

# Department of Rehabilitation Therapies

## Student Orientation Manual



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Welcome!

We are excited that you have chosen to complete your clinical affiliation with UNC Healthcare Systems. Our clinical education program is designed to provide the student with opportunities to apply academic knowledge, practice clinical skills, and develop professional attitudes and behaviors.

We hope that we can answer most of your questions with the orientation manual. Please read this letter and all of the below information carefully. UNC Healthcare requires several onboarding requirements before allowing a student to begin a clinical affiliation.

*We hope to be a valuable resource for you while on-site. If you have any questions or concerns during your clinical affiliation, please reach out to us.*

Please let us know if you need any additional clarification or assistance with completing anything in the packet.

*Amber and Kristel*

Amber Corbin, MA, CCC-SLP  
Therapy Services Educator  
Office: (984) 974-0389  
Cell: (321) 848-6116

Kristel Maes PT, DPT  
Therapy Services Educator  
Administrator Post-Graduate programs  
Office: (984) 974-0208 Cell: (912) 655-7810

Email: [Clinicalreq@unhealth.unc.edu](mailto:Clinicalreq@unhealth.unc.edu)

# INFORMATION ABOUT UNC HEALTH

UNC Health is a not-for-profit integrated health care system owned by the state of North Carolina and based in Chapel Hill. Originally established Nov. 1, 1998, UNC Health Care currently comprises UNC Hospitals and its provider network, the clinical programs of the UNC School of Medicine, and eleven affiliate hospitals and hospital systems across the state.

UNC Medical Center is a new name for a well-established health care family, including UNC Hospitals and the community clinics staffed with UNC Faculty Physicians. Since 1952, UNC Hospitals and the faculty practice have served patients from all 100 North Carolina counties and throughout the southeast.

Consisting of the N.C. Cancer Hospital, N.C. Children's Hospital, N.C. Memorial Hospital, N.C. Neurosciences Hospital and N.C. Women's Hospital in Chapel Hill and UNC Hospitals Hillsborough Campus, located in Hillsborough. UNC Hospitals is a public, academic medical center operated by and for the people of North Carolina.

With a staff of more than 7,100 employees (which includes 1,100 medical staff and 780 resident physicians) UNC Hospitals and clinics strive to provide high quality patient care, to educate health care professionals, to advance research and to provide community service.

The UNC Medical Center is an 803-bed facility which serves more than 37,000 people each year. The Medical Center is also proud to welcome the more than 3,500 new Tar Heels born and cared for each year at the N.C. Women's Hospital and N.C. Children's Hospital.

## Vision and Values

It is our vision to be the nation's leading public academic health care system.

## Mission

Our mission is to improve the health and wellbeing of North Carolinians and others whom we serve. We accomplish this by providing leadership and excellence in the interrelated areas of patient care, education, and research.

## We Care About

- *Our Patients and their Families*

Delivering quality health care and outstanding service is fundamental to everything we do.

- *Our Team*

Attracting and retaining the best team members is of paramount importance to our health care system. We will do this by providing an environment that:

- Pursues the highest level of safety and quality
- Focuses on treating patients and colleagues with courtesy, honesty, respect and dignity
- Recognizes people for their achievements and capabilities
- Is professionally satisfying

- Encourages the open exchange of views
- Does not tolerate offensive and disruptive behavior

- *Our Community*

Finding ways to improve the health of all North Carolinians through our affiliated hospitals and hospital systems, and our physician’s network

## How We Work

### *Accountability to Our Patients*

- We will have a culture dedicated to service and to measurable accountability.
- Patients will experience a seamless and sophisticated system of care that is efficient, safe and easy to navigate.
- Outstanding research programs will enable high quality patient care with the most recent medical advances.

### *Service to the State*

- We will be innovators in research, development and implementation of new means for improving the health of North Carolinians and sharing that knowledge with a national audience.
- We will nurture collaborative partnerships with AHEC, the health sciences schools, the state of North Carolina, employers, insurers, key constituencies and among our affiliated hospitals and health care systems.
- We will have clarity in our roles as the state's safety net institution and as a leader among such institutions across the region and the United States.

### *Maintaining Financial Viability*

- Financial viability will be a system-wide objective with specific expectations and accountabilities established for each component of the health care system.
- This financial viability and margin will come from continual improvements in our operations and from an explicit, unapologetic focus on productivity enhancement.

