

Job Shadowing Program Overview

WVUM Thomas Hospitals Clinical Education

Program Purpose



For participants to observe the daily routines of health-care workers.



Help participants begin to identify career interests in healthcare.



Help participants gain awareness of the academic, technical, and personal skills required in health-care professions.

Is Job Shadowing Right for Me?

	Job Shadowing	Academic Clinical Experience	Unpaid/Paid Internship
Purpose	Career exploration	Required by an academic program to meet course objectives, competencies, or degree requirements	Practical work experience or professional skill development that is NOT part of an academic program
Academic Program	No	Yes	No
Hands-On Activities	No, observation only	Yes, supervised	Yes, learner/worker completing assigned responsibilities
Patient Care Involvement	No	Yes, within scope	Role-dependent
Affiliation Agreement Required	No	Yes	No
Supervision	Host employee	Program Instructor/Academic Preceptor	Accepting department supervisor
Duration	≤ 24 hours	Rotation/Practicum/Semester	Weeks to Months
Primary Outcome	Career insight	Academic or clinical competency	Work experience or skill development
Example	Follow a Physical Therapist for a day	Nursing clinical rotation, Capstone, or Practicum	Healthcare Administration Intern
Next Steps	Proceed with slideshow	- MD/DO clinical experiences email: morgan.hart1@wvumedicine.org - All other clinical experiences email: THOMClinicalStudents@wvumedicine.org	- Search job postings on website - Contact HR for available positions

Program Guidelines

- Job Shadowing is an observation only experience and cannot exceed more than twenty-four hours total (individual shadowing shifts are not to exceed 12 hours in length).
- Patient care will not be permitted and therefore the shadow time will not qualify as a clinical experience or fulfill any academic program requirements.

Program Eligibility

- Students age 18 or over exploring career options
- Individuals exploring a potential career path

Request Process

1. Review entire program overview slideshow
2. Complete online request form
3. Provide required documentation when contacted by the job shadowing coordinator
 - Confirmation that the shadowing experience is for personal insight into the job role and is in no way part of an academic program
 - Acknowledgement that the experience is not a hands-on experience
 - Copy of a valid government issued ID
 - Proof of current flu vaccine during flu season (October 1 through April 30)
 - A negative Purified Protein Derivative (PPD) skin test for tuberculosis (TB) screening within the last 30 days. In the event of a positive PPD skin test, the individual must provide a copy of a chest X-ray completed within the past 12 months.
4. Multiple requests to obtain more than 24 hours will not be approved.

Program Participation Requirements

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

Safety

- Thomas Hospital staff have been trained for many safety situations. Therefore, it is critical that you always remain with your assigned staff member during your job shadow experience.
- In the case of any emergency, you must follow your assigned staff member's instructions.
- It is always important to remember the following 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.
 - Always wash your hands with warm water and soap or use alcohol-based hand sanitizer after coughing or sneezing.

Safety

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

Health Information Security

- Thomas Hospitals 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 job shadowing experience.
- Access to patient medical and billing information is privileged to those individuals that have a work-related need for that information.

Health Information Security

- Job shadowing participants **WILL NOT** be privileged to this access and should in no way or form try and access this information.
- Staff members that are privileged to this information shall in no way share this information with job shadow participants. 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.
- This makes 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 the following:
 - Patients have a legal right to their confidentiality.
 - You will sign a Confidentiality and Safety Agreement to participate in the shadow experience and will be legally responsible to that agreement.
 - You will **NOT** disclose any patient information you have encountered during your shadow experience to anyone under any circumstance.
 - You will **NOT** discuss people and patients you may see during your shadow experience with anyone under any circumstance.

Patient Confidentiality

- After your Job Shadow 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 tell 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 job shadow.

Patient Confidentiality

- Please refer to the HIPAA website by clicking on the link below for any additional questions regarding Health Information Security and Patient Confidentiality.
 - [Health Information Privacy | HHS.gov](https://www.hhs.gov/hipaa)

Standards of Behavior

- The following Standards of Behavior are expected of all individuals associated with WVU Medicine to fulfill our mission, achieve our vision, and promote excellence. We're striving to become a better place for employees to work, physicians to practice medicine, and patients to receive care.
- At Thomas Hospitals, all employees PLEDGE TO:
 - The 4 C's:
 - Competence
 - Commitment
 - Compassion
 - Communication
- While shadowing at Thomas Hospitals you are expected to abide by the same standards.

