

# STUDENT HANDBOOK



Expectations for Students Participating in  
Clinical Rotations at Ochsner Health



2024

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# Welcome to Ochsner Health!

We are happy to welcome you to the Ochsner Health family and look forward to playing an integral part in your clinical education!

When Alton Ochsner and four colleagues opened New Orleans' first multi-specialty group practice in 1942, they envisioned providing residents of the city with the highest quality medical care delivered with an unwavering attention to the needs of patients. They had a vision for a model of care that harnessed the expertise of a team of doctors to make sure patients received individualized, comprehensive care. The history of Ochsner tells the fascinating story about how the five founders overcame opposition from the New Orleans medical community in the early years and later joined Ochsner Clinic to the Ochsner Foundation Hospital to become the standard for medical care in New Orleans and south Louisiana. Ochsner Health is an integrated healthcare system with a mission to Serve, Heal, Lead, Educate and Innovate.

Celebrating 80 years in 2022, it leads nationally in cancer care, cardiology, neurosciences, liver and heart transplants and pediatrics, among other areas. Ochsner is consistently named both the top hospital and top children's hospital in Louisiana by U.S. News & World Report. The not-for-profit organization is inspiring healthier lives and stronger communities. Its focus is on preventing diseases and providing patient-centered care that is accessible, affordable, convenient and effective. Ochsner Health pioneers new treatments, deploys emerging technologies and performs groundbreaking research, including over 700 clinical studies. It has more than 36,000 employees and over 4,600 employed and affiliated physicians in over 90 medical specialties and subspecialties. It operates 47 hospitals and more than 370 health and urgent care centers across Louisiana, Mississippi, Alabama and the Gulf South; and its cutting-edge Connected Health digital medicine program is caring for patients beyond its walls. In 2021, Ochsner Health treated more than 1 million people from every state and 75 countries. As Louisiana's top healthcare educator, Ochsner Health and its partners educate thousands of healthcare professionals annually.

Ochsner's history is also a spellbinding story of a healthcare system that continuously reaches out to the communities it serves, becoming to many the model for what a twenty-first-century healthcare system should be.

Click here to learn more about Ochsner Health's rich history!



# Mission, Vision, & Values

While there are many things that make Ochsner unique, it's our people who really make the difference. Our Core Values were defined by our teams, and they are deeply personal. Living them takes courage, commitment, and a great deal of responsibility. Together, we are changing and saving lives. Now that you are a part of the team, we ask you to commit to living our Core Values with intent.

## Our Mission:

We Serve, Heal, Lead, Educate, and Innovate

## Our Vision:

Inspiring Healthier Lives and Stronger Communities

## Our Values

Our Enduring Beliefs and Inspired Behaviors

### Our Values

Our enduring beliefs and inspired behaviors.



**Patients** are always our **First** priority.



**Inclusivity** inspires us to do our best.



Always act with **Integrity**.



**Excellence** is an ongoing journey.



Approach every experience with **Compassion**.



**Teamwork** makes us stronger.

### Our Mission

We serve, heal, lead, educate and innovate.

### Our Vision

Inspiring healthier lives and stronger communities.





# Mission, Vision, & Values



Patients are always our  
**First** priority.

Our values begin with our patients. They are always our first priority and are central to everything we do.

## We Commit to:

- place every patient's safety as our top priority and hold others accountable for the same.
- treat all patients with dignity and respect.
- include patients in decisions about their care.
- be attentive to and work with others to ensure our patients' needs are met.
- listen, communicate clearly and answer questions to ensure understanding.



Approach every experience  
with **Compassion.**

We approach every encounter with compassion while interacting with patients, families, or colleagues .

## We Commit to:

- seek first to understand and not to judge others.
- demonstrate empathy and kindness.
- show respect through communication, attention, body language and actions.
- look for opportunities to help others.

# Mission, Vision, & Values



Always act with **Integrity**.

Honesty and courage are central to who we are, and we always act with integrity.

## We Commit to:

- have the courage to do the right thing.
- hold ourselves and others accountable.
- honor our commitments to others.
- protect confidential information and the privacy of our patients.



**Inclusivity** inspires us to do our best.

Inclusivity inspires us to do our best for those around us.

## We Commit to:

- treat all people with dignity, celebrate individual differences, and take initiative to understand and show respect for others' experiences, needs, values and skills, especially where they differ from our own.
- ensure all voices are heard and opinions considered by inquiring, actively listening, and acknowledging responses.
- acknowledge our assumptions and blind spots and be open to learning about them from others.
- work to remedy the situation if we say or do something others perceive as hurtful.

# Mission, Vision, & Values



**Excellence** is an ongoing journey.

**We believe that excellence is an ongoing journey**

## We Commit to:

- embrace change and continuously look for ways to improve.
- actively support, teach, and coach others and learn from our success and failures.
- commit to lifelong learning and remain current in our field.
- promote an environment where our own well-being and the well-being of our colleagues is a priority.



**Teamwork** makes us stronger.

**Teamwork makes us stronger, more effective, and more resilient.**

## We Commit to:

- help build a team with diverse backgrounds and experiences.
- seek out different views, respect the opinions of others, and foster understanding.
- give timely and productive feedback while seeking feedback from others.
- respect our colleagues' time.

# Caring Communication

Part of taking care of our patients includes fostering a warm and welcoming environment. Many patients do not want to be in a doctor's office or in a hospital, so it is our job to make them feel as comfortable as possible while they are with us. An important part of making people feel welcome lies in our ability to communicate appropriately.



The following are Ochsner's standards for communicating with anyone in any of our facilities.



We are friendly. We appear approachable and stay in-tune with all the people around us in the event that they may need assistance - including clinical staff, volunteers, visitors, and patients.

- Within 10 feet of a person, smile and acknowledge their presence.
- Within 5 feet of a person, engage in a simple greeting, e.g. "How are you?" or similar.

Use your Safe Zone. Find an area in which it is safe to express frustrations or differences, where patients can never see or hear anything.

Venting diminishes patient confidence in safety and quality. Clinical staff and providers can be distracted by complaints while they are focused on getting the job done. It is acceptable and encouraged to release frustrations, but do so only in your designated Safe Zone.





# MAIDET

MAIDET® is the expected strategy for interacting with all of your patients.

It reduces anxiety, increases compliance, and results in better outcomes.

- Manage Up by letting the patient know they are in good hands.
- Acknowledge the patient.
- Introduce yourself and anyone else with you.
- Duration of each step in care is communicated.
- Explain what will happen during the visit.
- Thank the patient for coming to Ochsner for their health needs.

# Professional Conduct

Students completing clinical rotations at Ochsner facilities are expected to comply with all policies as stated in the Ochsner Health Policy Search database in Ochweb, accessible onsite. Failure to do so may result in dismissal from clinical rotation.

The following guidelines are intended to provide expectations for all stakeholders. In situations not explicitly covered in this handbook, ask your clinical rotation supervisor for guidance and refer to student policies.

