Welcome
Welcome to Vidant Health. We are pleased you chose to join our family of 12,000 individuals who are working in Vidant facilities across eastern North Carolina. Today, Vidant is a regional health system that proudly serves 1.4 million individuals in 29 eastern North Carolina counties. Vidant consists of eight hospitals, more than 70 physician practices, home health and hospice, wellness centers and other health care services.

Over these next few days, you will spend a lot of time adjusting to the day-to-day realities of any new job: finding units, offices and conference rooms, meeting new people, settling into your workspace. As you get acclimated to your daily routine, we want you to remember that your position with Vidant is not just any new job.

Vidant is well-positioned for continued success as we care for our family members, friends and neighbors who proudly call this part of the state home. To do this, we must act as one system with one goal. And that goal is Excellence:

- Excellence in the experiences we create
- Excellence in the quality of care we provide
- Excellence in the financial decisions we make

To succeed, we must deliver excellence in all that we do – every day. This isn’t a simple task. It requires great effort and dedication, but our culture has always included hard work. We updated our mission and vision to more effectively reflect who we are and why we exist.

Our mission builds on our decades of commitment to the region. We will strive *To improve the health and well-being of eastern North Carolina*. In order to fulfill that mission, we must be innovative in our approach to pursuing excellence in health care. Vidant has integrated primary care with ambulatory services, expanded health initiatives to include health coaches, telehealth and faith-based programs to help people live longer, healthier lives.

Our vision leaves no doubt about our future. We will work *To become the national model for rural health and wellness by creating a premier, trusted health care delivery and education system*. This means providing access to quality care, close to home. Vidant has invested more than $38 million in medical equipment, improved information technology and infrastructure to provide better access to services for the patients we proudly serve.

This is not a journey we are taking by ourselves. It is going to take the Brody School of Medicine, private practice physicians, community partners and our most valuable asset – you. Consider this orientation session your first step on a meaningful journey. Welcome aboard!

With warmest regards,

Mike Waldrum, MD, MS, MBA
Chief Executive Officer, Vidant Health

Distinguished Professor, Internal Medicine Pulmonary & Critical Care
The Brody School of Medicine at East Carolina University
MISSION

To become the national model for rural health and wellness by creating a premier, trusted health care delivery and education system.

VISION

To improve the health and well-being of eastern North Carolina.

VALUES

INTEGRITY
COMPASSION
EDUCATION
ACCOUNTABILITY
SAFETY
TEAMWORK
Corporate history

Service area overview

- 1.4 million residents in primarily rural geography
- Population growth projected at approximately 1 percent per year overall with coastal areas showing double digit population growth over the next five years
- Disease incidence greater than state and national averages and death rates higher than most of North Carolina
- Demand growth in revenue-strong service lines such as cardiovascular disease and surgery
- Expanding retirement and tourism industry
- A few large employers and numerous military establishments
- Growing competition

PCMH, 120-bed hospital opened
PCMH and ECU School of Medicine signed first affiliation agreement
PCMH and ECU renewed the affiliation agreement
East Carolina Heart Institute at PCMH opened
James and Connie Maynard Children’s Hospital at Vidant Medical Center opened
University Health Systems incorporated with six hospitals
University Health Systems becomes Vidant Health
Vidant Health has grown in response to meeting the needs of the people and communities we serve, touch and support.
Vidant Health system overview

Vidant Health-owned hospital
Vidant Health primary care physicians
Vidant Health specialists
Vidant Health hospitalists
Service management/joint venture
Vidant Wellness Center
Vidant Home Health & Hospice service area counties
Ambulatory surgery
Outer Banks Medical Group primary care physicians
Outer Banks Medical Group specialists
The green-shaded counties represent Vidant Health’s 29-county service area.
Vidant Health includes Vidant Medical Center, community hospitals, physician practices and partners that collaborate with us to enhance the quality of life for the people and communities we serve, touch and support. Vidant Health is affiliated with The Brody School of Medicine at East Carolina University and provides a continuum of care that addresses wellness, prevention and community health issues as well as acute care, post-acute care, home health and hospice.

**SYSTEM DETAILS**

- Licensed beds: 1,488
- Admissions: 63,891
- Outpatient visits: 329,742
- Emergency visits: 265,875
- Surgeries: 35,056
- Births: 5,819
- Total employees: 11,950
- Net operating revenue: $1,513,019,000

*Based on fiscal year 2014 data*

**TERTIARY CARE REFERRAL CENTER**

Vidant Medical Center, Greenville

Offering the following:
- James and Connie Maynard Children's Hospital
- East Carolina Heart Institute
- Level I trauma center
- Rehabilitation
- Vidant SurgiCenter – outpatient surgery
- Vidant EastCare – air and ground
- Primary stroke center
- Kidney transplant
- Robotic surgery
- Bariatric surgery
- Radiosurgery

**COMMUNITY HOSPITALS**

Vidant Beaufort Hospital, Washington
Vidant Bertie Hospital, Windsor
Vidant Chowan Hospital, Edenton
Vidant Duplin Hospital, Kenansville
Vidant Edgecombe Hospital, Tarboro
Vidant Roanoke-Chowan Hospital, Ahoskie
The Outer Banks Hospital, Nags Head

**VIDANT MEDICAL GROUP**

Owns and operates primary care and specialty physician practices across eastern North Carolina.

**PARTNERSHIPS**

- Lenoir interventional cardiology program, Kinston – with Lenoir Memorial Hospital
- Leo W. Jenkins Cancer Center, Greenville – collaboration with East Carolina University
- Nash interventional cardiology program, Rocky Mount – with Nash Health Care Systems
- Onslow Radiation Oncology, Jacksonville – with Onslow Memorial Hospital

**OTHER COMPONENTS**

Vidant Home Health & Hospice
Vidant Wellness Centers
Vidant Health Foundation
Diversity: strength built upon differences

Employees come to Vidant Health from every walk of life. Each person brings unique perspectives from varying cultural, geographic and demographic backgrounds. When we join together our common values and a shared commitment to patients, we create a collective strength that can overcome any challenge and achieve any goal.

Diversity at Vidant Health encompasses all the ways we are similar and all the ways we are different. Diversity includes, among other things, culture, gender, age, ethnicity, geography, lifestyle, education, income, health, physical appearance, language, personality, beliefs, skills, professions, perceptions and experiences.

Vidant Health embraces and promotes:

**REPRESENTATION**

Vidant Health strives to have its workforce reflect the broad diversity found in eastern North Carolina. With the increased diversity of our customers, a workforce that mirrors the population we serve is essential to Vidant Health’s continued success and allows us to draw upon our human resources to create a positive work environment. By understanding the beliefs, traditions and experiences of our employees, we are better able to provide service that exceeds expectations of the diverse patient population served.

**INCLUSIVENESS**

Vidant Health defines diversity as a mosaic of people with a variety of backgrounds, styles, perspectives, values and beliefs, that when taken into consideration, fosters a culture of inclusion for all. It creates an inspiring environment that empowers all employees to achieve their highest potential and contributes to our ability to deliver innovations that improve the health of thousands of people in eastern North Carolina. As a result, it creates trusted partnerships with customers and the community that ultimately contribute to the success and sustainability of our mission. Vidant Health is committed to providing a positive work environment that values and respects all individuals. Differences are welcomed and employees are encouraged to voice their ideas and empowered to make decisions.

**CULTURAL COMPETENCY**

At Vidant Health, we care for a very diverse patient population. Patients come to us with cultural differences such as ethnicity, language, age, spirituality, socio-economic status, sexual orientation and health status. These differences shape the patient’s view of health, decision-making, death and dying. To provide the highest quality care to patients, we must be sensitive to cultural beliefs and practices and work with patients and families to incorporate them into the plan of care. Numerous services are available that enable us to deliver health care in a way that is sensitive to and respectful of each patient’s cultural background and health beliefs. Those services include, but are not limited to, 24-hours-a-day language interpreter services, telephonic and video interpretation units, sign language interpreters and legal forms translated to Spanish.

**EMBRACING, EMPOWERING, ENHANCING**

The diversity of our employees gives us varied human characteristics, backgrounds, interests and points of view that enrich the medical community. Ask what you can do to help embrace, empower and enhance diversity within our health system. Contact the director of diversity at 252-847-5363 or 252-847-5620.
Our approach makes us different

PATIENTS AND FAMILIES AT THE CENTER
Vidant Health is committed to a patient- and family-centered care culture. Patients and their families are considered partners on all levels of care, and their views and perspectives are integrated in decision-making from the bedside to the boardroom.

Every employee is instrumental to implementing the patient- and family-centered care philosophy. At every point of contact patients and families are:
- Treated with respect and dignity
- Given information in ways that are useful, timely and understandable
- Encouraged to participate in care and decision-making at the level they choose
- Involved in collaborative efforts through the use of patient and family advisors.

MAGNET® RECOGNIZED
In 2013, Vidant Medical Center was designated as one of the nation’s most elite hospitals by earning Magnet Recognition from the American Nurses Credentialing Center. Magnet facilities experience empirical outcomes through the new magnet model, which includes:
- Transformational leadership
- Structural empowerment
- Exemplary professional practice
- New knowledge, innovation and improvements.

We believe our patient- and family-centered care approach encompasses all these measurement outcomes. Using this philosophy assures that professionals deliver safe and quality care within a caring and compassionate environment.

We want to make a difference in the lives of patients, and our family of care providers has the power to offer outcomes that will be remembered by patients and their families for a lifetime.
MISSION
The mission of Vidant Health Foundation is to develop relationships and secure financial resources to support the health and wellness services, programs and projects of Vidant Health hospitals and the counties we serve.

VISION
Our vision is to be a strong, mission-minded foundation that supports Vidant Health’s efforts to enhance the quality of life for the people and communities we serve, touch and support.

