To: Clinical Instructors (not intended to be forwarded to students)

From: Joyce Dougherty, MS, RN
   Joyce.Dougherty@metrogr.org
   616-252-7220

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Re: Information & Requirements for Students and Instructors at Metro Health Hospital

We are pleased to have you and your students at Metro Health Hospital. The purpose of this memo is to share information and clarify orientation and other requirements for clinical groups, leadership students and instructors.

Orientation

Before the first clinical day, each student and instructor must have completed our orientation self-study and returned the signed documents to Barb Gottschalk (616-252-7210 or Barbara.Gottschalk@metrogr.org) in the Nursing Administration Office. The self-study includes:

- Metro Mandatories (test optional and at your discretion)
- Confidentiality agreement
- HIPAA Privacy Summary
- Signature sheet verifying completion of above requirements
- EMR proficiency test (more information below)

Future clinical days will be jeopardized if any of the above is not returned to Nursing Administration. All materials are available at [http://metrohealth.net/nursing-students-orientation-docs/](http://metrohealth.net/nursing-students-orientation-docs/). Do not share this link with students; obtain the necessary materials and forward them to the students. It is required that the orientation materials be obtained and completed prior to the first clinical day.

Electronic Medical Record (EMR)

Students are given access to the network and EMR based on student lists provided by the college/school. These lists, including students’ middle initials, are to be submitted to the Nursing Administration Office at least three weeks before your students are scheduled to start. Please notify me immediately if students are added or deleted. Students are expected to complete the e-learnings located at [https://metroanywhere.metrogr.org/Nursing-eLearning](https://metroanywhere.metrogr.org/Nursing-eLearning) prior to their first clinical day. A network ID is required to access this site and will be provided approximately two weeks before the first clinical day. Note that this URL works only outside hospital walls. If the URL does not work, the students can go to [www.metrohealth.net](http://www.metrohealth.net), click “Staff Portal” at the bottom of the page, then “Nursing Students” on the next page. To access the e-learnings while at the hospital, the link is [http://metronet.metrogr.org/Edu/Nursing-eLearning/index.html](http://metronet.metrogr.org/Edu/Nursing-eLearning/index.html).

Students must pass a proficiency test before their access to patient charts will be activated. The test is not on the e-learning site. The test, as well as an instructor guide/answer key for your use, can be found with the other orientation documents at [http://metrohealth.net/nursing-students-orientation-docs/](http://metrohealth.net/nursing-students-orientation-docs/) (do not share this link with students). Return the graded tests to Nursing Administration before the first clinical day.

If you would like to use an IT Training Room to review the EMR with your students, contact Shelly Miller in Information Technology at 616-252-5050 or Ruschele.Miller@metrogr.org. If you want students to have individual access to practice during this classroom time, the day prior to your classroom time contact Lisa Harper at 616-252-5185 or Lisa.Harper@metrogr.org with the list of students and she will create support environment access for them.

At the start of the first clinical day (or the day you review the EMR with your students), the IT department requests that someone from IT be present to help the students get logged into the network and into the Epic production system for the first time, to make sure logins and passwords are working and that each student is able to connect to a workstation. At least two days prior, please contact the IT Service Desk at 616-252-7378 with the day and time your group of students will be starting, along with the location, such as the IT Training Room or Level 5.
Parking
Prior to the start of the clinical rotation, the instructor should contact the Service Request Center at 616-252-7800 or ServiceRequestCenter@metrogr.org to arrange for parking passes. These passes must be displayed in the vehicles when on the Metro Health campus.
Students and instructors are required to park in the far southeast corner of the patient/visitor parking lot. Enter the parking lot driveway from Metro Way South, make an immediate left, then an immediate right to park in section H. If that section is full, park in row G (then row F, etc.) as near as possible to the road. Please leave parking spaces closer to the hospital available to patients and visitors.

Entering the Hospital
Enter the hospital through the Emergency Entrance.

Personal Belongings
An unlocked closet is available in Nursing Administration (within the Faas Administrative Suite) for coats and boots. Purses and backpacks should not be brought into the hospital. There also is a refrigerator in Nursing Administration for sack lunches—please label with name & date. If your clinical experience is on Level 5 Tower A, there is a student lounge with lockers and a refrigerator for your use.

