This Volunteer Handbook is effective January 1, 2017 and supersedes all previously issued handbooks.
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GSHP Volunteer Handbook 01/2017
Welcome!

Thank you for choosing to volunteer with us. You are joining an organization of very special volunteers! Along with the decision to volunteer, you have also chosen to touch, whether directly or indirectly, the lives of many people who entrust us with their healing and care – our patients and their loved ones.

By making a commitment to share your time and talent at our hospital, you are joining a group of professionals whose main goal is to provide the best possible care for those we care for. Your generous gift of self is greatly appreciated and we are honored to have you as a member of our team!

The following handbook contains information to help guide you through your volunteer experience with us. Please familiarize yourself with it and if you have any questions, the Volunteer Services staff will be happy to address them.
Mission, Values and Philosophy of Advocate Health Care

Mission
Related to the Evangelical Lutheran Church in America and the United Church of Christ, Advocate’s health and healing ministry began over one hundred years ago. The mission statement of Advocate reflects this faith-based tradition:

“The mission of Advocate Health Care is to serve the health needs of individuals, families and communities through a wholistic philosophy rooted in our fundamental understanding of human beings as created in the image of God.”

Values
The statement of values of Advocate Health Care serves as an internal compass to guide our relationships and actions:

Equality — We affirm the worth and spiritual freedom of each person and treat all people with respect, integrity and dignity.

Compassion — We embrace the whole person and respond to emotional, ethical and spiritual concerns, as well as physical needs in our commitment to unselfishly care for others.

Excellence — We empower people to continually improve the outcomes of our service, to advance quality and to increase innovation and openness to new ideas.

Partnership — We collaborate as employees, physicians, volunteers and community leaders to utilize the talents and creativity of all persons.

Stewardship — We are responsible and accountable for all that we are, have and do.

These values serve not only as a guide for our actions, but also are linked to behavioral expectations that all who work within the system are held accountable to.

Philosophy
The philosophy of Advocate Health Care is grounded in the principles of human ecology, faith and community-based health care. These principles arise from an understanding of human beings as whole persons in light of their relationship to God, themselves, their families and the society in which they live.
Advocate Good Shepherd Facts Sheet

Advocate Good Shepherd Hospital in Barrington is an acute care facility with more than 700 physicians representing 50 medical specialties. Highly skilled physicians and clinical professionals offer a comprehensive range of services. For over three decades, Good Shepherd Hospital has provided quality, compassionate health care to its patients and communities. It is a leader in delivering the most advanced technologies and services available in the northwest suburbs. Good Shepherd Hospital is part of Advocate Health Care, one of the leading health care systems in the country and the largest health care delivery system in the State of Illinois.

If you are interested in the Advocate system and Good Shepherd Hospital policies, they can be found on the hospital intranet on any hospital computer.

Overview

- 169 licensed beds
- Comprehensive cardiac services through the Kocourek Family Cardiac Center, including electrophysiology, catheterization, open heart surgeries and minimally-invasive heart valve repair
- Emergency and trauma services with a 56,000 sq. ft. state-of-the-art Level II trauma center
- Certified by Joint Commission as a primary stroke center
- Newly renovated and redesigned state-of-the-art labor, delivery and Level II ‘Plus’ birthing center with special care nursery; offers the “Pampered Pregnancy”
- Outpatient Centers in Algonquin, Crystal Lake and Lake Zurich and an Immediate Care Center staffed by 100% emergency medicine physicians in Crystal Lake
- Membership-based health and fitness center with occupational therapy, physical therapy and medically supervised fitness programs

Awards

For more than 35 years, Advocate Good Shepherd Hospital has evolved into a nationally recognized health care leader. Today, we boast awards for superior patient care in cardiology and oncology. For this we can thank the nurses, clinicians, techs, therapists, and other health care professionals who work in partnership with more than 700 physicians, and are committed to providing high-quality, compassionate care to each and every individual we see. Some of our distinctions include:

- **Featured Award** 2013 Magnet recognized
- Gold-level Beacon Award recognizing the Intensive Care Unit
- Nation’s 50 Top Cardiovascular Hospitals by Truven Health Analytics for the second consecutive year
- National Richard L. Doyle Award for Innovation and Leadership in Healthcare (formerly Milliman Care Guidelines)
- The Blue Star Medical Group/IPA Report and Blue Ribbon Report recognition for documented high levels of performance in providing patient care.
- Blue Distinction Centers® recognition for knee and hip replacement surgery
- Blue Distinction Centers® recognition for spine surgery
- Becker’s Hospital Review named “100 Hospitals and Health Systems With Great Oncology Programs.”
• “A” in the Spring 2013 Hospital Safety ScoreSM from The Leapfrog Group
• American Heart Association “Get with the Guidelines-Stroke” Gold Plus Achievement Award
• American College of Surgeons Commission on Cancer Accreditation
• Delta Group Rated #1 in the state for Overall Surgical Care
• 2013 Where to Work: BEST Hospital IT Departments by Healthcare IT News
• “Recipient of Healthgrades “America’s 100 Best” Award™ in 2014
• “Recipient of the Healthgrades Distinguished Hospital Award- Clinical Excellence ™ for 4 Years in a Row (2011-2014)”
• HealthGrades Recognized 15 procedures/conditions with a 5 Star Rating
• American Heart Association Mission: Lifeline Bronze Receiving Award
• Consumer Reports Hospital Safety Rating “Very Good” Safety Score
• American College of Cardiology Foundation’s National Cardiovascular Data Registry ACTION Registry – Get With the Guidelines (GWTG) Platinum Performance Achievement Award
• Breast Center has earned a full, three-year accreditation from the National Accreditation Program for Breast Centers (NAPBC), a prestigious program administered by the American College of Surgeons
• Becker's Hospital Review named "100 Hospitals and Health Systems With Great Oncology Programs."

Advocate Good Shepherd Hospital President: Karen Lambert

Hospital Main Phone Number (847) 381-0123
The Auxiliary of Advocate Good Shepherd Hospital

The Auxiliary of Good Shepherd Hospital is a self-governing membership organization that is accountable directly to the hospital administration. It is comprised of people from surrounding communities who agree to work together to assist the hospital in promoting the health and welfare of the communities.

The primary responsibilities are to serve as a communicative agent between hospital and community, fundraising activities on behalf of the health care institution and taking part in activities that strengthen and improve the health care delivery system such as legislation and health promotion activities.

