

MEDICAL STAFF ORIENTATION SUMMARY OF SERVICES

Practitioner's Name (printed): _____ Date: _____

Topic	Resource
Bylaws, Rules & Regulations	Copy provided with application packet.
Dictation Card	Obtain from the Medical Staff Office or Medical Records Dept.; a dictation number is assigned.
ID Badge	All CMH staff are required to wear their ID badge. Obtain from Human Resources, Hospital Basement.
Medical Staff Office	<p>Welcome to CalvertHealth! We are here to assist you. Please do not hesitate to call if you have questions. Phone: 410-535-8242, Fax: 410-535-8243. Our staff:</p> <ul style="list-style-type: none"> • Sabine Lederer, CPMSM, Medical Staff Services Director • Linda Tierney, Credentials Specialist • Meghan Westlund, R.N., Clinical Liaison <p>Procedural Sedation & Fluoroscopy Privileges: completion of a test is required; obtain packets from our office. Medical Staff member responsibilities:</p> <ul style="list-style-type: none"> • Provide alternate coverage & participate in on-call, if applicable. • Provide timely submission of: <p>Current copy of Maryland State License, DEA license, CDS License & malpractice insurance</p> <ul style="list-style-type: none"> ➢ Current copies of ALL certifications ➢ Updates of licenses, certifications, address/phone changes ➢ Updated TB testing and Health Assessments ➢ New malpractice claims, including a statement from you <ul style="list-style-type: none"> • The Reappointment cycle is every 2 years. • Please notify the Medical Staff Office when you will be out of town; also who will be covering for you. We will notify the Switchboard & E.D.
Meetings	<ul style="list-style-type: none"> • General Medical Staff Dinner Meetings are held in Feb., May, & Oct.; 2nd Wed., 7pm, Classrooms 1&2, Keep Well Center. Oct. is the ANNUAL MEETING; elections are held. • Dept. Meetings: schedule varies; refer to the MS Meeting Calendar, distributed monthly • Medical Executive Committee – 1st Monday of every month (except Jan. & July) • Board of Directors – 4th Tuesday of every month (except Dec. & July) • Credentials Committee-3rd Tuesday of every month (except Dec. & June) • Committees/Teams: as assigned.
Policies & Procedures (P&P)	<p>CalvertHealth P&P are archived on the Intranet – you can review/print them at any time. It is important that you become familiar with our policies. Please be sure to review the following policies:</p> <ul style="list-style-type: none"> • General Administration (GA) Policies (Index provided) <ul style="list-style-type: none"> <li style="width: 50%;">Advance Directives, GA-041 <li style="width: 50%;">Statement of Patient Rights & Responsibilities, GA-080 <li style="width: 50%;">Confidentiality & Professional Ethics, GA-004 <li style="width: 50%;">Smoke Free Campus, GA-013 <li style="width: 50%;">Informed Consent, GA-006 <li style="width: 50%;">Suspected Abuse/Neglect of Adults & Children, GA-044 <li style="width: 50%;">Withholding or Withdrawing Life Sustaining Treatment, GA-023 <li style="width: 50%;">Patient Transfers between Hospitals and to Other Institutions, GA-024 • Medical Staff P&P (index provided)
Web Site	The CalvertHealth website is: CalvertHealthMedicine.org