Information taken from ‘About the University of North Carolina Health Care System’, UNC Hospitals Vision and Values



**ONE  
GREAT  
TEAM**

- Our effective collaboration is key to providing quality patient care.
- We are better together than we are apart.
- We are building an inclusive and equitable culture that encourages and supports the diverse voices of our patients and each other.

**CAROLINA  
CARE**

- We care holistically about patients and each other.
- It is our privilege to serve the people of North Carolina.
- We demonstrate kindness and compassion in every interaction.

**LEADING  
THE WAY**

- We make a difference by improving lives every day and training the next generation of health care leaders.
- Our research is changing the world.
- We provide innovative care.

**IT STARTS  
WITH ME**

- Each of us takes ownership of, and accountability for, doing the right thing.
- We empower and trust each other to step up.
- We support each other and hold each other accountable in our work.

# UNC REHABILITATION SERVICE LINE

## Mission

UNC Rehabilitation Services will be a leader in delivering evidence-based, efficient and compassionate care to those we serve.

## Vision

In our pursuit of excellence we are committed to being a resource to UNC Health Care's System and North Carolina, by leading in complex care, developing clinical educators, and creating quality best practice interventions for our stakeholders.

## Values

**Teamwork:** We are committed to fostering an environment that promotes respect, courtesy and collaboration among all members of the health care team including those we serve.

**Professionalism:** We aim to serve as leaders dedicated to providing excellent rehabilitative care, integrating evidence-based practice and research.

**Respect:** We treat everyone with dignity and are sensitive to the cultural differences and diversity of the people we serve.

**Stewardship:** We make efficient use of resources while advancing our mission of service to the community and the UNC Health Care System.

**Integrity:** We serve our clients and each other in accordance with the highest ethical standards in a reliable, accountable and transparent manner.

# REHABILITATION SERVICES DISCIPLINES

## *Child Life:*

7-day coverage with rotating weekends and holidays

Primary Coverage Areas:

Inpatient:

- 5 Children's: hematology/oncology, intermediate care, cardiac patients
- 6 Children's: gastrointestinal, renal, endocrine, and neurological patients
- 7 Children's: surgical, trauma and burn patients
- Pediatric Intensive Care Unit
- Emergency Room

Outpatient:

- Pediatric OR/ PACU
- Pediatric Specialty Care Team
- Pediatric Specialty Clinic
- Pediatric Hematology/ Oncology Clinic

## *Occupational Therapy:*

7-day coverage with rotating weekends and holidays

Primary Coverage Areas:

- Adult acute care- primarily serves inpatients in a variety of specialty areas including trauma, vascular, burns, orthopedics, geriatrics, pulmonary, neurology/neurosurgery, and oncology
- Acute Inpatient Rehab
- Pediatrics
- Mental Health Main Campus (Child, Adolescent, EDU, PHP, Crisis, Geriatrics, Perinatal, PHP) and Wakebrook Inpatient Unit.
- Outpatient- Serving patients in our specialty clinics for Rehabilitation Care, Lymphedema, and UE care (Hand Center)

## *Physical Therapy:*

7-day coverage with rotating weekends and holidays

Primary Coverage Areas:

- Adult acute care-primarily serves inpatients in a variety of specialty areas including trauma, vascular, burns, orthopedics, geriatrics, pulmonary, neurology/neurosurgery, psychiatry, pelvic health, lymphedema, oncology and ENT.
- Acute Inpatient Rehab – primarily serves adults and older adolescents with a variety of diagnoses, including neurological impairments, amputation, spinal cord injury, traumatic brain injury, stroke, orthopedics, oncology, transplant, and debility.

- Outpatient – specialty clinics: Spine, Cardiopulmonary, ortho, neuro, peds, women’s and men’s health, and lymphedema
- Pediatrics – both acute care and outpatient

### *Recreational Therapy:*

7-day coverage with rotating weekends and holidays

Primary Coverage Areas:

- Oncology
- Bone Marrow Transplant Unit
- Burn Center
- Mental Health Main Campus (Child, Adolescent, EDU, PHP, Crisis, Gero, Perinatal and BHED) Includes PHP and BHED
- Mental Health WakeBrook (Inpatient unit, Facility Based Crisis, Addictions Treatment Center, Crisis and Assessment Service)
- Acute Inpatient Rehab

### *Speech Therapy:*

7-day coverage with rotating weekends and holidays.