The Auxiliary and Volunteer Services have specific and separate roles and responsibilities. They offer mutual support and understanding to each other. They have a relationship based on continued communication and liaison. Auxilians and Volunteers represent a unique and valuable human resource to their institutions.

Each volunteer is automatically a member of the Auxiliary. If you are interested in joining the Auxiliary Leadership Committee, please contact one of the staff members in the Volunteer Services office and we will gladly connect you with the current committee chair person.

The Auxiliary, with paid and volunteer staff, operates a thrift shop and events to raise funds to support Good Shepherd Hospital. Catchpenny is a resale shop that has been located in downtown Barrington for over forty-three years and offers our community excellent prices on gently used clothing and household goods. Art in the Barn has been the area’s premier juried art show since 1974 and is held the fourth weekend in September.

All of these fundraising activities allow the Auxiliary to support Good Shepherd Hospital and our community in ways that make us a better hospital. Whether through providing a scholarship for a promising student training for a healthcare career, contributing over a million dollars to the development of our outstanding cardiac care center, or supporting bereaved parents and our patients through the provision of tender comforts, the Auxiliary’s efforts are meaningful and significant.

History of the Auxiliary

Early in the 1960's, citizens of Cary became increasingly aware of the need for health care in their area. As a result of this concern, the Cary Chamber of Commerce appointed a Steering Committee in 1966 to study this need and make recommendations to the Town Council. This Steering Committee consisted of the Mayors of Cary, Fox River Grove and Oakwood Hills who elected a Board of Directors to charter a hospital association. This association, The Cary-Grove Hospital Association, received its charter in December of 1966.

Organization of the Auxiliary proceeded simultaneously and a coffee for fifty women was held in early January 1967. By the time of the first general meeting of this membership, held on March 14, 1967, there were already 200 charter members. An installation luncheon was held on April 23, 1967 and was attended by 120 members. This Auxiliary quickly grew to a membership of over 800 people.

Late in 1970, The Joint Committee of the area hospital made the decision to affiliate with the Evangelical Hospital Association and in January 1971 a Steering Committee of five members of the Joint Committee and four representatives of the Evangelical Hospital Association was formed.

Realizing that a more concerted effort, with neighboring communities, would add credence to their efforts, Auxiliary Chapters were formed in Barrington, Lake Zurich-Long Grove and Wauconda-Island Lake in May and June of 1970. Each of the four chapters established Gift/Thrift shops in their respective towns to raise funds for the proposed hospital. They were:

June 1967  Cary/Grove  Wheel of Hope
Nov. 1970  Barrington  Catchpenny

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In the meantime, the Joint Committee was researching the area for a possible site for the hospital. In September 1972 the Quaker Oats Research Farm was considered and when Quaker Oats donated 80 acres of land for the building of the hospital in January 1973, the way was cleared for establishing the new hospital on the grounds of the Quaker Oats Research Farm on Highway 22. In September 1972 a contest was held for the naming of the new hospital and in November the name GOOD SHEPHERD was selected.

The fall of 1973 brought the merger of the four chapters of the Auxiliary to form the Good Shepherd Hospital Auxiliary. The All-Auxiliary Board was elected and made up of representatives from each Chapter. Each Chapter had its own Director and Board.

As of October 1974, the Auxiliary of Good Shepherd Hospital had raised $180,000 and in November of 1974 the Auxiliary House on the proposed hospital grounds was opened. This house, once a residence of the tenant farmer for Quaker Oats, was the central meeting place for the Auxiliary.

In December of 1974 the Auxiliary donated $200,000 to the Building Fund of the Evangelical Hospital Association. With the donation of a stained glass window, depicting the Good Shepherd, by the Village Green of Barrington, the theme of caring and the Good Shepherd was well on its way to being the underlying philosophy which would govern this new hospital. As of June 2009, the Auxiliary has donated over 6.6 million dollars to Good Shepherd Hospital.

Scholarships
This scholarship aids students majoring in a Health Care Professional field who reside in the hospital service area. Applications are available in February and the deadline for submittal of the completed application including current references, transcripts, and proof of acceptance into a Health Care Professional program is end of April. Applicants are evaluated on the basis of attitude and desire toward education, leadership, citizenship, personality, and financial need. The number of scholarships awarded is dependent upon the number and qualifications of the applicants and all finalists are interviewed at Good Shepherd Hospital in Barrington. Since 1979, we have awarded 573 scholarships for a total of $599,185.00.

Eligibility Requirements
1. Residence in Good Shepherd Hospital service area (zip codes: 60010, 60012, 60013, 60014, 60021, 60042, 60047, 60050, 60051, 60060, 60067, 60073, 60084, 60098, 60102, 60110 and 60156)
2. Acceptance in a Health Care Professional Program

Luv Ewes (Crafts)
A group of volunteers meet in the volunteer office on Tuesdays, Wednesdays and Thursdays. They make dozens of comfort pillows, stuffed animals, tray favors, etc. to be distributed to patients.

Art in the Barn
This is an annual fund-raiser for the Auxiliary held on the last weekend of September, starting in 1974. A fine art show that is open to the public from 10:00 a.m. to 5:00 p.m. on both days, it is held in the barn areas east of the hospital. Artist applications are accepted up to designated deadline, usually in the Spring. Volunteers are needed for planning starting in January each year, and many volunteers are needed on the event weekend.
Volunteer Services Department

Volunteer Services Office
Address: 450 W. Highway 22, Barrington, IL 60010
Email: gshp-volunteers@advocatehealth.com
Phone: 847.842.3193  Fax: 847.842.4369
Hours: Monday – Friday, 8:00 a.m. to 5:00 p.m.

The Volunteer Services staff:
Magda Scanlan, Manager magdalena.scanlan@advocatehealth.com ph.847.842.3194
Lynette Eeg, Volunteer Coordinator lynette.eeg@advocatehealth.com ph.847.842.3195
Jennifer Gaidjunas, Volunteer Services Specialist jennifer.gaidjunas@advocatehealth.com ph.847.842.3192

Volunteer Program Overview and Requirements

Time commitment - We ask our volunteers for a minimum commitment of:

- 4 hours a week for the duration of the regular program: 5-6 months (total of 80 hrs)
- 4-8 hours a week for the duration of the summer program: 8-10 weeks (total of 32-64 hrs)
  June – August

If you require an hour verification letter for school purposes, we will be glad to give you one after you have completed the minimum hours required. Please allow 5 business days for a letter to be issued after your request.