Although only a small number of students knowingly violate policy, it remains necessary to constructively correct these situations. Reasons for disciplinary action include but are not limited to:

- Insubordination
- Excessive tardiness
- Leaving assigned area without permission
- Unacceptable personal conduct
- Unsatisfactory performance
- Violation of rules and policies
- Failure to call in for anticipated or emergent absences/changes in schedule
- Unprofessional attitude
- Threats of violence

All students who continue with inappropriate conduct will be subject to dismissal and will be subject to the corrective action set forth by their respective academic institution.

**Verbal Warning:** In private, the clinical rotation supervisor will discuss concerns with the student and offer guidance to correct or improve the situation. This may include implementation of a professional improvement plan.

A student may be dismissed immediately for any of the offenses listed above even if there is no prior record of wrongdoing. A student may also be dismissed for continually violating guidelines after being counseled by their clinical rotation supervisor.

Serious offenses may be reported to the program's licensing or certifying body.

## Attendance

Attendance for clinical rotations is solely the student's responsibility. Students will adhere to program-specific attendance policies. Students will only be allowed onto campus during scheduled clinical rotation hours.

If the student is unable to attend or has a change to a scheduled shift, the student must notify their clinical rotation supervisor and academic institution.

## Social Media

Confidential and proprietary information about Ochsner, patients, and/or patient visitors must not be depicted in text, photo, or video posts, including but not limited to Ochsner logos, badges, uniforms, and clinical areas.

Patient privacy must be maintained at all times.

Be professional, use good judgment, and be accurate and honest in communications.

Ensure that social media activity does not interfere with or affect work commitments.

Social media posts must not disparage or represent Ochsner as an entity.

Ochsner strongly discourages "friending" and following of patients on social media websites and apps.

# Professional Conduct

## Telephone Use

Personal telephone calls may be made during lunch/break times on public telephones located throughout the medical center and in various department lounges. Phone lines must be kept open for regular business and for emergencies. All students should answer the telephone promptly, clearly, and courteously. Identify the department or area and state your name and position (student). If a call must be placed on hold, be certain to get back to the caller as soon as possible or at least every two minutes while awaiting guidance.

## Cell Phones and Personal Electronic Devices

It is the responsibility of each student to respect our patients, visitors, and coworkers by limiting the use of personal electronic devices on Ochsner property, particularly within patient care areas.

Cell phone use may be authorized by the department leader and clinical rotation supervisor to meet patient care or hospital operation needs. Even when not in use, cell phones and other personal electronic devices, including headsets and ear pieces, should be set to vibrate or silent mode in all areas, including break rooms, shuttles, and other areas of Ochsner facilities.

To the extent possible, personal electronic devices should be kept out of the public's view (e.g., not worn, attached to clothing, or placed on work surfaces).

Personal calls, messages, and the use of personal electronic devices for entertainment purposes must be kept to a minimum, are ideally reserved for break periods, and in no way interfere with the delivery of patient care.

When utilizing Ochsner electronic devices, there should be no expectation of privacy. Browsing data, file exchanges, and content of removable drives are subject to review for security purposes.

## Professional Appearance

Students are expected to maintain an appearance that creates a professional, comfortable, safe and functional environment that complements the high quality of care offered at Ochsner. Students must maintain good personal hygiene habits and adhere to the specific dress code designated by the programs and clinical rotation area for the duration of their shifts as well as when entering and leaving any Ochsner setting (offsite locations included). In all departments:

- A school ID or Ochsner Health issued identification badge must be visible without obstruction above the waist with name, classification, and picture visible in compliance with Joint Commission standards that all patients have a right to know who is involved with and authorized to provide their care. Preferred names may be used.
- Any lanyards must be a solid color. The only writing allowed on the lanyard is the Ochsner name.
- To safely perform duties, nail tips should not exceed 1/4 inches beyond the tip of the finger. No artificial nails, gel polish, dip powder, acrylic polish, and/or fingernail jewelry should be worn in patient care areas or when in contact with patient care supplies, equipment, or food. Polish, if worn, must be in good repair without cracks or chips. Clear polish is preferable as it allows for visibility under the tip of the nail.
- Surgical gowns, caps, and shoe coverings are strictly prohibited outside of surgical areas.
- In areas or situations wherein masking is indicated, surgical masks, N-95, and KN-95 masks are allowed. Cloth masks may only be worn over these listed masks and must be a solid color or Ochsner branded. Masks with exhalation valves are not allowed.
- Where indicated, the applicable PPE policy must be followed.

# Professional Conduct

## Solicitation

Solicitation of any nature or distribution of any literature is prohibited during work time, or in work areas or patient care areas, on Ochsner property at any time, for any purpose.

Solicitation for charitable fundraising causes that benefit the community is permissible only with the written approval of the Vice President of Philanthropy.

Any student observing solicitation activities or distribution of literature as described above is responsible for reporting it to their program director or clinical rotation supervisor.

## Student Health, Safety, and Compliance Documentation

In compliance with patient, student, and Ochsner staff safety policies, prior to beginning clinical rotation, students must complete the Attestation and Compliance processes in cooperation with academic institutions and schools' vaccine exemption policies. Ochsner Health cannot issue vaccine exemptions or declination forms for students. Student with incomplete compliance will not be permitted to begin clinical rotation. Records will be retained under students' legal names.

All students must maintain proof of initial COVID vaccination course and annual flu vaccination beginning with December rotations. Vaccination against Hepatitis B, measles, mumps, rubella, and varicella are required; positive titers indicated by blood test seeking antibodies against these infectious diseases are also acceptable. Annual negative Tuberculosis tests and/or proof of freedom from serious transmissible respiratory illness must be confirmed.

- Students with Covid and Flu exemptions or incomplete Covid vaccine courses (not including boosters) must wear a surgical mask or higher in all areas within Ochsner facilities regardless of posted signage and assigned departments.
- Students with incomplete varicella vaccinations or negative titers may not be present in patient care areas.
- Students may begin rotation after the first round of hepatitis B vaccine in the 3 part series provided the series is completed.

In applicable disciplines or programs, a copy of current licensure or certification to practice may be required. If a student has undergone a legal name change, licensure must be updated within 30 days.

Students must complete and pass a criminal background check, 10-panel drug screen, sex offender list check, and OIG/GSA list screening, to reflect both current and any past states or territories of residence. Students must also maintain current health insurance. BLS certification is required for all disciplines with any possible contact with patients, including common areas like atriums and hallways.

Students must submit annual agreements to the Student Handbook and Confidentiality guidelines to their academic institution for submission to the Academics team, indicating proof of adherence and commitment to all health and safety guidelines. For any questions, please see the Attestation Explanation form on your respective program webpage or contact your program coordinator. Students are expected to maintain awareness of guidelines within this handbook and on Ochweb throughout the period of each clinical rotation.

Following illness, utilize current CDC, Ochsner, and school student health guidance to determine when and with what if any risk mitigation strategies may be needed for returning to clinical rotation.

# Professional Conduct

## Living the Legacy - Tobacco Free Policy

Tobacco use in any form, including smoking, vaping, and dip, as well as similar use of any other product, whether chemical or natural, is strictly prohibited:

- at all Ochsner Health facilities.
- along any path or walkway located on an Ochsner Health campus.
- in any onsite outdoor public areas.
- in all Ochsner Health vehicles.

