



HANDBOOK

**For student participants in high school
Health Occupations programs**

Sponsored by



Cascades East
Area Health Education Center

St. Charles Health System
Bend/Redmond/Prineville/Madras

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Student version: Revised August 2022

WELCOME

This handbook will acquaint you with the policies and procedures to which all students need to adhere while participating in a Health Occupations program within the St. Charles Health System (SCHS). You are responsible for knowing the information contained in this handbook.

You will be given adequate orientation and training prior to beginning your weekly rotations to ensure your safety and the safety of patients at SCHS. We hope that your participation in this program provides the opportunity for personal growth and learning and that you will be excited about the many opportunities for a career in health care. Further, it is our strongest hope that you will choose a rural location in Oregon to practice once you have completed your education.

Welcome to St. Charles Health System and to the Cascades East Area Health Education Center. We look forward to working with you.

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St. Charles Health System Handbook

For Job Shadowing and Health Occupations Programs

Coordinated by Cascades East AHEC

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ST. CHARLES HEALTH SYSTEM

MISSION STATEMENT

In a spirit of love and compassion, better health, better care, better value.

VISION STATEMENT

Creating America's healthiest community, together.

VALUES

Accountability, Caring, Teamwork

- The vision is the organization's guiding star. It defines St. Charles' destination.
- The mission represents what caregivers do each day to achieve the organization's vision.
- The values describe the standards and spirit that guide caregivers' daily work. Values are brought to life each day by the caregivers of St. Charles.

SISTER CATHERINE HELLMANN

"The Impossible Dream"

On December 27, 1917, five nuns from the Sisters of St. Joseph order in Tipton, Indiana, stepped off the train in Bend, Oregon. They knew only two things for sure: they wanted to serve the sick and injured, and it was entirely possible they would never go home again. What they might not have known was how fruitful that gift of service would become.

The nuns began serving at a small clinic near Mirror Pond on January 1, 1918. They labored night and day, accepting no pay but the joy of giving.

Sister Catherine's services began in 1948 when she came to St. Charles and worked as a surgical nurse for three years. After helping to dedicate the St. Charles Hospital in May of 1951, she returned to St. Joseph Hospital in Kokomo, Indiana. Upon completing a Master's program in Health Administration in May of 1969, she returned to St. Charles as President and Chief Executive Officer.

Because medical specialists were lacking, many critical patients required transfer by ambulance across the mountains. Many patients did not survive the four-hour drive. Sister Catherine had the "Impossible Dream" to build a regional medical center in Bend. In 1975, after five years of prayer and hard work by the Sisters and the people of Central Oregon, it was her vision and determination that resulted in the building of our current facility.

Her 20 years in nursing prior to coming to SCHS in 1969 was the greatest contributing factor in pursuing the vision of the new medical center. Without her nursing background, she could never have seen the vision so clearly, nor had the stamina to pursue it.

You need only to take a walk around St. Charles Health System to see that Sister Catherine's dream of the future is already here.

ST. CHARLES HEALTH SYSTEM HISTORY

For more than 100 years, St. Charles has provided quality health care to all those in need. St. Charles became a system in 2001 when St. Charles Medical Center in Bend and Central Oregon District Hospital in Redmond merged to form Cascade Health Services. In 2008, the system grew to include Pioneer Memorial Hospital in Prineville through a lease agreement. In 2010, the organization changed its name from Cascade Healthcare Community to St. Charles Health System. The growth of the system continued in 2013 when Mountain View Hospital in Madras became part St. Charles. Each of the St. Charles hospitals has its own unique history and commitment to the community it serves. St. Charles is proud as a system to honor those legacies of caring. Additionally, St. Charles Medical Group has become a key component in St. Charles' effort to build a health care system that provides better health and better care at a better value to its community.

St. Charles Bend

In 1918, the first hospital in Bend officially opened on the banks of the Deschutes River. It was built by five Sisters of St. Joseph, whose mission was to "care for all or care for none." The current location of the Bend hospital opened in 1975. It became a community, nonprofit organization in the 1970's and maintained an affiliation with the Catholic Church until February 2010. St. Charles Bend currently has 261 licensed beds and more than 4000 caregivers. It is the only Level II trauma center east of the Cascade mountains in Oregon.