Standards of Behavior

- COMPETENCE: We increase our expertise in order to provide the highest standard of care.
 1. Continually increase my knowledge and expertise in order to maintain qualifications consistent with the highest standards available in my discipline
 2. Provide timely, efficient, high-quality, evidence-based, patientcentered care to all patients at all times
 3. Take full advantage of the expertise available at WVU Medicine and appropriately use WVU Medicine's resources
 4. Function as an effective and respectful team member in the delivery of care to WVU Medicine's patients
 5. Communicate with my fellow caregivers at WVU Medicine so that patients and families are presented with unified, coordinated, and consistent care and information
 6. Accept and adapt to the continual change inherent in the delivery of healthcare

Standards of Behavior

- COMMITMENT: We take responsibility for our actions, decisions, and performance.
 1. Be responsible and accountable for my actions, decisions, and performance and be positive and professional in my demeanor and interactions at all times
 2. Comply with WVU Medicine's dress code and wear my WVU Medicine identification badge in a manner so that I am identifiable to patients, families, and colleagues
 3. Take personal responsibility to keep all patient and work areas clean, organized, and conducive to high-quality care at all times
 4. Go out of my way to address and remedy situations as they arise and follow through on all promises and commitments made to patients, families, and co-workers
 5. Speak up and report any practice, condition, or situation that may harm a patient, visitor, or co-worker
 6. Refrain from personal text messaging, e-mailing, telephone calls, and social media while at work
 7. Respect and protect all patients' right to privacy and confidentiality

Standards of Behavior

- COMPASSION: We treat all individuals with empathy and respect.
 1. Treat all individuals in a caring, respectful, professional, and empathetic manner
 2. Allow patients, families, and visitors primary access to all public facilities, such as elevators, restrooms, hallways, and cafeteria lines
 3. Strive to keep patient wait times below 20 minutes, apologize and provide an explanation when wait times exceed 20 minutes, and encourage patients and families to speak up when wait times exceed expectations
 4. Minimize noise and disruption throughout WVU Medicine's facilities, promoting a calm, healing environment
 5. Welcome new employees and provide all employees with ongoing guidance, support, and mentoring
 6. Maintain my physical and mental health and well-being so that I can fulfill my role at WVU Medicine

Standards of Behavior

- COMMUNICATION: We interact effectively with patients, families, and employees.
 1. Listen carefully and be thoughtful and respectful in all forms of communication
 2. Smile, acknowledge, and make appropriate eye contact with all individuals
 3. Use warmth and positive communication skills (i.e., acknowledge, explain, listen, problem solve, and express gratitude) in every patient interaction
 4. Strive to answer all phone calls within five rings, put callers on hold only with their permission, thank callers for waiting, and introduce a caller and describe the caller's needs when transferring the caller to a co-worker
 5. Recognize, appreciate, and acknowledge the extraordinary efforts of my co-workers
 6. Seek positive solutions to the challenges of working in a high stress environment through respectful communication and active problem-solving
 7. Respond to all pages as soon as possible
 8. Respond to all patient communications in a timely manner

Tobacco Free Campus Policy

- All offices, clinics, sites, and facilities of Thomas Hospitals are tobacco free.
- 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, e-cigs, vape pens, and all forms of smokeless tobacco.

Parking

- On the day of your job shadowing experience, please park in the visitor's parking lot. Visitor parking is free of charge.

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
- The following are not permitted:
 - Scrubs
 - Jeans, shorts, sweatpants, tank tops, or bare midriffs
 - Sandals or flip flops
 - Visible body piercings or tattoos

Thank you!

Once you have submitted the Job Shadowing Request form, someone will be in touch with you soon.

References

Accreditation Commission for Education in Nursing. (2025). *ACEN position statement related to clinical/practicum learning experiences*. Accreditation Commission for Education in Nursing. Retrieved from [ACEN Position Statement](#).

Association of American Medical Colleges. (2013). *Guidelines for clinical shadowing experiences for pre-medical students*. Association of American Medical Colleges. Retrieved from [AAMC Clinical Shadowing Guidelines](#).

Commission on Collegiate Nursing Education. (2013). *Frequently asked questions: Clinical practice experiences*. American Association of Colleges of Nursing. Retrieved from [CCNE Clinical Practice Experiences FAQ](#).

National Association of Colleges and Employers. (2024). *Position statement: U.S. internships*. National Association of Colleges and Employers. Retrieved from [NACE Position Statement on U.S. Internships](#).

West Virginia University Health System. (2025). *Policy V.056S: Contingent worker, unpaid intern-extern, and other nonemployee onboarding requirements*. West Virginia University Health System.

WVU Medicine Thomas Hospitals. (n.d.). *Policy TH 568: Job shadowing program*. Human Resources Department.