Any student witnessing an individual smoking or otherwise using a tobacco product has a duty to inform the individual that Ochsner Health is a tobacco-free organization and that the above activity is prohibited on Ochsner Health property, indoors and out.

No student will be discriminated against with respect to discharge, privilege of future employment, or other condition because the student is a tobacco or non-tobacco user.

While Ochsner Health encourages students to maintain healthy lifestyles outside of the workplace, nothing in this policy should be construed to require a student to abstain from Smoking or otherwise using Tobacco Products outside the course of clinical rotation while off of an Ochsner Health campus.

## Harassment Free Policy

Ochsner is an Equal Employment Opportunity employer. Discrimination on the basis of a student's race, color, religion, national origin, sex, sexual orientation, gender identity/expression, transgender status, genetic information, age, disability, military status, veteran status, or any other unlawful factor is strictly prohibited. Students should use restrooms and locker rooms consistent with their gender presentations.

Our policy extends to every aspect of employment and student relations, including but not limited to advertising, recruitment, hiring, compensation, benefits, selection for training, work assignments, job classifications, working conditions, overtime, transfers, disciplinary actions, terminations, and all other terms, conditions, and privileges of clinical rotation. Ochsner and its students will not intimidate, threaten, coerce, discriminate against, or take any retaliatory action against any patient, legally authorized representative, student, association, organization, or group that in good faith reports harassment.

Harassment of any student, applicant, patient, visitor, physician or other provider is unacceptable, will not be tolerated, and may lead to corrective action up to and including termination or dismissal.

### Harassment is offensive conduct, which may include but is not limited to:

- Offensive physical actions, written or spoken, and graphic communication
- Any type of physical contact when the action is unwelcomed by the recipient
- Expectations, requests, demands or pressure for sexual favors, when submission to or rejection of such conduct is used as the basis for decisions affecting the individual.
- Conduct which has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Anyone who believes they are being harassed or retaliated or discriminated against should report this behavior to his or her preceptor, their department leader, the program, or anonymously at the Ochsner Compliance Line, which is available 7 days a week, 24 hours a day for your convenience at 888-273-8442. All complaints will remain as confidential as possible and will be investigated, examined impartially, and resolved promptly.

Weapons of any kind are strictly forbidden on Ochsner property.



# Professional Conduct

Alcohol and drug abuse poses a threat to the health and safety of Ochsner patients, students, visitors and to the security of the health system's equipment and facilities. To support our students, this policy encourages students to utilize the services of qualified professionals in the community to assess the seriousness of suspected drug or alcohol problems and identify appropriate sources of help. Ochsner Health is committed to the elimination of drug and alcohol use and abuse in the workplace and recognizes that alcohol and drug abuse and addiction are treatable illnesses. Early intervention and support improve the success of rehabilitation.

## Substance Abuse Policy

- Ochsner prohibits the use, possession, distribution, or sale of any illegal drugs, alcohol, or other controlled substances by any student while on Ochsner property or while operating any vehicle or other transportation equipment on behalf of Ochsner.
- Ochsner prohibits any healthcare worker who is under the Influence of drugs or alcohol or who has any unprescribed controlled substance, alcohol, or illegal drug present in their system from reporting or returning to the Ochsner Health site.
- In order to provide for patient and student safety, Ochsner will remove a student who has undergone testing and tests equal to or in excess of 0.02% breath alcohol content.

**Drug and alcohol testing will be performed on all students under the following circumstances:**

1. Student Onboarding - Offers of clinical rotation approval are conditioned upon a test result indicating the student is free of drugs or alcohol as verified by the school and in compliance with school policies. If a student tests positive for drugs, alcohol, or a controlled substance for which a valid prescription is not provided, he or she is not eligible for placement for two (2) years.
  2. Work-Related Accidents - Any student who sustains a workplace injury shall submit a SOS report as soon as possible or before the end of their shift. Students who report workplace injuries or accidents shall not be subject to any retaliatory action for reporting.
  3. Students who have experienced a work-related accident that results in treatment beyond first aid or sustain an injury more than 24 hours prior to reporting it in SOS, may be asked to submit to a drug and alcohol test in accordance with La. Rev. Stat. Ann. § 23:1081 (7)(a). Testing shall be tailored to identify impairment during the incident.
- Information concerning a prescription drug treatment will be kept confidential and disclosed only if required by a court or governmental agency or to the extent necessary to ensure the safety of Ochsner students, patients, and others interacting with or at Ochsner.
  - Ochsner has the right, on Reasonable Suspicion or For Cause, to inspect the property and person of any student while on Ochsner property. Ochsner's right of inspection includes, but is not limited to, the inspection of parcels, packages, purses, lunch boxes, briefcases, lockers, workstations, and desks.
  - All test results shall be maintained by Ochsner on a confidential basis and shall not be released to any third party unless required by a court or governmental agency or expressly authorized by the student.
  - All positive test results shall be reviewed by an MRO who will contact the student directly to discuss those results and clarify any questions he/she may have regarding the results.

**Any student who refuses to submit to the required drug or alcohol testing by the time and date specified by Ochsner, who refuses to sign required documentation, and/or who alters or adulterates a specimen is subject to immediate dismissal.**

# Additional Policies

## Interpreter Services

Ochsner provides the following interpreter services to hearing-impaired and ASL patients:

- In-person interpreters
- Video Remote Interpreting (VRI)
- Over the Phone Interpreting

The decision as to which means of interpreter services are provided made by Ochsner Health after considering the specific patient and the nature of medical services being provided.

Interpreter services are available to hearing-impaired, LEP, and ASL patients 24/7 and free of charge upon patient request or staff identification of need. Each such patient shall be informed that Ochsner provides interpreter services at no charge and of the specific means through which services may be offered. The patient may decline services and choose their own interpreter, provided the interpreter is not a minor. Declination should be documented in the electronic health record.

All requests for in-person interpreter or Video Remote Interpreting (VRI) services should be coordinated through Language Services, accessible in Ochweb or by phone at 504-842-3719 during regular business hours or 800-643-2255 after 5 p.m. and on weekends.

All patients reserve the right to control their care decisions, including the right refuse care of any kind for any reason. Patients who are unable to communicate their care preferences may depend on an Advanced Directive in the form of a Living Will or Health Care Power of Attorney. A physician will make the determination regarding who will be responsible for medical decisions for those who cannot communicate their own choices; any challenges to this or accusations of abuse by the person elected should be reported to the clinical rotation supervisor who will contact Legal Affairs.

## Additional Policies

- All measures possible in alignment with department SOPs to reduce waste will be followed.
- Breaks and meal periods will be taken only with approval of the clinical rotation supervisor away from view of patients. A designated area for non-clinical activities will be communicated. Personal conversations, eating, and gum chewing are considered non-clinical activities and should occur only on breaks.
- Sleeping and the appearance of sleeping at any time, including during break or lunch periods, are prohibited.
- Accommodations for disabilities or medical factors must be communicated to the academic institution, Academics, and/or the clinical rotation supervisor so reasonable adjustments can be made.
- Students and interns are not considered employees and will not receive any compensation from Ochsner or families of patients for care provided, hours worked, or other services performed. Please see the Conflict of Interest policy for additional guidance.