Dress Code and Professional Appearance
In order to maintain a professional appearance and to easily distinguish volunteers, the following dress code guidelines apply to ALL volunteers.

**Volunteer uniform:**

- **Tops:** Forest green top (jacket, polo or vest) with hospital logo and imprint “Volunteer.”
  You can wear a white, black or tan top underneath your uniform. Uniform requirements/styles may vary slightly per volunteer area.
- **Bottoms:** Khaki or black dressy pants. Leggings, cargo pants, sweats, shorts, jeans etc. are not permitted.

**Footwear:** Sneakers or any other closed-toed shoe. High heels, sandals, flip-flops, crocs etc. are not permitted. In clinical/patient care areas you must also wear socks or hosiery.

**Fragrance:** Many individuals are allergic or sensitive to smells so please restrict your fragrance use to an absolute minimum or avoid using perfume/cologne altogether.

**Jewelry:** Again, please keep to a minimum and make sure it does not get in the way while volunteering. Long and dangly earrings and necklaces are not recommended.

Please remember that your uniform must be clean and your appearance well groomed. It is our responsibility to hospital patients and visitors to appear professional at all times. If you are required to wear certain attire for religious reasons, we will be glad to make any necessary accommodations for you.
Security ID badges
All associates and volunteers must wear security ID badges at all times. A security ID badge is part of your uniform. Remember to wear it above the waist.

We ask you to return your name badge and uniform to the Volunteer Office when you complete your volunteer service.

Volunteer training

New Volunteer Orientation
Who attends a New Volunteer Orientation?
- We require all new applicants to complete a New Volunteer Orientation prior to volunteering. Please, keep in mind – we ask you to start volunteering within a maximum of 3 months from the date of the orientation. Otherwise, you will be required to complete another orientation.
- Returning volunteers – if you are returning to volunteering after a year or more, we will ask you to complete a New Volunteer Orientation. If you return to us within a year since your last volunteer day, we will ask you to review an Annual Retraining Packet available in our office.

Annual Retraining
We require all volunteers who have been with us for more than one year to complete an annual retraining. The purpose of an annual retraining is to keep our volunteers updated on any changes and updates to the volunteer program and hospital policies and procedures. You will receive an annual retraining packet during the quarter of your birthday month.

In-service
In order to enhance the skills and knowledge of our volunteers, occasionally you may be required to attend an in-service session.

Pre-Placement Screening and Annual TB Testing

Pre-placement Screening:
All applicants must complete a free pre-placement screening prior to volunteering done at our Employee Health office. Pre-placement screening includes:
1. Medical clearance:
   - 2-step TB test
   - Verification of vaccination records (if born after January 1st, 1957) as well as a flu shot during flu season
2. Criminal background check

You will receive more information once accepted into the program

Annual TB Testing:
If you stay with us for a year or longer, we require that you complete an annual TB test during your birthday month to maintain an active volunteer status. The Volunteer Services office will send you a reminder notice.

Parking:
Parking is free to all volunteers.

You may park in any parking lot around the hospital. We ask you to try parking in the associate spots whenever possible. If you have difficulty walking, you can also use complementary valet parking.
Signing in

All volunteers must sign in and out at a volunteer kiosk to receive credit for volunteer hours and to ensure accurate records for the Volunteer Services office.

You will receive a special ID number to access the volunteer kiosks. Your personalized ID number allows you to sign in, check hours, and receive messages from the volunteer office. **We have a number of locations for our kiosks.** If the kiosk is not working, paper sign-in sheets are available by the kiosk. If you get a message on the kiosk that your ID is invalid, contact the volunteer office immediately.

A volunteer coordinator will explain proper sign-in procedures for your volunteer area on your first day.

Breaks

Please review the break schedule with your coordinator or department supervisor as they vary depending on the needs of the department. If your coordinator/supervisor determines that it is appropriate for you to take a break, we ask you to limit it to 15 minutes. We ask you to take lunch before or after your shift.

Scheduling/absenteeism

If you cannot report on your scheduled day due to another commitment, please let your department know as soon as possible. For extended absences – over three weeks, also notify Volunteer Services.

Recognition and awards

In order to show our appreciation, we invite all active volunteers to attend the annual recognition luncheon in the spring. We also award pins for hours of service at this event. Other types of recognition:

- National Volunteer Week in April
- MVP and Shining Star
- Emeritus volunteer status – granted to retiring volunteers who are no longer able to actively volunteer with us. Emeritus status volunteers remain part of our team by receiving our communication and invitations to events. Minimum requirement to be considered for an emeritus volunteer is 3500 hours or 10 years of service.

Volunteer discounts

The Gift Shop offers a 20% discount to all active volunteers. You must wear the hospital name badge to receive a discount.

Injuries

If injured while volunteering, please notify your immediate supervisor and the Volunteer Services office at 847.842.3193 to insure the proper reports are completed. In the event the office is closed, please notify Public Safety at 847.842.5100 and they will complete a Report of Injury or Illness Form.

If you feel you require medical attention, go to the emergency room. Make a note, medical insurance is not provided to volunteers and in your insurance will be billed for the emergency room visit.

Smoking policy

As a health care facility, Advocate Good Shepherd Hospital has the responsibility of maintaining a healthy, clean environment for patients, guests, and staff. The no-smoking policy applies to the whole hospital campus including parking areas.
Harassment Policy
All associates and volunteers deserve a positive and supportive work environment. Advocate will not tolerate any conduct which negatively affects any associates’ or volunteers’ work performance or that creates an intimidating, hostile or offensive work environment.

In general, harassment is unwelcome conduct that can be verbal, nonverbal, physical and or visual.

Sexual harassment includes unwelcome sexual advances or any conduct of a sexual nature that substantially interferes with an individual’s work performance or creates an intimidating, hostile or offensive working environment.

Harassing behavior can be committed by an associate, members of management, members of the medical staff, patients, family members, volunteers, contractors, vendors or any other individual an associate may interact with in the course of employment. Volunteers who feel that they are the target of harassment should inform the offending person either verbally and/or in writing that their behavior is unwelcome and offensive. Volunteers also should promptly report any incident of harassment to either their immediate supervisor or Volunteer Services. For further details, please refer to the system policy — General and Sexual Harassment.

