

# Clovis Health Services Staff Orientation Checklist

\_\_\_\_\_  
Last name

\_\_\_\_\_  
First Name

\_\_\_\_\_  
Title

*(Enter date + coordinator and staff initials)*

All Staff	Instructed/ Informed	Policy Review and/or Demo	Completed
<b>Confidentiality of Health Information</b> <ul style="list-style-type: none"> <li>• Confidentiality Agreement</li> <li>• Patient Rights and Responsibilities Statement</li> <li>• HIPAA and CMI Act (law, expectations)</li> <li>• Sharing information (staff, family, phone, subpoena)</li> <li>• Review of “Confidentiality Training Examples”</li> <li>• Office layout for protection of information</li> <li>• MediCat permissions and passwords</li> </ul>			<i>Signed Confidentiality Statement</i>
<b>Emergency Procedures</b> <ul style="list-style-type: none"> <li>• SCCCD Emergency Poster</li> <li>• Red Button on phone</li> <li>• “I need help” department code word</li> <li>• Student Injury Procedure</li> <li>• Staff Injury Procedure – Company Nurse</li> <li>• Mental Health Crisis</li> <li>• Emergency Phone Numbers/Resources</li> </ul>			
<b>Safety Concerns</b> <ul style="list-style-type: none"> <li>• Patient Safety, Staff Safety</li> <li>• Scope of responsibility/practice (liability issues)</li> <li>• Identify self by job title; Wear ID Badge at all times</li> <li>• Check student/patient photo IDs</li> <li>• Update student contact information</li> <li>• Office Security - Medications, Vaccines, Syringes, equipment, personal belongings</li> <li>• Never leave a student alone in the office</li> <li>• Ask for help, clarify (FCC, RC, MC resources)</li> </ul>			
<b>Referral for Psychological Services</b>			
<b>Mission Statement</b> <ul style="list-style-type: none"> <li>• District/College/Clovis Health Service</li> <li>• Clovis Health Services Brochure (list of services)</li> </ul>			
<b>Customer Service – Student Focused</b> <ul style="list-style-type: none"> <li>• Telephone Etiquette</li> <li>• Non-judgmental communications</li> <li>• Respect student decisions</li> <li>• Student Satisfaction Surveys</li> <li>• Environment (calm, clean, decluttered, neutral)</li> <li>• Music</li> <li>• Keep to the listed office hours</li> <li>• Over-estimate office closures (ex. “back in 10 mins”- it is okay to return early, not okay to return late).</li> <li>• Never eat in front of patients</li> </ul>			
<b>Office Hours/Schedules/Time off/Sick Days</b>			

<ul style="list-style-type: none"> <li>• Communication is of key importance</li> <li>• Tracking/documenting schedules</li> <li>• Late/Tardy/Sick/Time Off</li> </ul>			
<b>Staff Contact Phone Numbers</b>			
<b>Organizational Chart and Job Description</b>			
<b>Radio</b>			
<b>Health Fee – budget, time and supply responsibilities</b>			
<b>Office Supplies</b> <ul style="list-style-type: none"> <li>• Tracking/Inventory, ordering</li> <li>• Receiving, organization, storage</li> </ul>			
<b>Medical Supplies</b> <ul style="list-style-type: none"> <li>• Tracking/Inventory, expiration dates, ordering</li> <li>• Receiving, organization, storage</li> </ul>			
<b>Performance Review/Evaluation</b> <ul style="list-style-type: none"> <li>• Employee File (Schedule, Time Sheets, Sick Slips)</li> <li>• Satisfaction Surveys</li> <li>• Track accomplishments/activities</li> </ul>			
<b>Department Meetings – Integrated Team</b> <ul style="list-style-type: none"> <li>• Forward agenda items to HS Coordinator</li> </ul>			
<b>Office Procedures</b> <ul style="list-style-type: none"> <li>• Evolving – be involved, forward improvement ideas</li> <li>• Office Procedure Manual – suggest/add updates</li> </ul>			
<b>Infection Control</b>			
<b>Training Opportunities/Staff Training Log</b> CPR/AED, MHFA, Kognito, MediCat, Classified Trainings			
<b>Student Health 101</b>			
<b>MediCat Appointment Screen</b> <ul style="list-style-type: none"> <li>• Student Self Check-in</li> </ul>			
<ul style="list-style-type: none"> <li>• Universal Depression Screening (PHQ-9)</li> </ul>			
<ul style="list-style-type: none"> <li>• Confidentiality Statement</li> </ul>			
<ul style="list-style-type: none"> <li>• Updating Client Contact Information</li> </ul>			
<ul style="list-style-type: none"> <li>• Entering new clients</li> </ul>			
<ul style="list-style-type: none"> <li>• Appointment Scheduling</li> </ul>			
<ul style="list-style-type: none"> <li>• TST Appointment Scheduling (two appointments)</li> </ul>			
<ul style="list-style-type: none"> <li>• Status – check in, ready, etc.</li> </ul>			
<ul style="list-style-type: none"> <li>• Deleting Appointments</li> </ul>			
<ul style="list-style-type: none"> <li>• Provider Schedule Blocking</li> </ul>			
<b>Quality Improvement – Continuous Improvement</b>			
<b>Avoid Multi-tasking</b> <ul style="list-style-type: none"> <li>• Speak up if overwhelmed with requests</li> <li>• Request clarification on prioritization</li> </ul>			

