University of Mississippi Medical Center

Affiliate (non-UMMC) Student On-line Orientation
Welcome!

We are glad you have chosen our institution as a clinical site for your students.

Our orientation process was developed in an effort to standardize the information affiliate (non-UMMC) faculty and students receive prior to beginning clinical rotations at the University of Mississippi Medical Center.
At UMMC, it is expected that our affiliated students, faculty and instructors model our Values and Standards of Performance.

WE LIVE OUR VALUES EVERY DAY BY:

- **QUALITY**
  Meeting and exceeding customer expectations through a well trained, motivated, and well equipped workforce.

- **INTEGRITY**
  Treating all people in an open, fair, honest, and ethical manner.

- **INNOVATION**
  Recognizing, rewarding and encouraging each other to solve problems creatively.

- **DIVERSITY**
  Fostering intellectual, racial, social, and cultural diversity.

- **TEAMWORK**
  Supporting each other and promoting collaboration to achieve results.

Click on following link and read through our Standards Guide.
Dress Code & Professional Behavior

Please click on one of the following to read the appropriate policy:

Non-nursing -
UMHC’s Professional Appearance Policy

Nursing -
UMHC’s Professional Appearance Policy
Professional Behaviors

Please click on the following link and read: UMHC’s Professional Behaviors Policy
Mississippi law requires criminal history verification (fingerprinting) of each person working for a State Institution. This information must be submitted to Human Resources prior to receiving a UMMC ID badge.

For individuals in need of fingerprinting for a criminal history check, UMMC provides this service at a cost of $50.00 per person (cash, money order, and cashier’s checks only; no personal checks and no credit cards will be accepted).

A valid (non-expired) driver’s license or state I.D. is required prior to fingerprinting. Contact Human Resources at HRServiceSuite@umc.edu or call (601) 984-1130 for more information.
Agency Responsibility:
To ensure that all required information is placed within the ID badge system, please send the following information two (2) weeks before the arrival of the Agency Staff.

1. the name of the person for contract
2. social security numbers of the person
3. the start date and end date of the contract
ID Badges

All students, faculty and instructors coming to UMMC must be identified with a UMMC ID badge.

ID badges are done every Tuesday-Friday of any week (Mondays are reserved for UMMC employees only). When an official holiday falls on Monday, the following Tuesday is then reserved for UMMC employees only.

Persons must come to the Human Resource (HR) Office on the 1st floor of the Research Wing of the Medical School Building (office # R105) to have their picture taken and receive an official UMMC ID badge.

There is a $20.00 cost for replacement of a UMMC ID badge.
UMMC Campus Police
Important Notes

• Certified law enforcement officers and security guards are on staff throughout the campus 24 hours a day 7 days a week.

• UMMC Campus Police have a...  

  **Zero Tolerance Policy.**  

• If at any time you feel threatened or unsafe call Campus Police at:  
  - 911 or 601-815-3072 for emergencies  
  - 601-984-1360 for non-emergencies
Protecting Yourself

• Be aware of your surroundings and pay close attention to any suspicious activities.

• When outside any building stay in well lit areas.

• Keep items of value secured at all times.

• Lock all doors when leaving, even for brief periods of time. Also, keep the door locked if working late.

• If you are in an area alone, contact Campus Police to check the identity of any strangers.

• Contact Campus Police if you need an escort to your car after hours. See previous slide for contact information.
No Tobacco Policy

- The use of tobacco is prohibited while on UMMC Property.
- No smoking tobacco, chewing tobacco or dipping tobacco is allowed anywhere on UMMC’s campus.
Safety is Everyone's Responsibility

- Report:
  - Unsafe areas that may require additional security measures
  - Anything suspicious immediately, doing so can greatly assist our efforts to prevent crime from happening
  - Violators of UMMC smoking policy
Safety and Security

Emergency Phones are placed throughout UMMC for emergency use
Parking

- All students and contract employees are asked to park in the Stadium parking lot that is located across State Street from the hospital. Students are encouraged to carpool to Stadium parking.

- Garages A & B are available for patients and families. Parking in undesignated areas may result in the owner’s vehicle being ticketed or towed at the owner’s expense.

- Campus police regularly monitor parking areas and will cite those who violate UMMC’s parking policies.
UMMC Transportation

• Transportation is provided through the Physical Facilities Department, you can contact them at 601-984-1405.

