

SANFORD HEALTH – Sioux Falls S.D. ORIENTATION FOR NON-EMPLOYEE STAFF

Important Internal Telephone Numbers

Hospital Emergency (internal): 3-1234
Security Emergency (internal): 3-1234
Security Non-Emergency: 605-333-1111
Hospital Switchboard: “0”
Supply Chain Management: 605-333-6490
Biomedical Engineering: 605-333-6364
Central Processing: 605-328-9803
Maintenance & Engineering: 605-333-6667

Outside Telephone Numbers

Dial “9” to obtain an outside line from any in-house phone.

Cell Phones If you are using a cell phone to call any 5-digit number posted in this booklet, you must first call the area code (if you are from out of state), prefix number, and then five digits; i.e. 605-33X-XXXX.

Please abide by the “No Cell Phone” use signage posted in some areas of the hospital.

Emergency Codes & Basic Responses

When responding to unusual events and incidents, Sanford Health employees, vendors, and contractors should follow basic emergency procedures as established at Sanford Health. See the below procedure listings for more information.

To report a hospital emergency, such as a medical emergency (i.e. cardiac arrest), or smoke, or fire, call 911 and provide the appropriate information as requested.

Security

Security services are available 24 hours per day, and can be reached at 3-1111 for security emergencies such as assaults, suspicious persons, thefts, etc. For non-emergency requests, call 3-1234 (605-33-1234).

Interaction With Patients

All employees, vendors and contractors are expected to offer a greeting when passing patients and guests. Vendors and contractors should keep patient interactions to a minimum. Refer any patient care questions to the appropriate staff.

Identification Badges

Appropriate identification badges are required to be worn at all times and **visible (above the waist)** while on hospital premises.

Confidentiality

All employees, vendors, and contractors must respect the patient's legal right to privacy and maintain the confidentiality of information regarding patients, Sanford Health staff, and hospital operations. Information concerning patient, staff, or hospital operations must not be discussed inside or outside the facility, except in connection with patient's care and on a need-to-know basis only.

Infection Control

Sanford Health practices standard precautions in all patient care settings. Standard precautions require that gloves be worn whenever contact with blood or other body fluids is possible.

Regular hand hygiene is necessary before and after patient contact, and after glove removal (soap and water or alcohol based foam). Wall hand sanitizers are located throughout the facility. Additional personal protective equipment (PPE), such as masks, gowns, and eye protection, is available as the situation warrants. Sanford staff will direct you to use appropriate precautions on these occasions.

A sign posted on the patient's door will alert you to the level of protection and steps needed to observe the guidelines. Direct any questions to hospital staff before initiating patient contact.

Guns

Sanford Health bans guns on its premises. Law enforcement officials should contact security at 3-1111 1(605-333-1111) for additional information.

Parking

Parking for non-employee staff is available anywhere except in patient designated areas.

Local police, County deputies/sheriff, or Highway Patrol on-duty may park for short durations in the Trauma 5 parking lot.

Under no circumstances will valet or other designated parking be used.

Tobacco-Free Environment

Sanford Health is a tobacco-free campus. This is to provide comfort and safety of our staff, patients and visitors. Smoking is NOT allowed anywhere in the hospital or on the campus property.

Violence-Free Workplace

Sanford Health is committed to providing a harassment-free environment in which the talents of a diverse workforce are both valued and respected. Harassment, including sexual harassment, whether verbal or physical, is illegal, unacceptable, and will not be tolerated.

Sanford has a zero tolerance policy for violence in any form (i.e. threatening or intimidating conduct) in the work environment.

RESPONSE PROCEDURES

Code Red – FIRE

Fire, visible smoke, or flame **R.A.C.E.**

Rescue: Persons in immediate danger.

Activate: Pull fire alarm station. Call 3-1234 to report fire type and location.

Contain: Close all doors to area. Inform patients/visitors of situation.

Evacuate/Extinguish: Consider own safety.

Using Fire Extinguishers: **P.A.S.S.**

Pull pin from extinguisher.

Aim the hose of the extinguisher.

Squeeze the trigger.

Sweep the area affected.

Movement in a Code Red:

- *You may go through closed doors EXCEPT in affected area.
- *Elevator use NOT allowed stairs may be used.
- *EVACUATE when in evacuation facility.

D-500 – DISASTER

Level II greater than or equal to 15 patients.
Level III patients needing decontamination.
D-500 places the ENTIRE facility on alert.

CODE MAN – Uncontrollable Situation or Combative Person(s)

Dial 3-1234.
Identify self. Give exact location, describe situation. Request Code Man to be called to the area.

CODE BLUE – Cardiac Arrest.

Call 911.
Clearly report: Location. Incident. Stay on phone. Medical team will respond.

CODE GREEN – Pediatric Arrest

Call 911.
Clearly report: Location. Incident. Stay on phone. Medical team will respond.

CODE EXIT – Missing Person

Call 3-1234.
Clearly report: Age, Sex, and Description of person missing (color of clothing, location last seen)

BOMB THREAT

Any bomb threat received by anyone at Sanford USD Medical Center will be assumed to be “Legitimate”.
Overhead Page: “Attention, Attention Search and Report” will be repeated twice, then page repeated in 30 seconds.

SUSPICIOUS OBJECTS

Do **NOT** move or touch the object.
Notify Security at 3-1234 immediately.

Clearly report location **and** type of object.
Wait for further direction from Administration/Security

SUSPICIOUS PERSON(S)

Call 3-1234.

Clearly report: Location and situation. Give a physical description of suspect (color of clothing, direction they were heading). Stay on the phone.

NON-EMERGENCY SITUATIONS & SECURITY ESCORTS

Call 3-1111 (605-333-1111)

Clearly report: Location, incident, physical description. Stay on the phone.

ELECTRICAL SAFETY

Contact 3-6667 (Maintenance) or 3-6364 (Bio-Med) (internal) if you see any visible problems, overheating, sparks, physical damage, fire, or smoke. Do not attempt to repair equipment yourself.

Be aware of preventive maintenance labeling system used on electrical devices by the hospital.

- Use red emergency electrical outlets for patient care equipment only.
- Disconnect equipment by grasping plug (not the cord) when unplugging.
- Never use electrical appliances around water or moisture.

SEVERE WEATHER

Severe Weather Advisory/Watch

Conditions are favorable for severe weather.

Close all draperies and blinds.

Close doors of unoccupied rooms.

Tornado Watch

Weather conditions are favorable for the development of a tornado.

Close all draperies and blinds.

Close doors of unoccupied rooms.

Page will be placed overhead: Attention, Attention, Tornado Watch

Tornado Warning

A tornado has been spotted near Sioux Falls or the surrounding geographical area..

Move to Lower Level-interior hallway in visiting building.

DO NOT GO TO THE ATRIUM IN THE LOWER LEVEL.

Assist staff as directed.

A Severe Weather Warning places the ENTIRE facility on Alert.