Cell phone use
Cellular phone use is ONLY permitted in public spaces and/or non-critical care units. We prohibit cell phone use in critical care inpatient rooms, treatment rooms and procedure rooms. While volunteering, please turn off your cell phone or set it on silent/vibrate. If you absolutely have to make a personal call, please ensure a private location for your call and notify your supervisor. Texting is not allowed while on duty.

Fitness Center
The Good Shepherd Health and Fitness Center offers a special discounted membership for hospital volunteers who have completed a minimum hours. Please contact a Volunteer Services staff member for more information.

Staying informed
Advocate Good Shepherd Hospital’s Public Relations and Marketing Department publishes regular newsletters that we forward to all volunteers in an electronic format as GSHP eNews.

Social Media - you can find us on:

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<th>Social Media</th>
<th>URL</th>
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<tr>
<td>Twitter</td>
<td><a href="http://twitter.com/#!/TweetAdvocateHC">http://twitter.com/#!/TweetAdvocateHC</a></td>
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<tr>
<td>Facebook</td>
<td><a href="http://www.facebook.com/AdvocateHealthCare">www.facebook.com/AdvocateHealthCare</a></td>
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<td>YouTube</td>
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<tr>
<td>Instagram</td>
<td><a href="http://instagram.com/advocatehealth/">http://instagram.com/advocatehealth/</a></td>
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Volunteer Conduct

We expect all volunteers to follow the rules of conduct that will protect the interest and safety of all volunteers, patients, visitors and staff of Advocate Good Shepherd Hospital (GSHP).

The Volunteer Manager or Volunteer Coordinator may dismiss a volunteer for occurrences which include, but are not limited to, the following:

- Personal misconduct
- Unfit for duty
- Volunteering under the influence of alcohol or illegal drugs
- Elimination of volunteer position based on hospital need
- Conviction of a felony
- Breach of confidentiality/HIPAA violation
- Falsifying records
- Inability or unwillingness to complete assigned volunteer activities
- Not fulfilling volunteer requirements (e.g. annual TB testing, annual retraining)
- Inappropriate use of telephones, computer equipment, mail system, e-mail system, facsimile machines, or other GSHP-owned equipment.
- Theft or inappropriate removal or possession of GSHP property or that of any GSHP volunteer, staff, patient or visitor

A volunteer will be made inactive when:

- No hrs 90 days unless placed on a Leave of Absence
- No TB compliance
- Three no shows without calling

To REACTIVATE – contact Volunteer Services at 847.842.3193
**Important considerations**

We care about the safety of our patients, visitors, associates and volunteers. Please keep the following considerations in mind. If you ever need clarification or are not sure what to do in a particular situation, contact your area supervisor or Volunteer Services at 21.6105.

1. Volunteers are asked not to take any action that could conceivably be considered a nursing duty.
2. If a patient is unable to get into a wheelchair without assistance, the patient **must** be moved by the hospital staff.
3. Do not give patient any drinks/food without consulting a member of the nursing team first.
4. Volunteers are asked to perform **assigned tasks only** and are not allowed to volunteer in areas they were not trained for. If you would like to volunteer in a different area, please contact Volunteer Services. We will do our best to accommodate your request.
5. You are required to begin volunteering within 3 months of an orientation. Otherwise you will be asked to attend another orientation.
6. In an effort to minimize inconveniences to patients/visitors as well as eliminate any interference with patient care or the operations of the business unit, Advocate restricts solicitation and distribution of products and literature.
7. Avoid making personal phone calls/texting while on duty.
8. Be professional. Do not discuss your personal affairs or hospital affairs in the presence of patients and visitors; and refrain from discussing religious and political issues.
9. Do not use computers, phone and other office equipment to conduct personal business.
10. USE COMMON SENSE and make PATIENT SAFETY your priority.
HIPAA – Health Insurance Portability and Accountability Act

Protecting patient confidentiality has always been a goal of Advocate Health Care, in keeping with its Mission, Values, and Philosophy. However, protecting the privacy of patient information is also federal law.

In 2001 the federal government released rules governing how health care providers may use private patient information, and the measures that must be taken to prevent inappropriate access to protected patient information.

These rules are part of a federal law passed by Congress several years ago called the “Health Insurance Portability and Accountability Act” (HIPAA).

What it means to you?

<table>
<thead>
<tr>
<th>FAXING GUIDELINES</th>
<th>ASSOCIATE ACCESS GUIDELINES</th>
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<tbody>
<tr>
<td>• Always use a fax cover sheet with a disclaimer.</td>
<td>• All associates must only access the “minimum necessary” patient information needed to</td>
</tr>
<tr>
<td>• Always double-check the fax number to make sure it</td>
<td>perform their jobs.</td>
</tr>
<tr>
<td>is correct.</td>
<td>• This applies to all associates, physicians, and volunteers.</td>
</tr>
<tr>
<td>• Verify that the fax was received by the correct</td>
<td>• Levels of access are defined in job descriptions.</td>
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<td>party.</td>
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<thead>
<tr>
<th>VERBAL COMMUNICATION GUIDELINES</th>
<th>AUTHORIZATION GUIDELINES</th>
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<tr>
<td>• Speak quietly when discussing a patient’s condition</td>
<td>• Don’t release patient information unless you know it is okay with the patient (or the</td>
</tr>
<tr>
<td>with family members in a waiting room or other public</td>
<td>patient’s authorized representative).</td>
</tr>
<tr>
<td>area.</td>
<td>• Patient authorization can be written or verbal.</td>
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<tr>
<td>• Never use patient names in public hallways and</td>
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<tr>
<td>elevators.</td>
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<tr>
<td>• Always speak in a lowered voice.</td>
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Social Media

While you can find us on Twitter, Facebook or YouTube, Instagram please remember:
• never take/post pictures or videos while volunteering at the hospital.
• confidentiality/HIPAA also apply to Social Media. Do not post anything online in regards to the patients you saw at the hospital, their condition, family members etc.

Why are these guidelines important?

Advocate Privacy Guidelines and Policies are important because:
• *It’s the way we demonstrate our Mission, Values and Philosophy.*
• *It’s the law.*
• *It’s the right thing to do.*
• *Patients depend on us.*
Infection Prevention

The risk of spreading infection is ever present in the hospital environment. It is the responsibility of volunteers and all healthcare employees to prevent the spread of infection.