• UMMC Buses run every 15 minutes to and from the stadium parking Monday thru Friday 5:30 a.m.-5:30 p.m.

• Posted stops are designated for staff convenience and efficiency.
Hand Hygiene

For more information on Infection Prevention please visit: [http://ifc.umc.edu/](http://ifc.umc.edu/)
Carriers

THE 10 MOST COMMON CAUSES OF INFECTION
Hand Hygiene Basics

- When using soap and water:
  - Wet hands with warm running water.
  - Apply a small amount of hand soap.
  - Rub hands together vigorously for at least 15 seconds covering all areas of the hands - the wrists, palms, backs and thumbs, between each finger, out to each finger tip, the cuticles and under the nail beds.
  - Rinse well under running water.
  - Dry hands thoroughly with paper towels.
  - Turn off the faucet with a paper towel to avoid recontamination.
  - Use a paper towel to exit through the door.
Hand Hygiene Basics

• When using alcohol foam:
  - Hands MUST be dry and should NOT be visibly soiled or contaminated.
  - Apply alcohol foam to the palm of one hand, rub hands together, covering all surfaces, until dry

• Alcohol foam or gel is more effective than soap and water, except when hands are visibly soiled or contaminated.

• Alcohol foam or gel must NOT be used when caring for a patient with spores.
Environment of Care
# UMMC Emergency Phone Numbers and Emergency Codes

<table>
<thead>
<tr>
<th>Section name</th>
<th>Main Jackson Campus</th>
<th>Phone Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Police</td>
<td>911 or 5-3072</td>
<td></td>
</tr>
<tr>
<td>Fire</td>
<td>911 or 4-6666</td>
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</tbody>
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<table>
<thead>
<tr>
<th>Hospital Codes - Main Campus</th>
<th>Code Blue - Adult cardiac/respiratory arrest</th>
<th>4-1111</th>
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</thead>
<tbody>
<tr>
<td>Code 13 - Pediatric cardiac/respiratory arrest</td>
<td>4-1111</td>
<td></td>
</tr>
<tr>
<td>Rapid Response - Deteriorating patient</td>
<td>4-1111</td>
<td></td>
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<tr>
<td>Code White - Patient dangerous to self/others</td>
<td>4-1111</td>
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</tbody>
</table>

| Code Pink - Infant/Child abduction | 911 then 4-1111 |
| Family Activated Rapid Response | 4-HELP (4-4357) |

<table>
<thead>
<tr>
<th>Jackson Medical Mall</th>
<th>Medical Emergency</th>
<th>911 then 9-981-4199 (security)</th>
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</thead>
<tbody>
<tr>
<td>Other Emergencies</td>
<td></td>
<td>9-981-4199 (security)</td>
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<table>
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<tr>
<th>Select Specialty Hospital</th>
<th>Medical Emergency</th>
<th>911 then 9-899-3865 (security)</th>
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<tbody>
<tr>
<td>All Emergencies</td>
<td></td>
<td>9-899-3865 (security)</td>
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<tr>
<th>Other Locations</th>
<th>All Emergencies</th>
<th>911</th>
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</table>
A fire is a serious event. All fire announcements should be taken seriously and proper procedures should be followed at all times.

**Remember - R.A.C.E.**

- **R**escue those in immediate danger
- **A**larm others in the area by activating the nearest fire alarm. Call the Fire Reporting Number - (On Campus) 911 or 4-6666, (Jackson Mall) 981-4199.
- **C**onfine the fire to one area by closing doors.
- **E**xtinguish the fire if small and **ONLY if you can do so WITHOUT putting yourself in danger.** If you cannot safely extinguish the fire, leave the area. Seal off the room with a damp towel or blanket at the door.
Personal Protective Equipment

- Personal Protective Equipment (PPE) is specialized clothing and/or equipment used for protection against hazards.

- Can include gloves, masks, eye protection, gowns, boot/shoe covers, etc.

