entry process.

Physicians and other providers coming onsite to observe clinical cases must apply for observation privileges through the Medical Staff Office.

Each individual has the responsibility to act in an honest and ethical manner and to recognize and report potential problems as they arise. Please call Human Resources (720.777.4747) if you have concerns or questions. You must review and sign this orientation sheet with your designated host.

**Our Mission:** The Mission of Children's Hospital Colorado is to improve the health of children through the provision of high quality, coordinated programs of patient care, education, research, and advocacy.

**Our Vision:** Children's Hospital Colorado will be the leader in providing the best healthcare outcomes for children. We will be the driving force, in partnership with others, in providing children and their families with an integrated pediatric healthcare delivery system. We will be a national leader in pediatric research and education.

**Our Values:** Caring Community, Humble Expertise, Generous Service, and Boundless Creativity

**Our Standards of Behavior:** Quality/Safety, Teamwork, Ownership, Communication, Professionalism, and Relationships

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### Badge:

All visitors must check in at the Information/Welcome Desk in the Anschutz Medical Campus lobby, South Campus lobby, or with the front desk at NOC locations. The Information/Welcome Desk or front desk will provide badges for visitors/observers who are at CHCO. Badges must be worn at all times while visiting CHCO.

### Dress Code:

Professional appearance is important. All clothing must be clean, unwrinkled, and in good repair. No blue jeans or flip flops are allowed. Undergarments should not be visible. Ear piercings may be worn, but there are specific guidelines (e.g., gauged earrings, less than ¼ inch in diameter may be worn; a small stud on the side of the nose may be worn). If you have any questions, ask to see the HR Guideline for specific information on the CHCO Dress Code.

### Infection Control:

- **Handwashing:** To stop the spread of infection, everyone must wash their hands for 2 minutes upon arriving at CHCO and prior to any patient contact.
- **Isolation Patients:** Patients are sometimes kept in rooms where isolation procedures must be followed. If you are visiting in an area that uses isolation rooms, check with the nursing station for assistance to show you isolation signs and procedures.
- **Standard Precautions:** Gloves must be worn when any exposure to blood, body fluid, or other particularly infectious material is anticipated.

### Parking:

Day visitors and observers are responsible for the cost of parking in visitor lots, if applicable.

### Patient Representatives and your interactions with patients:

- If a patient or his/her family has a problem or concern about the CHCO experience, please direct them to the Patient Relations Department at 720-777-1010.
- **Donations** – Do not give or accept any in-kind or cash donations to or from a patient or his/her family. (See [Donations In-Kind](#) policy)
- **Gifts** – Do not give or accept gifts from a patient or his/her family.
- **Advice** – Do not advise patients on their medical treatment.
- **NPO (Nothing Placed Orally)** – Do not give a patient anything to eat or drink without checking with staff first.
- **Equipment** – Do not touch, connect, disconnect, or tamper with a patient's tubes, IVs, or other equipment. Bed/crib rails must be raised and secured at all times.
- **Latex balloons** – In order to protect our patients, the use of latex balloons is strictly prohibited at CHCO.
- **Cell phones** – You may use your cell phone in public areas only.
- **Photos** – Do not take any photos or videos of patients.

**Politics and Religion** – Do not engage in political discussions. We are a non-sectarian institution; do not promote your religious beliefs.

**Safety/Security:**

- Should you become suspicious of a person's behavior, speak with your host and/or contact Security (numbers below).
- Contact Security (numbers below) any time of the day or night if you would like an escort.
- Keep your valuables locked in a secure location.
- **Incidents** – If you have an accident resulting in physical injury or if anything happens that shouldn't happen during your experience at CHCO, check with staff to see if an Incident Report needs to be filed.

**SECURITY PHONE NUMBERS BY LOCATION**

Location	Security Contact Phone Number or Extension	Location	Security Contact Phone Number or Extension
CHCO Anschutz Medical Campus	76301		
CHCO North Campus	76696	CHCO at South Campus	86301
CHCO Uptown Denver, Urgent Care	76698	CHCO Wheat Ridge Campus	303-403-6767
CHCO at Parker Adventist Hospital	79394		

Location	LOCAL POLICE DEPT.	NON EMERGENCY NUMBER
CHCO Therapy Care, Broomfield	Broomfield Police Dept.	Emergency TDD 9-1-1 Non-Emergency 303-438-6400
CHCO Urgent and Outpatient Specialty Care, Wheatridge	Wheat Ridge Police Dept.	303-237-2220
KidStreet, Denver	Denver Police Dept.	720-913-2000
CHCO Therapy Care, Highlands Ranch	Douglas County Sheriff's Dept.	303-660-7500
CHCO Orthopedic Care, Centennial CHCO Outpatient Specialty Care, Centennial	Arapahoe County Sheriff's Dept.	303-795-4711
CHCO Therapy Care, Parker	Parker Police Dept.	303-841-9800
CHCO Outpatient Specialty Care, Parker	Parker Police Dept.	303-841-9800
Children's Colorado Briargate Children's Colorado Printers Park	Colorado Springs Police Dept.	719-444-7000
Children's Colorado Pueblo	Pueblo Police Dept.	719-553-2538

**Fire and Disaster Procedure:**

"Mr. Gallagher" is the code name for FIRE at most CHCO locations. Listen for instructions and follow the RACE steps:

- R**escue patients/visitors, evacuate.
- A**ctivate the fire alarm and notify appropriate personnel.
- C**lose doors to rooms, offices.
- E**xtinguish fire if possible.

If a disaster occurs, report to the Information/Welcome Desk or front desk.