**Hand Hygiene**

Hand hygiene is the single most important means of preventing the spread of infection in a hospital.

To help control the spread of infections volunteers must:

- Wash hands before and after contact with each patient or patient’s personal items.
- Wash hands before and after contact with delivery of specimens and soiled or contaminated hospital equipment or linens.
- Wash hands before meals.
- Wash hands after using washroom facilities.
- Wash hands for at least 20 seconds.

**Alcohol-based hand rubs**

- Available in all patient care areas.
- Useful when running water is not available.
- Useful when hands are not visibly soiled.
- Does not replace hand washing.

**Hand lotion**

- Available in all patient care areas.
- Do not bring personal hand lotions or hygiene products from home to use in the patient care environment.

**Fingernails and jewelry harbor germs**

- Keep jewelry at a minimum.
- When washing hands, allow soap and water to get underneath rings.
- Nails must be worn short.
- Nail polish must not be cracked or chipped.
- Acrylic nails are discouraged because they have been found to transmit bacteria and cause fungus infections of the nail.

**Flu Vaccine**

All hospital associates and volunteers are required to receive a flu vaccine in order to volunteer during the flu season. The Employee Health Center will provide the vaccine at no cost.

**Isolation Precautions**

To prevent the spread of infection, some patients in the hospital are in isolation precautions in addition to standard precautions. A sign on the patient’s door indicates that additional precautions have to be observed by staff and visitors when entering the room. Isolation precaution status is necessary for one or more of the following situations:

1. Patient’s illness is contagious
   - a. May be spread through physical contact.
   - b. May be spread through the air.
2. Patient’s resistance is low. Individuals entering the room could introduce germs that might be harmful to the patient.

Do not enter a room that has a sign “isolation precautions” on the door. Proceed to the nurses’ station instead.

**Bloodborne Pathogens**

These are microorganisms that are present in human blood and can cause disease.

Whenever you perform a task that might expose you to blood or other contaminated fluids use protective barriers that are provided for you. These can include gloves, gowns, face shields, masks, protective eyewear and ventilation devices.

All specimens of blood, body fluids or other potentially infectious materials should be transported in labeled, leak-proof containers to the laboratory and placed in appropriate containers.

**Blood and body fluid exposures**

Volunteer exposure includes contact of blood or other potentially infectious material with non-intact skin, mucous membranes, eyes, or by needle stick or other sharps injuries.

If an exposure occurs:

- Wash the area with soap and water (except for eye exposure, flush with water immediately).
- Notify the Volunteer Services office. In the event the office is closed, notify Public Safety to ensure proper paperwork is completed.
- If anyone has been stuck by a needle, they need to go to ER no later than 2hrs after the incident.
- Call Needlestick Hotline
- Please bring the package wrap of the product that caused the incident or clean packaged sample of the product.

If seen in the E.R. volunteer must follow up with Employee Health within 72 hours of the incident.
Isolation Precautions Signs
Emergency Plans

HEICS – Hospital Emergency Incident Command System

All Advocate Hospitals and many hospitals nationwide use the HEICS system. It is important that hospital staff and volunteers are familiar with this system in order to quickly respond when you hear a code through the overhead announcement system.

**BLUE**
This is a cardiac or respiratory arrest. To activate a code blue call 26.7777 and tell the operator where the emergency is located.

**RED**
This is a fire emergency. In case of a fire, remember RACE:
- **R** RESCUE any patient(s), visitor(s), or staff from the immediate area of fire.
- **A** Pull the nearest fire ALARM or dial 26.7777 from the nearest phone. Tell the operator the location of fire. Stay on the phone with the operator to give all vital information.
- **C** CONTAIN the fire by closing doors, disconnecting equipment or unplugging electrical equipment involved, and shutting off any medical gasses.
- **E** EXTINGUISH the fire using the appropriate type of fire extinguisher.

**SILVER**
**Active Shooter**
1st Option: Evacuate - Have an escape route planned in mind; Leave your belongings, keep hands visible
2nd Option: Hide Out - Find an area out of view, block entry & lock doors; Silence / mute all devices
3rd Option: Take Action - A last resort, and only if there is imminent danger; Attempt to incapacitate or throw items at shooter

**ORANGE**
This designates an internal hazardous materials spill.

**YELLOW**
A trauma patient is arriving in the emergency department.

**PINK**
An infant or child has been abducted. Notify the operator by calling 26.7777. Notify Public Safety, charge nurse, supervisor, manager, and/or the administrative coordinator. You should be prepared to give a complete description of the infant, child and others involved. Search the entire area while making sure all unit doors are locked or staff posted to prevent exit. No one should be allowed to leave the unit until the search is complete & local law enforcement has given clearance. All departments or units should post personnel at exits and stairwells and watch for any suspicious activity.

**BLACK**
*(watch or warning)* Severe weather is approaching. Close blinds or drapes. Remove anyone in danger and away from windows.

**GREEN**
There has been a utility failure such as water, electricity, telecommunications, pagers, heat, etc. The code green will designate what utility is affected. Emergency plans for the outage will be communicated.

**PURPLE**
This is the Evacuation Code. This alarm is very loud with continuous ringing. Never evacuate an area unless you are instructed to do so or you are in imminent danger such as a fire or large hazardous chemical spill.

**WHITE**
**Weather Emergency.** This is related to weather events and provides for an orderly mobilization of staffing resources to maintain hospital operations and expands available sleeping facilities. This plan affects all associates, medical and house staff, students, volunteers and agency staff. This emergency plan helps to effectively deal with weather and other emergencies that may tax normal capabilities.

**ALL CLEAR**
Situation under control
Emergency Telephone
All telephones throughout the Hospital and Center for Advanced Care, except patient room phones, feature “EMERGENCY” buttons in case of an emergency.

Simply pick up the phone and press the “EMERGENCY” button or dial 26-7777 to initiate assistance. An operator will respond immediately. Please advise operator of problem and location of occurrence.

Press the “EMERGENCY” button or dial 26-7777 if you see someone experiencing cardiac arrest, unconsciousness, or any other medical emergency.

Wheelchairs

Assisting patient into wheelchair
- Set the brakes on the wheelchair so it will not roll.
- Raise the footrests upward to provide a clear entry to the chair.