- All student and employees should be familiar with and use available PPE whenever needed.
Biosafety

- Inter-related with Blood-borne Pathogens and Infection Control in the hospital.
- For health-care areas this is medical/infectious (red bag) waste.
- Always handle with gloves and protective clothing.
- Never put coke cans, pizza boxes, or any type of general trash in these containers.
- Refer to Medical Infectious Waste Policy.
- Uncontaminated PPE belongs in black bags in the general trash.
Prevent Exposure

How to prevent:

- Wear your Personal Protective Equipment (PPE).
- Wear closed-toe shoes when working with corrosive materials.
- Never Eat, Drink, Smoke, or Apply Cosmetics (even lip balm) in an area where hazardous materials are used.
- Never handle broken glass containers that contained hazardous materials with your bare hands.
- Use a dust-pan and broom to sweep up broken glass.
Environmental Health and Safety

Prevent Slip and Fall accidents:

- Pay Attention when traveling the hospital!
- Watch where you walk!
Proper Body Mechanics

Using proper body mechanics will help protect you from back injuries as well as other types of injuries. Please observe the following work practices when in the hospital setting:

- Get a firm footing, feet apart
- Bend your knees, not your back
- Tighten stomach muscles when you lift
- Lift with your legs
- Keep the load close
- Keep your back upright - use gait belts for lifting and sliding boards for transfers
The Emergency Operations Plan (EOP) uses an all-hazards approach to take responsible steps for providing healthy, safe and secure environment for all members of the campus community.

The plan can be found at the following website: [http://disasterplan.umc.edu/plan.html](http://disasterplan.umc.edu/plan.html)
Material Safety Data Sheets (MSDS)

- MSDS are centrally located in all departments in yellow binders with the label “Right to Know”
- Required by law and are accessible to all employees.
- Accessed online by going to Hot Spots on Intranet and clicking on MSDS On-Line
Hazardous Communication Symbols/Signage
- Stop and Pay Attention...

- **CAUTION**
  - RADIOACTIVE MATERIALS

- **DANGER**
  - Safety Instructions go here
  - Type of Laser, emitted wavelength, pulse duration, and maximum output go here
  - Laser Class and system go here

- **WARNING**
  - STRONG MAGNETIC FIELD
  - NO PACEMAKERS
  - NO METALLIC IMPLANTS
  - NO NEUROSTIMULATORS

- **BIOHAZARD**
  - BIOHAZARD

- **Stop and Pay Attention...**

- **Copyright 2002, Vanderbilt Environmental Health & Safety**
Web based Reporting Tool

In the event that you witness an injury or critical incident involving a patient/visitor, or you are involved in a medication error, notify the charge nurse and Nurse Manager or supervisor immediately.

A UMHC employee will collect factual information from you about the occurrence and assist you in completing an online occurrence report. It is important to notify someone immediately if an incident occurs so that the patient/visitor can get the proper follow-up assessment/care as needed.
Web-based Reporting Tool

- The UHC Patient Safety Net (PSN) is an easy to use Web-based reporting tool. The PSN captures information about adverse events, near misses, and unsafe conditions that involve patients and visitors.
- UMHC's goal is to change any negative perceptions healthcare providers may have about reporting errors. Therefore, the name of the event reporting tool for UMHC is I CARE (I Communicate At Risk Events).
- Event reporting should be considered a "good catch" that improves the quality of care we deliver.

The reporting tool can be found on the UMMC INTRANET - Hot Spots - I CARE
Injury and TB Exposure Reporting

The following guidelines should be followed for contractual persons who are injured while at UMHC:

The services of UMHC Student-Employee Health do not extend to contractual persons, non UMHC students or faculty. These individuals are advised to contact their Agency employer, or private insurance carrier for additional information regarding health care for injuries. Contractual persons, students or faculty may wish to receive care from the UMHC Adult Emergency Department or one of the Adult Clinics by appointment at the usual and customary fee.

In the event of TB exposure, you are to follow up with the Hinds County Health Department or your local Health Department at the usual and customary fee.

TB skin testing and a variety of vaccinations are available through the Mississippi State Department of Health at the Jackson Medical Mall. Usual and customary fees will apply. Round trip shuttle bus service to and from campus is provided at no charge.
Patient Safety
How do we define patient safety?

patient [pey-shuh’nt]    safety [seyf-tee]
(n) freedom from unintended injury associated with the provision of healthcare services

- Ensuring patient safety involves the establishment of operation systems and processes that minimize the likelihood of errors and maximize the likelihood of intercepting them, so patient harm will not occur.
Who is responsible for patient safety?

- **EVERYONE** who enters our organization
  - Employees
  - Students
  - Patients
  - Visitors
  - YOU!
The Joint Commission (TJC) is an internationally recognized organization that is focused on safety and quality.

Each year, National Patient Safety Goals are identified by TJC.

All accredited hospitals are expected to review and implement the goal requirements as relevant to the scope of services provided.