## Severe Weather and Disaster Policy

Students are to adhere to the disaster plan in place by schools. In conjunction with the schools' policies, in the event of severe weather or an area disaster and if necessary, the students will be dismissed in adequate time to evacuate to a safe location.

Students cannot attend clinical rotation in the event of an evacuation order.

### Patient Arm Bands

**White:** Patient Identification  
**Red:** Check allergies  
**Green:** Latex allergy  
**Yellow:** Fall Risk  
**Pink:** Restricted extremity  
**Orange:** Communication Impaired  
**Blue:** Hazardous Medication

### Ochsner Lafayette General

**Purple:** DNR  
**Aqua:** Dysphagia

# Additional Policies

----- A GUIDE TO UNDERSTANDING -----

## • CONFLICT OF INTEREST •

### What is a Conflict of Interest?

Understanding the impact of your activities and external relationships as a reflection of your ethical practices is a vital component of being a health care provider who patients and communities can trust.

A Conflict of Interest refers to situations in which an individual (or their family members) have a financial, professional, or other personal consideration that may directly or indirectly affect, or have the appearance of affecting, that individual's professional judgment in exercising any professional (inc. academic) Ochsner duty or responsibility. *Family members include a spouse, domestic partner, children, stepchildren, parents, siblings, and in-laws.*

Conflicts of Interest can arise under many situations, including business relationships, purchasing decisions, gifts, use and appropriation of Ochsner's assets, and other activities. Relationships to consider that are external to your primary employment include:

- ☐ Medical Directorships
- ☐ Speaking: Lectures, Speakers Bureau, non-CME Faculty
- ☐ Consulting, Advising
- ☐ Scientific Advisor/Scientific Advisory Board
- ☐ Data Safety Monitoring Board
- ☐ CME Faculty
- ☐ Employment, Independent Contractor
- ☐ Intellectual Property Rights
- ☐ Royalties
- ☐ Equity Ownership in a Privately Held Company
- ☐ Stock/Stock Options
- ☐ External Board Member, Officer, Director
- ☐ Management or Executive positions

### Why is Conflict of Interest important and how does it impact you as a student and future health care provider?

There are various laws, regulations, and special alerts by governmental agencies that have been established to help prevent and detect fraud, waste, and abuse. Ochsner Health has established a COI program as an industry best practice and as a requirement by the IRS to maintain Ochsner's Tax Exempt Status. While on campus with Ochsner, you are required to abide by the policies and procedures set forth as a Covered Individual.



#### U.S. Fraud & Abuse Laws

- Anti-Kickback Statute
- False Claims Act
- Stark Law
- Exclusion Statute
- Civil Monetary Penalties Law

William T. Abraham		Totals by payment type in 2023	
Source: Provider identifier only: 100702004	Search payments	\$72,439.30	(All payments)
Category: & Collaborative Physicians (Internal Medicine)	Research payments	N/A	
402 10 1070 008	Non-research training	N/A	
100702004, DR 00201 0000	Speaking and teaching fees	N/A	
Link your physician to "Disclosure of Payments" page			

Filters: [Show All Filters](#)

Year	Payment type	Nature of payment	Company making payment
2023	General payments	All categories of payment	Company making payment

#### Provider Transparency

- Affordable Care Act of 2010 - Section 6002 Physician Payments Sunshine Act
- CMS Open Payments Search Tool and Annual Program Year Data for covered recipients: physicians, physician assistants, nurse practitioners, clinical nurse specialist, certified registered nurse anesthetists, and certified nurse-midwives



#### Ochsner Health Policies & Procedures

- Conflicts of Interest
- Conflicts of Commitment
- Receipt of Business Gifts
- Research Conflicts of Interest
- Institutional Conflicts of Interest
- Ochsner's Contract Request & Review Process

# Student Scope of Practice

Students will receive additional orientation and direction within the clinical rotation space per rotation department, including OLN training as applicable for Epic access and any site specific nuances students may need to know.

## Students may:

- report with checklist, guidelines, or similar based on program approval of the requested activities.
- establish these prior to start of rotation via mutual conversation between preceptor, program, and any applicable licensing or certification bodies.
- operate within the parameters of a student while in rotation without focus on performing duties primarily associated with prior certifications not directly tied to the current rotation.
- perform educational tasks in a student capacity independent from any employment status.
- after placement is confirmed, coordinate schedules and expectations with preceptors.
- in applicable programs, have PRN medications, new medication orders, and revised medication orders checked by the clinical rotation supervisor prior to preparation for administration.

## RN students may:

- observe the checking of blood for accuracy but may not sign the transfusion card on the unit of blood.
- flush central lines with present clinical rotation supervisor oversight but may not access or flush implantable ports.

## RN and LPN students may:

- listen to phone orders from physicians with 3-way conversations only; they may not accept verbal or telephone orders from the physician.
- D/C peripheral IV lines, and tubes (i.e., NG, Foley catheters, etc.) with instructor or staff RN supervision.

## Students may not:

- contact preceptors directly prior to approved placement without clearance from Academics.
- disclose test results, diagnoses, treatments, or dispositions with a patient or family unless otherwise directed by your clinical rotation supervisor or in life threatening situations.
- take direct patient contact actions outside the established scope of practice and/or without appropriate supervision.
- administer narcotic medication without direct supervision in appropriate programs.

## RN and LPN students may not:

- administer chemotherapy, experimental and/or IV push drugs, blood or blood products in RN programs without direct supervision; those in LPN programs may not perform these tasks.
- log in as a dual sign for high risk medication. This action requires a licensed nurse.
- D/C central lines, pulmonary artery catheters, or chest tubes.
- accompany critically ill/unstable patients to other areas of hospital without another licensed nurse in attendance. Students on the Rehab unit may not transport any patient without staff in attendance.

## PA and Graduate Nursing students may not:

- write orders, including verbal orders.
- engage in direct patient contact or take medical action without direct supervision, with exception of BLS or other life-sustaining measures.

# Nursing Student Best Practices

Ochsner maintains a focus on healing environments and relationships for:

- Higher patient satisfaction
- Higher staff satisfaction
- Higher physician satisfaction
- Higher productivity
- Improved quality
- Improved patient outcomes
- More effective recruitment and retention of staff

## Purposeful Hourly Rounding

Patients are rounded on every hour by a member of their care team. The 3 Ps are included with every round (Pain, "Potty", Position).

## Bedside Shift Reporting

Utilized throughout Ochsner Health, nurses report off in the presence of the patient. This method has been proven to improve patient outcomes, and it provides an opportunity for the on-coming staff to visualize the patient. It is our policy to not "pass on" a defect.

## Pyxis - Medication Administration

Medication is stored and dispensed via the Pyxis machine. Your clinical rotation supervisor will obtain medications you are authorized to administer to your patients, according to their Medication Worklist and follow waste, disposal, and other applicable procedures for medications.