St. Charles Redmond

In 1951, Redmond made history as the first city in Oregon to form a public hospital district. Central Oregon District Hospital was built in 1952 on 20 acres north of town. The public supported the hospital with tax dollars and community members were elected to serve on the Board of Directors up until the time of the merger between the Bend and Redmond hospitals. As part of its continued commitment to the Redmond community, St. Charles invested in the Redmond facility through a \$30 million addition that opened in 2006. St. Charles Redmond currently has 48 licensed beds, more than 400 caregivers and is a Level III trauma center.

In 2022, St. Charles Bend and Redmond were combined under one National Provider Identifier (NPI) and are now referred to as St. Charles Hospital – Bend Campus and Redmond Campus.

St. Charles Prineville

In 1950, Pioneer Memorial Hospital opened as a result of a community fundraising drive aimed at expanding hospital services in Crook County. Previously, hospital services had been provided in two different homes in the area. The first was Home Hospital located in The Elkins House, which opened in 1934; the second was known as The Cornett House, which opened in 1938. Through a lease agreement signed in 2008, Pioneer Memorial Hospital joined the St. Charles family. Pioneer Memorial Hospital changed its name to St. Charles Prineville and moved to its current location in the fall of 2015. St. Charles Prineville is a critical access hospital and currently has 16 licensed beds and more than 150 caregivers.

St. Charles Madras

In 1967, Mountain View Hospital first opened its doors to the Jefferson County community. The hospital worked closely with St. Charles through a management agreement for many years before formally joining St. Charles in 2013. St. Charles Madras is a critical access hospital and currently has 25 licensed beds and 150 caregivers.

OPPORTUNITIES FOR SERVICE

Students aged 16 and older are eligible to volunteer within SCHS.
Below are areas that currently utilize the services of volunteers:

BEND **Clerical**

Admitting/Pre-Surgery
Cancer Services
Clerical Projects
Human Resources-Education
Foundation
Home Health
Sleep Center
Rehab

Retail Gift Store Pharmacy

Management Volunteer Council

Receptionist Information Desk Intensive Care Unit Surgery Patient Information

Neonatal Intensive Care Unit

Patient Care Areas Cancer Services Emergency Department General Services Hospitality Pet Partners Support Sisters/Brothers Program Patient Ambassador

Miscellaneous Escort Flower Kiosk Fundraising Knitting/Sewing Music Red Cross

ST. CHARLES-REDMOND

Clerical
Emergency Room Greeter
Fundraising
Gift Store
Hospitality
ICU Greeter/Unit Supplies
Information/Escort Services
Pet Partners
Red Cross

ST. CHARLES-

PRINEVILLE

Clerical
Fundraising
Information Desk
Gift Shop
Medical Floors

ST. CHARLES-MADRAS

Greeter Desk
Patient Companion
Gift Shop

Pastoral Care
Special Projects
Administration
Patient Ambassador
Lab/Imaging

GENERAL INFORMATION

- a. Health Occupations Orientation is required prior to your participation. You must complete all orientation requirements.
- b. While at St. Charles you are under the direction of the Cascades East AHEC staff and hospital authorities. However, on any given rotation, you are under the direct supervision of the manager of that department.
- c. You should report only in the area to which assigned.
- d. Enter only the rooms for which permission has been given to enter.
- e. To ensure compliance with patient confidentiality, please do NOT visit with friends who are patients while you are participating in job shadowing rotations. You may visit with them at the end of your rotation, provided you have been given explicit permission to do so.
- f. Always knock on the door before entering a patient's room and never enter a patient's room without a mentor present, even if you know the patient personally.
- g. Confidentiality includes protecting patients' privacy. What/who you see here stays here.
- h. Health Occupations students may not transport patients in wheelchairs or gurneys. They may accompany hospital personnel who are transporting patients to and from the nursing units. Students are to observe only.

ATTENDANCE

- a. It is important that you are dependable and prompt in reporting for job shadow assignments.
- b. If it is necessary for you to be absent, it is your responsibility to call your rotation contact at Cascades East AHEC to let him/her know. Please call **no later than two (2) hours before** your rotation on the morning of the day you are scheduled. Please remember rotations cannot be rescheduled. Missing regularly scheduled job shadow rotations without prior arrangement or legitimate health concerns can result in a decision by SCHS and CEAHEC to terminate your participation in the program.
- c. Illness that might impact the health of SCHS patients is considered an acceptable reason to not attend your rotation. You still must call your contact at Cascades East AHEC no later than two (2) hours before, on the day of your rotation. We will notify your assigned department that you will not be able to attend. See the infection control section of this handbook for more detailed information about what is considered an acceptable health absence.
- d. If it becomes necessary for your participation in scheduled rotations to be altered or terminated, you will be notified by your high school's program teacher/coordinator or the Cascades East AHEC. We reserve the right to terminate rotations without prior notice.
- e. Please note that if you miss two or more rotations without a two (2) hour prior notice, SCHS reserves the right to terminate your participation in the health occupations program. This results in the cancellation of all subsequent scheduled rotations.