PURPOSE
Vidant Health Foundation exists because of its donors. Every gift, every partnership, every program helps us bring better health to the communities we serve. Vidant Health Foundation includes partnerships with foundations at Vidant Medical Center and six community hospitals. The lives we touch in a 29-county region are countless. The outreach varies, from large-scale undertakings like East Carolina Heart Institute at Vidant Medical Center to smaller programs like The Outer Banks Hospital’s three-day skin cancer awareness campaign. No matter how big or small, it’s all appreciated. And it all makes a difference in the lives of the people of eastern North Carolina.

Some of the projects supported by the foundation are The Service League of Greenville Inpatient Hospice, McConnell-Raab Hope Lodge and the Interfaith Chapel.

If you have any questions about the foundation, feel free to visit us or give us a call at 252-847-5626.
At your fingertips
Using the telephone at work

Remember to be courteous when using the telephone. Answer calls by identifying yourself and your department. Be pleasant, offer help, and take messages as needed. And try not to leave a caller on hold for more than one minute.

To place a call to a number within the hospital, dial 7 then the last four digits of the number.

To place a call to an outside number, dial 9, wait for a dial tone, and enter the number you would like to call.

Before you make any long distance calls, get your supervisor’s permission. Document each long distance call according to department procedures.

BEEPER/PAGER CALLS
Dial 7-4999, wait for voice activation and enter the pager number. Add a zero at the beginning if the number is less than four digits. When the system asks you to enter display digits, enter the phone number where you can be reached. If the beeper also has a function digit (ex. FD4), dial 7-4999, enter the beeper/pager number and then enter the function digit.

REPORTING EMERGENCIES
To report an emergency at work, dial 7-4333.

Fire – Tell operator the location, size, nature of the fire.

Code Blue (respiratory and/or cardiac arrest) – Tell the operator the location and type of emergency.

Bomb threat – If you receive a bomb threat:
• Be calm and courteous
• Listen, do not interrupt the caller
• Have another person notify a supervisor
• Note the exact words said by the caller
• Keep the caller talking
• Call 7-4333 to report the threat

Chemical spill – Tell the operator the location and type of spill.

WHAT IF MY FAMILY NEEDS TO REACH ME?
Make sure your family knows the following information so they may easily contact you if an emergency occurs.
• Your work unit or department
• Your work area phone number (847 + four digit number)
• Explain to small children how to ask for you by your full name.
Important contact information for new employees

**Audit and Compliance Hotline**
888-777-2617

**Audit Compliance Office**
252-847-0125
Email jfalceta@VidantHealth.com

**Blood Exposure Hotline**
252-847-8500

**Center for Learning and Performance**
252-847-4466

**Coffee Shop**
252-847-4506

**Disaster Updates**
252-847-6767

**Emergency Response Team (ERT)**
252-847-2223

**Employee Benefits**
252-847-4479
Email benefits@VidantHealth.com

**Employee Pharmacy**
252-847-4311

**Employment Office**
252-847-4556

**Environmental Services**
252-847-4465

**Ethics Committee (Chaplain)**
Pager 1002

**Hospital Emergency Hotline**
252-847-4333
(For Code Blue in the main hospital and all fires, bomb threats and hazardous chemical spills.)

**Information Systems Help desk**
252-847-5111

**Identification Badges**
252-847-0444

**Infection Control**
252-847-4387

**Occupational Health**
252-847-4386

**Paging System**
252-847-4999

**Parking Management**
252-847-5376

**Payroll**
252-847-5747

**Personnel Records**
252-847-4101

**Plant Operations**
252-847-4463

**Safety and Ergonomics**
252-847-5633

**Police Emergency and Code Pink**
252-847-4376

**Police Non-emergency**
252-847-8568

**WEBSITES AND PAGES**

**Vidant Health website**
VidantHealth.com

**Vidant Health home page for employees**
myVidantHealth.com

**To access e-mail off site**
VidantHealth.com
Click on For Employees

**Corporate policies**
From the Vidant intranet site, click on Policies and Procedures in the blue bar at the top of the page. Then click on Vidant Medical Center for a list of policy categories.

**IT Security**
From the Vidant Intranet site, click on Policies and Procedures in the blue bar at the top of the page. Then click on Vidant Health, click on Information Services.

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**Joint Commission**

**On-line** http://www.jointcommission.org/report_a_complaint.aspx

**Email** complaint@jointcommission.org

**Fax** Office of Quality Monitoring (630) 792-5636

**Mail**
Office of Quality Monitoring
The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60181

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Vidant employee wellness benefits

**CANCER SCREENINGS**
The Vidant medical plan covers mammograms, prostate cancer screenings and colorectal screenings for eligible members. The cost of each screening varies. Free prostate cancer screenings are provided at your Occupational Health WellScreen. Check your medical plan for coverage and eligibility.

**COUNSELING SERVICES**
**Vidant Employee Assistance Program:** Vidant Health provides all employees, spouses and children (age 18 and younger) six free sessions each in a 12-month period. Services are provided by licensed psychologists and licensed marriage and family counselors. 252-847-4357

You can see a licensed professional counselor for the applicable co-pay. 252-847-2273

**EMPLOYEE PHARMACY**
Vidant Health provides lower co-pays on prescription medications and discounts on over-the-counter medications to employees and covered dependents. 252-847-4311

**FOOD AND PHYSICAL ACTIVITY ENVIRONMENT**
Through the work of the physical activity and nutrition committee, great things are happening to provide an environment that supports the practice of healthy behaviors. Healthy food choices are offered in cafeterias and walking routes have been mapped out. Look for the Pick Well Live Well icon in your on-site cafeteria.

**OCCUPATIONAL HEALTH SERVICES**
Vidant Occupational Health Clinic provides a free WellScreen and free vaccinations, such as flu shots, to all employees. Additional services include voluntary MRSA screenings, first aid, and minor sick care. If a blood exposure occurs, call Vidant Occupational Health Clinic immediately. 252-847-4386

**WELLNESS EDUCATION HOURS**
Allows employees up to two hours of paid wellness time each year to participate in company-sponsored wellness events. Ask your manager.
Wellness benefits continued

WELLNESS CENTER DISCOUNT
Vidant Wellness Centers in Greenville, Ahoskie and Washington offer discount memberships for employees and families. More than 3,400 employees are members of a Vidant Wellness Center. Greenville 252-847-6501; Ahoskie 252-209-3090; Washington 252-975-4236

DISEASE CASE MANAGEMENT PROGRAM
Free one-on-one disease management services with a nurse case manager. This is available for employees and covered spouses who have high risk factors and/or complex medical conditions such as hypertension, diabetes, high cholesterol, obesity, asthma, congestive heart failure or coronary artery disease. Incentive: Eligible participants may receive free medications from the employee pharmacy for conditions that qualify. 252-847-5590

NUTRITION THERAPY
Vidant Health provides nutrition counseling and medical nutrition therapy services by a registered dietitian for weight loss, diabetes management, blood pressure and cholesterol control, eating disorders, prenatal nutrition, general nutrition and more. Co-pay applies. 252-847-9908

PREGNANCY WELLNESS PROGRAM
Free, confidential health coaching for employees, spouses, and covered dependents at most Vidant Health hospitals. Incentive: Gift cards for baby items. 252-847-5590

SMOKING/TOBACCO CESSATION
One-on-one coaching and cessation programs are offered to employees, dependents and the community and are available at most Vidant locations. Some programs are free; others require a fee. Incentive: Vouchers for cessation medication at the Employee Pharmacy. 252-847-5590

WELLScreen
Free lipid panel, glucose, blood pressure, height, weight, body mass index and waist assessment provided through Vidant Wellness Services and/or Occupational Health. This benefit is available at all locations and employees are eligible once a year. 252-847-5590

WEIGHT MANAGEMENT
Healthy Weight, Healthy You: Weight loss program offered throughout the year for employees, spouses or covered dependents. Fee-based program. 252-847-5590

Weight Watchers at Work: Available on most campuses for a fee. Incentive: Some sites subsidize or reimburse fees. 252-847-5590

Medical Weight Loss: The Vidant Health medical plan covers medical visits and prescriptive medication for weight loss as well as surgical weight loss for those who qualify. Check your medical plan for coverage and eligibility. Contact us for program options. 252-847-9908

WELLNESS CHALLENGES
Vidant Wellness Services provides free quarterly wellness challenges to help motivate employees to practice healthy behaviors. Incentive: Chances for cash and prizes. 252-847-5590

WELLNESS WAGON AND SEMINARS
Free seminars help educate and motivate employees on many health topics. The roaming wagon visits departments and units to provide employees with health tips and screenings. 252-847-5590

Medical visits: Vidant Health employees and covered dependents age 16 years and up have access to Vidant Employee Clinic, an on-site health clinic at Vidant Medical Center for minor sick care, physicals, medication and disease management. Co-pay applies. 252-847-2273
Vidant Employee Assistance Program
Helping you see things more clearly

Life has its ups and downs, and we all have problems from time to time. Situations change quickly, and sometimes we are challenged to adjust to or resolve new issues. Whether from our personal or work lives, problems may reduce our ability to function as we normally do.

We’re dedicated to helping you see things more clearly. Vidant Employee Assistance Program offers licensed professional counselors who can help you deal more effectively with issues and problems. The counselors help you gain insight. Your employer cares about how you are doing and is providing this service for you free of charge.

FREE VISITS
Each employee, spouse and child (18 and younger) is entitled to six free visits in a rolling 12-month period. All sessions are confidential. We strictly adhere to HIPAA and counseling confidentiality standards.

We serve employees of Vidant Medical Center, Vidant Beaufort Hospital, Vidant Bertie Hospital, Vidant Chowan Hospital, Vidant Duplin Hospital, Vidant Edgecombe Hospital, The Outer Banks Hospital, Vidant Roanoke-Chowan Hospital and SurgiCenter.

