



Volunteer Services Shadowing Program Overview

West Virginia University Hospitals
University Health Associates



The purpose of the Shadow Program is to provide students and others with a shadowing experience in the healthcare environment. It also provides applicants the opportunity to preview a potential career field change to help ensure they make the right decision. The Shadow Program will also support WVUH employees' retention and job satisfaction goals.

Request Process

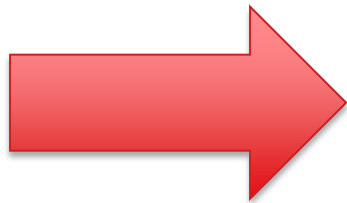
- Review Program Overview
- Print, complete, and send the following forms to shadowing@wvumedicine.org:
 - Authorization/Release of Liability form
 - Confidentiality and Security Agreement
 - Applicable Health Information form
 - Job Shadow Program Acknowledgment Form
- Fill out online application
- Once you have completed and submitted the application and required forms, a department representative will contact you directly to arrange your shadowing experience.

Program Guidelines

- Shadowing is a one-time observation experience lasting up to a maximum of eight hours.
- Patient care will **NOT** be permitted and therefore the shadow time may not qualify as clinical experience.
- The shadow experience will help participants gain awareness of the academic, technical, and personal skills required in healthcare professions.

Eligibility

- High school students aged 16 or older
 - Parent or guardian notarized signature required for all participants under 18 years of age
 - Undergraduate college students
- Individuals exploring a second career



Please note: This program is not intended for those interested in shadowing a physician or Advanced Practice Professional (APP).

Please contact Medical Staff Affairs (304-598-4156) for assistance with these requests.

Immunization and TB Testing

- The following immunizations are up to date for me/my child:
 - Two MMRs (measles, mumps, and rubella). Positive antibody levels will also be acceptable.
 - History of varicella or Varivax (chickenpox antibody levels or two chickenpox vaccines)
 - Tetanus/Tdap
 - Purified protein derivative (PPD) within the last 30 days (tuberculosis skin test). Please note: The TB test has to be within 30 days before your shadow date. Please allow at least four days prior to your shadow date to receive the test. The TB test is read 48-72 hours after being administered.
 - Influenza immunization (required between October 1 and March 30)
 - COVID-19 immunizations - primary series (two Moderna/two Pfizer or one J&J)

Program Overview

- The following slides will cover the shadowing dress code, safety, health information security policy, patient confidentiality policy, Standards of Behavior, and tobacco-free campus policy as they apply to shadowing.
- Your participation in the shadowing program requires compliance with all of these policies.
- Failure to comply with any of these policies will result in removal from the shadowing experience.

Dress Code

- Your clothing should be neat, tidy, and clean.
- The following are expected:
 - Appropriate personal hygiene
 - Professional clothing
 - Examples: khaki pants, a polo-type shirt, etc.
 - Comfortable closed-toe shoes
 - Socks or stockings
- The following are not permitted:
 - Scrubs
 - Jeans, shorts, sweatpants, tank tops, or bare midriffs
 - Sandals or flip flops

Safety

- WVU Hospitals/University Health Associates staff have been trained for many safety situations. Therefore, it is critical that you remain with the staff member you have been assigned and follow their instructions at all times during your shadowing experience.
- In the case of any emergency, you must follow your assigned staff member's instructions.

Safety

- If you are feeling ill, have a contagious disease, or are coughing or sneezing on the day you are scheduled for your shadow experience, **DO NOT** attend.
- In this instance, please call your shadowing contact and let them know you will not be attending that day.
- You will be able to reschedule your shadowing experience for a later date.

Safety

- It is always important to remember the following in order to avoid spreading germs in a clinical setting:
 - Cover your mouth or nose with a tissue when coughing or sneezing and dispose of tissue in a waste basket.
 - If a tissue is unavailable, use the upper sleeve and not your hands.
 - Wash hands with warm water and soap or use alcohol-based hand sanitizer after coughing or sneezing.

Health Information Security

- WVU Hospitals/University Health Associates is legally required by the Health Insurance Portability and Accountability Act (HIPAA) to protect the privacy and security of health information for every patient.
- This law is applicable to every person participating in a shadowing experience.