COMPLAINTS

If a visitor or guest has a complaint, simply say: "I'm sorry you have had difficulty. I will report that to the appropriate person." Patient complaints should be directed to the Leader/Manager in the area that they

occurred. If you, as a student, have a complaint or problem, please report it immediately to Cascades East AHEC staff.

COMPLIANCE

St. Charles Health System Board of Directors has adopted a Corporate Compliance Program ("the Program") to articulate St. Charles Health System's longstanding commitment to the provision of health care services in full compliance with all federal, state, and local laws and regulations, and to set forth St. Charles Health System's program for proactively preventing, detecting, and reporting violations of the laws and regulations which govern this organization and the services we provide. The guiding principles for the provision of those services are summarized in St. Charles Health System Code of Conduct ("the Code"). The St. Charles Health System Corporate Compliance Program describes the mechanism by which management exercises due diligence in seeking to prevent and detect any behavior contrary to those principles. Perhaps most importantly, it supports the existence of a corporate culture that places the highest value on integrity in the achievement of its mission.

CONFIDENTIALITY

Except as required by law, **any information**, including without limitation protected health information, learned during the performance of work at St. Charles Health System that is not commonly available to the public **must be kept confidential**. This includes information about caregivers, patients, medical affairs, research, and business affairs. Furthermore, this applies to information in any form – visual, spoken, written or electronic.

Each individual working in the St. Charles Health System environment is responsible for protecting the privacy of our caregivers, patients, and business associates and must take care to preserve confidentiality in conversations from desk/cell phones, or in person and in handling, copying, faxing and disposing of documents. Confidential information accessed or transported from St. Charles Health System facilities must be protected as well. Unusual activity or behavior that could threaten confidentiality should be questioned and reported to a member of the leadership team or the Compliance and Privacy Department. 541-706-5932 complianceandprivacyemail@stcharleshealthcare.org

DISASTER

When staff experiences an event that is likely to impact the ability of the hospital to function across multiple departments, an INTERNAL/EXTERNAL TRIAGE will be called.

1. When Internal/External triage is activated, St. Charles Health System leadership will report to a designated meeting room for a briefing. Caregivers should continue with normal business operations until they receive further instruction from their management team.
2. If the situation requires immediate action, instructions will be announced overhead (ex: evacuate the building immediately, lockdown in effect etc.).

DRESS CODE

St. Charles' dress code is an essential component of the environment the organization attempts to create for its patients and their families. Students represent the organization to patients, their families and guests. It is the responsibility of all students to maintain the highest professional standards of dress and appearance.

Mandatory for all caregivers, volunteers and students:

- Must be neatly groomed, clean, and properly dressed for work and wear a hospital-provided identification badge whenever at any St. Charles Health System facility. This badge must be worn where the picture is on the front of the badge and it is easily seen.
- Must wear clean clothing and scrubs that are not see-through, overly tight or revealing, or decorated with imagery or language that may be considered by patients or others to be offensive
- Must wear clean footwear appropriate to the style of the caregiver's clothing and/or as required by departments (Note: appropriate, professional open-toed footwear is permitted in indirect patient care areas). For your comfort and to keep noise level to a minimum, please wear close-toed, low-heeled, rubber-soled shoes.
- Must wear clothing that fits well (i.e., sized appropriately for body type)
- Must wear appropriate undergarments that are not visible.
- Must exercise proper personal and oral hygiene. Tobacco odor on clothes, bad breath, or other offensive body odors are unacceptable.
- Must maintain clean, trimmed fingernails and toenails
- Must maintain clean, neatly combed hair
- Must cover skin abrasions and/or wounds to prevent contamination to others
- Must remove all visible body and head piercing jewelry, including all facial and tongue piercings (with the exception of the ear and nose piercings listed below)
- Must cover tattoos and other body art containing imagery or language that may be considered offensive
- Sleeveless tops must be covered by a sleeved sweater or uniform jacket.
- Cropped pants are acceptable if they are no shorter than the bottom of the calf.
- Any visible body and head piercing(s) must be removed during work hours other than ear piercing(s) (maximum of three per ear); solid ear plugs (jewelry) no larger than 11/16" gauge (the size of a dime); nose piercing (stud), not ring, with a setting diameter of no larger than 1.5mm-all other facial piercings must have a neutral colored filler. Band-Aids should not be worn to cover piercings.
- Clean, neat mustaches, sideburns, and /or beards are acceptable.
- Extreme hair styling and extremes in artificial hair coloring is inappropriate.