Primary Coverage Areas:

- Adult acute care – primarily serves inpatients with neurogenic communication, swallowing, speech, language, or cognitive impairment.
- Acute Inpatient Rehab – primarily serves inpatients within the Center of Rehabilitation Care with neurogenic communication, swallowing, speech, language, or cognitive impairment.
- Pediatrics– primarily serves pediatric in and outpatients with feeding and swallowing disorders as well as speech language, communication, and/or cognitive impairment. (5- day coverage)
- Outpatient – primarily serves adult outpatients with neurogenic communication, swallowing, speech, language, or cognitive impairment (at the CRC) or voice disorders (at Carolina Crossing Voice Center).

### *Audiology:*

5-day coverage 8-5 primarily outpatient clinics

Primary Coverage Areas:

UNC Hospitals Pediatric Audiology

- OR ABR testing when sedation required for children
- NICU hearing screening program conducted by Audiology
- Oversee the newborn Nursery hearing screening and perform follow-up tests after initial referral
- Audiometric testing in conjunction with Cranio-facial, SICC
- Inpatient hearing testing for Oncology or others as consulted
- Primarily outpatient pediatric audiometric evaluation and hearing aid/assistive device fitting
- Diagnostic audiometry for patients being seen in ENT physician’s clinics on a daily basis



UNC Hospitals Audiology at Meadowmont and Lake Boone Trail

- Primarily outpatient pediatric audiometric evaluation and hearing aid/assistive device fitting
- Diagnostic audiometry for patients being seen in ENT physician's clinics on a daily basis
- OR ABR testing when sedation required for children
- NICU hearing screening program conducted by Audiology
- Oversee the newborn Nursery hearing screening and perform follow-up tests after initial referral
- Audiometric testing in conjunction with Cranio-facial, SICC
- Inpatient hearing testing for Oncology or others as consulted

UNC Hearing and Voice Center at Carolina Crossing and Pittsboro

- Adult audiological evaluations
- Adult hearing aids: fitting and follow-up
- Adult cochlear implantation evaluation and follow-up
- Diagnostic audiometry for patients being seen in ENT physicians' clinics on a daily basis

*Music Therapy:*

7-day coverage with rotating weekends and holidays

Primary Coverage Areas:

- Mental Health Main Campus (Child, Adolescent, EDU, PHP, Crisis, Geriatrics, Perinatal and BHED) Includes PHP and BHED
- Mental Health Wakebrook (Inpatient unit, Facility Based Crisis, Addictions Treatment Center, Crisis and Assessment Service)

*Activity Therapy:*

7-day coverage with rotating weekends and holidays

Primary Coverage Areas:

- Mental Health Main Campus (Child, Adolescent, EDU, PHP, Crisis, Geriatrics, Perinatal and BHED) Includes PHP and BHED
- Mental Health Wakebrook (Inpatient unit, Facility Based Crisis, Addictions Treatment Center, Crisis and Assessment Service)

# DEPARTMENT CLINICAL EDUCATION ROLES AND RESPONSIBILITIES

To make sure we all speak the same language in the department, the UNC Rehabilitation clinical education committee has created the following definitions:

- **Clinical Educator:** staff person who is supervising the student day to day in clinical skills on site (previously called “clinical instructor” or “fieldwork supervisor” or “internship supervisor”).
- **Student:** person in training to become licensed in our profession.
- **Fellow:** staff person who either graduated from an accredited program of SLP, RT or is in his/her 4<sup>th</sup> year of an Audiology program and is working under the supervision of a licensed staff member within that discipline (1 year period), licensed staff person in OT participating in a 1-year advanced training program
- **Resident:** licensed staff person in PT participating in a 1-year advanced training program
- **Clinical Affiliation:** fieldwork/educational experience.