### Always:

- do a 'chart check' prior to obtaining medications, to verify what is ordered by the physician is what is entered into the computer for that patient.
- verify the medication with your preceptor or instructor prior to giving to your patient. An Ochsner nurse will obtain any narcotics needed for your patient.
- remember the 7 Rights of Medication Administration to prevent medication errors:

The Right *Patient*

The Right *Medication*

The Right *Dosage*

The Right *Time*

The Right *Route*

The Right *Indication/Effect*

The Right *Documentation*



# Confidentiality - HIPAA

Every student has a responsibility to respect the confidential nature of the health care profession and should take extra care that discussions concerning a patient's condition, or other hospital business, are not conducted in inappropriate areas (hallways, elevators, etc.) or with unauthorized parties.

Students have a legal, moral, and ethical duty to ensure a patient's privacy and to hold in strictest confidence all information concerning the patients and their families. Requests for information from newspapers, radio, or TV stations or other organizations should be referred to the Division of Public Affairs.

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) is United States legislation that provides data privacy and security provisions for safeguarding medical information. The HIPAA Privacy Rule establishes national standards to protect individuals' medical records and other personal health information and applies to health plans, health care clearinghouses, and those health care providers that conduct certain health care transactions electronically.

## Protected Health Information (PHI)

Individually identifiable information, except where specifically excluded under the law, that is transmitted by electronic media; maintained in electronic media; or transmitted or maintained in any other form or medium, including demographic information, related to the past, present, or future physical or mental health or condition, the provision of health care to an individual, or the past, present, or future payment for such health care, which is created or received by a Covered Entity.

PHI is anything you see or hear about a specific patient. You may not use or disclose PHI, except as permitted or required.

### Examples of PHI include, but are not limited to:

- Name or Medical Record Number (MRN)
- Date of Birth
- Address
- Phone Number
- Social Security Number
- Date of Service

# Confidentiality - HIPAA

Before providing a patient with any care, you must ask for two patient identifiers:

- First and Last Name
- Date of Birth

This also needs to be confirmed by the information printed on their ID band. In the case of a John Doe, identity must be confirmed by the unique record number provided on the arm band.

- Never share or discuss any patient health information with anyone not directly involved in patient care, including with other students, friends, family members, or other unauthorized persons or on any social media network.
- Access only the pertinent information of assigned patients on an as-needed basis.
- Use only the minimum necessary de-identified information needed to complete assignments after obtaining witnessed written consent of the patient. Never record PHI on class assignments, case studies, reports, or research.
- Photography of patients or visitors in which the individual is clearly identifiable is not permitted without obtaining authorization from the individual (or their legally authorized personal representative as applicable).
- Clinical information should not be printed by students.
  - If approved information is printed, ensure identifying information is removed or fully obscured, including metadata from Epic.
- Do not photocopy or photograph patient health information.

## Compliance is Everyone's Job

You are expected to protect information from anyone who does not need to know it.

- Respect the privacy of Ochsner's patients.
- Do not discuss information about Ochsner's patients with anyone.



- Do not remove documents containing patient information.



- Do not take pictures of patients.

# Documentation

Authorized students may make notes in the medical record by written or computerized format with electronic signature at time of entering note; notes via dictation are not allowed.

- Students shall never log into the electronic medical record (Epic) under personal employee nor under a clinical rotation supervisor's credentials to perform documentation or place orders.
- All notes must be reviewed by the clinical rotation supervisor at the time of the notation and reviewed before the end of the shift. The note will be signed with the student's name and title (PT Student, RN Student, etc.) and cosigned.
  - (Regardless of whether a student has written a note, the supervising staff individual must write their own note for the patient.)



- In order to secure Epic access, students from applicable programs should monitor their inbox for an email from ISProvisioning 1-2 weeks prior to the start of rotation and follow all instructions outlined therein, including but not limited to:
  - How to create and register a personal password to replace the temporary password initially supplied in the email body. This password is to remain private to the student.
  - How to access and complete all assignments/assessments located in the Ochsner Learning Network (OLN) system.
    - After completion of training, allow up to 3 business days for access to take effect.
    - If assistance is needed after receipt of ISProvisioning email, students should contact the IS Help Desk at 504-842-3610.
- To write a note for co-signature within Epic:
  - Locate and enter the "Create Notes" section.
  - Locate and select the "Med Student" tab.
  - Create new note under med student tab.
  - From here, you can cosign to preceptor.
- Student Medication Administration Record (MAR) and clinical flowsheet documentation must be cosigned by the clinical rotation supervisor. Students are responsible for entering the appropriate cosigner's name in the cosign field.
- Medication Charges are automatically entered when medication administration is documented on the MAR by the student.
- Clinical flowsheet documentation must be cosigned by the patient's Staff Nurse.
  - Note: OMC West Campus Skilled Nursing Facility (SNF) - Only the School Instructor will have access to cosign both student clinical flowsheet and MAR documentation.

# Parking

Free parking is available for students in designated parking lots as outlined below. Students shall comply with all parking rules and regulations. Never park in areas specifically designated for patients or physicians, in patient garages, or directly in front of hospitals or Emergency Departments except when specified below. Please contact clinical rotation supervisors or Academics for parking instructions for all sites not listed below or lots requiring badge access.

- Notify your clinical rotation supervisor so any accessibility accommodations can be made.
- Parking Areas are patrolled by security staff. K-9 units are utilized at some locations.
- Security may be contacted for escort to designated parking areas after dark.
- Students found to be violating this policy are subject to removal from clinical rotation.
- Maps of each campus may be found online at <http://www.ochsner.org/locations>.

Ochsner Baptist: Day shift: in flat lot on Napoleon Ave. and S Robertson St. (diagonally across from the Magnolia building). Other shifts: on the 3rd floor and above in the Magnolia garage or the 6th floor and above in the Jena garage. If leaving after 5pm, students may call security for an escort to their vehicle.

Ochsner LSU Health Shreveport - Academic Medical Center: P Lot via entrance at Jennings St. of Linwood Ave.

Ochsner LSU Health Shreveport - St. Mary Medical Center: Levels 2 and 3 of parking garage; never park in Loyola lot.

Ochsner LSU Health Shreveport - Monroe Medical Center: Lots along Jackson St, beyond the third row.

Ochsner Medical Center - Baton Rouge: Behind Plaza II, the front parking lot closest to the road, or the parking lot between the hospital and the clinic, on the clinic side of the road.

Ochsner Medical Center - Hancock: In the side lot on the south side of the hospital that faces the loading dock.

Ochsner Medical Center - Jefferson Highway (Main, Clinics, and West Campuses): Coolidge Street Parking Lot B, located behind the Ochsner Health Center for Children and the Boh Center for Child Development buildings, across the street from the hospital. Please complete your parking permit fully, print out, and display on your car dashboard.

Ochsner Medical Center - Kenner: Only in lots that are divided by a solid red line and identified as student parking (on the Loyola Drive side and behind the hospital).

Ochsner Medical Center - St. Anne: in employee lots along Cypress St. or Twin Oaks Dr.

Ochsner Medical Center - St. Mary: Last row of the Medical Office Building parking lot.