CONTACT THE VIDANT EMPLOYEE ASSISTANCE PROGRAM
Greenville office
626 Medical Drive
252-847-4357
877-843-7207 Toll free
252-847-7843 Fax
Vidant internal email Employee Assistance Program
EAP@VidantHealth.com
Emergency response procedures

**STATION RED**
In the event of a fire or fire drill, the switchboard will page Station Red, followed by the zone and general location of the fire, three times.

Example: Station Red, Zone 5, Surgery, PACU

If you are in the area of the fire, it is your responsibility to practice RACE.

- **R** Remove all persons in danger
- **A** Activate the alarm and dial 7-4333
- **C** Contain the fire
- **E** Extinguish if possible

**FIRE EXTINGUISHER USE**

- **P** Pull pin
- **A** Aim extinguisher at base of the fire
- **S** Squeeze trigger
- **S** Sweep hose side-to-side

**RESPONDING TO A CHEMICAL SPILL**

- **R** Remove all people in danger
- **A** Avoid contact with the spill
- **F** Find the MSDS
- **T** Telephone the switchboard at ext. 7-4333
CLOCK IN OR OUT

- Swipe your badge with the picture upside down and facing you.
- Completed swipe – a single beep with the screen message, “Accepted punch”, employee number, time and date.
- Incomplete swipe – multiple beeps with the screen message, “Error 01-1 error reading badge data”. Swipe again, keeping your badge straight.

DEPARTMENTAL TRANSFER

1. Press [Transfers]
2. Location – enter the appropriate location code from the list at right, press [Enter]
3. Cost center – enter the 8-digit cost center for where you will be working, press [Enter]
4. Job code – enter the 5-digit job code, press [Enter]
5. Swipe your badge
6. At the end of your shift, swipe your badge

Note: To return to your home department, repeat the transfer process, entering information for your home department.

CALL BACK

1. Press [Callback]
2. Swipe your badge.
3. When you leave, swipe your badge.

REVIEW PUNCHES

To confirm your clock in/out history
1. Press [Review punches]
2. Swipe your badge

The screen displays all swipes within the last 72 hours at that DCT. Punches can also be reviewed in PeopleSoft under Employee Self Service.

ELECTIVE ENTRY USING PAY CODES

1. Press [Elective entry]
2. Enter the 8-digit date of event (01012015), press [Enter]
3. Enter the number of hours, press [Enter]
4. Enter the pay code number from the list at right, press [Enter]
5. Swipe your badge.

EDUCATION (ONSITE CLASS)

1. Press [More]
2. Press [Education]
3. Swipe your badge

4. At the end of the class, swipe your badge.
Note: If you are returning to your department afterwards, press [Clear activity] then swipe your badge.

ORIENTATION

1. Press [More]
2. Press [Orientation]
3. Swipe your badge.
4. At the end of Orientation, swipe your badge.
Note: If you are returning to your department afterwards, press [Clear activity] then swipe your badge.

SHIFTS OF CALL

1. Press [Shift of call]
2. Enter the date you are on call, press [Enter]
3. Enter the number of shifts you will be on call (01.0, 02.0, etc.) or any fraction (01.30 for 1 ½ shifts), and press [Enter]. (The display shows number of hours, but it is number of shifts.)
4. Swipe your badge.

PAY CODES

- Education (offsite) .............................................. 115
- Bereavement ..................................................... 118
- Instructor .......................................................... 324
- Jury duty .......................................................... 101
- Paid time off (PTO) .............................................. 4501

LOCATION CODES

- Beaufort .......................................................... 83
- Bertie .............................................................. 55
- Chowan ............................................................ 70
- Duplin .............................................................. 71
- Edgecombe ....................................................... 61
- HealthAccess ..................................................... 10
- Outer Banks ....................................................... 72
- Roanoke Chowan ............................................... 67
- Vidant Health ..................................................... 99
- Vidant Medical Center ......................................... 01
- Vidant Medical Group .......................................... 05

If you have problems entering a swipe, please see your manager, timekeeper or supervisor. If the DCT clock is not functioning properly, call the service desk at 847-5111 or 1-877-533-3553 and have the DCT number available.
In the LearnCenter, you can view and register for classes at any of the Vidant Health hospitals. You have access to the web-based training modules and to a library of more than 100 titles on Microsoft Office products. Certain web-based modules are required as part of employee evaluations. Every employee, as well as department supervisors, can view and print training and credit histories and keep up with future enrollments.

**ACCESSING THE LEARNCENTER**

Go to VidantHealth.Learn.com. Your user name is the letter E plus your employee number. Your password is the first three letters of your first name followed by the two-digit number for the month and day of your birth. For example, Michael was born on June 25. His password is MIC0625.

The LearnCenter relies on email to communicate with you. When you register for a class the LearnCenter will send you a confirmation via email. All communication is via email, and no additional paper communications will be provided. To take full advantage of the system, please read your emails frequently. Any changes to a program such as room, time or cancellation will be communicated to you via email only.

*The LearnCenter is designed to manage your classroom and online learning experience.*
Here are some frequently asked questions to help you navigate the LearnCenter.

**Q: HOW DO I REGISTER FOR A CLASS?**
A: You can search for classes on the LearnCenter welcome page by using the Course Catalog. From the intranet, select Vidant Medical Center from the Hospitals list. Under Departments, click Center for Learning and Performance. Click Staff Development Pathways (Course Catalog) on the right side of the page.

Instructions on how to register for a class are in several different locations. There are short videos included in the LearnCenter that will walk you through the registration and cancellation processes. For Vidant Medical Center employees, classes offered in cooperation with the Center for Learning and Performance are included in the Vidant Medical Center Course Catalog. A link is available to register for a class.

**Q: HOW DO I SEE WHAT I AM REGISTERED FOR (INCLUDING WHEN AND WHERE)?**
Go to My Enrollment Page (link available from the left navigational bar). This will provide you with links to event information (where and when) and enrollment information (including dropping an enrollment – canceling a registration.)

**Q: HOW WILL I KNOW IF A CLASS IS CANCELED?**
A: You will be sent another email in the event that your class is canceled or if there are changes in times or locations.

**Q: HOW WILL I GET MY EDUCATION RECORD?**
A: You will have access to your training history in the LearnCenter. Click My Training History from the navigation bar on the welcome page.

**Q: HOW DO YOU REGISTER FOR CTC CLASSES (I.E. BLS, PALS, ACLS)?**
A: There is a phone number to call for certain classes that are not eligible for self-registration; 252-847-5848.

**Q: HOW WILL I GET A CERTIFICATE FOR A CREDIT APPROVED (RNCE) CLASS?**
A: You will print your own certificate from the LearnCenter. You can print this certificate after attending the class and any time in the future when you may need a copy.

**Q: WHERE ARE THE WEB-BASED ANNUAL REQUIREMENTS?**
A: The web-based annual requirements are in the Online Course Catalog section of the LearnCenter.

**Q: HOW DO I CANCEL A REGISTRATION?**
A: Log into the LearnCenter. Click My Enrollments. From the Enrollment Name column, click the enrollment. From the popup window, click the DROP button. Please cancel 48 hours before the class start date.

If you have other questions, call the Center for Learning and Performance at 252-847-4466.
The Vidant Medical Center Police Department routinely patrols the hospital campus. But because we can’t be everywhere, all the time, we need your help to keep our employees, patients and visitors safe.

Report any suspicious activity to us immediately. Our emergency number is 252-847-4376. If you have general questions, need an escort, or to request a free safety presentation, call our non-emergency number, 252-847-8568.

There are several emergency call boxes located on campus and in outlying buildings. To use the emergency call box, simply press the red button. Doing this immediately initiates two-way radio communication with a telecommunicator. State your emergency with as much detail as possible. Remain in the area of the emergency call box only if it is safe for you to do so.

**Vidant Medical Center Police Department**

**Keeping you safe**

**HERERE ARE SOME TIPS TO HELP KEEP YOU SAFE:**

- When entering or leaving the building use doorways that are heavily traveled and monitored.
- Don’t walk alone, especially at night.
- Walk steadily and watchfully.
- Use well-lit walkways.
- Avoid dark, isolated areas.
- Be alert and look alert.
- Park in a well-lit area.
- Never lean over into your car unless you are sure of your surroundings.
- Have your keys ready so you do not have to fumble through a purse or bag.
- If someone you do not know approaches your vehicle, put it in gear and drive away.
- When driving late at night, let a family member or friend know when you are leaving and what route you are taking.
- Make sure your vehicle has enough gas to make your trip and carry a cell phone for emergencies.
Environment of care

**All staff members should be able to complete this Readiness Checklist as required by The Joint Commission.**

**GENERAL SAFETY**
- Can staff locate safety policies? (Safety Manual)
- Medication carts, rooms, drawers and cabinets must be secured.
- Pill crushers must remain clean and used properly.
- Are patient trouble alarms unobstructed and within six inches of the floor?

**FIRE SAFETY**
- Egress corridors must remain free and clear of obstructions.
- Storage should be reduced to 18” below sprinklers in sprinklered areas. In areas without sprinklers, storage should be reduced to 24” below the ceiling.
- Fire protection devices and fire equipment should remain free and unobstructed. (Examples are fire pull stations, fire extinguishers, fire alarm panels, electrical panels)
- Less than 12 Oxygen “E” Cylinders can be stored in a smoke compartment.
- Oxygen must be secured and stored in an upright position.
- Fire and smoke doors must never be propped open.
- Can staff recite the standard fire response? (RACE)
- Can staff recite their fire zone?
- Can staff recite the proper procedure to operate a fire extinguisher? (PASS)

**HAZARDOUS MATERIALS**
- Can staff locate Material Safety Data Sheets (MSDSs)? (Intranet – Important Forms and Documents – MSDS)
- Can staff demonstrate what to do in the event of a hazardous material spill? (RAFT)
- Can staff recognize warning labels for biological, radioactive, and/or cancer hazard?
- Waste must be disposed of properly.
- Food and drink must not be consumed in patient care areas, including the nursing station.