<b>All Health Office Staff, including *Nurses</b>	Instructed	Policy Review and/or Demo	Completed
<b>Opening and Closing the Health Office</b>			

<b>Refrigerator Checks</b>			
<b>Stocking</b> <ul style="list-style-type: none"> <li>• Exam Room</li> <li>• Office (printer paper, etc.)</li> <li>• Pamphlets</li> <li>• Condoms</li> <li>• OTC Dispensers</li> </ul>			
<b>Cleaning/Disinfecting</b>			
<b>AED Checks</b>			
<b>Stall Street Journals</b>			

\*Although nurses can and will chip in to complete many health office duties as needed, it is the expectation that the Secretary and Student Workers will be responsible for completing the vast majority of tasks which do not require a nursing license to complete. This allows the nurse/coordinator more time to complete the duties that only they can complete.

<b>Secretary</b>	Instructed	Policy Review and/or Demo	Completed
<b>Semester Reports</b> <ul style="list-style-type: none"> <li>• Tracking data (condoms, OTCs)</li> <li>• Tracking Front Desk Activities</li> </ul>			
<b>Email Communications/Etiquette</b>			
<b>Tracking Assignments</b>			
<b>Student Insurance/Claims Paperwork</b>			
<b>Student Worker Supervision</b>			
<b>District Trainings – Classified Staff Trainings</b>			

<b>Psychologist</b>	Instructed	Policy Review and/or Demo	Completed
<b>Copy of Current License in file</b>			
<b>Schedule on MediCat Appointment Screen</b>			
<b>Semester Reports</b> <ul style="list-style-type: none"> <li>• Monthly data regarding clinical visits</li> <li>• Transaction codes for psych services</li> <li>• Provider report – trainings, presentations, etc.</li> </ul>			
<b>MediCat</b>			

<ul style="list-style-type: none"> <li>• Clinic Login = Willow Clinic</li> <li>• Ticket Discrepancy Reports – Fixing Tickets</li> </ul>			
<b>MediCat Charting/Documentation</b> <ul style="list-style-type: none"> <li>• Same Day Documentation</li> <li>• Schedule time to include charting time</li> </ul>			
<b>Student Satisfaction Surveys</b>			

<b>Nurse</b>	<b>Instructed</b>	<b>Policy Review and/or Demo</b>	<b>Completed</b>
<b>Copy of Current License in file</b>			
<b>Protocol/Procedure Manual</b> <ul style="list-style-type: none"> <li>• Write in updates and tag any items for revisions</li> </ul>			
<b>Student Insurance/ Claims Paperwork</b>			
<b>Required Yearly Trainings:</b> <ul style="list-style-type: none"> <li>• TB Risk Assessment</li> <li>• ID, SQ, IM Injection Procedures</li> </ul>			
<b>MediCat Charting/Documentation</b> <ul style="list-style-type: none"> <li>• Clinic Login – Willow Clinic</li> <li>• Monthly clinical visit data reports</li> <li>• Ticket discrepancy reports and fixing tickets</li> <li>• Injury &amp; Illness Transaction Codes</li> <li>• PHQ-9 Depression Screen – Purpose &amp; Charting</li> </ul>			
<b>Emergency Medications</b>			
<b>Health Action Plans</b>			
<b>Semester Reports</b> <ul style="list-style-type: none"> <li>• Monthly data regarding clinical visits</li> <li>• Transaction codes for psych services</li> <li>• Provider report – trainings, presentations, etc.</li> </ul>			