Ochsner St. Anne General Hospital: Rear gravel parking lot located off Cypress St. If this lot is filled, use the parking lot located next to the Family Doctor Clinic on Acadia Dr.

Ochsner Medical Center – West Bank Campus: Lots located behind St. Germain Furniture Store and Diver's Supply at the farthest end of the lot. Enter Hospital Drive from Belle Chasse Hwy. Follow Emergency Dept. signs and the fence line on the right to the designated yellow-lined Employee parking areas. Turn right at the 2nd Stop sign on the road along the fence line to enter the parking area. Night shift (6p – 7:30a) may park in the parking garage except levels 2A, 2B, handicap, and executive lot next to the River Room. Cars parked in the garage must be moved by 7:00am.

Ochsner Rush Health: Along south wall of upper deck of the parking garage near the Ambulatory Surgery Building

Slidell Memorial Hospital East: Lot adjacent to the hospital on Gateway Drive in area designated for students indicated by signage and yellow striping. Do not park in any of the adjacent clinic parking spaces.

Slidell Memorial Hospital Main: All the way to the back of the Founder's Building in Employee Only parking

St. Bernard Parish Hospital: Lot across from the ED student parking area on the Medical Office Building side. Do not park directly across from the Hospital entrance in U shaped parking lot.

St. Charles Parish Hospital: Park next to the South Entrance of hospital on Paul Maillard Road.

Leonard J. Chabert Medical Center: Last two rows of the South parking lot located in rear of campus off Denley Road.

# Safety and Security



Notify your clinical rotation supervisor or unit staff immediately if there is an Occurrence with a patient or visitor.

The S.O.S. reporting system may be found on the OchWeb homepage under the Service Center. This is a voluntary, online incident reporting system which identifies occurring hazards to prevent future safety risks and injuries.

Ochsner strongly supports a non-punitive, Good Catch approach to reporting. Students are encouraged to report occurrences, as the organization relies on staff as an important source of improvement opportunities.

## Occurrence Reports are:

- documented online via the Safety-On-Site (S.O.S.) application.
- protected, confidential, and privileged documents as per state law.
- not to be documented in the patient's medical record unless medically relevant;
  - However, the incident itself should be documented in the patient's medical record.
- not to be printed, copied, or distributed to patients, families, visitors, or staff (including physicians).
- completed in the S.O.S. system as soon as possible after discovery of a qualifying event.

## Examples of Occurrences



A fall by a patient or non patient



An unexpected complication or death



Medication error & near misses, or adverse drug events



Missing or stolen property



Specimen related issues, or pressure ulcers



Behavior or contact incident



Equipment malfunction, or system issues which effect delivery of care



Any medical defect or error

Not all Fall Hazards would be identified in the S.O.S. system, e.g. lack of handrails, dim lighting, obstacles, tripping hazards, wet floors, stairs, etc.

Some patients have intrinsic risk factors that should be identified as early as possible in care and monitored. These include but are not limited to:

- Advanced age
- History of falls
- Skeletomuscular weakness/injury
- Gait/balance problems
- Inhibited vision
- Postural hypotension
- Fear of falling
- Certain medications
- Many chronic conditions



# Safety and Security

A safe, healthy, and accident-free environment for patients, students, students, and visitors is a goal to which Ochsner Health is dedicated.

The following safety guidelines have been established:

- Do not run or take part in horseplay.
- Keep work areas clean and orderly.
- Dispose of needles and other sharp instruments in proper containers; never put them in trashcans.
- Never recap needles.
- Avoid lifting heavy, bulky objects unless you have help from another person or use a mechanical device designed to do the work.
- Always use personal protective equipment (PPE) such as gowns, gloves, masks, and other devices provided for personal protection.
- Report hazardous conditions such as foreign objects, water spills and floor defects to the department supervisor or to Safety and Security immediately. If possible, wipe up small nonhazardous spills.
- Do not have or use alcoholic beverages, illegal drugs, or weapons on Ochsner property.
- Report any suspicious activity to Ochsner Security immediately.

**Remember: If you see something, say something.**

An Ochsner security program has been set up for the protection of patients, students, students, visitors, and their personal belongings. The security force is also on hand to keep order, enforce regulations and protect Ochsner property.

All students are expected to take an active part in this security program. All personal property as well as Ochsner's property should always be left secured. The Security Department should be notified whenever any wrongdoing is suspected. To keep security risk at a minimum, Ochsner reserves the right to inspect packages, lockers, and any other items.

## Material Safety Data Sheets (MSDS)

The MSDS sheets for handling any chemicals found onsite are stored in Ochweb. Click on the "Job Resources" tab, then select "Safety Data Sheets" from the list that appears.

## USP 800- Hazardous Drugs

- Identified by the National Institute for Occupational Safety and Health (NIOSH), a department of the CDC, hazardous drugs can cause problems such as skin rash, reproductive toxicities, and cancer.
- USP Chapter 800 applies to all healthcare personnel and all entities that store, prepare, transport, or administer hazardous drugs.
- Healthcare workers may be exposed to Hazardous Drugs at many points. The focus is not only on administration, but drug handling and contact with patients using certain hazardous drugs for treatment.
- The HazD symbol will be displayed on the MAR of hazardous medications. The symbol will hang on the patient's door or on the wall over the bed of patients taking hazardous medications. The HazD arm band will be in place on all such patients in the acute care setting.



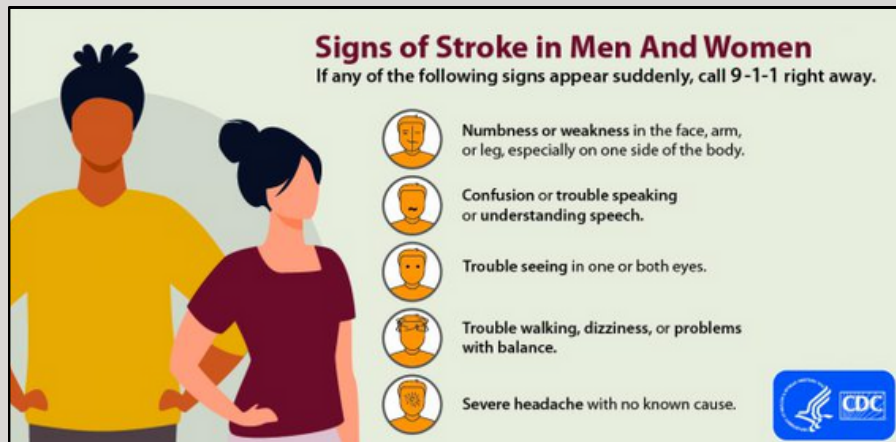
# Safety and Security

Code	Description
Red	Fire /Explosion/Smoke Emergency or Fire Drill
Black	Bomb Threat
Pink	Infant/Child Abduction
Yellow	External Disaster (Mass Casualty/Large Accident)
Blue	Medical Emergency
Grey	Severe Weather
Silver	Active Shooter
Orange	Hazardous Materials
White	Security Alert-Combative Person Without Weapon
Navy	Patient Elopement
Gold	Cyber Event

Specific facilities may have additional or different codes.

Codes are also subject to sudden change.