We are accredited by TJC. These goals are our foundation for providing safe patient care.

TJC will expect to see data reflecting compliance with the requirements (what have we done to meet the goal and how do we know it is working).
Voice of the Customer, Professionalism, & Standards of Performance
Objectives

TO...

- recognize who the customer is
- discover how our customers experience our values
- identify the HCAHPS survey and determine how it impacts our work
- discuss professionalism and standards of performance
- identify ways employees can meet and exceed standards of performance
How do we capture the VOICE OF THE CUSTOMER?
Customer Care Connection
We’re Listening
to what matters most… YOU!

601-815-4545

For Comments, Compliments, or Concerns

Available 24 hours per day
We Care for Kids.

And we care about what you think. Your ideas could help future patients, so please share them with us.

Call 601-815-0123
Any time, day or night.

Children's Healthcare of Mississippi
University of Mississippi Medical Center
Patient Rights
Have you ever been a patient?

Do you think you had certain rights when you were a patient?

- The right to considerate, respectful care and recognition of personal dignity
- The right to accept or refuse medical or surgical treatment
- The right to personal and informational privacy, within the law
- The right to make complaints regarding hospital services, which will not impact access to care
- The right to be informed of hospital rules and regulations
Patient Rights

- Also include:
  - The right to participate in decisions involving the plan of care
  - The right to discuss ethical care issues and a consultation with the Ethics Committee
  - The right to be informed of adverse events resulting in injuries incurred during the course of clinical care
  - The right to pain management
  - The right to interpretation services
Patients have the right to give instructions about their own health care.

This is the purpose of an Advance Directive. This document allows patients to name an individual as the agent to make health care decisions for them if they are unable to do so, give specific instructions about any aspect of their health care, and designate a physician to have primary responsibility for their health care.

You have a responsibility to make sure that if a patient does have an Advance Directive, the care/treatment that you give does not contradict that Advance Directive.
It is the policy of the University Hospitals and Health System to provide the option of organ and tissue donation to the family members of deceased patients with discretion and sensitivity to the circumstances, values and beliefs of the families of potential donors.

Family members of every deceased patient, determined to be medically suitable for organ/tissue donation by the Mississippi Organ Recovery Agency (MORA) or the Mississippi Lion’s Eye Bank (MLEB), will routinely be afforded the opportunity to consent to donation by the appropriate recovery agency.

This policy provides information and a procedure to facilitate such a donation. Recovery coordinators from both recovery agencies are available around the clock to assist with the implementation of this policy and procedure. The 24-hour phone number for the Mississippi Donation Referral Line is 1-800-362-6169.
Pain Management

Patients have the right to have their pain assessed and treated.

At UMMC the FLACC scale, the numerical distress scale (rated 0-10), and the Wong-Baker faces pain-rating scale are used for pain assessment. Pain should be assessed at the beginning of the shift, when vital signs are taken, and routinely throughout the shift.

Assessment of pain, any treatments and response should be documented.
Use of Restraints

Restraints should be used as a last resort. Justifiable reasons must be identified prior to initiating restraints for a patient.

Patients must be monitored closely when restraints are in use.

Careful documentation must be maintained for patients in restraints, using appropriate documentation forms.

Link to policy.
Abuse and Neglect

One of the crucial roles of health care providers is to be a patient advocate. Therefore, you should be alert to any signs or symptoms that suggest that a patient is potentially being abused or neglected.

If you suspect abuse or neglect in an adult or child, please report it to your supervisor, charge nurse or instructor immediately so that the appropriate interventions can be initiated.

Possible indicators of abuse or neglect include things such as:

- inconsistent information from the patient or family members regarding injuries
- mechanism of injury is not compatible with the child’s developmental ability
- delay in seeking medical care for a significant injury
- poor general care
- evidence of neglect
- unexplained bruises
- bite marks
- burns
University Hospitals and Health System is dedicated to the principle that all patients, employees, physicians and visitors deserve to be treated with dignity, respect, and courtesy. The organization will constantly strive to adhere to these principles.

In all of the various settings in which UHHS provides patient services, we will deliver care based upon the needs of the patient without regard to ability to pay, social economic status, race, religious preference, gender, marital status, handicap status, or sexual orientation.

