



Student/ Internship/ Volunteer Appearance Standards

Conveying a respectful, caring and professional image to both internal and external customers on a daily basis is the objective of our Appearance Standards. Personal appearance is a reflection of both who we are as individuals and of the organization we represent. We value diversity and strive to celebrate the many differences represented by our patients, coworkers, volunteers, students and interns while presenting a professional appearance.

There is a difference between fashion for home or casual events, and professional work attire. We offer the following general guidelines for clinical, business and administrative staff. Specific dress requirements may apply to certain departments or positions.

These standards apply to all individuals when conducting *HealthPoint* business, unless otherwise noted or approved.

The following are acceptable suggested attire and appearance choices:

- Tops: dress shirts, business appropriate blouses or tops covering midriff and cleavage, collared casual shirts, sweaters or business appropriate sleeveless clothing. Shirts or tops that meet these criteria with a *HealthPoint* logo are acceptable.
- Scrubs are optional for Back Office Volunteers.
- Business appropriate dresses, skirts or pants.
- Shoes: dress shoes, loafers, and boots. Athletic shoes must be clean and in good appearance. Open-toed sandals are not allowed in the clinical/direct patient care area setting per OSHA standards. Open-backed shoes, high heels and high platform shoes are discouraged for safety reasons.
- All clothing should be clean, pressed and in good condition.

The following are unacceptable in the *HealthPoint* workplace:

- Pants: jeans in any color or fabric, sweatpants, shorts, spandex or leggings, cargo pants, hip huggers or those that expose the midsection or underwear
- Skirts: short, high slits, or that expose the midsection or underwear
- Tops: low-cut or revealing, halter or tank tops, sweatshirts, spaghetti straps
- Shirts or t-shirts with writing, advertising prints, cartoon prints or sayings. *HealthPoint* logo shirts are acceptable
- Unnatural hair colors (pink, blue, etc.) or extreme hairstyles, such as cutouts or Mohawks
- Hats, caps or other head covering or outerwear that is not business appropriate
- Bra-less appearance, sheer or too tight clothing that exposes undergarments or lack thereof
- Lab coats and scrubs for non-clinical staff

- Lab coats may not be worn outside your department in accordance with OSHA, e.g., out to lunch.
- Clothing that is torn, tattered, worn out or soiled

In addition, your cooperation is appreciated in the following areas:

- Interns and Volunteers are required to wear their I.D. name badges in a visible location at all times when conducting *HealthPoint* business, unless otherwise noted or approved.
- Tattoos are to be covered. If it cannot be covered, the tattoo must not convey an offensive or disparaging message.
- We expect moderation in visible body piercings. Body piercings HealthPoint considers to be business appropriate are pierced ears and small nose studs.
- Perfume or other scents, including tobacco odor, should be avoided because of possible allergies and/or sensitivities of internal and external customers.
- Gum chewing and eating are not allowed at front desk areas or when interacting with patients in person or on the phone.
- Interns and Volunteers may not wear pins, buttons or stickers that espouse a political or religious point of view.
- Good daily personal hygiene is to be practiced at all times.

Please check with your supervisor to learn of special dress or Personal Protective Equipment (PPE) requirements for your work area. A few are identified here:

- Dental clinical personnel including Interns and Volunteers, working in the lab must adhere to their specific dress requirements.
- IS staff members may wear jeans when appropriate for their daily work.
- Lab coats must be worn by providers when performing procedures.

It is the responsibility of the manager, supervisor or department head to maintain standards of appearance and dress. Any volunteer or intern, who, in the opinion of the department head or supervisor, is not appropriately groomed or dressed, will be sent home to change.

I acknowledge that on the date indicated below I received a copy of *HealthPoint's* Appearance Standards and I have been asked to read and familiarize myself with its contents.

Your Signature

Your Printed Name

Date



Student/Internship/Volunteer Alcohol/Drug Free Site

All **HealthPoint** health centers and support facilities are Drug Free sites. **HealthPoint** prohibits the manufacture, sale distribution, purchase, transfer, use or possession of alcohol, a controlled substance or illegal drugs on company premises or while on **HealthPoint's** business. We also prohibit coming to the site or operating company equipment/vehicles under the influence of illegal drugs, a controlled substance or alcohol. Your compliance with this policy is important to us for your own benefit and for the benefit of our employees, patients, volunteers, students and interns.