OTHER DEPARTMENTS/SERVICES	
Admissions / Registration	Direct Admits: Please call 410-535-8352 prior to sending a patient to the hospital. Please provide all Information needed on intake form to process patient. Orders are required to take a patient to the units.
Cardiopulmonary	Stress Testing 7 days/week 7am-3pm Echocardiography 7 days/week 7am-3pm Sleep Lab/ Neurology: 4 nights per week w/a full range of sleep studies M-F 8am-3pm; on call for weekends & holidays 9am-1pm Respiratory Therapy A full range of therapy 24hrs/d, 7d/wk. Includes: bronchotherapy protocol, full pulmonary function studies, non-invasive ventilation, mechanical ventilation neonates to adults. Cardiac and Pulmonary Rehab. M, Tu, Thu 7am-3pm
Corporate Compliance	All diagnostic tests REQUIRE documentation of clinical indications – IT IS YOUR RESPONSIBILITY TO PROVIDE THEM AT THE TIME THE EXAM IS ORDERED. To report compliance issues (anonymously) call the Corporate Compliance Hotline, ext. 8282 or you may find a compliance form on the intranet.
Education & Training	Please call 410-414-4839 for information.
Information Services (IS)	CalvertHealth utilizes MEDITECH as its Electronic Health Record (EHR). Access to Meditech requires training with a member of the I.T. Dept. & a signed Provider Password Agreement. Policies, Procedures, and other information may be accessed on the Intranet. Electronic signature and remote access will be set up during training. Dragon Speech recognition and Single Sign-On are available on request. Contact the Medical Staff Office to place an IS request for yourself. IS in-house support is available through the helpdesk by dialing "HELP".
Imaging Services	Radiologist on site, M-F, 8am-6pm; hrs. vary Sat/Sun Teleradiology services are available after hrs. Radiology/CT 24 hours/day, 7 days/week. Nuclear Medicine 7a-7p-F & 8a-4p Sat., on-call after hrs. Ultrasound 7a-2p, M thru F, 9a-7p, Sat/Sun, on-call after hrs. Vascular Lab 8:30a-4:30p, M-F Interventional and Cardiac Cath Services available by appointment Diagnostic Radiography available on a walk-in basis at Solomon's Medical Center M thru F CMIC, our outpatient facility, is located in Prince Frederick in the new CMAC Building CMIC offers Radiology services, Mammography, Ultrasound, CT/PET CT, MRI, and Bone Density studies
Infection Control: Important Tips from IC:	<ol style="list-style-type: none"> Guidelines & Precautions per CDC: <ul style="list-style-type: none"> <u>AFB</u> [suspected TB]: Negative air room & N-95 (face-fitted type mask) mandatory <u>Airborne</u> [Measles, Chickenpox, disseminated Zoster] <u>Droplet</u> [Flu, Meningitis, Mumps, Pertussis, etc.] <u>Contact</u> [MRSA/VRE, RSV, uncontrolled diarrhea or drainage, etc.] <u>*B* Lab Alert</u> is placed in computer IC alert field for those with known blood borne disease (Prints @ top of Lab & X-Ray req's), but no other signage. Physicians – note WHY ordering patient isolation (e.g., isolate for R/O TB). Nurses may start (but may not stop) IC precautions/isolation without Doctors order. HIV (+) patients w/active undiagnosed lung condition will be placed on AFB isolation unless otherwise ordered by M.D. After healthcare worker blood/body fluid exposure, private MD must complete confidential protocol for "Source patient". (No charge to pt.). Confidential package provided; do not write info/orders in pt.'s chart. Info. will not go into computer, except under confidential #. Complete lab orders, pt.'s blood borne disease history of HIV, & counsel/sign as counselor. Post Exposure Prophylaxis (PEP) meds are most effective given <4 hrs. of blood/body fluid exposure. Unless specified otherwise, all AFB sputum orders are sent to Resp. Therapy to obtain x3 & induce if needed. EVERY TIME an N-95 (face fitted mask) is put on, a FIT CHECK must be done (cover mask w/hands, blow out air, check for air leaks around mask & nose). CalvertHealth does not accept sharps boxes from the public. Law: Every healthcare worker hospitalized w/pneumonia must be reported to the health dept. Have IC related questions? Contact the I.C. Dept., x8380
Infusion Center	Hours of operation: 8a-4:30p, M-F. Closed on hospital-designated holidays. Services include chemotherapy, IV antibiotic administration, blood/blood product transfusions, IV medication infusion, subcutaneous & IM injections. To schedule treatments, call 410-535-8276.
Laboratory	Contact The Lab To Schedule Your Occult Blood Competency Evaluation at 410-535-8328.