**SECURITY**
- Can staff recognize emergency codes?
  - **Doctor Search** = bomb threat
  - **Code Pink** = infant/child abduction
  - **Code Power** = power failure
  - **Station Red** = fire
- Staff must wear appropriate identification.

**EMERGENCY PREPAREDNESS**
- Can staff recite the three main concepts in evacuating the building? (horizontal, vertical, outside)
- Can staff recite the number to call for disaster information? (7-7723)

**UTILITIES**
- Can staff recite what red outlets are for? (emergency power)
Patient safety matters

SAFETY AND QUALITY PROGRAM
We post quality and safety measures that compare our delivery of health care to national standards.
To learn more, visit VidantHealth.com and select the Quality Care tab in the upper left corner of the home page.

TOOLKIT

PAY ATTENTION TO DETAIL
SELF-CHECK WITH STAR
S STOP »» Pause for 1 to 2 seconds
T THINK »» Focus on the act to be performed
A ACT »» Perform the act
R REVIEW »» Check for desired results

COMMUNICATE CLEARLY
3-WAY REPEAT BACK OR READ BACK
1 Sender initiates communication
2 Receiver repeats back or writes down and reads back
3 Sender acknowledges accuracy by saying “That’s correct”

CLARIFYING QUESTIONS
Ask 1-2 questions to ensure understanding
» When in high risk situations
» When information is incomplete or unclear

PHONETIC AND NUMERIC CLARIFICATION

THINK CRITICALLY
VALIDATE AND VERIFY
Does it make sense to me?
Does it fit with what I know?
Is it what I expect to see?
Check with reliable independent source.

HANDOFF EFFECTIVELY
PRACTICE SBAR
S SITUATION »» What is the situation, patient or project?
B BACKGROUND »» What is the important information, precautions, issues?
A ASSESSMENT »» What is your read of the situation, problems and precautions?
R RECOMMENDATION »» What is your recommendation, request or plan?

SUPPORT EACH OTHER
SPEAK UP FOR SAFETY USING TRIPLE A
ASK, ADVOCATE, ASSERT »» Ask a question, make a request, voice a concern
PEER CHECK, PEER COACH 5:1
WHAT IS HIPAA?
The Health Insurance Portability and Accountability Act (HIPAA) establishes federal government standards and requirements for maintaining and transmitting health information. It defines Protected Health Information (PHI) and protects information (i.e. name, phone number, social security number, medical records number, addresses of residence including street number, city and zip code, account numbers, and other criteria) that identifies a patient. Every employee should know what information is protected.

WHAT DOES HIPAA DO?
HIPAA requires covered entities to maintain administrative, physical and technical safeguards to protect confidentiality of, and prevent unauthorized access to, health information.

HIPAA has four components we must comply with:
- Privacy
- Transactions and code sets
- Security
- Unique identifiers

WHO DOES HIPAA APPLY TO?
Health care providers, health plans, health care clearing-houses and their business associates.

WHAT ARE THE REQUIREMENTS FOR COMPLIANCE?
- Appoint a privacy officer
- Appoint a security officer
- Business associate contracts (if patient information is exchanged)
- Minimum necessary (only access to patient information to do your job)
- Notice of Privacy Practices (given to each patient upon admission)
- Patient authorizations (prior to release of information)
- Education around HIPAA requirements for anyone coming into contact with patient information
- Accounting for disclosures (so patients know who gets their information)
- Complaint process
- Administrative processes to manage security risk, incidents, access management and business continuity.
- Physical measures to protect security of facilities, equipment and devices
- Technical measures to control access and protect information at rest and in motion
- Policies and procedures regarding privacy and security requirements
- Policies and procedures to notify affected individuals and various regulatory bodies when a patient’s information has been breached.
WHAT HAPPENS IF WE ARE NOT IN COMPLIANCE?
Under the HITECH Act (final rules 9/24/09) which represents the most significant change to the HIPAA regulations since April 2003, HIPAA violations are now subject to tiered penalties based on whether or not the covered entity knew of the breach of privacy, and whether the breach was due to reasonable cause or willful neglect. In addition, individual employees can now clearly be held liable for both civil and criminal charges associated with HIPAA violations.

The tiered penalties are as follows:

<table>
<thead>
<tr>
<th>Violation category</th>
<th>Penalty range for each violation</th>
<th>Maximum penalty for all violations of an identical provision in a calendar year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Entity did not know (and by exercising reasonable diligence, would not have known) that it violated HIPAA</td>
<td>$100 to $50,000</td>
<td>$1,500,000</td>
</tr>
<tr>
<td>Violation is due to reasonable cause and not to willful neglect</td>
<td>$1,000 to $50,000</td>
<td>$1,500,000</td>
</tr>
<tr>
<td>Violation is due to willful neglect and was corrected within 30 days of when the violation was or should have been discovered</td>
<td>$10,000 to $50,000</td>
<td>$1,500,000</td>
</tr>
<tr>
<td>Violation is due to willful neglect and was not corrected within 30 days of when the violation was or should have been discovered</td>
<td>Minimum $50,000</td>
<td>$1,500,000</td>
</tr>
</tbody>
</table>

In addition, if our violation is likely to result in harm to a patient, we must notify the affected individual(s) and report the violation to various federal and state bodies.

WHAT DOES HIPAA MEAN TO YOU?
We expect everyone to abide by the privacy and security policies and procedures. Failing to do so will result in disciplinary action up to and including immediate termination.

The following information is important for all staff to use when making decisions about use of Protected Health Information (PHI):

PHI » Identifiers of the individual, or relatives, employers or household members of the individual. Identifiers include name, all geographic subdivisions smaller than a state, all elements of dates relating to the individual, telephone numbers, fax numbers, email addresses, social security number, medical records number, health plan beneficiary number, account numbers, certificate/license number, vehicle IDs, device identifiers and serial numbers, web URLs, IP address numbers, biometric indicators (including voice and fingerprints) and any other unique identifying number, characteristic or code.

MINIMUM NECESSARY » A covered entity has an obligation to limit use, disclosure or request for PHI to the minimum necessary to accomplish the intended purpose. If you don’t need it to do your job, then you should not be accessing or using it.

COMMUNICATION » Be mindful about communication in the community and in public places when you are discussing patient information. It is important that you keep PHI private. If you obtain information in the course of doing your job, it is not ok to share it without the patient’s permission unless it is related to treatment, payment or health care operations.
COMPUTER ACCESS » It is a privacy violation to look up information on the computer that you do not have a need to know to do your work. This includes information about you, or your family members. If you want access to your information, you must request access to the information through the Health Information Management Office (HIMS). Your sign on is like your computer signature. It is used to identify you and to track your access to the computer system(s). Do not ever share your sign on or passwords with anyone. Avoid using passwords that can easily be guessed, i.e. family member names, pets, and friends. You should only look at patient information if you need it to do your job. The computer is made available for you to do your work.

MISDIRECTED FAX » If a fax with PHI on it is sent to the wrong place or does not arrive at its intended destination, it is considered a critical event. This must be reported to Risk Management at 252-413-4473. The person on call will instruct you on how to respond.

ELECTRONIC MAIL (EMAIL) AND INTERNET » Email and the internet are the most widely used methods for spreading computer viruses and malicious software codes. Use extreme caution when communicating or using these services. These services are owned by Vidant Health, and are the organization’s property. This gives Vidant Health the right to monitor any and all email and internet traffic by users.

If it is necessary for you to email confidential information to anyone outside of Outlook, you must secure the message by typing the following in the subject line: [secure] This applies to ECU, private physicians, clinics, insurers, other hospitals, etc.

LEAVING DOCUMENTS UNSECURED » Please make sure that any paper documents with PHI get into the Super Shred container when they need to be discarded. Leaving documents with PHI in unsecured locations can be a privacy violation and can cause serious harm to the patient if the information falls into the wrong hands.

AUDITING » There is a process in place that includes auditing both our computer systems and the physical environment for potential privacy and security violations. If a violation is suspected, Risk Management initiates an investigation, in conjunction with the privacy officers. Auditing is done on a regular recurrent schedule, and violations are reported to the appropriate management staff for action and follow-up.

SANCTIONS » The sanctions process is designed to assure consistent discipline for patient privacy and security violations. Sanctions are determined by the HR/VP Group. If allegations of privacy and/or security violations are substantiated, disciplinary action up to and including immediate termination is applied to the offenders.

Please help us safeguard patient information whether written, oral or electronic information.

Conversations about patients should not be conducted in public. Avoid discussions around nursing stations, outside patient rooms and in common areas.

Confidential information should not be exchanged via analog cell phone.

Never share your computer sign-on information.

Never discard any paper with patient information or labels with patient identifiers in the regular trash. Shred bins are located throughout the system for proper disposal of printed PHI.

HELP VIDANT HEALTH BE HIPAA RIGHT
We need your continued help. With everyone focused on privacy and security of patient information, we will make sure that all patients who come into our organization know their information is held in the strictest confidence and that we are respectful of their privacy.

For privacy questions Contact the privacy officers at 252-847-1924.