### CODE Chart

<b>Event</b>	<b>Anschutz</b>	<b>South</b>	<b>Uptown Denver</b>	<b>Parker</b>	<b>Wheat Ridge</b>	<b>North</b>
<i>Active Shooter</i>	Code Silver 911	Code Silver 911	Code Silver 911	Code Silver 911 or 7-9394	Code Silver 911	Code Silver 911
<i>Behavioral Health emergency with agitated patient</i>	Code BART 7-5555	N/A	N/A	Code Green 7-9394	Dr. Quick 303-403-6767	N/A
<i>Bomb Threat</i>	Code Black 7-6301	Code Black 911 or duress button	Code Black 7-6698	Code Black 7-9394	Code Black 303-403-6767	Code Black 7-6696
<i>Evacuation</i>	Evacuation 7-5555	Evacuation 8/5555	Evacuation 7-2576		Evacuation 7-5555	Evacuation 7-5555
<i>Fire Response</i>	Mr. Gallagher 7-5555	Mr. Gallagher 911	Code Red Activate pull station and call 911	Code Red Pull Alarm and call 911	Code Red 911	Code Red 911
<i>Hazardous Materials Spill</i>	Chemical Spill Security 7-6301 and ZIPP line 7-9477	Chemical Spill 7-9477 (small) or 911 (hazmat)	Code Orange 911	Chemical Spill Code Orange MSDS (small) 7-9394 (large)	Chemical Spill 7-9477 (small) 911 (hazmat)	Chemical Spill 7-9477 (small) 911 (hazmat)
<i>Infant Abduction</i>	Code Pink 7-5555	Code Pink 8-5555	Code Pink 7-6698	Code Pink 7-9394	Code Pink 303-403-6767	Code Pink 7-6696 and 7-5555
<i>Abduction (6 months or older)</i>	Missing Child 7-5555	Missing Child 8-5555	Code Pink 7-6698	Code Pink 7-9394	Code Pink 303-403-6767	Missing Child 7-6696 and 7-5555
<i>Influx of Patients</i>	Influx of Patients 7-5555	Influx of Patients 8-0360 Activate disaster roster recall	Plan D 7-2576	Influx of Patients 7-9394	Influx of Patients 7-2576	Influx of Patients 7-2576
<i>Medical Emergency</i>	Code Blue 7-5555  Village Pavilion Dental Center Parking Lots call 911	Code Blue  Press Code Blue button in room and dial 8-5555	ED/Inpatient- press Code Blue button in room  Outpatient 7-9816	Press Code Blue button in the room 7-9394	Code Blue 7-5555	UC/Inpatient- press Code Blue button in room and dial 5555 (not 7-5555)  Outpatient- dial 5555
<i>Rapid Response Team (RRT) (non-emergent)</i>	RRT Evaluation 7-5555	RRT Evaluation 8-5555	ED Attending 7-9815 Charge Nurse 7-9816	ED Attending 7-9302 Charge Nurse 7-9301		UC Attending 7-9723 Charge Nurse 7-9705
<i>Security Assist</i>	Code BART 7-5555	Code BART 8-6301	Dr. Quick Duress button and 7-6698	Code Green 7-9394	Dr. Quick 303-403-6767	Code Green 7-6696
<i>Security Assist (non-patient)</i>	Code Green 7-6301	Code Green 8-6301	Dr. Quick Duress button and 7-6698	Code Green 720-777-9394	Dr. Quick 303-403-6767	Code Green 7-6696
<i>Tornado</i>	Tornado Watch or Warning 7-5555	Tornado Watch or Warning 8-0326	Tornado Watch or Warning 7-2576	Tornado Watch or Warning 7-9394	Tornado Watch or Warning 7-5555	Tornado Watch or Warning 7-5555

**Privacy:**

Children’s Hospital Colorado is committed to respecting patient privacy and protecting confidential patient and business information. We comply with all governing laws, including the Health Insurance Portability and Accountability Act of 1996 (HIPAA), regulations, accreditation standards, policies, procedures, and ethical guidelines. We ask your help in maintaining those commitments to our patients and families.

**I UNDERSTAND THAT:**

1. While at CHCO, I may be trusted with private and confidential information that may include patient medical records, conversations in which a patient can be identified, financial information, business documents, information systems practices, human resources records, vendor contracts, computer software, computer passwords, memos, e-mails, copyrights, and quality assurance and performance improvement activities.
2. All persons, including guests, at CHCO must protect the privacy of CHCO patients, families, employees, business associates, and community in accordance with CHCO policy.
3. I need to respect patient confidentiality by not referring by name or otherwise disclosing individually identifiable information about any patient I see or hear about during my visit or business at CHCO.
4. I may access confidential information only on a legitimate “need-to-know” basis to fulfill my purpose at CHCO.
5. I must not misuse or be careless with confidential information or show, tell, copy, give, release, sell, review, change, or trash any confidential information without following the applicable CHCO policy or procedure.
6. I need to report privacy, confidentiality, or security violations to my supervising CHCO sponsor, the Privacy Officer (720.777.5834), or the CHCO Compliance Hotline (1.866.568.5420).
7. My temporary access to confidential information may be audited and/or removed at any time. All confidential information to which I am exposed must remain confidential during and after my visit or business at CHCO.
8. The consequences from any misconduct on my part may include administrative, civil, and/or criminal penalties.

<b>HEALTH SCREEN</b>	
<b>Today, I am feeling well and am not experiencing any of the following:</b> <ul style="list-style-type: none"><li>• Cold/Cough/Runny Nose</li><li>• Fever</li><li>• Sore Throat</li><li>• Vomiting/Diarrhea</li><li>• Rash</li></ul>	<b>Nor have I been exposed to:</b> <ul style="list-style-type: none"><li>• Chicken Pox</li><li>• Measles/Mumps</li><li>• Conjunctivitis (eye infection)</li><li>• Tuberculosis</li></ul>