	<p>List of Lab procedures available in-house on an emergency basis is provided.</p> <p>IMPORTANT NOTES:</p> <ol style="list-style-type: none"> 1. <u>Chemistry</u>: Re: Troponins & CKMBs, after positive result, Lab will NOT repeat the test on subsequent specimens. 2. <u>Hematology</u>: Lab will automatically do a differential on a CBC if the WBC is >25,000. 3. <u>Blood Bank</u>: We do not stock platelets at CalvertHealth. They must be obtained from Baltimore. 4. <u>Microbiology</u>: <ul style="list-style-type: none"> • No body fluids are to be submitted in blood culture bottles. • All gram stains are reviewed in AM by microbiology personnel. • A strep screen is automatically ordered on a negative rapid strep. • Routine plating is done until 8 pm. After that, only body fluids are plated.
Medical Records	<p>Refer to “Medical Records Department Information Sheet”, provided.</p> <p>IMPORTANT REMINDERS:</p> <ul style="list-style-type: none"> • Operative Reports are to be completed <u>IMMEDIATELY</u> after the procedure. • Closed Medical Records are to be completed within 21 days of the patient’s visit. • Verbal/Telephone orders are to be signed/dated within 48 hours. • LEGIBLE ENTRIES ARE REQUIRED – PRINTING IS RECOMMENDED. ILLEGIBLE ORDERS WILL NOT BE IMPLEMENTED UNTIL CLARIFIED.
Pharmacy	<p>The Medication Usage & Safety Team encourage use of CalvertHealth Order Sets. Ask about their availability in your area of practice or contact Kara Harrer, PharmD at extension 4768.</p> <p>CalvertHealth Formulary is archived in the Meditech Library for your review. To request a change in the Formulary, contact Kara Harrer at x4768.</p> <p>REPORT ALL ADVERSE DRUG REACTIONS ON THE ADR HOTLINE: ext. 8282.</p> <p>Pharmacy monitors Physician Prescribing Issues as part of an ongoing QM program.</p> <p>INDICATIONS MUST BE DOCUMENTED FOR ALL PRN MEDICATIONS.</p> <p>Info provided on the “Southern Maryland Medbank Program”; provides meds to low-income, uninsured</p>
Quality & Risk Management	<p>Peer Review, Variance Reporting, & Sentinel Event Review processes are coordinated thru the Quality Management Dept.</p> <p>If you are requested to complete a Peer Review, it must be done w/in 30 days. (Form provided).</p> <p>Copy of “EMTALA Quick Reference Guide for On-Call Physicians” available from QM/RM.</p> <p>CalvertHealth maintains a non-punitive environment to achieve optimal performance improvement outcomes. Do not hesitate to report concerns/issues. We welcome your participation in improving our services to the community. Contact 410-535-8150 or 410-414-2717.</p>
Restraint & Seclusion	<p><u>PRN ORDERS FOR RESTRAINT/SECLUSION ARE NOT ACCEPTED</u> – use the Order Sets available on each nursing unit – ask for them. Time limited orders:</p> <ul style="list-style-type: none"> • Restraint for medical-surgical “healing” purposes may be ordered for up to <u>24 hours</u>. Patients must be reassessed by MD prior to subsequent orders. • Restraint or seclusion for behavioral health needs may be ordered for up to <u>4 hours</u> for patients 17 & older & up to 2 hours for patients <17. A PHYSICIAN <u>MUST</u> ASSESS ALL PATIENTS RESTRAINED OR SECLUDED FOR BEHAVIORAL HEALTH NEEDS WITHIN <u>ONE HOUR</u> OF INITIATION.

