

UCHealth (North)

Job Shadow Process

The following is a quick list to help you navigate and be successful for your shadowing experience at UCHealth North.

- 1) Be sure to click on the link that states “Contact Job Shadow Opportunities.” Once you have decided on which department you would like to shadow, please contact the department sponsor to determine if a shadow opportunity is available.
Once you have contacted and scheduled your shadowing session, complete the job shadowing application which also includes the Health Verification form, and Contract to Participate in Shadow program. The next step will be to contact either the PVH volunteer office at 495-8580 or MCR volunteer office at 624-1850 to turn in and review your completed paperwork. If you are between the ages of 16-18 years old, you must complete the Parental Agreement. This completed paperwork must be reviewed at least one week before your scheduled shadowing session. *If you do not bring in the all required documentation, you will not be able to shadow during your scheduled time and this could cause a 3 month delay at the discretion of the Volunteer Services Management.*
- 2) You must bring a picture ID the day of your shadowing experience.
- 3) **The day you shadow, please be sure to turn off all cell phones or set to “silent”. Sending and receiving text messages at any time other than break time are disruptive and disrespectful.**
- 4) No gum, food, or drink while shadowing.
- 5) You may park in the visitor parking lot at all campuses.
- 6) Leave valuables at home or locked in the trunk of your car.
- 7) Be sure to ask questions, we want this to be a learning experience for you.
- 8) Stay home if you are ill. Be sure to call your shadow sponsor to let them know you have to reschedule.
- 9) **ABSOLUTLEY NO PHOTOGRAPHY IS ALLOWED.**
- 10) The use of tobacco products are not allowed anywhere on the UCHealth campus.
- 11) Be on time. If you are more than 15 minutes late, you will not be able to shadow that day.
- 12) At the end of your session, be sure to turn in your evaluation form to either PVH/MCR volunteer office depending on where you shadowed.

Patient Confidentiality, HIPAA and Protected Health Information:

1. Patients have a right for their medical information to be kept confidential and private.
2. Access to patient information is restricted to a “need to know” basis. As a shadow participant you do not have rights to access patient information. This includes paper and electronic medical records.
3. However, if you job shadow in a patient care area, you may be exposed to PHI (Protected Health Information). PHI includes but is not limited to, patient name, names of relatives, patient address, email address, or any other information that can be used to identify an individual.

4. HIPAA (Health Insurance Portability and Accountability Act) regulations govern how patient information is handled. HIPAA applies to our entire workforce, including employees, students, medical staff and volunteers. It also applies to job shadow participants.

PROTECTING PATIENT PRIVACY:

1. An improper disclosure of PHI occurs when patient information is accessed, used or disclosed without proper authorization.
2. The only information you can share about your job shadow experience will be general information about the department you visited, types of procedures that are typically done, the education and skill level required for the jobs you observed.
3. **No information can be shared on any social media outlets.**
4. Absolutely no photography is allowed during your shadowing opportunity. If you have any questions about this policy, please feel free to ask volunteer services or your department sponsor.
5. Shadow participants will sign a Non-Disclosure/Confidentiality Agreement.
6. If you do see a patient that you know, it is okay to greet them and tell them you are part of a job shadow experience. However, you cannot ask why they are here or tell anyone that you saw them in the hospital. This includes parents, friends, teachers, etc.