Transporting patient via elevator
- When entering an elevator, pull the chair into the elevator backwards. Patient must always face the elevator doors.
- Do not move the wheelchair when the elevator is in motion.

After patient is seated
- Be sure patient is comfortable.
- Release footrests and place patient's feet upon them.
- Transport patient to desired destination and notify person in charge upon your arrival.
- Never leave a patient in an unlocked wheelchair.

Moving patient down slight ramp
Generally, when moving a patient down a slight ramp, the volunteer can still walk behind the chair and push it forward. On steep ramps, however, the chair should be taken down backwards. Glance back now and then to be sure of your direction and to avoid collision.
# The Advocate Experience

## Service Excellence
Our commitment to create the safest and best place for patients to heal, physicians to practice and associates to work.

## Who are our customers?
Any person you interact with including patients, visitors, family members, other associates, physicians and volunteers.

### AIDET
AIDET provides a consistent framework for staff to communicate with patients and families as well as each other.

<table>
<thead>
<tr>
<th></th>
<th>Acknowledge the customer:</th>
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</table>
| A | - Smile, make eye contact. Greet the customer in a pleasant and appropriate manner  
- Call customers by name  
- Show positive attitude.  
- Make patients feel like you are expecting them. |   |
| I | Introduce yourself: |   |
|   | - State your name and role to the customer  
- **Manage up** (talk positively) yourself, your co-workers, other departments and physicians. |   |
| D | Duration/Direction: |   |
|   | - Let the customer know what to expect next  
- Keep the customer informed  
- Communicate how long procedures, tests, waiting times etc. will take.  
- Explain delays.  
- Escort the customer to their destination |   |
| E | Explanation: |   |
|   | - Help patients and families understand what you will be doing and why.  
- Clarify expectations. |   |
| T | Thank the customer: |   |
|   | - Smile, make eye contact  
- Let patients know that you enjoyed caring for them. Thank the family for using and entrusting us with the care of their loved ones.  
- Ask if there is anything else you can do for the customer before ending the interaction |   |
Larry’s 10 tips for working with our patients - making AIDET your own

Larry is one of our longest serving volunteers, and he has trained many new Emergency Department volunteers, where he is greatly appreciated.

1. Always say “Good Day/Afternoon/Evening” whenever you meet or walk past anyone in the hospital. (I always say "Good Afternoon", with a smile to everyone I meet in the ER, hallway, or any place in my travels around the hospital. I do not pass anyone without this greeting and a smile. 95% of the time I get a response and people seem pleased to be so greeted with a smile. If everyone did this all the time, I think it would have a very positive result and create a more comfortable and welcoming hospital atmosphere.)

2. Always introduce yourself to any patient you are working with.

3. Always verify the patient’s name if you were sent to do something for a patient.

4. Always tell a patient what you are going to be doing with them and about how long it will take.

5. Always acknowledge others in the patient’s room.

6. Always knock on the door, if closed (or on the wall next to the curtain if it is the bed by the window) before entering a room and ask if it is ok to enter.

7. Always wait until the doctor or nurse leaves a patient’s room before entering.

8. Always introduce the patient to other hospital staff when you take the patient to other staff.

9. Always ask the nurse and/or doctor if the patient asks for something, in particular something to eat or drink, and be sure and tell the patient that you will have to check with their nurse or doctor before doing anything.

10. Always follow-up on patient requests to see their doctor or nurse about something and then check back later to see if the doctor or nurse responded.
The Advocate Experience

Behaviors of Excellence
As a volunteer of Advocate Health Care, I am committed to living out our Mission, Values and Philosophy every day. In honor of our MVP and Vision, I pledge to follow our behaviors of excellence in all that I do to ensure that Advocate is the safest and best place for patients to heal, physicians to practice and associates to work. I will always...

Be Safe
- Make safety my highest priority when making decisions
- When performing an important task, I will give it my full attention
- Ask clarifying questions or seek out an expert when I am unsure about how to proceed
- Communicate clearly
- Provide clear and complete handovers
- Report safety events, near misses and unsafe conditions

Be Responsive
- Make eye contact and say hello
- Introduce myself by name, explain the care or service I will provide and communicate how long it will take
- Listen attentively and address each individual’s needs with kindness, patience, and respect
- Be proactive to anticipate and respond to the needs and expectations of others
- Acknowledge and address all forms of communication in a timely manner
- Take others to their destination
- Practice service recovery

Be Respectful
- Demonstrate respect for cultural and spiritual differences
- Resolve conflicts promptly and respectfully
- Reduce noise to maintain a professional setting and healing atmosphere
- Use personal electronic devices in an appropriate and considerate manner
- Provide timely updates to keep others informed
- Communicate in ways others can understand

Be Professional
- Represent Advocate Health Care positively through my actions and words both in and out of the workplace
- Act with integrity in every situation
- Maintain a clean appearance, wear professional attire, and position my badge where it is clearly visible
- Create a positive first and lasting impression
- Learn from experiences and seek new knowledge and skills
- Respect confidentiality and privacy

Be Accountable
- Take ownership to keep the inside and outside of our sites clean
- Utilize resources wisely
- Honor and follow through on my commitments and due dates
- Contribute to department, site and system goal achievement
- Consistently follow established standards and practices
- Speak up about safety concerns or if there are opportunities to improve our standards and practices

Be Collaborative
- Partner with others to provide exceptional care and service
- Manage up others by communicating their strengths and accomplishments
- Actively seek the input of others
- Participate in improvement initiatives
- Coach others and be willing to let them coach me
- Thank others for their contributions
The Advocate Experience

Service Recovery
Service recovery means listening to our patients and customers who have complaints or concerns and responding to address the issue.

The associate / volunteer who receives the complaint, owns the complaint. This means that the associate/volunteer resolves the problem on the spot or contacts the appropriate person to resolve the problem. The associate/volunteer who receives the complaint is responsible for ensuring the problem receives a response.

Advocate’s five-step service recovery process:

1. **Listen**: Listen to the complaint.
2. **Apologize / Empathize**: “I’m so sorry this happened. I can see why you would be upset and frustrated. Our goal is to provide you with excellent service”
3. **Respond**: Fix the problem on the spot or if needed work with your immediate supervisor. “What can I do to make this situation better for you?” “What I will do is ___”
4. **Say “Thank You”**: “Thank you for bringing this dissatisfaction to my attention. It gives us an opportunity to improve the service we provide to you.”
5. **Follow-up**: “I will check back with you in a little while to ensure that everything has been resolved.”