For IT security questions Contact the IT security officer at 252-847-5155.
## What you need to know for HIPAA Compliance

<table>
<thead>
<tr>
<th>HIPAA POLICIES AND PROCEDURES</th>
<th>CRITICAL ELEMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Reportable privacy breach</strong></td>
<td>Reportable breach is defined under federal law as the unauthorized acquisition, access, use or disclosure of unsecured protected health information (PHI) in violation of the HIPAA Privacy Rule that compromises the security or privacy of the PHI. For purposes of this definition, “compromises the security or privacy of the PHI” means poses a significant risk of financial, reputational, or other harm to the individual. There are state and federal laws we must follow for breach notification. For example, North Carolina law requires that we report breaches of information such as social security numbers, bank account information, etc. Whenever the law requires us to report a breach, we must notify the affected individual(s), various federal and state regulatory bodies (such as the NC Attorney General’s Office), and/or statewide media, among others. Once you even suspect a breach of privacy, the law treats it as being “discovered”….so it is important that you immediately call the Vidant Health Risk Management on-call pager at 252-413-4473.</td>
</tr>
<tr>
<td><strong>Identity theft protection</strong></td>
<td>The Federal Trade Commission (FTC) has issued a set of regulations, known as the “Red Flags Rule,” requiring that hospitals, doctors’ offices and other entities develop and implement a written identity theft prevention program sufficient to detect, prevent, and minimize the damage that could result from patient identity theft. Vidant Health has established policies and procedures for staff members to follow to ensure Vidant Health protects patients’ medical and financial records in compliance with various federal and state identity theft laws, including the Red Flags Rule under the Fair and Accurate Credit Transactions Act.</td>
</tr>
<tr>
<td><strong>Release of information</strong></td>
<td>There are no restrictions on Release of Information for treatment related purposes. The majority of releases of information should be referred to and managed by HIMS/Medical Records.</td>
</tr>
<tr>
<td><strong>Patient right to request restriction</strong></td>
<td>Patients have a right to request restrictions on who we release their Protected Health Information to. Other than when self-pay patients request that we not disclose their PHI to their health insurer we do not have to comply with a request for restriction, be we must abide by any requests we have honored.</td>
</tr>
<tr>
<td><strong>Disclosures to friends and family</strong></td>
<td>Under certain circumstances Vidant Health may disclose a patient’s Protected Health Information to a member of the patient’s family/friend of the patient if necessary for the patient’s welfare, to locate the patient or to notify the patient’s family member or friend. In all circumstances, information disclosed to friends and family members (absent specific authorization from the patient) must be: (i) limited to the minimum amount of information necessary to allow the individual to help the patient; (ii) directly relevant to the individual’s involvement in the patient’s care; and (iii) necessary to help the patient with health care or with payment for health care. In general, the patient should be asked if he/she agrees to the disclosure and given an opportunity to object before disclosing a patient’s PHI to an individual who is physically present with the patient.</td>
</tr>
<tr>
<td><strong>Patient right to request an amendment to the designated record set</strong></td>
<td>Patients have a right to request an amendment to their Protected Health Information. Our organization has the right to deny their request. We must have documentation of the process used to make the request and take any action on it. Any requests for amendment should be referred to HIMS/Medical Records.</td>
</tr>
<tr>
<td><strong>Patient right to request access to their designated record set</strong></td>
<td>Patients have a right to request access to their Protected Health information. Our organization must document the process used to make the request and take action on it. Any requests for access should be referred to HIMS/Medical Records.</td>
</tr>
<tr>
<td><strong>Clearance/separation process</strong></td>
<td>Managers must ensure that each employee completes the separation clearance checklist prior to the last day of employment.</td>
</tr>
<tr>
<td>POLICY/PROCESS</td>
<td>CRITICAL ELEMENTS</td>
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<tr>
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</tr>
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| Confidentiality         | Patient information can be shared without restriction for treatment related purposes.  
Sharing of Protected Health information must be limited to the minimum necessary data to perform the job expectation.  
There are significant consequences for inappropriate use or access of Protected Health Information up to and including dismissal, as well as severe civil and criminal penalties.                                                                 |
| Authorization form      | To be considered a valid authorization the form must contain the following elements:  
• Description of the information to be disclosed  
• Name of the person authorized to make the disclosure  
• Name of the person to whom the information can be reached  
• Purpose of the release  
• Expiration date  
• Signature of the individual  
• Date  
• A separate authorization is available for research, psychotherapy notes and marketing.                                                                                                                                                                                                                                                                 |
| Accounting of disclosures | We do not need to account for disclosures for treatment, payment and health care operations.  
We do not need to account for disclosures pursuant to an authorization.  
We must account to the patient for disclosures for a period of 6 years going forward from April 14, 2003.  
We must account for disclosures such as public health, FDA, Health Oversight, law enforcement, state mandated registry’s and databases.                                                                                                                                                             |
| Notice of privacy practices | Must be given to each patient the first time they come to us for service.  
They only need to receive it one time.  
This document outlines the patient’s rights and what we do with their Protected Health Information.                                                                                                                                                                                                                     |
| HIPAA privacy           | Outlines the organizational philosophy of Vidant Health relating to patient privacy, confidentiality and use of protected health information.                                                                                                                                                                                                                 |
| Overhead paging         | It is a HIPAA violation to use a patient or family name when overhead paging unless it is an emergency situation.                                                                                                                                                                                                                                         |
| Document destruction    | All protected health Information must be destroyed, shredded or de-identified prior to leaving our facility.  
Never throw anything in the trash that identifies a patient; instead use the shred bins.                                                                                                                                                                                                                                                                       |
| HIPAA sanctions policy  | This policy will apply appropriate sanctions or disciplinary actions for employees who fail to comply with our HIPAA policies and procedures.  
The type of sanction will vary depending on the severity of the violation, whether the violation was intentional or unintentional, whether the violation indicates a pattern or practice of improper access, use or disclosure of health information, and similar factors.  
The sanction applied shall be in accordance with our disciplinary action process outlined in the entity’s Employee Handbook, and range from counseling/re-education to immediate termination and reports to relevant licensing bodies.                                                                 |
| Safeguarding patient information | All staff members are responsible for the protection of the medical record whether paper or electronic.  
Patient information should not be left displayed on computer screens, desks or workstations where unauthorized individuals can view.  
Nurse managers and department managers will be ultimately responsible for safeguarding patient information on their units and for holding staff accountable for privacy breaches.                                                                 |
<table>
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<tr>
<td>Printing confidential information</td>
<td>This policy outlines guidelines for printing confidential information when the user has a legitimate need to print information from a computerized Information System application. Printing of confidential information should be done for specific business purposes only and when viewing online will not suffice. Any failure to abide by this policy may result in loss of computer access, disciplinary action up to and including termination.</td>
</tr>
<tr>
<td>Privacy and event complaint process</td>
<td>Patients have a right to complain to us and to the federal government if they feel that their privacy has been breached. A privacy complaint includes any complaint, whether presented in person, by telephone, in writing, or electronically, made by any individual regarding the HIPAA privacy policy and procedures or compliance with the HIPAA Privacy Rule in general. Privacy complaints may include a complaint about the way an individual's patient information has been used or disclosed or a complaint regarding denial of access to patient information. We must inform patients in our Notice of Privacy Practices who they can complain to in our organization and also that they have the right to complain to the Secretary of DHHS. Privacy complaints need to be reported as soon as possible to the Vidant Health Risk Management on-call pager at 252-413-4473, who will then report to the entity’s Privacy Officer.</td>
</tr>
<tr>
<td>Electronic mail use (Email)</td>
<td>Use of the email system should be used for business purposes. Confidential information (including patient information) must be protected if sending via email. This can be accomplished by entering the word &quot;secure&quot; in square brackets in the subject line. Example: [secure]. The email systems and services are owned by Vidant Health, and are therefore its property. Vidant Health has the right to monitor any and all email traffic passing through its email system.</td>
</tr>
<tr>
<td>Internet use</td>
<td>Internet use is intended for appropriate business and research purposes for acquiring, distributing, or exchanging information of administrative, medical, scientific, or technical nature only. Use of the internet for illegal or unlawful purposes, including copyright infringement, obscenity, libel, slander, fraud, defamation, plagiarism, harassment, intimidation, forgery, impersonation, soliciting for illegal pyramid schemes and computer tampering (e.g. spreading of computer viruses) is prohibited. Use of the internet in any way that violates Vidant Health's Corporate Compliance policies, including but not limited to, viewing sexual content, sexual harassment articles or threats, etc., is prohibited. Internet access and use, from Vidant Health systems and services, are considered owned by Vidant Health, and are therefore its property. This gives Vidant Health the right to monitor any and all activity on the internet.</td>
</tr>
<tr>
<td>Workstation use and security</td>
<td>Confidential and/or critical business information must be stored only on network attached storage devices. Confidential and/or critical business information must not be directly on the desktop device, unless required by the application, as information stored directly on workstations cannot be recovered if destroyed. Confidential information must not be stored on portable devices (flash drives, laptops, PDA’s, etc) unless the information is encrypted. Installation of unlicensed software is strictly prohibited and is subject to immediate removal by IS. Users are responsible for any and all access made under their user log-on. Users should not leave a workstation unattended when unauthorized persons can easily access confidential information. Temporarily logging off the application(s), or locking the active session is recommended.</td>
</tr>
</tbody>
</table>
COMPLIANCE PROGRAM

The mission of the Office of Audit and Compliance (OAC) is to assist and advise management and employees to help ensure the health system is compliant with applicable federal, state and local laws. The OAC shall perform independent appraisal functions to examine and evaluate the adequacy and effectiveness of the health system’s internal control system, overall quality of performance and compliance with applicable laws, rules, policies and regulations.

John Falcetano, chief audit/compliance officer, directs the program and investigates reports of suspected fraud or abuse.

Program goals

- Maintain zero tolerance to fraud.
- Prevent, detect and respond to unacceptable legal risk and its financial implications.
- Route non-compliance issues to appropriate areas.

Compliance responsibility

Everyone in the system is responsible for compliance.