## Role of school’s Education Program Director

1. Assure all students are in good standing
2. Oversee and coordinate clinical affiliations
3. Communicate with Therapy Services Educator to assure compliance with affiliation agreement
4. Consults on issues of remediation or termination of an under-performing students
5. Provide yearly requests for student placements in a timely fashion

## Role of Director, Assistant Directors, and Managers in the Rehabilitation Service Line

1. Monitors agreements by teams to accept students
2. Provides feedback to therapist, as well as team coordinators during performance evaluations
3. Supports policies for clinical education
4. Oversees and supports team coordinators and Therapy Services Educator
5. Assists when needed

## Role of Therapy Services Educator

1. Coordinates student clinical affiliations with schools
2. Coordinates school requests to team coordinators, receives confirmation or denials of student affiliation requests, and ensures total number of affiliations granted is reasonable
3. Serves as a liaison with schools and coordinates information to and from Education Program Directors
4. Orients students to facility on first day
5. Serves as a resource for students and Clinical Educators
6. Promote department’s commitment to teaching
7. Facilitates solutions to problems not handled at other levels
8. Consults on issues of remediation or termination of an under-performing student

9. Consults on issues of terminating/initiating contracts with particular schools
10. Set and review policies for clinical education

### **Role of Clinical Educator**

1. Orients Student to clinical responsibilities, specific work area policies and procedures.
2. Provides supervision for clinical care.
3. Teaches
4. Provides regular feedback, both verbally and in writing
5. Facilitates weekly meetings about progress and development of skills by use of weekly planning form
6. Provides support and feedback for student's assignments as required by school
7. Communicates with Therapy Services Educator regarding student progress and problems

### **Role of Student**

1. Participate in planning learning experiences according to mutually agreed upon objectives among the program, student and facility
2. Demonstrate comprehensive patient care
3. Abide by National, State and Facility policy and procedure.
4. To be an active participant in learning, giving and receiving feedback and taking opportunities to learn.
5. Required to be present for your clinical affiliation
6. Arrive at least 10 minutes prior to your start time to be ready for your first patient.
7. Complete weekly planning form (midterm and final week excluded).

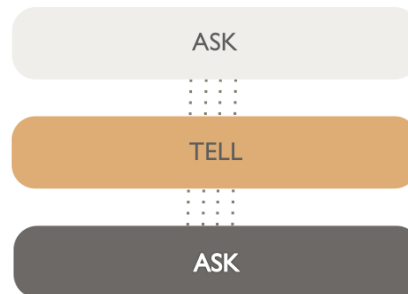
*Our Clinical Educators look forward to working with you. Please be aware that, as we are clinicians, our main goal is to submerge you in patient care and teach you to apply the theories and skills you have learned during your curriculum. As best as we can, we will make an effort to answer any questions you may have and pass on our knowledge. That being said we, do expect you to be a self-directed learner. Please be mindful on what questions to ask and when. Some questions might not be appropriate to ask in front of the patient and some you can easily find the answer on your own. Please consider using a notepad to document your questions.*

*As this is a learning experience for you, we will provide you with lots of feedback. For feedback, we will use the A-T-A sandwich strategy (see next page). We encourage you to self-reflect on "things I did well" and "things I need to improve upon" throughout the learning experience.*

*We will use an electronic weekly planning form and complete your midterm and final evaluation. We will not assign a grade to your performance, nor do we "fail" or "pass" you. We are merely making an observation of your performance and give feedback to your academic program regarding this.*

# The ASK-TELL-ASK method

A new kind of sandwich 



**ASK** What did you do well and what could you improve upon?

**TELL** Feedback from your Clinical Educator with general teaching points.

**ASK** Self-reflection on what you took away from the session, what you would change next time. (Teach Back)

*Use after each session to improve the effectiveness of self-reflection, feedback, and patient flow.*

# ACTION ITEMS

**Prior to your start date, you will receive two e-mails with the following information:**

E-mail 8 weeks prior will contain:	Action Items related to this e-mail:
<ul style="list-style-type: none"> <li>• Name and email of your Clinical Educator</li> <li>• Start and end date of your clinical affiliation</li> <li>• Student Orientation Manual</li> <li>• Information regarding orientation</li> <li>• Survey to complete to gain access to our systems. <b>Please complete this immediately upon receipt.</b></li> </ul>	<ul style="list-style-type: none"> <li>• Complete surveys and True Colors</li> <li>• Read Orientation Manual thoroughly</li> <li>• E-mail your Clinical Educator</li> <li>• Send us onboarding paperwork (collaborate with your Student Coordinator who will do this)</li> </ul>