We are what we repeatedly do.
Excellence, then, is not an act, but a habit.

~Aristotle
Elevator Etiquette

**Passenger Elevators** are used primarily for visitors, outpatients, guests, and staff not traveling with carts.

**Service Elevators** are used primarily for staff with carts, wheelchairs, beds, and equipment with or without inpatients on them.

Exceptions to these guidelines may occur when the appropriate elevator cannot reach the destination from the current origin.

**Avoid**
- Delaying travel by holding the door open to finish a conversation.
- Detailed conversations including clinical information (even if a name is not used).
- Breaching patient or staff confidentiality.
- Private, personal or hospital conversations including concerns over operations.

**Elevator Etiquette Standards**
- Smile and speak to fellow passengers.
- Use the stairs – up one floor, down two floors, whenever possible.
- Carts, wheelchairs, deliveries including lunch should be transported on service elevators.
- Provide access to the elevator by stepping out for patients and visitors if the elevator is full. Our patients and visitors always come first.
- Always allow patients and visitors to enter the elevator first. When leaving the elevator, allow others to exit first while holding the door open for them.
- Pause briefly before attempting to board an elevator so that you don’t block the way for anyone wishing to exit. Hold the door open until all have boarded.
- Do not discuss patients, their care or hospital business on elevators to safeguard patient confidentiality and to maintain organizational integrity.
- Respect your co-workers privacy by eliminating gossip. Our customers also hear this unprofessional talk.
- When transporting patients in wheelchairs, always make sure they face the elevator door.

Telephone Etiquette

- Answer all calls by identifying your department and name, and then ask “How may I help you?” Speak clearly.
- When transferring a call, first notify the caller and provide them the number in case the call is lost during the transfer.
- Get the caller’s permission before putting him or her on hold. Thank the caller for holding when you return to the line. Do not pick up a call and immediately place that person on hold without asking.
- Callers on hold will be acknowledged periodically, given the status of their call and asked if they want to continue on hold.
Business Conduct

Ethical and legal business conduct is a reflection of Advocate’s mission, values and philosophy (MVP). Our integrity is demonstrated in how we treat patients, families and each other and how we conduct our relationships with customers, physicians and payers. Complying with the laws that govern health care providers and acting ethically are the way we do business.

What is business conduct?
It's doing the right thing for the right reason.

<table>
<thead>
<tr>
<th>The Business Conduct Program is primarily concerned with areas of law governing:</th>
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<tbody>
<tr>
<td>• Patient Care</td>
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<tr>
<td>• Confidentiality</td>
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<td>• Information Privacy</td>
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<td>• Information Systems Security</td>
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<td>• Discrimination</td>
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<td>• Harassment</td>
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<td>• Safety and Health</td>
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<td>• Conflicts of Interest</td>
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<td>• Tax-Exemption Principles</td>
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<td>• Fraud and Abuse Laws</td>
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<td>• STARK Anti-Referral Legislation</td>
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<td>• Coding and Billing Procedures</td>
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</table>

Stop, Think and Act
If you are in doubt about a situation, stop and ask yourself the following questions:

- Is it legal?
- Does it follow Advocate’s policies and MVP?
- Is it ethical?
- How would it look in the newspaper?
- Can the decision be defended to others?
- Am I treating others like I want to be treated?
- Is it in the best interests of the patient/customer?

If you believe a situation requires attention or investigation, you have the obligation to act. Advocate’s company policy prohibits retaliation against an associate for raising or pursuing a business conduct issue. Talk to your manager or call the Business Conduct Information Hot Line at 630-990-5568 or in-house 52-5568. An associate may make the call on an anonymous basis - no caller ID is used.
Cultural Competence

What is Culture?
The shared values, traditions, norms, customs, arts, history, folklore, and institutions of a group of people

What is Cultural Diversity?
The coexistence of different ethnic, gender, racial, and socioeconomic groups within one social unit

What is Cultural Competence?
Cultural competence is a set of cultural behaviors and attitudes integrated into the practice methods of a system, agency, or its professionals, that enables them to work effectively in cross cultural situations.

How to achieve Cultural Competence? By showing:
- **Warmth**: acceptance, liking, commitment, and unconditional regard.
- **Empathy**: an ability to perceive and communicate, accurately and with sensitivity, the feelings of the client and the meaning of those feelings.
- **Genuineness**: openness, spontaneity, the opposite of “phonyness.”

- Be careful to **avoid stereotyping**
- Remember that **each individual has a unique** personal history, belief system, communication style and health status
- Speak in **short units of speech**. Do not use long, involved sentences.
- Be **sensitive and respectful** in all interactions with patients, visitors, fellow volunteers and hospital associates

Interpreter Services

All patients/family members/companions are provided language assistance at **NO COST** to the patient/family member/companion. Language assistance includes but is not limited to interpreting services, TTY telephones, amplifiers, communication boards, and pictographs. Many hospital forms are translated into several languages for patient convenience.

Medical interpreting and translation should only be provided by **qualified** individuals. Qualified individuals have completed proficiency testing and a course of study/field experience. It is not appropriate for volunteers or associates who are fluent in a second language to interpret or translate information for patients/family members/companions. When you see someone who expresses a need for language assistance, please contact the unit/department supervisor who can utilize the following resources:

- Telephonic interpreters by Pacific Interpreters
- On-site interpreters: contact Patient Relations
- VRI (Video Remote Interpreting) carts located throughout the hospital
- American Sign Language Interpreters

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Risk Management and Safety

What is Risk Management?
Risk Management is a part of the healthcare team that is responsible for reducing liability exposure; thereby increasing your safety and the safety of our patients and visitors.

We promote safety by exploring “patient safety events” to design activities to proactively reduce and prevent future patient safety events.

What is a Patient Safety Event?
It’s an unusual event that is not consistent with the routine operations of the hospital or the routine care of a particular patient; it may or may not have resulted in an injury.

What is your role in Risk Management?
- Provide excellent customer service
- Be aware of your environment and report safety concerns immediately to appropriate department managers.
- If you witness an Advocate associate verbally, physically or sexually abusing a patient, you must report it immediately to your department manager who will then contact our Risk Management department to complete an occurrence report.
Body Mechanics

**Standing Posture**
- Stand up straight with your ears in line with your shoulders and your shoulders over your hips. This is easily done by raising your chest up and everything else falls in place.
- Keep your back straight by tightening your abdominal muscles.
- Wear low heel or flat shoes.
- Stand with your feet slightly apart and your knees slightly bent.
- Shift weight from one foot to the other often.
- When standing for a long time, elevate one foot on a low stool.