- The Board of Directors and the Audit and Compliance Committee of the Board ensure there is a Compliance Program that is consistent with the mission, vision and values of Vidant Health and monitors the effectiveness of the program.
- The CEO and facility presidents ensure that a system is in place to prevent, detect and correct potential violations and to respond to complaints and reported potential violations and ensure that management responds appropriately to issues identified.
- The Corporate Compliance Steering Committee analyzes business and legal compliance issues and provides guidance and direction for the Compliance Program.
- The chief audit/compliance officer provides executive oversight and support for a systemwide Compliance Program established to investigate and monitor compliance with standards and procedures implemented by the Compliance Program and coordinates with other areas including the Risk Management and Legal departments to facilitate the investigation and resolution of compliance issues.
- Health system personnel comply with applicable federal, state and local laws and government regulations and are required to report any actual or perceived violations of the Code of Conduct or Compliance Program.

MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

You are all aware that the health care business has become more and more complex. As a result, health care organizations cannot assume that they comply with all federal and state laws. The Board of Directors for Vidant Health is committed to effective and efficient operations, reliable financial reporting and compliance with all applicable laws and regulations. Our Compliance Program is one way we work to achieve that goal.

As a Vidant Health employee, you play an important role in this program. If you find or know of violations, you are required to report them. If you have concerns about fraud and abuse, please feel free to call the chief audit/compliance officer. Such reports will be held confidential.

A special phone line has been set up so employees can report issues to the Office of Audit and Compliance. The toll-free number is 888-777-2617. You do not have to give your name. Our corporate policy states that no employee will be punished for making a good faith report of a suspected violation.

Thank you for your cooperation. Your support of this program is crucial to its success.

Sincerely,

Mike Waldrum, MD, MS, MBA
Chief Executive Officer, Vidant Health
CODE OF CONDUCT
This section explains the code of conduct for employees of Vidant Health. The code is a guide to help all employees make sure they conduct official business in a manner that is both lawful and ethical.

Sometimes, employees make mistakes because they are not aware of the rules. We urge you to make sure you know and understand all the rules and policies that apply to your work. If you are not familiar with them, you might make mistakes that could be costly to your facility and to you.

While this material will not cover all situations, it does set standards for some issues. Talk to your supervisor, your facility compliance officer or the chief audit/compliance officer if you have questions that are not answered here.

As a Vidant Health employee, you are expected to abide by a high standard of ethical behavior at all times. You must obey the laws and rules that apply to your facility’s operation and to your particular duties.

- Vidant Health will not take any adverse action or retribution against any employee due to the good faith reporting of a suspected violation or issue.
- Employees are expected to obey and report any suspected violations of the following:
  - Federal, state, and local laws and government regulations
  - Health system policies and procedures
  - Organizational rules and regulations
  - Compliance Program
  - Code of Conduct
- All clinical professional services will be documented in the medical record, and such documentation will comply with applicable payer regulations.
- All clinical professional services will be coded to accurately reflect the documentation in the medical record.
- All claims shall be submitted in compliance with applicable payer regulations or requirements.
- Employees will not knowingly and willfully solicit, receive, offer or pay any remuneration directly or indirectly, in cash or in kind, in exchange for Medicare and/or Medicaid referrals.
- Employees will not knowingly and willfully (1) falsify, conceal or cover up a material fact, (2) make any false, fictitious or fraudulent statement or representation, or (3) make or use false writing or documents known to contain false, fictitious or fraudulent statements in information submitted to the government.
- Employees will not conceal or fail to disclose knowledge of an event affecting an initial or continued right to any benefit or payment with intent to secure such benefit or payment fraudulently.
- Employees will not knowingly present or cause to be presented false or fraudulent claims, including situations where (1) the service was not provided as claimed and (2) the service was provided during a period in which the provider was excluded from the program. This act prohibits anyone from providing false or misleading information on coverage that could reasonably be expected to influence a decision regarding when to discharge a person from inpatient hospital services. This provision applies to persons and entities that know or should know that claims are false or fraudulent.
- Employees will not knowingly make or present a false, fictitious or fraudulent claim to a federal agency.
- Employees will not use the US Postal Service or electronic submission processes as part of a scheme to defraud the government or obtain money by false or fraudulent pretenses.
- Employees will not embezzle, steal or otherwise convert to the benefit of another person or intentionally misapply money, funds, securities, premiums, credits, property or other assets of a health care benefit program.
- Employees will not willfully prevent, obstruct, mislead, delay or attempt to prevent, obstruct, mislead or delay the communication of information or records relating to a violation of federal health care offense to a criminal investigator. Note: Legal Counsel should be contacted immediately upon learning of such investigations.
- Employees will not conspire to defraud any government agency or health care benefit program in any manner for any purpose.

You must also report anything you see or hear that may be a violation of rules or policies dealing with the following:

- Financial records
- Patient care
- Living wills
- Personal conduct
- Personnel issues such as equal employment, sexual harassment, personal conduct, the Fair Labor Standards Act, and time and attendance.
Stay informed

You can call your facility compliance officer if you have questions about policy, ethics or rules that apply to the following areas:

- Accounting/record keeping
- Antitrust matters
- Billing
- Competition
- Conflict of interest
- Customer and supplier relations
- Patient care
- Racial discrimination
- Referrals
- Safety, health and environmental issues
- Sexual harassment.

What happens if you break the rules

Employees who knowingly break our rules or a state or federal law or who fail to follow policy are subject to disciplinary action up to and including dismissal. Some examples of actions that can lead to dismissal include:

- Abuse of DRG outlier payments
- Abuse of partial hospitalization payments
- Billing for items or services not actually provided
- Billing on an outpatient basis for “inpatient only” procedures
- Circumventing the multiple procedure discounting rules
- Distorting the truth or making false claims in marketing or advertising activities
- Failure to follow Medicare rules regarding payment for costs related to educational activities
- Failure to follow the “Same Day Rule”
- Failure to meet obligations under the Emergency Medical Treatment and Labor Act (EMTALA)
- Improper churning of patients by long-term care hospitals co-located in acute care hospitals
- Improper claims for cardiac rehabilitation services
- Improper claims for clinical trials
- Improper claims for incorrectly designated “provider based” entities
- Improper claims for organ acquisition costs
- Improper evaluation and management code selection
- Improper reporting of the costs of “pass through” items
- Improperly billing for observation services
- Improperly discharging and readmitting patients on the same day
- Improperly disclosing confidential patient information
- Offering a kickback for purchase of a service or referral of a patient
- Providing inappropriate gifts and gratuities
- Retaining overpayments from federal programs
- Submitting a claim to more than one primary payer at the same time
- Submitting bills in a piecemeal or fragmented way to increase payment for tests or procedures that should be billed together
- Submitting claims for full DRG payment on patients who were transferred to another hospital
- Submitting claims for medically unnecessary services by failing to follow the Fiscal Intermediary’s (FI) local policies
- Submitting duplicate claims or otherwise not following National Correct Coding Initiative guidelines
- Submitting false cost reports
- Submitting false statements or certifications about contract negotiations
- Submitting incorrect claims for ancillary services because of outdated Charge Description Masters (CDMs)
- Unlawfully donating hospital funds, services, products or other resources to any political cause, or party candidate
- Unlawfully fixing or reducing price competition
- Using a billing or DRG code that provides for a higher payment rate than the correct code
- Using information known to be private to a competitor
- Violating Medicare’s post-acute transfer policy

It is your duty to report any transaction or conduct that you think may be a violation of federal, state or local law.

You can do that by:

- Notifying your immediate supervisor
- Contacting the Chief Audit/Compliance Officer by phone (252-847-0125), mail (Chief Audit / Compliance Officer, Venture Tower) or email (jfalceta@VidantHealth.com)
- Making a toll-free, anonymous call to the compliance hotline at 888-777-2617.
HOW CAN YOU REPORT SUSPECTED VIOLATIONS?
You can report suspected fraud or abuse without giving your name in the following ways:
• Call your Facility Compliance Officer.
• Call the Office of Audit and Compliance at 252-847-0125.
• Call the Corporate Compliance Hotline toll free at 888-777-2617.
• Send an email (compliance@VidantHealth.com), letter or memo to the Chief Audit/Compliance Officer, Venture Tower.

HOW DOES COMPLIANCE AFFECT OUR JOINT COMMISSION STANDING?
If a hospital is suspected of fraud and abuse, the Joint Commission (TJC) may visit without notice.

TJC will conduct a “for cause unannounced survey” if there is reason to think the fraud affects quality of care. If an organization is found guilty of financial fraud, TJC conducts a special, on-site evaluation to look at the organization’s code of ethical behavior.
WHY IS THIS IMPORTANT?
Washing hands saves lives. Our hands are the most common way we spread germs. To prevent the spread of those germs, wash your hands.

We have two options for hand hygiene – alcohol-based hand sanitizer or antiseptic soap and water.

When using alcohol-based hand sanitizers, apply the cleaner to the palm of one hand and rub your hands together, covering all surfaces, until your hands are dry.

If you choose to wash with soap and water, wet your hands with water, apply the soap and rub your hands together for 15 seconds. Sing “Happy Birthday” twice and you’re done.

Leave your jewelry on. Remember to clean under your fingernails, and rinse and pat your hands dry with a disposable towel. Use a towel to turn off the water.

WHAT LOTIONS CAN WE USE?
Only use the hospital-approved lotions. Some lotions may make medicated soap less effective. Our personal lotions can become contaminated with bacteria.

RULES REGARDING FINGERNAILS
Artificial nails or any substance or device applied to your natural nail are not allowed for any staff involved in direct patient care, food preparation, the cleaning process or preparing products for patients.

Nails are to be clean and short. Your nail should not extend beyond your fingertip.

GLOVES
Wash your hands before putting on gloves and again after removing gloves. Remember to change gloves between each room.