Be sure to review *all* codes with your clinical rotation supervisor upon arrival to the clinical location to ensure your actions match the needs of emergent moments.



## How to Respond

### Code Red: RACE

- Rescue the patient
- Activate the nearest alarm pull box, and call the emergency number, giving your name, exact location, type, and extent of fire.
- Confine the smoke and fire. Close the door to affected area and all rooms on the floor.
- Extinguish the blaze. Know locations of fire extinguishers on the unit.

Code Black: Report to your assigned area; await further instructions.

Code Pink: Monitor exits and report persons with bulky clothing and/or packages large enough to conceal an infant/child.

Code Yellow: Report to your assigned area; await further instruction.

Code Blue: Initiate BLS until Code Team arrives and provides further instruction.

Code Gray: Report to your assigned area; await further instructions.

Code Silver: Run, Hide, Fight.

Call 911 when safe to do so.

The Police Department has total authority in hostage situations. Do not enter the area.

Code Orange: Report to your assigned area; await further instruction.

Code White: Additional personnel needed; students should not respond.

Code Navy: Monitor exits. Report person wearing hospital gown and/or patient ID arm band.

Code Gold: Await instruction from IS Department.

Code Green: Await instruction from executive team.

### **Additional Codes:**

Code Blood Bank - patient hemorrhage

Code D or Code Stork - Imminent delivery

Code Sepsis - Septic patient

Code STEMI - myocardial infarction

Code STROKE - STROKE patient

Code 99 - unable to call for assistance/panic

Code Purple - ED Lockdown/Restricted Access

Ochsner Lafayette General – Plain Language Alerts

# Infection Control

Each school is responsible for providing classroom theory and practical instruction to each student, inclusive of infection control measures, prior to clinical assignments.

## Hand Hygiene

Hand washing is the most important measure you can use to prevent the spread of infection.



This policy sets forth guidelines for proper hand practices among health care workers to prevent transmission and acquisition of infectious agents and to reduce the incidence of hospital acquired infections.

In some cases, handwashing is preferred over use of alcohol-based sanitizers. The physical friction of washing and rinsing hands under such circumstances is recommended because alcohols, chlorhexidine, iodophors, and other antiseptic agents have poor activity against spores.

### Wash hands with soap and water

- when hands are visibly dirty or contaminated.
- before eating and after using a restroom.
- if exposure to *Clostridioides difficile* (C. diff), norovirus, or *Bacillus anthracis* is suspected or proven.

## How to Clean Your Hands

Clean hands are the key to staying healthy.



# Infection Control - Hand Hygiene

## Hand Sanitizing

- Use an alcohol-base hand rub for
  - hands that are not visibly soiled.
  - routinely decontaminating hands between patients and patient areas.
- No hand sanitizing products shall be brought in from outside sources unless approved by Ochsner.
- If a healthcare worker has an adverse reaction to alcohol-based hand rub, contact infection control and student health to request an alternate product. The reaction must be documented in order to receive approval.



## Perform Hand Hygiene

- before having direct contact with patients.
- before donning gloves and after removing gloves.
- before inserting invasive devices (e.g. indwelling urinary catheters).
- after contact with a patient.
- after contact with body fluids or excretions and wound dressings.
- after contact with patient care items (including medical equipment) in the immediate vicinity of the patient.
- when moving from a contaminated body site to a clean body site during patient care.

For example, perform hand hygiene in between changing a wound dressing and before administering medications.

Gloves alone are not a substitute for hand hygiene and should be used alongside hand hygiene practices for the protection of healthcare workers and patients alike.

# Infection Control

## Personal Protective Equipment

### Gloves

Gloves are not a substitute for hand hygiene. Hand contamination may occur because of small, undetected holes in examination gloves. Contamination may also occur during glove removal.

- Wear gloves when contact with blood or other potentially infectious materials, mucous membranes, and non-intact skin could occur on patients, equipment, and surfaces that may be contaminated.
- Do not wear the same pair of gloves for the care of more than one patient.
- Change gloves and perform hand hygiene during patient care if moving from a contaminated body site to a clean body site.
- Remove gloves and perform hand hygiene after caring for a patient.
- Gloves should not be worn when handling clean equipment.

### Gown/Aprons

- Wear fluid resistant gowns during procedures that may cause splashes of blood or other body fluids.

### Masks

- Wear when indicated by signage, if not vaccinated for flu, or when entering patient care areas wherein otherwise indicated.

Below is an *example* of an Isolation Precaution sign. These indicate what specialized PPE and instructions must be utilized by all persons when in a specified area.





# Infection Control

The type(s) of Personal Protective Equipment (PPE) used will vary based on the level of precautions required, such as standard and contact, droplet, and/or airborne infection isolation precautions, as indicated on posted signage outside of patient areas.

Enter an isolation area only after reviewing isolation protocols for the patient area, performing hand hygiene, and after being properly instructed by their school on proper donning and doffing of PPE.

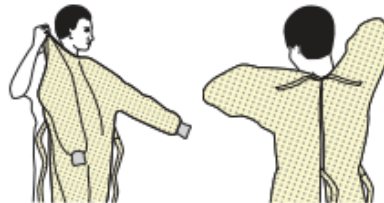
Review guidelines below from the CDC.

## SEQUENCE FOR PUTTING ON PERSONAL PROTECTIVE EQUIPMENT (PPE)

The type of PPE used will vary based on the level of precautions required, such as standard and contact, droplet or airborne infection isolation precautions. The procedure for putting on and removing PPE should be tailored to the specific type of PPE.

### 1. GOWN

- Fully cover torso from neck to knees, arms to end of wrists, and wrap around the back
- Fasten in back of neck and waist



### 2. MASK OR RESPIRATOR

- Secure ties or elastic bands at middle of head and neck
- Fit flexible band to nose bridge
- Fit snug to face and below chin
- Fit-check respirator



### 3. GOGGLES OR FACE SHIELD

- Place over face and eyes and adjust to fit



### 4. GLOVES

- Extend to cover wrist of isolation gown



## USE SAFE WORK PRACTICES TO PROTECT YOURSELF AND LIMIT THE SPREAD OF CONTAMINATION

- Keep hands away from face
- Limit surfaces touched
- Change gloves when torn or heavily contaminated
- Perform hand hygiene



# Infection Control

Safely remove all PPE without contamination to skin, clothing, or mucous membranes before exiting the patient room except a respirator, which is removed after leaving the patient room and closing the door. Perform hand hygiene.

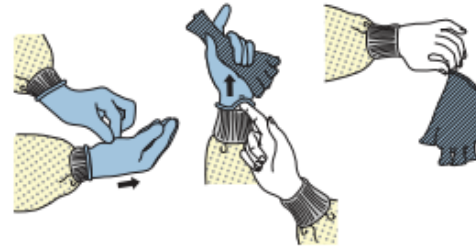
When transporting isolation patients apply a clean blanket and, if appropriate, a surgical mask to the patient prior to leaving the room. Disinfect patient equipment and handles, and remove your own PPE at the door. Keep gloves and mask on hand in the event of a likely contamination or emergency.