E-mail 3 weeks prior will contain:	Action Items related to this e-mail:
<ul style="list-style-type: none"> <li>• User ID and EID (employee ID number) instructions</li> <li>• Instructions to access LMS. You will need to complete the assigned modules and EPIC (our electronic medical record) training here.</li> <li>• Access to Rehabilitation Therapies SharePoint site and our department's internal website (will be sent in separate e-mail), where you can review site-specific manuals and learning objectives</li> <li>• Orientation reminder, with details</li> </ul>	<ul style="list-style-type: none"> <li>• Complete LMS modules</li> <li>• Complete EPIC module as indicated</li> <li>• Review site specific material on SharePoint</li> <li>• Send headshot photo for ID badge (not for UNC Students) to <a href="mailto:clinicaledreq@unchealth.unc.edu">clinicaledreq@unchealth.unc.edu</a></li> </ul>

## STUDENT'S RESPONSIBILITIES PRIOR TO START OF CLINICAL AFFILIATION

1. Assure all onboarding requirements have been completed and are sent to us ~ 4 weeks prior to your placement start date, per our affiliation agreement. This agreement can be found on our public website:

<https://www.uncmedicalcenter.org/uncmc/professional-education-and-services/rehabilitation-clinical-education/>

**AT THIS TIME WE ASK THAT YOU OR YOUR STUDENT COORDINATOR SEND ALL ONBOARDING PAPERWORK TO [CLINICALEDREQ@UNCHEALTH.UNC.EDU](mailto:CLINICALEDREQ@UNCHEALTH.UNC.EDU) AT LEAST 4 WEEKS PRIOR TO YOUR START DATE. PLEASE WORK WITH YOUR STUDENT COORDINATOR SO WE DO NOT RECEIVE DUPLICATE PAPERWORK!**

- a. Criminal Background Check, which must be completed within 4 years from the start date of the clinical experience at the Rehabilitation Therapies Department, and must be reviewed and confirmed by the School prior to the student's assignment at the Rehabilitation Therapies Department. Please do **NOT** submit the report directly to us.
- b. 12 panel urine drug screen completed within 1 year from the start date of your clinical placement (see 12 panel drug screen info sheet on main page of website).

If your criminal background has ANY flags (*even if the charge was dismissed*) or you tested positive on your drug screen, your school needs to notify us and we expect a **clarification email from the student** to be sent to the Therapy Services Educator to [clinicaledreq@unchealth.unc.edu](mailto:clinicaledreq@unchealth.unc.edu), at least 4 weeks prior to your start date.

- c. Obtain and maintain health insurance
- d. Obtain and maintain professional liability insurance (typically the school has a liability insurance policy, please check to verify correct coverage amounts with stipulations in agreement)
- e. Obtain and maintain CPR training (BLS) according to AHA or Red Cross standards
- f. Immunization Record of the following completed on the Immunizations form template and signed by a healthcare provider or on file in Castlebranch/Exxat/other platform used by the academic program
  1. Flu Shot (starting in October and going through May)
  2. Measles, Mumps and Rubella
  3. Tdap (Pertussis)
  4. Varicella (Chicken Pox)
  5. Two 2 step TB skin tests or IGRA within a year of starting the academic program
  6. Hepatitis B (highly recommended)

*See Immunization form on website for more details.*

2. Required to complete the **Modules in LMS**.

3. Required to complete Epic training in Learning Made Simple (LMS) after you have received a user ID and password. You need to have completed these modules and have passed the quiz AT LEAST **1 week prior** to coming.
4. Send headshot photo for ID badge (**non-UNC students**)

**Picture needs to adhere to the following requirements:**

- Jpeg format
- In color
- 2 x 2 inches (51 x 51 mm) in size
- Sized such that the head is between 1 inch and 1 3/8 inches (between 25 and 35 mm) from the bottom of the chin to the top of the head.
- Taken within the last 6 months to reflect your current appearance
- Taken in front of a plain white or off-white background
- Taken in full-face view directly facing the camera, no side or partially turned facial views
- With a neutral facial expression and both eyes open
- Taken in clothing that you normally wear on a daily basis.

5. Obtain Housing and Transportation (if applicable)

**Campus parking is not available during your affiliation.**

Students can utilize the Park and Ride system, Chapel Hill Transit, or Triangle Transit Authority systems. Once you have received your ID badge during orientation, you will be able to purchase a parking permit for one of UNC's Park and Ride Lots. Lots are listed on our Rehabilitation webpage, with additional information available at this link:

<http://www.townofchapelhill.org/town-hall/departments-services/transit/park-ride>

**Free parking is available at all clinic sites except at the main hospital or the ACC.**

**On orientation day, you can park in the visitor's deck, Dogwood deck. You will be charged the typical visitor's fee.**

## STUDENT'S RESPONSIBILITIES DURING CLINICAL AFFILIATION

1. You will have a weekly meeting with your Clinical Educator to review your progress, goals, and objectives for your clinical affiliation. Please use the **UNC weekly planning form survey link** on the SharePoint site. Mid-term and final week are **excluded** from completion of weekly planning form.