See the following page for five key moments of hand hygiene.
Your 5 moments for HAND HYGIENE

1. BEFORE PATIENT CONTACT
   - WHEN: Clean your hands before touching a patient when approaching him or her
   - WHY: To protect the patient against harmful germs carried on your hands

2. BEFORE AN ASEPTIC TASK
   - WHEN: Clean your hands immediately before any aseptic task
   - WHY: To protect the patient against harmful germs, including the patient’s own germs, entering his or her body

3. AFTER BODY FLUID EXPOSURE RISK
   - WHEN: Clean your hands immediately after an exposure risk to body fluids (and after glove removal)
   - WHY: To protect yourself and the health-care environment from harmful patient germs

4. AFTER PATIENT CONTACT
   - WHEN: Clean your hands after touching a patient and his or her immediate surroundings when leaving
   - WHY: To protect yourself and the health-care environment from harmful patient germs

5. AFTER CONTACT WITH PATIENT SURROUNDINGS
   - WHEN: Clean your hands after touching any object or furniture in the patient’s immediate surroundings, when leaving - even without touching the patient
   - WHY: To protect yourself and the health-care environment from harmful patient germs

WHO acknowledges the Hôpitaux Universitaires de Genève (HUG), in particular the members of the Infection Control Programme, for their active participation in developing this material.

October 2006, version 1.
There are standard precautions that protect you from exposure to infectious agents. Appropriate Personal Protective Equipment (PPE) must be used when handling patients, regardless of their diagnosis, and when anticipating contact with blood, body fluids, drainage or open skin. Remember:

- Blue gowns protect your clothing from blood and body fluids.
- Gloves protect your hands from blood, body fluids, drainage and open skin.
- Eye protection shields your eyes from blood and body fluids.
- Masks protect your mouth and nose from blood and body fluids.

### MRSA SCREENING PROGRAM

MRSA is a growing threat to our patients and community. People with MRSA have a one in three chance of developing a serious infection. Vidant Medical Center has a program in place to fight against MRSA infections.

### VACCINATIONS

To keep you and our patients safe, flu vaccines are provided free of charge.

### ENVIRONMENTAL CLEANLINESS IS EVERYONE’S RESPONSIBILITY

Caviwipes are used to wipe down keyboards, phones, stretchers, blood pressure cuffs and counters. A clean environment promotes healing. Appropriate cleaning and disinfection of patient-care equipment promotes a healthier environment.

### ISOLATION PRECAUTIONS

Many times, communicable diseases are not diagnosed immediately, therefore you must isolate based on possible diagnosis and presenting symptoms. Isolation precautions do not require a physician order.

For more specific infections, refer to Type and Duration of Precautions Needed for Selected Infections and Conditions located on our intranet. To navigate, click on Policies and Procedures in the blue bar at the top of the page. Click on Vidant Medical Center and go to Infection Control. Here you will find a list of infection control policies including isolation policies with information on how to discontinue isolation.

### CONTACT US

If you have questions, contact a member of our infection control team at 252-847-4387.
Basics of patient care
RESOURCES AT VIDANT MEDICAL CENTER

- On-site Spanish interpreters available 24/7
- Cyram telephones (telephones with translation capabilities) located at each nursing station
- MARTTI (My Accessible Real-Time Trusted Interpreter) video interpreter system
- Legal forms translated into Spanish
- Sign language interpreters

CONTACT INFORMATION

Spanish interpreter ➔ To contact a Spanish interpreter on staff, page 3140. (Dial 252-847-4999 and when prompted, enter 3140). The Spanish interpreter’s office number is 252-847-4625. Email – SpanishInterpreter@VidantHealth.com

Language interpreter ➔ To request a sign language interpreter, call 252-847-4470. You may consider using the MARTTI cart. Contact Tony Schreiber at 252-847-6029 or page him at 252-561-9279. His email address is tschreib@VidantHealth.com.

COMMUNICATION WITH PATIENTS WITH DISABILITIES

Devices to assist in communication can be ordered through the Electronic Health Record.

Specialized training is available to help staff learn to communicate more effectively with our patients with disabilities.

Contact Tony Schreiber, ADA/504 coordinator, at 252-847-6029. Schreiber can also answer any questions about access to any buildings, programs or services.

ETIQUETTE REMINDERS

When dealing with a patient with language barriers, remember to speak to him or her as you would any other patient. The interpreter will interpret the conversation in first person.

The interpreter will attempt to render the message exactly as spoken but may assist you or the patient with clarification to ensure that the intent of the message is being clearly understood.

Please be culturally sensitive. Ask the patient or caregiver if language services are needed or warranted. Interpreting services are provided free of charge to the patient.

If the patient can read English and feels this mode of communication would be effective, feel free to use the pencil and paper method. Email the Spanish interpreters if you need to provide a short written message for the patient.

Use your normal speaking voice when communicating with patients.

Do not automatically assume that the patient speaks English. If in doubt, ask the patient or caregiver. Do not assume that patients understand even if nodding. Ask them to repeat important information such as instructions or procedure information back to you.

Do not assume that the interpreter will be able to stay with the patient throughout the day. Staff Spanish interpreters serve the entire hospital and sign language interpreters are contracted on two-hour intervals. Do not assume a female patient will feel comfortable with a male interpreter. Ask first to avoid any embarrassment.

Do not overly rely upon the use of medical jargon. Use common easily understood terms.
The ERT is a team of experts who bring immediate critical care to the bedside of any patient within the hospital. The ERT can perform any procedure or intervention that the patient may require in order to be stabilized or resuscitated prior to transfer to a higher level of care. The ERT is also available for consults to help you assess the patient.

Activate the ERT and notify the patient’s physician any time you notice a deterioration or sudden change in patient condition. No physician order is required to contact the team.

**CALL 7-2223 (ABCD) TO CONTACT THE ERT IF:**
- The patient’s condition is urgent/emergent
- The patient’s condition is deteriorating
- The patient’s condition does not improve after prescribed intervention
- There is a change in patient condition involving A-B-C-D: Airway – Breathing – Circulation – Doubt.
- The team should respond to the bedside within 15 minutes of your page. While waiting for the team to arrive, stay with the patient.

**THE ERT:**
- Assists primary care RN with assessment of patients, stabilizes as appropriate, collaborates with the primary care physicians and advanced level practitioners, and facilitates transfer to higher levels of care
- Activates a respiratory therapist as needed
- Proactively rounds on all inpatient adult care units
- Participates in data collection and quality reviews
- Conducts concurrent debriefings of events and educates as necessary
- Conducts formal in-services and educational programs
- Serves as a nurse consult model
- Brings critical care to the bedside, resuscitates, stabilizes patient until transfer to a higher level of care

Nurses on the ERT are RNs with a minimum of three years experience in adult critical care. All have advanced life saving certifications. You can recognize the team members by their uniform — red scrub tops with brown pants.
Blood exposure and Occupational Health

Anyone, whether working at the bedside, in a treatment room, or disposing of dirty laundry, can get stuck with a needle or other sharp instrument that is contaminated with blood or body fluids. Splashes could occur during procedures making the use of goggles and masks essential for health care workers.

An occupational blood exposure may involve skin, eye, mucous membrane or parenteral (intravenous, subcutaneous or intramuscular) contact with blood or other potentially infectious materials.

Material is considered to be infectious if visibly contaminated with blood.

Potentially infectious material includes:
- Semen
- Vaginal secretions
- Cerebrospinal fluid
- Synovial fluid
- Pericardial fluid
- Peritoneal fluid
- Amniotic fluid
- Saliva in dental procedures

Non-infectious material includes:
- Urine
- Feces
- Nasal secretions
- Saliva
- Gastric fluid
- Sputum
- Tears
- Sweat

If exposed through skin, mucous membranes, eyes, or parenteral contact, immediately wash or flush the area with water and seek immediate medical treatment for evaluation of exposure and assessment of the patient to determine if he or she has a blood-borne disease, such as Hepatitis B, Hepatitis C or HIV.

If the exposure occurs between 7:00 am and 4:00 pm, contact the occupational health clinic immediately at 252-847-8238 or 252-847-6831.

If the clinic is closed (after hours and on weekends), page the patient care coordinator:

ED, North Tower, Heart Institute .......... 252-561-9612
All other areas..............................252-561-9699
Pastoral services and ethics consultation

Chaplains provide pastoral care to patients, families and hospital staff. All are board-certified or board-eligible.

Our chaplains are trained in theology, pastoral care and behavioral sciences. We promote no particular religion but seek to support each individual’s religion, faith and spirituality as positive aspects in the medical treatment process.

PASTORAL CARE
Staff chaplains, chaplain residents and chaplain interns provide pastoral care daily to patients, families and staff in all clinical areas. A chaplain is on call, housewide, 24/7 for crisis ministry, including traumas, codes and deaths. Chaplains are involved intensively in end-of-life care, specifically related to palliative care and organ donation.

Chaplains also:
• Perform and consult relatives in rituals and faith practices including anointing, baptism, blessing and naming ceremonies, dietary needs, and death and end-of-life needs
• Participate in interdisciplinary rounds
• Consult in physician-family conferences
• Serve as the primary contact for Medical Ethics Consultation (see next column)
• Serve as the first contact for Critical Incident Stress Debriefing

ON-GOING PROGRAMS AND SERVICES
• Offer nationally accredited Clinical Pastoral Education (Leadership: ACPE Certified Supervisor) for community clergy, seminary students and graduate students
• Provide orientation for new hospital employees and for new clergy in 29-county service area
• Offer seminars and workshops in the areas of Spiritual Assessment, Understanding Spirituality, Cultural Competence and Ethics provided for Vidant Medical Center staff, community clergy, ECU and PCC nursing students and other Allied Health personnel
• Offer Sunday worship services in Service League Interfaith Chapel and Rehabilitation Center
• Offer special holiday services
• Distribute pastoral care literature for use by patients, families and staff
• Provide large print and Spanish Bibles
• Gideons provide Bibles for waiting areas and chapel and New Testaments for each patient room.

