



Non-Employee Orientation Packet

# HISTORY

- The group began in 1938 with three physicians, Dr. Charles Dickson, Dr. William Dickson and Dr. Millard Slocum. These three physicians formed a practice and rented quarters at 258 Genesee Street in Utica, NY. By consolidating their practices, they were able to realize the benefits of a physician owned multi-specialty group practice to improve the quality of medical care received by patient. As the group grew larger, they moved their facility to its current location on Burrstone Road in New Hartford, NY. Today, the group employs over 60 physicians and 500 staff members. As the group continues to expand, the focus is still on patient centered, physician directed, quality care.

## OUR MISSION

To improve the health and enhance the well-being of the communities we serve through service, care, and education.

## OUR VISION

To be recognized as trusted leaders in health care services in Central New York.

## OUR VALUES

Continuously improving quality care and striving for excellence.

Physicians and staff work together in an environment of trust and respect.

Patients can expect compassionate, expert and timely care provided in an atmosphere of privacy and respect.

Physician leadership is demonstrated in the entire organization and in the community.

Fiscal responsibility and stewardship of the use of resources to do our part to control health care costs.

Implement world-class leading technology to improve the quality of care and service for our patients.

## **CONFIDENTIALITY**

1. Information pertaining to facility operations is not to be disclosed to anyone unless there is a professional requirement or business necessity to do so.
2. All Slocum-Dickson Medical Group employees and non-employees are required to maintain the privacy and confidentiality of a patient's health information at all times.
3. Computer security codes and passwords should never be shared with another user.

You will be required to sign a confidentiality statement.

## **CORPORATE COMPLIANCE**

What is a Corporate Compliance Plan?

A comprehensive guide that applies to a corporation or entity whose members are responsible for providing health services and/or billing of health care services. A compliance plan is created and implemented to help reduce the risk of potential wrongdoing, and to reduce the liability should any wrongdoing be discovered

## What is the purpose of a Compliance Plan?

- Maintain and enhance quality of care
- Demonstrate sincere, ongoing efforts to comply with all applicable laws
- Ensure policies and procedures are in place to enhance compliance

### Elements of the Compliance Plan

- Written policies and procedures
- Designation of a Compliance Officer
- Education and Training
- Develop open lines of communications to receive complaints/concerns
- Investigation and review of all complaints/concerns received
- Internal and external audits to monitor compliance such as regular medical record and billing reviews
- A corrective action plan that includes follow-up reviews to solve and correct the identified issues
- Policy of non-intimidation and non-retaliation of employees that report suspected non-compliance issues





**It is everyone's responsibility to report any potential violations of rules, regulations, and policies and procedures they are aware of. To report a violation or a concern:**

- Discuss the concern with Administration at X1700 or your immediate supervisor
  - Contact the HIPAA Privacy at X1487 or Security Officer at X1739
  - Call our confidential hotline number at X1609
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- You will be required to sign a Corporate Compliance Statement.



# **The Health Insurance Portability Accountability Act of 1996 (HIPAA)**

## **Protected Health Information**

- Any health information that is individually identifiable and created or received by a health care provider.
- The final rule governs individually identifiable health information regardless of the form or format (paper or electronic).
- Health information includes demographic information

## **Uses and Disclosures of PHI to Carry Out Treatment, Payment, Healthcare Operations (TPO)**

- A covered entity may use or disclose protected health information for its own treatment, payment, or health care operations.
- Specific examples provided in the Notices of privacy Practice
- State Laws vs. HIPAA—More stringent law applies

## Uses and Disclosures Requiring an Authorization

- A covered entity may not use or disclose protected health information, except as permitted under the rule, without a valid authorization.
- SDMG authorization form has been modified to be in compliance with required HIPAA core elements.
- Patients may revoke authorization at any time.

### Minimum Necessary

- Regulation requires covered entities to take reasonable steps to limit the use of disclosure of an requests for PHI to the minimum necessary to accomplish its intended purpose.
- Certain exceptions may apply, for example, requests pursuant to an authorization, or to a health care provider for treatment purposes.