<p>Safety & Security</p>	<p>MARYLAND LAW REQUIRES ALL PERSONS THAT PROVIDE PATIENT CARE TO WEAR A PHOTO ID BADGE. It is your responsibility to wear your photo ID while at CalvertHealth & our satellite facilities. CONTACT HUMAN RESOURCES TO OBTAIN YOUR PHOTO ID.</p> <p>Security contact numbers: EMERGENCY 8222, Desk 8314, or Beeper 8288.</p> <p>Everyone must participate in improving safety. Please discuss issues you identify with the respective Director or VP.</p> <p>To report safety issues (anonymously), call the Safety Hotline at ext. 4724.</p> <p>Review of CalvertHealth Emergency Preparedness Codes, effective 11/01/04 (respective P&P are in the Meditech Library):</p> <table border="0"> <tr> <td>Code Blue: Cardiac / Respiratory Arrest</td> <td>Code Purple: Emergency Security Response</td> </tr> <tr> <td>Code Gold: Bomb Threat</td> <td>Code Red: Fire or Smoke</td> </tr> <tr> <td>Code Gray: Patient Elopement</td> <td>Code Trauma: Additional Physicians & Nurses for Trauma Patients</td> </tr> <tr> <td>Code Green: Assistance with Physically Combative Persons</td> <td></td> </tr> <tr> <td>Code Orange: Hazardous Material Spill</td> <td>Code U: Radiation Exposure</td> </tr> <tr> <td>Code Pink: Infant/Child Abduction</td> <td>Code Yellow, A, B, or C: Emerg. Mgmt. Plan A, B, or C</td> </tr> </table> <p>The response to every fire is referred to as R-A-C-E. In the event of a fire, you should be prepared to assist our staff by:</p> <ul style="list-style-type: none"> R: RESCUE/REMOVE anyone in danger A: ALARM – pull the fire alarm & notify operator/others C: CONTAIN – the fire by closing doors & windows E: EXTINGUISH fire if possible or EVACUATE if directed. 	Code Blue: Cardiac / Respiratory Arrest	Code Purple: Emergency Security Response	Code Gold: Bomb Threat	Code Red: Fire or Smoke	Code Gray: Patient Elopement	Code Trauma: Additional Physicians & Nurses for Trauma Patients	Code Green: Assistance with Physically Combative Persons		Code Orange: Hazardous Material Spill	Code U: Radiation Exposure	Code Pink: Infant/Child Abduction	Code Yellow, A, B, or C: Emerg. Mgmt. Plan A, B, or C
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<p>Surgical Services</p>	<p>H&P's MUST be completed within 7 days of surgery and updated within 24 hours before surgery. PATIENTS WILL NOT PROCEED TO THE OR WITHOUT A COMPLETE H&P.</p> <p>Surgeons MUST complete a brief post-op note IMMEDIATELY FOLLOWING THE PROCEDURE, even if full operative report will be dictated later.</p> <p>ALL OP NOTES MUST BE DICTATED ON THE DAY OF SURGERY.</p> <p>Operative consents MUST include site/side & discussion of risks/benefits, alternatives, etc., of the surgical procedure for <u>informed</u> consent.</p> <p>Surgeons must arrive 15 minutes PRIOR to scheduled start time to see patients in SDS & prepare for surgery. First cases start at 7:30a. OR Tardiness is continuously monitored.</p> <p>TO PREVENT WRONG SITE SURGERY & WRONG PATIENT SURGERY – TIMEOUTS MUST BE CONDUCTED FOR ALL INVASIVE PROCEDURES, REGARDLESS OF THE SETTING. Operative sites are marked preoperatively with initials by surgeon. (UNIVERSAL PROTOCOL)</p> <p>ALL ORDERS MUST BE SIGNED, DATED & TIMED.</p> <p>For special equipment requests, implants, etc.: contact Marilyn Montgomery, 410-535-8296.</p> <p>OR pass cards may be obtained from the Security Department, near ED.</p>												
<p>Wellness Programs</p>	<p>A variety of screenings, early detection, & educational programs are offered through the KeepWell Center. These are listed in the KeepWell program schedule, published 3 times/yr.</p> <p>"TLC" program is available for those w/a medical condition who would benefit from an exercise program. A physician referral is required.</p> <p>Funding is available for those with limited income for fecal occult blood testing & colonoscopy through partnership w/Calvert County Health Dept.</p> <p>The Woman's Wellness Center offers well woman exams (pap & breast exam) by a nurse practitioner, & mammograms through CMIC. Limited commercial insurances are accepted. There is State funding for those without health insurance who meet specific criteria.</p>												

Revised: 12/05, 3/08, 9/09, 10/10, 06/11, 02/21