

NEONI's Healthcare Career Shadowing Program Student Guidelines

What can you expect from NEONI's Healthcare Career Shadowing program?

NEONI's Healthcare Career Shadowing program is a regional collaborative effort to provide Northeast Ohio high school juniors and seniors (minimum age of 16-years-old) who are interested in the fields of nursing, physical therapy, occupational therapy, respiratory therapy, laboratory technology, radiology technology, or pharmacy the opportunity to spend a day watching, interacting with and learning from local healthcare professionals. During the career shadowing experience, students will be paired with a healthcare professional, called an Ambassador, to observe the profession, the work environment, and day-to-day responsibilities. These volunteer Ambassadors, Coordinators and hospitals generously donate many resources and much time to provide students a snapshot into the world of healthcare.

Career shadowing provides students with:

- A realistic experience in the work day of their career choice
- An opportunity to increase their knowledge about their career of interest
- Important information about area healthcare employers
- The chance to network with professionals in the field and ask career-related questions

What should you do on the day of shadowing?

Your shadowing day is completely outlined in the itinerary that is available on the NEONI website under the "Guidelines and Hospital Information" menu. Please visit the website at www.NEONI.org to print out the itinerary packet as soon as you learn of your assigned hospital. Driving directions, as well as any additional information or forms the hospital requires are also provided for you in the packet. **It is important that you have any additional forms signed in advance and take them with you on the day of shadowing. All students must take the signed "Confidentiality Statement for Students" form to their assigned facility. If you do not take your signed form with you, the facility will cancel your shadowing experience for the day.**

Showing up on time is extremely important. Coordinating shadowing experiences for large numbers of students requires that strict timelines be followed by the hospital staff to make sure everything runs smoothly. Just as you must show up for school on time, you are expected to show up on time for shadowing. Your itinerary outlines the time you are to arrive and the specific location inside the facility where you should wait for shadowing to begin. Be sure to familiarize yourself with the location and best route to the hospital and allow enough travel time to arrive at your destination.

There are circumstances such as traffic, weather, or making a wrong turn that may cause you to be a few minutes late. **If you are going to be between 5 and 15 minutes late, you are required to call the Healthcare Facility Coordinator listed on your itinerary to explain the situation.** If the Coordinator does not answer, please leave a detailed message with your name and school, an explanation of why you are calling, and a number where you can be reached.

If you anticipate being more than 15 minutes late, your shadowing day will be cancelled and you should not go to the shadowing healthcare facility. You are required to call the Facility Coordinator listed on your itinerary and tell them your name and school and that you will be absent. You are also required to call your school counselor and tell them you will not be attending shadowing.

If your school is closed for the day you should not go to the shadowing facility. Shadowing is not permitted when school is closed for the day. You are required to call your counselor and the Healthcare Facility Coordinator to let them know you will not be attending shadowing due to a school closure.



If you cannot attend shadowing for any other reason, you must notify your counselor and the Healthcare Facility Coordinator as soon as you are aware you will be absent.

If you do not attend your scheduled shadowing appointment and do not notify the Healthcare Facility Coordinator and your counselor as outlined above, you will not be rescheduled for any further shadowing opportunities.

How should you dress for your healthcare shadowing experience?

Proper attire for your shadowing experience is extremely important. You are representing yourself and your school at a professional place of business and will come in contact with practitioners, patients and families. The following Do's and Don'ts will help you make the correct clothing choices.

Students who do not wear the proper clothing will be dismissed from shadowing for the day and your counselor and parent/guardian will be notified.



Do's
Do be neat, clean and tidy
Do wear a comfortable-fitting solid color (if possible) button down or pullover shirt. It is best if the shirt is worn tucked in.
Do wear long comfortable fitting pants or skirts that are at or below the knee in length. Khaki's are an excellent choice.
Do wear clean tennis shoes or other comfortable closed-toe shoes that completely cover your feet.
Do wear socks or stockings.
Do tie back shoulder length hair or longer hair. Make-up should be conservatively applied.
Do cover tattoos with clothing or band-aids. No visible tattoos are allowed.
Do remove tongue, lip, eyelid, or other visible body piercings (other than standard lower lobe ear piercing) for the day.