**Sitting**
- Keep your back against your chair, your feet flat on the floor, and your knees in line with or above your hips.
- Avoid prolonged sitting.
- Get up occasionally to stretch and to change position.
- Use a lumbar support in the chair to maintain the lumbar curve.
- Your knees should be in line with your hips. Place feet on a footstool if needed.

**Pulling**
- Avoid pulling if possible.
- Keep knees partially bent.
- Maintain a wide stance or space between your feet.
- Shift your body weight to give extra pull.
- Do not pull with your back muscles.

**Pushing**
- Push instead of pull when possible.
- Push with legs or entire body.
- Use mechanical devices to help push heavy or large items.
- Use carts or chairs with rollers to help move heavy objects.

**Carrying**
- Carry object close to you.
- Use your arms and carry at waist level.
- Avoid twisting movement.

**Lifting**
- Consider the weight and size of the object you are about to lift, and the distance and pathway you will travel before you lift.
- Stand as close to the object as possible.
- Bend your knees, tighten your abdominal muscles and keep your back straight.
- Get a firm grasp of the object before beginning the lift.
- Begin slowly lifting with your legs by straightening them. Never twist your body during this step.
- Apply the same tips when setting the object back down again.
- If a box is too heavy or awkward, have someone help you lift it.
# The Rights and Responsibilities of Advocate Health Care Hospital Patients

## Your Rights and Responsibilities as a Patient at Advocate Health Care

<table>
<thead>
<tr>
<th>As an Advocate patient, it is your right:</th>
<th>As an Advocate patient, it is your responsibility:</th>
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</thead>
<tbody>
<tr>
<td>1. To receive health care that addresses your physical, emotional, and spiritual needs.</td>
<td>1. To provide correct personal and family health information.</td>
</tr>
<tr>
<td>2. To receive care that respects your values and beliefs and promotes your dignity, personal privacy and safety.</td>
<td>2. To follow the plan for your care.</td>
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<tr>
<td>3. To receive care that is free from all forms of discrimination, abuse or neglect.</td>
<td>3. To ask questions if you do not understand what we tell you.</td>
</tr>
<tr>
<td>4. To receive support for your religious and spiritual practices.</td>
<td>4. To be respectful of others’ dignity, privacy and safety.</td>
</tr>
<tr>
<td>5. To have us communicate with you in a way that you understand.</td>
<td>5. To tell us if you want to use another doctor, care giver or facility.</td>
</tr>
<tr>
<td>6. To know the names of the person in charge of your care and all those on your care team.</td>
<td>6. To pay for your health care services or the portion of your bill that you owe, tell us if you need help with your bill, and work with the hospital to seek financial help when needed. Please ask for the brochure <em>Understanding Billing and Financial Assistance</em>.</td>
</tr>
<tr>
<td>7. To receive the information you need to make informed choices about treatment, to be involved in planning your care, and to request, accept or refuse treatment.</td>
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<tr>
<td>8. To involve persons of your choice in your care.</td>
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<tr>
<td>9. To receive honest and clear information about the outcomes of your care, including those that are unexpected.</td>
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<tr>
<td>10. To receive help with advance care planning so that we can respect your wishes about treatment if you cannot tell us yourself.</td>
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<tr>
<td>11. To have personal and medical information protected as described in Advocate’s <em>Notice of Privacy Practices</em>.</td>
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<tr>
<td>12. To know when information about you must be shared with others.</td>
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<td>13. To have your doctor and a person of your choice promptly told if you are hospitalized.</td>
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<td>14. To have your pain assessed and help develop a plan to manage the pain you may have.</td>
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<tr>
<td>15. To have a person of your choice with you during your stay; to have visitors of your choice unless this interferes with the well-being, rights or safety of others, or is not medically indicated in your care; and to have access to others outside the hospital.</td>
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<tr>
<td>16. To help develop the plan for your discharge from the hospital.</td>
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<td>17. To receive information about patient and family protective services if needed.</td>
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<tr>
<td>18. To be free from restraint or seclusion unless it is needed for your safety or the safety of others.</td>
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<tr>
<td>19. To access financial services to explain your charges, your bill and your options for financial help if needed.</td>
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<tr>
<td>20. To share concerns or complaints about your care and receive a prompt response.</td>
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<tr>
<td>• Please contact the hospital operator and ask for Patient Relations to share a concern or complaint.</td>
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<tr>
<td>• You may contact the Illinois Department of Public Health at 800.252.4343 or 800.547.0466 (TTY).</td>
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<tr>
<td>• DNV Healthcare can be reached at <a href="mailto:hospitalcomplaint@dnvgl.com">hospitalcomplaint@dnvgl.com</a> or call 866.496.9647.</td>
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<tr>
<td>21. To be fully informed of, and accept or refuse, any research or trial treatments used in your care.</td>
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If you would like additional information on your rights and responsibilities as a patient of Advocate Health Care, please ask your care provider for a copy of *Understanding your Rights and Responsibilities: For Those who want to Know More*.

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You are Advocate Good Shepherd Hospital!

You are what people see when they arrive here.

Yours are the eyes they look into when they're frightened and lonely.

Yours are the voices people hear when they walk the halls and when they try to understand their medical problems. You are what they hear on their way to appointments that could affect their destinies. And what they hear after they leave those appointments.

Yours are the comments people hear when you think they can't.

Yours is the intelligence and caring that people hope they'll find here. If you are indifferent, so is Advocate Good Shepherd Hospital. If you're rude, so is Advocate Good Shepherd Hospital. And if you're wonderful, so is Advocate Good Shepherd Hospital.

No visitors, no patients, no physicians or associates can ever know the real you, the you that you know is there – unless you let them see it. All they can know is what they see and hear and experience.

And so we have a stake in your attitude and in the collective attitudes of everyone who works at Advocate Good Shepherd Hospital. We are judged by your performance. We are the care you give, the attention you pay, the courtesies you extend.

Thank you for all you will be doing for our patients and customers.

Welcome to the Advocate Good Shepherd Hospital volunteer program!

Our volunteers DO make a difference!