## HOW TO SAFELY REMOVE PERSONAL PROTECTIVE EQUIPMENT (PPE) EXAMPLE 1

There are a variety of ways to safely remove PPE without contaminating your clothing, skin, or mucous membranes with potentially infectious materials. Here is one example. **Remove all PPE before exiting the patient room** except a respirator, if worn. Remove the respirator **after** leaving the patient room and closing the door. Remove PPE in the following sequence:

### 1. GLOVES

- Outside of gloves are contaminated!
- If your hands get contaminated during glove removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Using a gloved hand, grasp the palm area of the other gloved hand and peel off first glove
- Hold removed glove in gloved hand
- Slide fingers of ungloved hand under remaining glove at wrist and peel off second glove over first glove
- Discard gloves in a waste container



### 2. GOGGLES OR FACE SHIELD

- Outside of goggles or face shield are contaminated!
- If your hands get contaminated during goggle or face shield removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Remove goggles or face shield from the back by lifting head band or ear pieces
- If the item is reusable, place in designated receptacle for reprocessing. Otherwise, discard in a waste container



### 3. GOWN

- Gown front and sleeves are contaminated!
- If your hands get contaminated during gown removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Unfasten gown ties, taking care that sleeves don't contact your body when reaching for ties
- Pull gown away from neck and shoulders, touching inside of gown only
- Turn gown inside out
- Fold or roll into a bundle and discard in a waste container

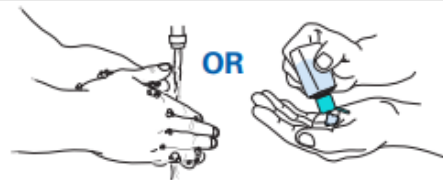


### 4. MASK OR RESPIRATOR

- Front of mask/respirator is contaminated — **DO NOT TOUCH!**
- If your hands get contaminated during mask/respirator removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Grasp bottom ties or elastics of the mask/respirator, then the ones at the top, and remove without touching the front
- Discard in a waste container



### 5. WASH HANDS OR USE AN ALCOHOL-BASED HAND SANITIZER IMMEDIATELY AFTER REMOVING ALL PPE



**PERFORM HAND HYGIENE BETWEEN STEPS IF HANDS  
BECOME CONTAMINATED AND IMMEDIATELY AFTER  
REMOVING ALL PPE**



# Careers

Find Your Fit at Ochsner Health!



Ochsner Health is committed to setting up employees for success and creating a world-class workplace, shaping the future of healthcare. We are an equal opportunity employer with a mission to create diverse and inclusive healthcare by acknowledging differences and valuing individual contributions.

Our team's growth, health, and happiness are vital to supporting patients, families, and communities.

At Ochsner, our passion and purpose are fueled by the talent and diversity of our employees, who embrace innovation while changing and saving lives.

We continue to evolve by offering programs that focus on building and improving core competencies and professional development while improving health outcomes for all patients. Ochsner is excited to offer to students a program in which Academics in partnership with our Talent Acquisition team act as tour guides just for you to improve your healthcare career search expertise and resources, including but not limited to program-specific and individualized events and readiness resources such as insight into hiring processes and exciting opportunities ideal for clinical rotation students on their way to graduation!

Explore exciting careers by [clicking here](#) to connect with a Talent Recruiter!

## Employment Resources:

- [Careers Home Page](#): Careers | Ochsner Health
- [Explore Job Opportunities](#): Careers | Ochsner Health
- [Explore benefits](#): Ochsner Employee Benefits | Ochsner Health
- [Explore career events](#): Career Events | Ochsner Health

# Emergency and Security Contacts

## Emergency Contacts (onsite extensions)

Abrom Kaplan - 5397	Northshore Slidell Clinics - 911
Acadia General - 6487	NS-Covington Clinic - 50600
Baptist Campus - 4222	Ochsner Fitness - 911
Baton Rouge - 1111	OLG Ortho - 8888/0
Baton Rouge Clinic - 78666	O'Neal Clinic - 4223
Benson Tower- 493-6750	PACC SS - 23770
Chabert - *5	River Parishes - 515555
Covington Clinic - 50600	Rush- 9444
Dickory - 402-6209	Shreveport AMC - 5-6165
Elmwood - 23770	Shreveport SMMC - 6-2400
The Grove - 78666	Slidell Memorial Hospitals - 7777
Hancock - 600-2000	St. Anne Hospital - 1000
Iberville - 55600	St. Anne Clinics - 911
Jefferson Highway Main Campus - 4444	St. Bernard - 4222; 7777 for pt emergency
Jefferson Highway North, and West - 4444	St. Charles Parish - *70
Jennings Hospital - 60	St. Martin - 2-way radio
Kenner - 3333	St. Mary (Morgan City) - 4777
LaPlace FSED - 911	St. Tammany - 4444
Lafayette General - 7777	Superdome - 587-3900
Marrero FSED - 391-5168	The Grove - 78666
Monroe - 75555	University Hospital & Clinics - 7777
Neighborhood Satellite Clinics - 911	West Bank Campus - 6666

## Security Contacts

Abrom Kaplan	337-643-5397	Jefferson Hwy	504-842-3770 (safe)
Acadia General	337-783-3222	Rush	601-703-4239
Baptist	504-897-5997	Slidell	985-285-3645
Baton Rouge	225-752-2470	St. Tammany	337-242-5496
Chabert	985-873-1823	St. Anne	985-537-6841
Covington	985-966-9304	St. Bernard	504-826-9997
Hancock	228-467-8989	St. Charles	504-330-8513
Kenner	504-464-8077	St. Mary (Morgan City)	985-380-4520
Lafayette General	337-289-7777	University Hospital & Clinic	337-261-6026
LG Ortho	337-981-2949	West Bank	504-212-7215

# Contacts and Resources

## Academics Team

Dr. Leonardo Seoane, MD.....	Chief Academic Officer
Carl Tholen.....	Vice President, Medical Education
Sylvia Hartmann, MN, RN.....	Director of Nursing and Allied Health Academics
Misty Jenkins, NP.....	Director of Advanced Practice Provider Education
Sarah Bernard, MBA.....	Associate Program Manager
Sedette Duhe.....	Associate Program Manager
Cat Wilkinson.....	Associate Program Manager
NiCholle Henry.....	Associate Program Manager
Monique Rew Cornish.....	RN Clinical Educator
Angel Grady.....	RN Clinical Educator
Mary Vesich.....	RN Clinical Educator

## Contact Information

All Disciplines .....	ClinicalEducation@ochsner.org
Academics Department.....	504-703-5550
Epic Access Issues - IS Service Desk.....	504-842-3610

## Student Resources

### IS Service Desk

- 504-842-3610
- OchWeb Self Service Portal

### Clinical Simulation and Patient Safety Center

- 504-703-5604
- simulation@ochsner.org

### Volunteer Services

- 504-842-5085
- VolunteerServices@ochsner.org

### Medical Library

- 504-842-3760
- MedicalLibrary@ochsner.org

We value your feedback! Please monitor your email following your clinical rotation for an experience survey. Thank you in advance for participating!

Welcome to Ochsner Health!