Don'ts
Do not wear ripped, torn or dirty clothing
Do not wear shirts that reveal bare midriffs or deep cleavage, are tight, are low-cut, have writing or logos, or are excessively baggy or stylish.
Do not wear jeans, sweatpants, capris, shorts, leggings, jeggings, or tight, ripped or torn pants. Pants must not drag on the floor. Do not wear sweater dresses or other fashionable outfits.
Do not wear sandals, flip-flops, open-toed or slide shoes, any shoes that expose your feet, or high heeled shoes.
Do not have bare feet inside your shoes.
Do not excessively style your hair and make-up.
Do not wear cologne, perfume or scented lotions.
Do not wear large dangling earrings, necklaces, bracelets or costume jewelry and rings.
Do not wear uniforms or scrubs. Some hospitals may provide scrubs for you to wear but you are to come to the facility professionally dressed.

There are other attire and miscellaneous items that you should also be aware of:

- Do not bring any items with you that you will not absolutely need throughout the day.
- Purses and backpacks should be left at home or locked in the trunk of your vehicle if you are driving.
- You are not permitted to use your cell phone or pager inside the facility. It is best to leave them at home or in your car.
- Leave miscellaneous items at home as well (books, magazines, journals, musical instruments)
- Be sure to eat breakfast prior to arriving at your shadowing facility. Starting your day with a good breakfast boosts your energy, increases your attention span, and heightens your sense of well-being.
- Smoking is not permitted in healthcare facilities and you will not be allowed to smoke on site.

How should you conduct yourself during your healthcare shadowing experience?

When representing your school and yourself, you should act in a manner that makes a good impression on those you will come in contact with. You are a guest at the hospital and should act courteously and respectfully at all time. You should display a positive attitude and be enthusiastic.

This is your chance to find out information about your possible life's career! Use this opportunity to the fullest! Ask questions of the professionals you come in contact with. You may consider preparing some questions in advance of your shadowing experience and taking them with you.

Show interest in your Ambassador and actively listen to what he or she shares with you. Be interactive when given the opportunity. Remember, these professionals are giving time out of their day to share their knowledge and experiences with you. Act thankful and grateful and interested in what they say and do.

Students who display poor conduct will be excused from shadowing for the day and your counselor and parent/guardian will be notified.

What do you need to know about confidentiality?

It is extremely important that you understand confidentiality as you may be observing patient care and procedures, listening to conversations regarding patient care and treatment, and possibly reading patient documents or computer printouts.

You and your parent/guardian will sign the "Confidentiality Statement for Students" prior to arriving at your shadowing experience. You will not be allowed to participate in shadowing unless your form is signed and is turned in to the hospital coordinator on the day of shadowing. Several facilities have an additional confidentiality form that must be signed that is specific to that facility. These documents are a part of the itinerary download packet. Be sure to have your parent/guardian sign these documents as well and take them with you on the day of shadowing.

Confidentiality is the right of an individual to have personal, identifiable medical information kept private. Such information should be available only to the physician of record and other healthcare and insurance personnel as necessary. Patient confi-

dentiality means that personal and medical information given to a healthcare provider will not be disclosed to others unless the individual has given specific permission for such release.

The Health Insurance Portability and Accountability Act (HIPAA) of 1996 was enacted to address the issue of patient confidentiality. Full implementation of HIPAA regulations began in April 2003. HIPAA requires all professionals and organizations to guard the privacy of their patients and customers. Individuals must provide written consent for any and all releases of medical or health-related information. Employees at all levels are required to maintain confidentiality.

Confidentiality is essential for a good relationship between patient and practitioner, whose duty to keep information private stems from the Hippocratic Oath. If personal information is disseminated without the patient's permission, it can decrease confidence in the medical profession and expose healthcare professionals to legal action.

During the course of your shadowing, you may come in contact with people you know who are receiving medical care. **In these cases, you should not share you saw this person at the hospital with anyone. Doing so would violate a patient's right to confidentiality. Do not discuss your patients at lunchtime in the hospital cafeteria area with the other shadowing students.** Parents/families/patients use the same area and may overhear your comments.

If you want to share your shadowing experiences with family and friends, do so in a broad general manner without disclosing any patient names or identifying information. Be sure not to communicate information about patients, families, physicians, employees or volunteers which is of a medical, personal, or financial nature, including the fact a patient was admitted to the healthcare facility where you shadowed.

If you have questions about confidentiality while you are shadowing, ask your Ambassador or the Healthcare Facility Coordinator.



Enjoy your healthcare shadowing experience!