Health Information Security

- Access to patient medical and billing information is privileged to those individuals that have a work-related need for that information.
- Shadowing participants **WILL NOT** be privileged to this access and should in no way or form try to access this information.

Health Information Security

- Staff members that are privileged to this information shall in no way share this information with shadow candidates. This includes logins and passwords to computer databases.
- Staff members are responsible for all activity under their login. Health information databases are routinely audited for security breaches.

Patient Confidentiality

- There are many regulations to ensure patient confidentiality; these regulations are only a part of the reason to take patient confidentiality very seriously.
- Patients who do not trust their providers to keep their information confidential are more likely to withhold details that are needed to effectively administer care to those individuals, making it critical to uphold patient confidentiality to ensure the best possible care for every patient.

Patient Confidentiality

- During your shadowing experience you may encounter patients or spoken, written, or electronic patient information. It is important to remember:
 - Patients have a legal right to their confidentiality.
 - You will sign a **Confidentiality and Safety Agreement** in order to participate in the shadowing experience and will be legally responsible to that agreement.
 - You will **NOT** disclose any patient information you have encountered during your shadowing experience to anyone under any circumstance.
 - You will **NOT** discuss people and patients you may see during your shadowing experience with anyone under any circumstance.

Patient Confidentiality

- After your shadowing experience, it may be difficult for you to decide what you may share with others about your experience. Please use the following guidelines to assist you in this decision:
 - You may share general information about the department you visited.
 - You may talk about the staff you met and worked with.
 - You may share the types of procedure and healthcare provided.
 - **DO NOT** share any patient health information.
 - **DO NOT** tell other people the name or any information about individuals you saw during your shadowing experience.

Patient Confidentiality

- Please refer to the HIPAA website for any additional questions regarding health information security and patient confidentiality.
 - www.hhs.gov/ocr/privacy

Standards of Behavior

- At WVU Hospitals, all employees PLEDGE TO:
 - The 4 C's:
 - Compassion
 - Communication
 - Commitment
 - Competence
- While shadowing at WVU Hospitals, you are expected to abide by the same standards.

Compassion

- Treat all individuals in a caring, respectful, professional, and empathetic manner
- Allow all patients and families primary access to public facilities
- Strive to keep wait times below 20 minutes or provide an explanation when they exceed
- Minimize noise and disruption throughout all facilities

Communication

- Listen carefully and be thoughtful and respectful in ALL forms of communication
- Smile, acknowledge, and make eye contact with all individuals (use AIDET)
- Recognize, appreciate, and acknowledge efforts by co-workers
- Seek positive solutions to challenges
- Respond to all patient communication timely

Commitment

- Be responsible and accountable for my actions, decisions, and performance; be professional and positive at all times
- Refrain from personal text messages, social media, emailing, and phone calls while at work
- Go out of my way to address and remedy situations as they arise

Competence

- Provide timely, efficient, high-quality, evidence-based, patient-centered care
- Be an effective and respectful team member
- Communicate with fellow caregivers to ensure unified, coordinated, and consistent care
- Accept and adapt to continual change

Tobacco-Free Campus Policy

- This policy applies to all employees, medical staff, residents, patients, customers, visitors, students, volunteers, vendors, and contracted personnel.
- This policy covers all tobacco products, including cigarettes, cigars, pipes, and all forms of smokeless tobacco.



Parking

- If you will be driving on the day of your shadowing experience, you should park in the visitors parking lot.
- Visitor parking is free of charge.

Miscellaneous Information

- During your shadowing experience, you will not need a purse, cell phone, pager, or backpack.
- Cell phone use is **NOT** permitted inside WVU Hospitals/University Health Associates.
- All individuals shadowing must stop at the front desk of WVU Hospitals/University Health Associates to check in. Identify that you are here to shadow.



Remember: Parent or guardian notarized signature required for all participants under 18 years of age

How to Apply

- The following forms must be completed and submitted to shadowing@wvumedicine.org before you can be considered for shadowing:
 1. [Authorization/Release of Liability form](#)
 2. [Confidentiality and Security Agreement](#)
 3. [Applicable Health Information form](#)
 4. [Job Shadow Program Acknowledgment Form](#)
- In addition to the forms above, you must also fill out and submit the online application.

Thank You!