Inappropriate Dress and Appearance

- **Please do not wear** denim pants of any color, shorts, sandals, biking apparel, leggings, sweatpants, or exercise clothes.
- Flip flops, or other casual shoes

- Drawstrings that are visible
- Casual T-shirts, sweatshirts
- Cargo pants, baggy trousers, sweatpants or shorts
- Low-cut tops or tops that expose the midriff, sheer, thin-strapped tops, tank tops, halter tops, or camisoles, unless worn under layering pieces
- Strong fragrances (i.e. perfumes, colognes, deodorizers, lotions, essential oils, body sprays, etc.)
- Tobacco or marijuana odor on clothes, bad breath or other offensive body odors
- Head coverings such as bandanas, caps and hats, except when medically necessary or worn for a religious practice
- Clothing that detracts from the quality of work, the work of others or that looks unprofessional

DRUG AND ALCOHOL USE

St. Charles Health System prohibits the unlawful use, possession, transport, promotion or sale of drugs, drug paraphernalia, look-alike (simulated) drugs, or the use of alcoholic beverages at any time when on hospital property or elsewhere while on duty. Volunteers may not report to their shift under the influence of any drug, alcoholic beverage, intoxicant, or other substance. This includes legally prescribed drugs and medicines which may affect the ability to work safely and efficiently. This prohibition also applies to students on rotations.

EMERGENCY CODES

Emergency code calls are announced over the public address system followed by the location (e.g., Code Red, 3rd floor).

To report an emergency at SCMC-Redmond or SCMC-Bend, dial 5555 and give the location of the emergency.

To report an emergency at St. Charles Prineville, dial "0" and give the location of the emergency.

Code Red - The code for fire.

Code Blue - The code for cardiopulmonary arrest.

Amber Alert – The code for missing/abducted Infant or Child.

Code Gray - The code for combative person. Call for assistance when behavior management and/or physical restraint is necessary.

Code Orange – The code used for hazardous material spill or release. (If you discover an unusual unattended container with a radioactive symbol on it, you should inform Central Communications or the Operator immediately.)

Code Silver – The code for reporting a person with a weapon or hostage situation.

External Triage – The code for external disaster.

Internal Triage – The code for internal emergency.

Rapid Response – The code for critical patient in need of medical assistance.

Active Weapon Threat – Active Threat Situation

Lockout – Facility Access Control

EMPLOYMENT OPPORTUNITIES

St. Charles Health System is an equal opportunity employer. All employment matters are handled through the Human Resources Department.

EQUAL OPPORTUNITY (for volunteers)

Volunteers are selected on the basis of their ability to fulfill departmental and hospital needs. General criteria include education, experience, ability, and willingness to work in a specific health care environment. The selection and placement of volunteers is on the basis of ability and moral character, regardless of age, sex, race, creed, color, religion, marital status, national origin, or disabilities.

FIRE SAFETY & CODE INSTRUCTIONS

a. If you discover a fire:

- R - Remove/rescue people in immediate danger
- A - Activate fire alarm and call extension 5555
- C - Contain smoke and fire
- E - Extinguish fire and evacuate if needed
- R - Relocate

To use an ABC fire extinguisher:

- P - Pull pin
- A - Aim nozzle
- S - Squeeze handle
- S - Sweep from side-to-side at base of fire

- b. If you are in a corridor, stay as close to the wall as possible so as not to be in the way of anyone responding to the call or equipment which is being moved to the area.
- c. Do not go into the area where the emergency is unless you are ordered by the supervisor or someone in authority.
- d. At the announcement of Code Red, main corridor doors automatically close. Once the fire doors have closed, do not move from one area to another. Please close all other doors.
- e. Avoid using the elevators. When a Code Red is announced, do not use the elevators. A "Code Red Clear" will be announced at the proper time following a Code Red. (Doors will need to be opened again manually, and elevators may be used at that time.)
- f. Reassure concerned patients and visitors that the situation is well managed by hospital staff.