2. Participate in monthly Inter-Professional Collaboration Education (IPEC) meetings with Therapy Services Educator, fourth Friday of the month, via WebEx. Meetings will be held 8:00-9:30AM.
3. Attend **exit interview meeting** with Therapy Services Educator.  
Exit interview will last 10 - 15 minutes and can be over the phone or in person. The Therapy Services Educator will send you a meeting invite for these after orientation.  
Student is responsible for setting up midterm and final review with Clinical Educator for completion of performance evaluation.
4. ID badge: Keep your name tag at shoulder level  
All students, except OT FW1, CL practicum, Duke Steps and UNC-Chapel Hill Allied Health students, will receive an ID badge. Your name and picture must be always visible. Make sure to send your headshot to us at least 2 weeks prior to your start date.

**UNC Chapel Hill Allied Health Students, FW1, Duke Steps, and CL practicum Students.** You will wear your school nametag for the duration of your affiliation. (UNC students will be granted access to our department as needed)

**Last name:** if you work on the mental health unit and you want your last name removed from your ID badge, you may cover it with tape.

***Please notify the Therapy Services Educator if you lose your ID badge as this is a security issue.***

## 5. Dress Code

### - Scrubs

You may wear **solid-colored** scrubs during your clinical affiliation. If you are in the burn center, you will be given a new set of scrubs daily from the hospital vending machine in accordance with our infection control measures.

The Rehabilitation Service line wears charcoal gray-colored scrubs in **ALL inpatient areas**. You are not required to purchase gray colored scrubs; any solid color is fine.

***Please bring an extra pair of scrubs and shoes to store in your locker in case your clothing gets soiled during patient care.***

### - Non-Uniform Clothing

Clothing should fit properly and be clean, pressed, and in good condition; **most outpatient clinics** (some outpatient clinicians wear scrubs, check with your Clinical Educator).

The following is a list of attire that is **inappropriate** in the workplace at UNC Health:

1. Clothing that is non-professional in appearance, length, and fit of clothing, such as:
  - Backless dresses or tops
  - Skirts above the knee or which have high slits
  - Pants shorter than mid-calf
  - Clothing that is excessively tight or revealing
2. Casual beach or athletic wear (such as sweatpants, stretch pants/warm up pants, and tights or leggings worn as pants). Hoodies are not allowed.



3. T-shirts with logos unless the logo identifies UNC Health or units within UNC Health
4. Shirts with revealing necklines, bare midriff tops, and clothing bearing any type of unauthorized message, including but not limited to offensive messages, or offensive images
5. Spaghetti strap blouses
6. Denim
7. Shorts or skirts (or similar attire)
8. Hats

2. For safety reasons, all students must wear shoes that are appropriate to their job. Shoes should be clean and in good repair.

The following are not appropriate footwear for the workplace at UNC Health:

1. Flip-flops
2. Slippers
3. Excessively high-heeled shoes

**- CL students**

CL students will wear a solid color polo shirt (our staff wears plum/purple) and solid color bottom scrubs (preferably black).

**- Accessories/Miscellaneous:**

Jewelry, etc. must be limited for safety reasons. Accessories at risk to harm staff or patients must not be worn in the workplace. This includes excessive amounts of jewelry as well. Small studs or rings are the only approved styles for all facial piercings.

Tattoos must be covered if they depict profanity, logos, slogans, violence, nudity, or sexual image/words or otherwise interfere with the teammate's job or work environment. Tattoos should also be covered if potentially offensive to others in the workplace based on racial, sexual, ethnic or other characteristics or attributes of a sensitive or legally protected nature. Chewing gum is **NOT** considered appropriate in the presence of patients, visitors, or guests. Good personal hygiene is required. Cleanliness is an essential part of providing high-quality service to our customers. A neat, clean, business-like, and professional appearance is a requirement for all jobs. In most instances, you may wear your hair the way you choose while working, if it remains well trimmed, well groomed, and business-like in appearance.