MEDICAL ETHICS CONSULTATION
Caring for very ill patients sometimes raises hard questions:
• Should life-prolonging treatment be stopped?
• If a patient cannot speak for himself or herself, who should make treatment decisions for him or her?
• When can information about a patient be shared with others?
• When questions such as these arise, request an ethics consultation.
• Contact a hospital chaplain or patient care coordinator. Your request will be referred to a member of the Medical Ethics Committee.
WHAT IS ETHICS CONSULTATION?
- A service provided by the hospital's medical ethics committee
- Designed to help interested parties examine moral questions in patient care
- A voluntary and purely advisory service
- Goals are to clarify moral issues, identify potential options, and offer suggestions about morally appropriate courses of action

WHO MAY REQUEST AN ETHICS CONSULTATION?
- Any physician, nurse, or other member of the health care team
- Any Vidant Medical Center patient
- A patient’s family member, guardian or health care agent

HOW DOES IT WORK?
- To ask for a consultation, contact a chaplain (on-call beeper 1002) or a patient care coordinator. If you have difficulty reaching a chaplain or patient care coordinator, you may contact Bioethics Collaborative at 744-2361.
- The chaplain or patient care coordinator will relay the request to a medical ethics committee representative.
- The medical ethics committee representative will contact the requesting person for more information about the case.

- The medical ethics committee representative will arrange for a consultation team to meet with the interested parties.

The consultants will gather information, discuss issues and options with the interested parties, and, if appropriate, suggest a course of action.

The consultation team’s suggestions are advisory only. Decision-making authority remains with the patient and caregivers. The consultation team may put a summary of the meeting into the patient’s medical record.

WHAT KINDS OF QUESTIONS ARE RELEVANT?
- Any question that raises a moral issue regarding a patient’s care
- End-of-life care decisions
- Informed consent and refusal of treatment
- Authority of surrogate decision-makers
- Scope and limits of patient confidentiality.

You may also contact Bioethics Collaborative directly at 744-2361 between the hours of 9:00 am to 5:00 pm.
WHY DO WE EXIST?
The Vidant Health Board of Trustees empowers the Risk Management department to maintain a program that identifies, prevents and reduces, as much as possible, injuries to patients, staff and visitors. These efforts protect Vidant Health assets.

Risk management utilizes four components to minimize risk to the organization:

1 **Risk financing** – We assure that insurance coverage is appropriate for personnel and our physical assets. We are your malpractice insurance agents.

2 **Risk assessment** – We investigate allegations, secure evidence, negotiate settlements, collaborate with defense counsel and set reserves.

3 **Risk control** – We monitor, audit for compliance, and investigate breaches for HIPAA, EMTALA and narcotics.

4 **Risk reduction** – We conduct risk assessments, provide consultation and education, review policy and procedure and encourage and support a culture of patient safety.

EXAMPLES OF CLAIMS
- Patient injury
- Visitor injury
- Infection
- Unanticipated deaths
- Medication errors
- Equipment failures
- Skin breakdown – Stage III and IV
- Surgical errors – wrong site surgery
- Infant abduction

Additional reasons to call Risk Management
- Consults for informed consent, policy and procedure concerns and chain of command questions
- Critical events
- For additional reasons to call see the following page.

Call Risk Management at 252-413-4473 as soon as you are aware of a possible risk.
When to call Risk Management continued

Call Risk Management to report a critical event, serious safety event, possible sentinel event, or other questionable issues. The risk manager on call is available 24 hours a day at, 252-413-4473.

WHAT IS A CRITICAL EVENT?
- Events involving medical devices with patient harm
- Substantial disability, unanticipated fractures, disfigurement, organ laceration, retained foreign bodies, burns, birth-related injuries, neurological damage, paralysis, organ failure, or other unanticipated outcomes
- Significant errors causing patient harm

WHAT IS A SENTINEL EVENT?
- Suicide of any individual receiving care, treatment or services in a staffed-round-the-clock setting or within 72 hours of discharge
- Unanticipated death of a full-term infant
- Abduction of any individual receiving care, treatment or services
- Discharge of infant to wrong family
- Rape while in our care

WHAT IS A SERIOUS EVENT?
- Hemolytic transfusion reaction involving administration of blood or blood products having major blood group incompatibilities
- Surgery on the wrong patient or wrong body part
- Unanticipated death or major permanent loss of function
- Death caused by a nosocomial infection
- Unintended retention of a foreign object in a patient after surgery or other procedure
- Hyperbilirubinemia >30 ml
- Excess dose of radiation

OTHER REPORTABLE ISSUES
- Subpoenas, calls from attorneys, threats of litigation
- Inquiries from law enforcement, regulatory agencies, licensure boards
- Breach of confidentiality or inappropriate PHI access
- Written demands for payments or reimbursements
- Allegations of physical, mental or other abuse or inappropriate conduct by Vidant Health entities
- Significant unresolved patient complaints after department level attempts to resolve
- Property/casualty insurance questions and certificates of insurance issues
- Hazardous systems or conditions un-resolvable at department level
- Allegations of violations of confidentiality, hostile work environment, etc.
- Damage/loss of patient or health system property
- Anything you just don’t feel right about

The risk manager on call is available 24 hours a day
252-413-4473
Lifting and moving patients

Incorrect lifting is the leading cause of back injury. Healthcare workers are at especially high risk due to:
- Weights handled
- Postures typically assumed during patient handling
- Instability/unpredictability of the patient
- Frequency of the tasks
- Pain from a back injury is not always felt immediately. It creeps on after thousands of incorrect lifts.

There are things you can do to decrease your chance of back injury. Teamwork and communication between the staff and patient are essential. Take time to do things the right way. One wrong move, or poor room set-up, can result in an injury that is with you for a lifetime.

Other tips to decrease your risk of back injury:
- Get regular exercise and participate in our wellness programs at the Vidant Health Wellness Center.
- Maintain good nutrition.
- Reduce the amount of stress you are under
- Consistently utilize good posture throughout the day
- Don’t twist.
- Practice good body mechanics in all activities at home and at work.
- Do not lift patients without the use of available lifts and other devices that can help you smoothly and easily move and position patients.

If you do experience any back pain, call Occupational Health at 847-4386 to reduce the personal toll of injury.

RELY ON THE LIFT TEAM
It’s important to keep yourself safe and injury free, especially when lifting or moving patients. That’s why we’ve created teams of lift team technicians who have been specially trained to work together to safely move and lift patients.

STAFF EDUCATION OR INTERVENTIONS
For a consultation, contact Occupational Health at 252-847-4386. Staff education efforts may be coordinated directly with Occupational Health or through your nurse manager or unit educator.

Take time to do things the right way. One wrong move can result in an injury that is with you for a lifetime.
**Do you know the signs and symptoms of a heart attack?**

**Typical symptoms** include uncomfortable pressure, fullness, squeezing or pain in the chest or mid-abdominal area. The discomfort may spread to the shoulders, neck, arms, jaws or teeth.

**Women, diabetics and the elderly** may experience different symptoms including shortness of breath, sweating, weakness, nausea and vomiting, or heart racing.

**WHAT CAUSES A HEART ATTACK?**
A heart attack is caused by blockage of a blood vessel supplying the heart muscle. Most of the time, a blockage is caused by a blood clot.

**TWO TYPES OF HEART ATTACKS**
The first type of heart attack is known as ST elevation myocardial infarction (STEMI). This is considered a medical emergency, which requires immediate treatment with a clot-busting drug or a balloon procedure known as percutaneous intervention (PCI).

These treatments are usually successful in opening the blocked artery. The faster treatment is started, the more heart muscle can be saved, increasing the chances of survival.

The second type of heart attack is known as Non-ST elevation myocardial infarction (NSTEMI). Treatment options include special heart medications or urgent PCI.

**CARDIAC ARREST IS AN EMERGENCY – EVERY MINUTE COUNTS**
Signs of cardiac arrest:
- Unresponsive, limp
- Person falls to ground or slumps over in their chair and is not responding
- Not breathing normally, maybe gasping for air

What to do:
- Call 911 or 7-4333 if in-house
- Begin hands only CPR*(chest compressions only)
- Push hard (at least 2”) and fast (100/min)
- Continue until help arrives
- Connect AED (Automated External Defibrillator) if available and follow instructions

*for non-medical only

**ACCREDITED CHEST PAIN CENTER WITH PCI**
Committed to providing quality care for patients in our region, Vidant Medical Center is an Accredited Chest Pain Center with PCI. This improves our ability to diagnose and treat heart attack victims.

**EHAC (Early Heart Attack Care) Oath**
I understand that heart attacks have beginnings and on occasion, signs of an impending heart attack may include chest discomfort, shortness of breath, shoulder and/or arm pain, and weakness. These may occur hours or weeks before the actual heart attack. I solemnly swear that if it happens to me or anyone I know, I will call 911 or activate our Emergency Medical Services.
Respond quickly: Time lost is brain lost.

Remember: FAST

Facial droop
Arm drift (arm droop)
Speech problems
Time to activate Code Stroke

Every second counts when the brain is under attack

HOW DO I KNOW IF SOMEONE IS HAVING A STROKE?
You will notice sudden neurological changes such as:
- Severe headache
- Trouble seeing in one or both eyes
- Numbness or weakness of the face, arm or leg
- Confusion, trouble speaking or understanding
- Trouble walking, or loss of balance or coordination

WHAT SHOULD I DO IF I SEE SIGNS OF STROKE?
Activate Code Stroke immediately.
1. Dial 7-4333.
2. Say “Code Stroke”.
3. Provide patient’s location, last name, date of birth, your name and extension.

WHO RESPONDS WHEN I ACTIVATE CODE STROKE?
The stroke response team will respond. The team consists of physicians, advanced practice nurses and a stroke response team nurse who are all trained in acute stroke care. The stroke response team is available 24 hours a day, seven days a week.