HARASSMENT

St. Charles Health System is committed to providing a work environment free of unlawful harassment. We maintain a strict policy prohibiting all forms of sexual harassment and harassment because of race,

religion, color, national origin, disability, sex, age, or any other basis protected by federal, state or local law, ordinance or regulation. Corrective action will be taken promptly against any individual who engages in harassment of any nature. Any student who has a complaint involving harassment should report it immediately to Cascades East AHEC staff.

HAZARDOUS MATERIALS

Chemical products and medical gases are a necessary component of health care. When handled incorrectly they can cause significant health hazards. It is your responsibility to know the hazards of any product you work with, read all container labels, use any required personal protective equipment, handle hazardous material safely, notify your immediate supervisor of any spill, and report any hazardous material exposure to your supervisor. All chemical products have labels that provide the chemical identity and information regarding their proper handling and storage. Material Safety Data Sheets (M.S.D.S.) are available in every department of the hospital and contain detailed information on hazardous materials provided by the manufacturer. If you should discover an unusual unattended container with the radioactive symbol on it, dial 5555 and inform Central Communications immediately.

INFECTION CONTROL

- a. Know the signs and symptoms of communicable infections and remain away from the hospital until free of any symptoms of illness.
- b. Hand washing is the single most important and most effective way of preventing the spread of infection. Maintain clean hands and fingernails at all times, especially when direct patient contact is involved.
- c. Avoid contact with blood or body fluids unless trained and authorized to do so. If you are exposed to blood or body fluids, immediately wash the affected area with soap and water, notify your immediate supervisor and report to the Emergency Department.
- d. Do not enter the room of any patient in isolation.
- e. When hands become soiled, be sure to wash them immediately (before returning to your assignment).
- f. If you are stuck by a needle or have blood or body fluid contact to an open wound, notify your immediate supervisor and report to the Emergency Department immediately.
- g. Tuberculin skin tests are required at the time of orientation.
- h. Proof of COVID vaccine required.

PATIENT RIGHTS

St. Charles Health System believes in providing quality care while assuring individual dignity to all patients. In accordance with this philosophy, the following summarizes the rights of our patients:

- a. Provision of Advance Directive
- b. Participation in treatment decisions
- c. Privacy
- d. Confidentiality
- e. Considerate and respectful care
- f. Participation in ethical discussion

g. Safe environment

PHOTO IDENTIFICATION

All students are required to wear their photo identification while on rotation. Identification badge must be worn where the picture on the front of the badge is easily seen (at shoulder height or on lanyards above the waist). No pins or stickers may be attached to the identification badge. The photo identification badge is the property of the hospital and **must be returned to your instructor** or the CEAHEC staff at the end of the rotation schedule.

SAFETY INJURY, ACCIDENTS AND INSURANCE

Any accident or injury that occurs on the job, no matter how minor, is to be reported immediately to a department supervisor and CEAHEC.

- 1) Any injury or accident involving a student while on rotation will be reported immediately and the student will be assessed in the Emergency Department, and the necessary forms will be completed. Your school instructor and CEAHEC staff will be notified.
- 2) You are NOT covered by SCHS insurance. Students must have their own health insurance policy to participate in this program.

TOBACCO AND MARIJUANA USE

Tobacco and marijuana use poses a significant health risk to both the user and others. In the best health interest of patients, visitors and health care providers, St. Charles facilities are smoke-free. As a smoke-free organization, St. Charles does not allow the use of tobacco or marijuana, in any form (including e-cigarettes and similar products) anywhere on its premises.

SOLICITATION

To avoid disruption in the operation of the hospital or interference with patient care, St. Charles Health System prohibits persons to solicit or distribute unauthorized literature on the hospital property at any time for any purpose in areas of the hospital.

BACKGROUND CHECKS

It is a requirement for all students who are over the age of 18 or who will become 18 during a job shadow program, to have a background check conducted on them by the health system.

FLU SHOTS

Flu shots are recommended of all students participating in a program in a St. Charles hospital.

COVID VACCINATION

Students must provide proof of COVID vaccination in the form of a vaccine card or immunization record.