Employees, as well as patients and guests, have a right to expect general cleanliness and good dental hygiene from the students.

Artificial nails may not be worn when involved with direct patient care.

You must refrain from using body fragrances such as cologne, talc powder, and after-shave lotions, which may have an adverse effect on patient care, on co-workers and on visitors.

The use of earphones, earbuds or headphones in public or patient care areas is not permitted, unless required to complete work duties.

6. Always follow your Clinical Educator's schedule, including weekends and holidays. Any exceptions (half or full day) need to be communicated to the Therapy Services Educator via a meeting invite to [clinicaledreq@unchealth.unc.edu](mailto:clinicaledreq@unchealth.unc.edu).
7. Adhere to general rules, policies and regulations of UNC Health. *We follow your school's policy regarding excused absences from your clinical affiliation.*

8. Work in collaboration with assigned licensed or certified staff member who retains full responsibility for the patient. Our supervision guidelines state that a Clinical Educator needs to be always in visible and audible range during direct patient care.

#### 9. IT policy– electronic devices

Excessive personal calls during the workday, whether by personal cellular phone, office, or house phone, can interfere with the effective delivery of patient care, personal work productivity, and create a distraction for others. Calls should be limited to non-work time whenever possible.

- If you wear a smart-watch, please set it to “Do-not-disturb” to avoid distractions.
- Please remember your personal and school emails are outside of the UNC Health Firewall. Please do not email/store any PHI at any time (notes, questions, etc.).
- **Please do not browse personal email or non-work-related sites on our computers.**
- Please do not connect phone chargers to our computers.
- Do not download or save any items onto our computers.
- Do not connect personal laptops or devices to any of our hardware such as printers.

#### 10. Health, Malpractice and Liability Insurance and CPR training

The hospital does not provide health insurance coverage and you are not privileged to the existing hospital insurance policy. Therefore, in the event of emergency, you will be advised to seek medical attention via the **emergency department**. Personal Health and Liability Insurance are **required** prior to your affiliation and must be recognized by the state of North Carolina. Proof of adequate coverage is required prior to beginning the affiliation. Students are required to have current CPR training (BLS).

#### 11. Holiday Schedule

UNC Health uses a holiday designation system of Clinic Closed versus Clinic Open Holidays. During Clinic Closed dates, some hospital areas may function on a reduced schedule. If the holiday is designated Clinic Open, all clinics operate at normal capacity.

#### 12. Computers

You will be assigned a user ID and password to login to the computer. **DO NOT** share this with anyone as any actions taken on the computer can be tracked back to your personal user ID. You might not be able to log on to certain sites from your personal laptop while at work, please use available computers and laptops within the clinic.



***When you get up from the computer, please log off for security reasons.***

### 13. Documentation in EPIC

EPIC is our electronic medical record system.

You will be granted limited non-licensed access as appropriate.

***You can ONLY be in EPIC while on-site during your clinical.***

***YOU may NEVER access EPIC under someone else's user ID (do NOT even touch the keyboard when someone else is logged in).***

***You may NEVER access patient's records that you are not treating.***

***Failure to do this will result in termination of your clinical affiliation and you will NEVER be allowed into our systems again!***

### 14. Questions

Please address clinical questions or concerns with your Clinical Educator.

Please reach out to the Therapy Services Educator with any other questions or concerns:

Amber Corbin: (984) 974 0389 and Kristel Maes: (984) 974 0208

[Clinicalreq@unchealth.unc.edu](mailto:Clinicalreq@unchealth.unc.edu)

### 15. Downtime Activities

Become familiar with all home instructions and educational materials

Review in-service materials on SharePoint

Research a topic on a clinical question to present to staff

Prepare a critically appraised topic (CAT)

Become familiar with department equipment, supplies, etc.

Use internet to review research/literature pertaining to patient diagnosis and treatment.

Review schedule of upcoming patients, prepare ahead of time

Review information from school

Complete downtime learning activities

***It is your responsibility to use your time effectively- you will get out of this clinical affiliation what you put into it.***

***Show initiative and take an active role in the learning process.  
Become a self-directed learner.***

*Please e-mail [clinicaledreq@unchealth.unc.edu](mailto:clinicaledreq@unchealth.unc.edu) with any questions you may have about the information presented in this manual.*

*Again, welcome to UNC Health! We are happy to have you with us.*

*-Kristel and Amber*