## Notice of Privacy Practices

- Explanation of how covered entity uses and discloses PHI.
- Must describe all uses and disclosures of PHI that the covered entity is permitted or required to make under the HIPAA rule without authorization.
- Describe patients rights to: Restrict, Access, and Amend PHI, Accounting of Disclosures, Alternative Communication Methods, Compliant Process.
- Distribution Requirements: At the time of the first services delivery after the April 14, 2003 compliance date.
- Post in clear and prominent locations.
- Copies available on-site for individuals to take with them.
- Available on the SDMG web site

## Basic Individual Rights

- Right to Request Restrictions of Uses and Disclosures
- Right to Request Confidential Communications
- Right to Inspect and Copy PHI
- Right to an Accounting of Disclosures of PHP
- Right to Request and Amendment
- Right to a Copy of the Notice of Privacy Practices

You will be required to sign a HIPAA Confidentiality Statement

# Fraud, Waste, and Abuse (FWA)

I am obligated to detect, prevent, and correct instances of fraud, waste, and abuse. Slocum-Dickson Medical Group is committed to a policy of support for those who identify and report suspected fraud and abuse, including prohibiting retribution or retaliation against anyone who report suspected fraud and abuse.

- Fraud – knowingly and willfully defrauding any health care benefit program for financial gain.
- Abuse – payment for items or services when there is no legal entitlement to that payment; however, the provider unintentionally misrepresented the facts to obtain payment.
- Waste – overutilization of services or practices that directly or indirectly result in unnecessary costs to the Medicare program.

## **Civil False Claims Act**

### **The False Claims Act prohibits:**

- Presenting a claim known to be false or fraudulent for payment
- Anyone conspiring with others to get a claim paid by the Federal Government
- Knowingly using (or cause to be used) false records or statements to get a claim paid by the Federal Government
- Knowingly concealing or knowingly and improperly avoiding or decreasing an obligation to pay the Federal Government

## **Anti-Kickback Statute**

- It is illegal for individuals or entities to knowingly or willfully offer, pay, solicit, or receive remuneration in order to induce or reward business payable under Medicare or other Federal health care programs.

## **Stark Statute (Physician Self-Referral Law)**

- Prohibits a physician from making a referral to an entity for certain designated health care related procedures that the physician has partial ownership or an investment interest in a manner the physician can receive compensation in return for services performed. Some exceptions do apply to this rule.

You will be required to sign a Fraud Waste and Abuse attestation form.

# UNIVERSAL PRECAUTIONS/BLOODBORN PATHOGEN

Universal precautions assume that all blood and other potentially infectious materials are contaminated and therefore, hazardous, unless proven otherwise.

Universal precautions are the accepted method of control that protects employees from potentially infectious material set by the Occupational Safety and Health Department (OSHA). It pertains to all employees, visitors, students, and other persons entering the facility.

Bloodborne pathogens are blood and body fluids, which include all body fluids and tissues that may harbor contagious microorganisms.

Handwashing is the single most important procedure for preventing nosocomial infections. Handwashing removes microbial contamination and prevents transmission of organisms from person to person.

Handwashing is defined as a vigorous, brief rubbing together of all surfaces of lathered hands, followed by rinsing under a stream of water.

Hands will be washed:

- 1) Upon reporting to work.
- 2) Before gloving.
- 3) After gloves are removed.
- 4) Before and after each patient or during prolonged contact with one patient.
- 5) Before handling medications.
- 6) Before and after eating or smoking.
- 7) After personal hygiene.
- 8) After touching a surface that may be contaminated.
- 9) After blowing your nose or coughing.
- 10) Before and after contact with patient wounds.
- 11) Before invasive procedures.
- 12) Before leaving the medical office.
- 13) WHENEVER IN DOUBT.

## Handwashing with soap will be done:

- 1) Removal of jewelry is recommended, as jewelry may harbor microorganisms
  - 2) Wet hands under tepid running water.
  - 3) Apply soap and keep hands lower than elbows.
  - 4) Use friction and wash under stream of water for at least 15 – 20 seconds.
  - 5) Rinse thoroughly.
  - 6) Dry with paper towels.
  - 7) Turn faucet off with paper towels, if hand controlled faucet, to prevent recontamination of hands.
  - 8) Dispose of paper towel in appropriate receptacle.
- Gloves are provided in all exam and procedure rooms, restrooms where specimens are handled, laundry maintenance, and on crash carts. Gloves will NOT BE WORN for more than one patient and shall be changed whenever they become contaminated. Employees will wash their hands after removal of gloves.
  - Protective eyewear, masks, face shields must be worn whenever the possibility of splatters, spills, misting or splashes may occur. This equipment is available in exam and procedure rooms in cabinet labeled “PPE”. Equipment will be disposed of in appropriate receptacle (red bag if visibly contaminated with blood or potentially infectious materials otherwise regular trash).
  - Wash hands prior to removing mask and eyewear. Remove mask by untying strings.
  - Impermeable gowns will be used for protection when splash or droplet accidents, misting or aerolization is possible.