Elevators/Stairs
To promote elevator availability, you are encouraged to follow the “one up, two down” guideline. That is, take the stairs if you are going up one level or down two levels. An exception is for those needing access to the Spartan Stores Family Childbirth Center on Level 2 Tower A—the only way to access that department is by using the Public Elevators.
Please use either the Public Elevators or stairs located near the Service Elevators. Avoid using the Service Elevators so that they remain available for patient transport.

Conference Rooms
Please do not use a conference room without a reservation. To reserve a conference room for pre- and post-conferences, contact Barb Gottschalk at 616-252-7210 or Barbara.Gottschalk@metrogr.org. She will schedule rooms for you and will obtain a room as close to your clinical department as possible. In some cases the room may be in your clinical department. Any conference room will be available to you only during the actual conference time; materials may not be left in the room between conferences.

Skytron Health Library
Students and instructors are welcome to use the Skytron Health Library for research and study. Please refrain from using it for breaks or conferences.

Use of Lobby/Guest Lounges
Students and instructors are welcome to visit the coffee bar and gift shop in the Steelcase – Workstage lobby. However, breaks and conferences should not occur in the lobby or in the guest lounges of any departments. The coffee stations in guest lounges are for patients and visitors only. The Metro Café seating area is always open for breaks.

Student Badges
Students and instructors are required to wear their school’s photo ID badge at all times while participating in clinicals. The badge must be worn above the waist with name and photo visible.
Many areas of the clinical units (including med/supply rooms) are access controlled and require a proximity badge for entrance. Each department has created proximity badges for students and instructors to use. These badges may be obtained by the instructor from Nursing Administration when the completed orientation documents are submitted. It is the instructor’s responsibility to collect the badges at the end of each clinical day and keep them secured until the next clinical day. The badges (and attachment devices) must be returned to Nursing Administration at the end of each clinical rotation. The instructor will be charged $15 for each badge not returned. For security and inventory control purposes, please return the badges even if you have another clinical group starting in the near future.
Automated Medication Dispensing System (ADS) Access for Nursing Instructors

At no time may a nursing student access the ADS alone. Students may access the medications in the ADS under the direct supervision of the instructor. Each instructor will be given an annual access code and password to the ADS. The instructor must complete an authorization form annually (available at [http://metrohealth.net/nursing-students-orientation-docs/](http://metrohealth.net/nursing-students-orientation-docs/)) to obtain/maintain an access code and password. Return the completed form to Barb Gottschalk, Nursing Administration, Metro Health Hospital, PO Box 916, 5900 Byron Center Avenue SW, Wyoming, MI 49509; fax 616-252-6971.

High-Alert Medications Requiring Dual Sign-Off in the EMR

Medications that have been designated as high-alert medications (such as insulin) require a dual sign-off by licensed personnel. This cannot be accomplished under a student’s EMR login. Therefore, either the instructor or Metro RN must be signed into the EMR, and the instructor and Metro RN must document the medication administration. The student may administer the med under the direct supervision of the instructor and Metro RN, but the documentation must occur as described.

Glucometers

Glucometers require a user ID, and we have made the decision to train nursing instructors in the use of the glucometer and validate them as users (annual validation is required). Students use the glucometer under the instructor’s direct supervision and user ID. Students will not be issued user IDs and should not use the glucometer without their instructor’s direct supervision. Under no circumstances are the students to scan either your or a staff member’s ID and then go perform a blood glucose test independently. We understand that this could cause logistical issues, so if you would rather that the staff perform the point-of-care blood glucose testing rather than you and the students please communicate that to them so that the patients’ needs are met.

Leadership students use the glucometer under their preceptors’ supervision and user IDs.

There are glucometer trainers in each department. Please ask one of them to validate you in the use of the glucometer.

Policies & Procedures

All policies are located online on the Metronet. A procedures reference is available within the EMR by clicking the Lippincott link.

Special Note about Leadership Students

If it is not feasible for the leadership students’ instructor to come to Nursing Administration to deliver completed orientation materials and obtain/distribute access badges, we will permit leadership students to do this themselves prior to their first shift with their preceptor. It remains the instructor’s responsibility to ensure that these students understand and comply with the orientation requirements. Under no circumstances is a leadership student to start with his/her preceptor without first submitting all required orientation documents (including the graded Epic test) directly to Nursing Administration (not to the preceptor, not to Human Resources, not to the unit educator, etc.). At this time the student’s Epic access will be activated and the student will be given an access badge. The badge must be returned directly to Nursing Administration after the last shift (not to the preceptor, Security or anyone else) or the student will be charged the $15 fee.