We shall treat each other with respect, dignity and fairness. Sexual harassment, sexual advances, request for sexual favors or other verbal or physical conduct of a sexual nature that would create a hostile working environment are absolutely prohibited.
Care of Prisoners

- **Restrictions:**
  Prisoners receiving treatment at The University Hospitals and Clinics shall wear clothing issued by the custodial agency unless medically inappropriate. Prisoners shall not receive any items not issued by the hospital. Only food items from the hospital may be served to the prisoner. Telephone service shall be discontinued in patient rooms occupied by prisoners who are admitted to the hospital. Access Management will notify the hospital operator to block the phone upon admission of the prisoner. Prisoners will not be allowed access to a telephone at any time while being treated. The University Hospitals and Clinics staff will not run errands, make calls, deliver messages or do other favors for prisoners receiving treatment at University Hospitals and Clinics that is non-consistent with their medical treatment.

- **Standards of Care:**
  Prisoners are entitled to and will receive the same level of care provided to the general public in the hospital. Prisoners will be afforded normal courtesies and in turn will display the same to the hospital staff. Should any prisoner become a problem (harassing any staff member, making threats, asserting himself/herself in such a manner which is offensive) they should be reported to the custodial agency immediately and the prisoner, if medically stable, will be taken back to their facility.
Care of Prisoners

- **Medical Record**: The medical record of the prisoner is the property of The University Hospitals and Clinics. Upon discharge from inpatient or outpatient treatment, the prisoner is to be given verbal instructions regarding their care. A written discharge instruction form will be given to the accompanying officer. The outpatient consultant information must be faxed to the referring institution’s medical records. In the event that the prisoner was an inpatient, the discharge information including discharge medications must be faxed to the referring facility medical records. If a prisoner is brought in to the The University Hospitals and Clinics Emergency Room and then discharged back to the facility, the findings along with medication information must be faxed to the referring facility.

- **Rights and Responsibilities**: Prisoners have the same rights concerning care decisions as any patient treated at University Hospitals and Clinics. The prisoners are to receive informed consent and may sign their own consent for treatment forms. While they do have the right to confidentiality, the officer/guard is to be present during all times including those times when the prisoner may be receiving a physical examination or procedure.
Dietary Utensils:
Upon admission to the nursing unit, the unit secretary or charge nurse is to notify the dietary department of the prisoner’s entry into the hospital system. All prisoners are to receive disposable eating utensils which are to be counted prior to being delivered to the prisoner and after the prisoner has completed their meal by the officer responsible for the security of the prisoner. Canned beverages must be transferred to a Styrofoam cup. No china dishes may be used. Should a discrepancy be noted, the officer or security guard on duty is responsible for conducting a search of the room and/or prisoner for the missing utensil(s). A report of the incident should be made to UMMC Campus Police.
Identify the patient’s preferred language for discussing health care and document it.

Be sure to identify the PREFERRED LANGUAGE instead of spoken language

Sample Question:
“Which language do you prefer to use when discussing your medical treatment?

Examples of various languages can include but are not limited to:

- Choctaw
- Portuguese
- Hebrew
- French
- Spanish
- Italian
- Korean
- Arabic
- English
- Russian
- Hindi
- French
- Vietnamese
- Greek
- Chinese
- Japanese
- American Sign Language (ASL)
- Creole
- German
What is HCAHPS?

- Hospital Consumer Assessment of Healthcare Providers and Systems
- A random sample of discharged patients receive a survey through the mail about how often different aspects of care were provided
- The HCAHPS portion is about 22 questions, then NRC added other questions about the patient’s care
- Patients receive surveys specific to their type of care (i.e., ICU stay, delivery of baby and surgical care)
- Pediatric patients and ED patients receive a similar survey
Why Is HCAHPS Important?

- The HCAHPS questions are the same ones many people ask their family and friends when they have to choose a hospital.

- Information about other patients’ experience of care is widely requested and understandable by patients.

- We are sharing the information because we hope consumers and patients will use the HCAHPS information as one of the many factors that go into making important health care decisions.

- Survey about patients’ experience of their hospital care will be publicly available at the Web site Hospital Compare (http://www.HospitalCompare.hhs.gov).
Were YOU...
- Kind/friendly
- Professional
- Quick to respond
- An effective communicator
Did WE offer...
- A clean environment
- Quality food service

Would our customer...
- Recommend us to others?
- Return for future services?
Where to go when you Need to KNOW!
Communication RESOURCES
In House Interpreters and Translators:

- **Spanish** interpreters are available to provide interpretive (spoken) and translation (written) services from both Spanish to English and English to Spanish.