MASKING

A medical grade mask must be worn at all times while inside St. Charles facilities during student rotations

TERMINOLOGY

ACUTE -- Having a rapid beginning, severe symptoms and a short course

ADVANCED DIRECTIVE is a set of written instructions that a person gives specifying what actions should be taken for if he/she is no longer able to make decisions due to illness or incapacity.

AMBULATORY -- Able to walk about, not confined to bed

ANCILLARY -- Supplementary, professional services

ANTISEPTIC -- Something that prevents infection; a substance that prevents the growth of bacteria

BARRIER -- To isolate a patient from the group for medical reasons

B.P. -- Blood pressure

CARDIAC -- Pertaining to the heart

C.A.T. SCAN -- Computer Assisted Tomography; a diagnostic procedure done in Radiology

CATHETER -- Tube used to drain

CEAHEC -- Cascades East Area Health Education Center

CHRONIC -- Disease of slow progress and long duration

CNA -- Certified Nursing Assistant

COMFORT CARE -- End of life care

COMMUNICABLE DISEASE -- Illness readily passed from one person to another

COMPLIANCE - The ethical and professional standards required by SCHS

CONVALESCENCE -- The stage of recovery after an illness

CPR -- Cardiopulmonary resuscitation

DERMATOLOGY -- Study of the treatment of the skin

DOA -- Dead on arrival

E.E.G. -- Abbreviation for electro-encephalogram (brain waves)

E.K.G. -- Abbreviation for electro-cardiogram (heart action)

E.M.G. -- Abbreviation for electromyogram (muscles)

EMESIS -- The act of vomiting

EMR -- Electronic Medical Record

E.M.T. -- Emergency Medical Technician

E.R. -- Emergency Room

ENDO -- Endoscopy

ETHICS -- Moral principles

EXPIRE -- To pass away; die

FRACTURE -- The breaking of a bone

GERIATRICS -- The study of the diseases of old age

G.I. -- Gastrointestinal

GURNEY -- Stretcher or cart on wheels

HEALTH CARE TEAM -- Group of professionals and volunteers who assist the patient to a healthful recovery

HEMATOLOGY -- The science of the composition and function of blood

HIPPA -- Health Insurance Portability Accountability Act

HOUSE SUPERVISOR -- Nursing supervisor in charge

I.C.U. -- Intensive Care Unit

I.V. -- Intravenous

INTAKE AND OUTPUT -- The recording of fluid taken in and excreted by the patient

INFORMATION SERVICES -- Computer services

ISOLATE -- To separate from other people. Do not enter unless authorized by a nurse

I.V. -- Within a vein

LESION -- An opening into the tissue; a wound, cut or sore

L.P.N. -- Licensed Practical Nurse

MENTAL HEALTH – Psychiatric area

M.R.I. -- Magnetic Resonance Imaging

N.I.C.U -- Neonatal Intensive Care Unit

N.P.O. -- Nothing by mouth

NAUSEA -- Feeling of being sick to the stomach

NEUROLOGY -- Scientific study of the nervous system, its functions and disorders

OBSTETRICS (OB) -- The branch of medicine dealing with pregnancy

O.D. -- Overdose

ONCOLOGY -- Medical specialty having to do with tumors/cancer

O.R. -- Operating Room

ORTHOPEDICS -- Art and science of prevention, diagnosis, and treatment of diseases and abnormalities of muscles and bones

O.T. -- Occupational Therapy

OUTPATIENT -- A patient who does not stay in the hospital, but visits the hospital for treatment

PEDIATRICS -- Medical treatment for children

POST-ANESTHESIA CARE UNIT -- Recovery Unit

POST PARTUM -- A section of the Obstetrical Department

P.T. -- Physical Therapy

PREEMIE -- Baby born before term

R.N. -- Registered Nurse

RECOVERY -- Area where patient is taken following surgery (also known as P.A.R. -- Post Anesthesia Recovery)

RECUPERATE -- To recover from an illness; to gain strength

REHAB -- Rehabilitation Unit

S.P.D. -- Supply, processing, distribution (storeroom with supplies)

SPECIMEN -- Sample to be examined

S.P.I -- Surgery Patient Information

STAT -- Immediately

STERILE -- Absolutely free from all bacteria

TELEMETRY -- Intermediate care unit

U.S. -- Unit Secretary

V.I.C -- Volunteer Information Center