

 <small>*Excludes Rex Healthcare</small>	Name of Policy	SHADOW STUDENTS OR VISITORS
	Policy Number	S-10
	Date This Version of Policy Effective	December 2006
	Department Responsible for Review	Legal Department

POLICY

It is part of the mission of the University of North Carolina Health Care System (“UNC HCS”) to provide educational opportunities to the community and to members of the health care profession. The purpose of this policy is to address the privacy and security requirements for “shadow” students/visitors and other special visitors, and to enable UNC HCS to ensure patient confidentiality rights are respected, patient safety is optimized, and UNC HCS policies and procedures are followed.

- A “shadow” student or visitor is a person who is interested in observing the hospital environment for a period of one week or less. Individuals who will observe for a period greater than one week must arrange with the sponsoring department to contract for a formal educational program and are required sign a Student Affiliation Agreement (which can be obtained through the sponsoring department), and complete the requisite requirements, including immunizations.
- Shadow students/visitors include, but are not limited to, elementary, middle, high school students, community college students and other community and professional observers, but do not include students participating in a contracted program of study with UNC HCS.
- Shadow students may not perform functions which are otherwise performed by employees or registered volunteers, or engage in patient care in any way. Shadow students may only observe.
- Each “shadow” student or visitor must have a sponsoring UNC HCS department and individual escort. The UNC Hospitals Volunteer Services Department is not responsible for obtaining a sponsoring department or an escort for shadow students.

PROCEDURE

Shadow experiences are coordinated through the sponsoring department, with documentation copied to the UNC Hospitals Volunteer Services Department. The sponsoring department must complete the following requirements for each shadow experience:

- All shadow students/visitors who fall into categories 2 and 3 below must register with the sponsoring department online at the following website: <http://shadow.med.unc.edu/> .
- Each shadow student/visitor who falls into categories 2 and 3 below will be required to take the brief online tutorial in privacy requirements (“Observer Tutorial”) which is located on the website referenced above. The sponsoring department is responsible for ensuring the Observer Tutorial is completed prior to starting the shadow experience.
- The sponsoring department will require each shadow student/visitor to sign a UNC HCS Confidentiality Statement. The sponsoring department will keep a

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copy of the signed Confidentiality Statement, and the original will be sent to the Volunteer Services Department.

- Each shadow student must obtain and wear a badge identifying him/her as a shadow student. Badges are provided by the Volunteer Services Department. Badge requests must be made by the sponsoring department to the Volunteer Services Department at least 24 hours in advance of the shadow student's arrival. The shadow student must obtain the badge from the Volunteer Services Department. The shadow student must show photo identification and present the signed Confidentiality Statement in order to obtain the badge.

There are several categories of students/visitors and shadow experiences. Placement in one of these categories will determine the requirements for such individuals or groups.

1. Shadow Students/Visitors and Other Special Visitors Touring in Primarily Non-patient Care Areas

Individuals or groups who come to UNC HCS for a staff accompanied tour in primarily non-patient care areas (such as Carolina Air Care helicopter pad, Lobby and other public areas, etc.) will not be required to complete any formalized training, but such individuals or groups will be registered with the Volunteer Services Department. As appropriate, the tour guide will remind touring visitors to retain any Protected Health Information (PHI) in confidence.

2. Shadow Students/Visitors and Other Special Visitors Observing in Patient Care Areas or Areas Containing Patient Information

Individuals or groups who come to UNC HCS to observe in patient care areas or areas (or systems) which contain patient information, but will not observe specific procedures, will be required to be registered with the sponsoring department as set forth above. *Admission to procedure rooms and surgical suites depends on the applicable departmental policies and procedures.* Individuals or groups who will directly shadow a staff member for any period of time (including all types of patient care) will complete the Observer Tutorial and will be required to follow applicable departmental policies and procedures. When possible, the patient and/or family members will be asked for permission by the observer's sponsor to bring shadow students/visitors into the patient care area.

3. Shadow Students/Visitors and Other Special Visitors Observing Specific Procedures

Individuals or groups who come to UNC HCS to observe specific procedures in patient care areas, including procedure rooms and surgical suites, will be required to be registered with the sponsoring department as set forth above. *Admission to procedure rooms and surgical suites depends on the applicable departmental policies and procedures.* These individuals or groups will complete the Observer Tutorial and will be required to follow applicable departmental policies and procedures. In addition, the patient whose specific procedure will be observed must sign an Authorization Form allowing the observation.

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4. Special Events

If the participants for a special event, such as a phone-a-thon or a seminar or another specific volunteer event, will not be specifically observing patient care, they will not be required to complete any formalized training, but such individuals or groups will be registered with the Volunteer Services Department. For all other groups, Volunteer Services will determine whether or not the Observer Tutorial is required.

Anyone with questions or reports of violations of these procedures should contact the Volunteer Services Department at 966-4793.