- They serve as liaisons between the faculty and staff of the hospital and the patients and families.

- They analyze the Spanish speaking population and culture and assist in establishing an appropriate program to meet their needs.

- A **Choctaw** liaison is available to assist with the communication and cultural needs of our Choctaw patient population.

- **Hours of Service:** Monday - Friday, 8:00 a.m. to 4:30 p.m.
The Language Line

Dial the language line at 1-877-746-4674 if you need

- Other foreign language interpreters
- After-hours or weekend Spanish Interpreters

You will be asked:

- What language you need (i.e. Spanish, Korean, Vietnamese, Chinese etc..)
- Where you are calling from (University of Mississippi)
- What location (Main Hospital, Batson Hospital, Wiser Hospital, Pavilion, Medical Mall, Clinic A, B, C, etc...)
- Your first and last name
- Your department

*Vocera is available for use to call the language line*

*No codes or special equipment needed!*
The Office of Patient Affairs has many of these Assistive Technology tools available at no charge for patients.
Feel free to contact the Office of Patient Affairs with any questions or concerns regarding Translation/Interpretive Services:
Phone: 601-984-4587
Website: http://opa.umc.edu/index.html
Health Information Privacy & Portability Act (HIPPA)

- All patient information of a private or sensitive nature is considered confidential.
- Should not be read or discussed unless it pertains to your specific role in caring for the patient.
- Patient Information Must not be left unattended
- Discussion must take place in private settings away from patients or public
- The disclosure of a patient’s presence in any of the UMMC facilities may indicate the nature of the illness and jeopardize confidentiality.
- Inappropriate use is subject to discipline up to and including termination
Organizational Compliance

It is the policy of University Hospitals and Health System that all of the business of the organization be conducted according to high ethical standards, including compliance with applicable laws, rules, and regulations, and the requirements of third party payers.

In support of this stated policy, a Code of Conduct is essential for the organization to prosper and receive the desired trust and respect of its patients, physicians and other health care providers, third party payers, employees, and agents. Set forth in this Code of Conduct is a set of standards to evaluate situations in a consistent manner and arrive at uniform decisions.

The underlying principles of these standards are based on common sense, courtesy, ethical and legal conduct that are essential to govern the business of the organization.
Your Commitment

Customer Service
Each team area contributes unique and essential services enabling the Medical Center’s Mission

“The sea of change can pull customers in many directions. It is our responsibility to light the way and take care of them... before the competition does.”
“Teamwork is the ability to work together toward a common vision. It is the ability to direct individual accomplishment toward organizational objectives. It is the fuel that allows common people to attain “uncommon results.”
Every Member Contributes

- Each member of the team plays a role in contributing to the Mission of UMMC
- Your role is an integral part of how UMMC works on a daily basis
- Part of all of our responsibility is to provide exceptional customer service
Who Are Our Customers???

- Co-workers
- Patients
- Visitors
- Regulatory agencies

- Staff
- Faculty
- Students
- Vendors

*Everyone we directly and indirectly come in contact with !!!*
What is Customer Service?

- **Customer** - any person with whom we deal directly or indirectly
- **Service** - work done for others
- **Customer Service** – every encounter (either positive or negative) between you and the people that you are here to serve
Your Role In Customer Service

- Your contact with every customer every day conveys your customer service

- Customer service is conveyed through our body language, our voice, and our actions
Customers Expectations

- To respond to their requests timely
- To be courteous
- To be accountable
- To communicate with them

- To inform them, if there is a problem that will delay your response to their request
- To follow-up, if necessary
- To do all of the above in a professional manner
In Conclusion...

“Coming together is a beginning...keeping together is progress...working together is success.”

Working together, we, the employees of the University of Mississippi Medical Center, and our affiliates can provide exceptional customer service to meet the mission of the medical center and know that what we do on a daily basis, contributes to the overall success of the medical center.
Next Steps: Attestation Statements

- Close this PowerPoint presentation and go back to the affiliated student website - https://www.umc.edu/TemplateFiles/UMC_TwoFrame.aspx?showheader=true&pageid=2147490093

- Locate the header “Affiliated Students” to the right of the page, find your respective discipline (i.e. Nursing, Physical Therapy, Medical Assistant, etc.) and click the link.

- Read and complete the areas under “Statement” and “Information Policy Agreement”. Once the forms are complete, scroll to the bottom and “submit form”.

- We look forward to having you on our campus!