

10. You are breaking the law and violating HIPAA regulations if you:
- a) **Read the patient list out of curiosity**
 - b) **Tell your spouse about a dear friend whose name you saw on the patient list**
 - c) **Discuss with your sister the hospitalization of a famous patient at UI Hospitals and Clinics**
 - d) **Go to the hospital room to visit a friend whose name you happened to see on a patient list**
 - e) **All of the above**
11. The best way to help a patient find where they need to go is:
- a) **Escort them to a Service Ambassador**
 - b) **Dial 101, ask for directions, and escort them**
 - c) **Check your “Finding your Way” brochure and escort them**
 - d) **Any of the above**
12. Volunteers do not need to record their hours, as this is done automatically.
True or False
13. As a volunteer, you must get your TB test updated once a year.
True or False

Declarations and Volunteer Agreement

As a hospital volunteer, I understand Volunteer Services reserves the right to terminate any volunteer status as a result of (a) failure to comply with hospital policies, rules and regulations; (b) absences without prior notification; (c) unsatisfactory attitude, work, or appearance; or (d) any other circumstances which, in the judgment of the Volunteer Services Director, would make my continued services as a volunteer contrary to the best interests of the hospital. In addition:

- I declare I have read and understand the aspects of patient confidentiality and standards for Internet activity, including:
Hospital policy prohibits retrieval of patient information that is not required for the performance of your job. The confidentiality of information about patients that you obtain in the course of your volunteer work is protected by state and federal law. **State and federal law prohibits you from making any disclosure of the information unless you are specifically authorized to do so under the policies of your department.**
- I understand that a violation of the policy is reason for disciplinary action including possible dismissal from Volunteer Services and liability to civil and criminal penalties.
- I declare that I have read information on: 1) safety/fire/hazardous chemical procedures and precautions, and 2) “Patients’ Rights and Responsibilities”, which represents mandatory policy of the organization.
- I further agree to immediately notify Volunteer Services should I be reported for child abuse/neglect or be charged, convicted or penalized in any way for violation of any municipal, county, state or federal law other than a minor parking violation.

Signature: _____ **Printed Name:** _____

E-Mail: _____ **Date:** _____

People with disabilities are welcome at UI Hospitals and Clinics. The University of Iowa prohibits discrimination in employment or in its educational programs and activities on the basis of race, national origin, color, creed, religion, sex, age, disability, veteran status, sexual orientation, gender identity or associational preference.

SCORECARD

1. False: Volunteers cannot use their phone while volunteering. They can check for messages and make phone calls while on their break and in off-stage areas.
2. b) 199. Important codes are on the back of your volunteer ID badge.

Code 199: Medical Emergency: If a person is in respiratory/cardiopulmonary arrest, or exhibits the code stroke criteria, call a **Code Blue** by dialing "199." **Code Stroke:** If *a patient* has one of the following symptoms that began within the last six hours: sudden numbness or weakness, especially on one side of the body; sudden trouble seeing; sudden trouble speaking or understanding; sudden trouble walking or loss of balance. **Dial 199 to activate a Code Stroke.**

3. True. Posting confidential information is a violation of HIPPA.
4. False. Our unit hallways are No-Pass Zones. Volunteers should never walk past a patient's activated call light without stopping in to see what is needed. See the No Pass Zone information in your handbook for the requests every volunteer may assist with and what activities require nursing expertise.
5. False. Our policies require us to practice hand hygiene EVERY TIME we cross the threshold of a patient room, both entering AND exiting. Even better if you are demonstrating this technique *in front of the patient* as you enter their room. Remember, "**Clean In, Clean Out.**" Frequent handwashing and proper hand hygiene is the best way to prevent and control the spread of infection.
6. False. Volunteers must follow the hospital professional appearance policy which means **no blue denim** while on duty.
7. d) All patients. Volunteers will treat all situations as if there is a risk of infection and use proper procedures to prevent exposure to blood or body fluids.
8. e) All are examples of **Protected Health Information**. It doesn't have to be something written to qualify.
9. d) All of the Above. Violating HIPPA can result in dismissal from volunteering, civil lawsuit, and criminal prosecution.
10. e) All of the Above. All of these actions would be a violation of HIPPA.
11. d) All of the Above. There are many ways to help patients and families with **Wayfinding**. Please be sure to take the time to help a patient or family member who is asking directions. As a volunteer, you are empowered to help them by using the many tools available in the hospital.
12. False. Volunteers are responsible for recording their hours in order to remain a volunteer in good standing.
13. True. As a volunteer, you are responsible for getting your TB test updated once each year. Please consult your handbook for the correct information about this procedure.

Thank you for your attention to this important documentation.