- Hands and/or skin will be washed with soap and water immediately following contact of potentially infectious materials.
- Health care workers who have exudative (oozing) lesions or weeping dermatitis will refrain from all direct patient care and from handling patient equipment until condition resolves.
- Leak-proof, puncture resistant red sharps containers with biohazard label or color-coding is available
- Bending of needles is Prohibited. If needles must be recapped, a one-handed technique must be used
- All employees will take precautions to prevent injuries caused by needles, scalpels, glass slides, razors, and other sharp instruments during cleaning, disposal, and during procedures.
- There will be no eating, drinking, smoking, applying cosmetics or lip balm, or handling contact lenses in areas where occupation exposure is likely.
- Gloves will be worn when handling specimens.



## **Code of Conduct**

The existence of Slocum Dickson Medical Group, PLLC depends on the good will of its patients and others in the community. The courtesy, helpfulness, attitude, and general conduct shown by our personnel is important and valued in gaining the support of the people we serve. It is the expectation of all employees and students to conduct themselves in a professional manner at all times whether it is verbal or written correspondence. It is equally important to refrain from unnecessary conversation while attending to a patient. No conduct that is dishonest, immoral, or illegal will be tolerated.

## **Workplace Violence/Harassment**

Violent behavior or harassment of any kind will not be tolerated. Non employees/students who exhibit violent/harassing behavior may be subject to criminal prosecution and will not allowed continue their assignment. Slocum-Dickson will investigate all complaints and any violation of this policy of which we are made aware. There will be no retaliation against a person who makes a complaint regarding violent behavior, threats of violence or harassment.

### **Definitions**

Workplace violence – To inflict or threaten to inflict damage to property, serious harm, injury or death

Threat –The implication or expression of intent to inflict physical harm

Stalking – Virtually any unwanted or obsessive contact or attention

Sexual Harassment – unwelcome sexual advance, request for sexual favors or conduct of a sexual nature

Harassment – All protected classifications such as race, religion, national origin, age, disability, sexual orientation as well as any that are protected under State and Federal law

### **Ergonomics**

One way to reduce cumulative trauma disorders in the work place is by the use of specific body mechanics and stretches throughout the day.

### **Lifting**

Do not bend forward

Squat when lifting

Keep your feet apart

Test the load before lifting

Ask for help when the load is greater than 35lbs

Keep the load as close to your midsection as possible

Do not twist your body when lifting



## **Smoking**

The Building is smoke-free and covers the smoking of any tobacco product, e-cigarettes, and the use of oral tobacco products or “spit” tobacco.

Smoking is permitted at approved locations outside of the building during approved breaks.

## **Cell Phones**

Use of personal cell phones, including text messaging, or use of any other personal electronic devices are prohibited during business hours, therefore should be turned off. No pictures of patients or any other PHI information allowed to be taken. Cell phones may only be used during authorized break times in approved areas. Where signs are posted, electronic devices are strictly prohibited.

## **Dress Code**

Individuals whose duties require a uniform must be in uniform at all times while on site. The individual is responsible for keeping it clean. For individuals wearing street clothing they need to use good judgment in choosing apparel and dress in a neat and businesslike manner.

Personal hygiene, including oral care, is required. No visible body piercing will be allowed, except for ears (earrings must be professional looking). No visible tattoos. (All visible tattoos must be covered and all piercings, except for ears, must be removed or covered.) Fingernails must be short, clean, and well-kept. Perfumes, body sprays, and after shaves should be light scents and used sparingly. Extreme hair colors and highlights (i.e. Blue, Pink, Orange, Green, etc.) are prohibited. Men are to be clean shaved or have beards that are well groomed.

## SAFETY COMMITTEE MISSION STATEMENT

The mission of the Slocum-Dickson Medical Group PLLC Safety Committee is to develop and promote a healthy and safe environment for all employees and visitors to our facilities through the involvement of all individuals with regards to education, communication and safe work practices.

### Activities:

The health and safety activities of the committee will include, but are not limited to, the following:

- Identify unsafe work practices and conditions and suggest appropriate remedies
- Conduct health and safety inspections of both operations and facilities, identify safety hazards and recommend corrective measures.
- Review accident/incident reports. Types of accidents, causes and trends shall be identified and appropriate corrective action suggested.
- Obtain and analyze available data on past injuries and illnesses and identify trends and suggest appropriate correction actions.
- Assist in the development and implementation of effective health and safety awareness programs.
- Encourage feedback from all individuals with regard to health and safety related ideas, problems, and solutions
- Provide support and serve as a resource in the development, implementation, and maintenance of a comprehensive safety, loss prevention and loss control program.
- Develop written programs to ensure compliance with OSHA health and safety regulations.
- Serve as an advisory body to management on health and safety issues.
- Providing suggestions and recommendations for resolution of health and safety concerns.