If a volunteer or intern is suspected of reporting to the site under the influence of alcohol, a controlled substance or illegal drugs, the volunteer or intern will be sent home immediately while an investigation is conducted. Depending on the outcome of the investigation, disciplinary action up to and including termination of the internship or volunteer position may occur.

I acknowledge that it is my responsibility to read, understand, and adhere to the Internship/Volunteer Alcohol/Drug Free Site policy listed above.

Signature

Date

Student / Internship / Volunteer Harassment Policy

HealthPoint recognizes and values the integrity of its employees, students, volunteers, interns, applicants, vendors, customers, contractors, and any other person doing business with HealthPoint and their right to be in an environment that fosters mutual respect and is free of harassment or discrimination. HealthPoint is, therefore, committed to a policy that prohibits harassment or discrimination based upon any individual's race, color, religion, creed, ancestry, sex, age, national origin, sexual orientation, marital status, veteran status, or physical, mental, or sensory disability.

This policy applies to all employees, students, volunteers, interns, applicants, vendors, customers, contractors, and any other person doing business with HealthPoint. Harassment and discrimination not only violates HealthPoint's policy but may be a violation of state and federal law.

Harassment is verbal or physical conduct that denigrates, or shows hostility or aversion toward, an individual because of his or her status as protected by law and that unreasonably interferes with that individual's performance or creates an intimidating environment. Conduct that the company determines constitutes a violation of this policy will result in strict disciplinary action, including immediate termination of their association with HealthPoint. Examples of such conduct include (1) demeaning or hostile written, graphic, or verbal communications, including off-hand comments, epithets, jokes, emails, slurs or negative stereotyping directed at any individual because of or regarding that individual's race, color, religion, creed, ancestry, sex, age, national origin, sexual orientation, marital status, veteran status, or physical, mental, or sensory disability; (2) hostile, intimidating or threatening conduct directed at an individual because of that individual's status as protected by law.

Sexual harassment is one form of harassment. It is also a violation of the law and will not be tolerated by HealthPoint. Sexual harassment, as defined by the Equal Employment Opportunity Commission and stated below, is expressly prohibited:

Unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature constitute sexual harassment when: (1) submission to such conduct is made either explicitly or implicitly a term or condition of the individual's employment; (2) submission to or rejection of such conduct by an individual is used as a basis for employment decisions affecting such individual; or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

-Equal Employment Opportunity Commission, 29 C.F.R. Part 1604, and "Guidelines on Discrimination Because of Sex."

The definition includes many forms of offensive behavior and can include gender-based harassment of a person of the same sex as the harasser. Behavior that may constitute conduct that violates this Policy includes:

- unwanted sexual advances
- making or threatening reprisals after a negative response to sexual advances

- visual conduct: leering, making sexual gestures, displaying of sexually suggestive objects or pictures, cartoons, or posters
- verbal conduct: making or using derogatory comments, epithets, slurs, or jokes
- verbal sexual advances or propositions
- verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual
- suggestive or obscene letters notes, or invitations
- physical conduct: touching, assaulting, impeding, or blocking movements.

If you feel you have been harassed or discriminated against because of your race, color, religion, creed, ancestry, sex, age, national origin, sexual orientation, marital status, veteran status, or physical, mental, or sensory disability, you should immediately contact your supervisor or Human Resources. Your complaint will be treated seriously and promptly investigated. The investigation typically will include interviewing witnesses and gathering other relevant data. The investigation will be as confidential as possible consistent with the need to conduct a full investigation. If substantiated, appropriate corrective action will be taken if warranted. This can include a verbal or written warning, suspension, or termination of employment or relationship with HealthPoint.

HealthPoint will not in any way retaliate against an employee, student, volunteer, intern, applicant, vendor, customer, contractor, and any other person doing business with HealthPoint who makes a report of harassment or discrimination in good faith, nor will it permit any manager or employee to do so. Retaliation may include any adverse employment action that is caused by the employee's complaint or participation in an investigation. For example, this anti-retaliation policy may prohibit a supervisor from disciplining, demoting or terminating an employee for making a good faith complaint of harassment or discrimination.

HealthPoint expressly prohibits any retaliation against any employee, student, volunteer, interns, applicant, vendor, customer, contractor, and any other person doing business with HealthPoint who makes complaints or who provides information about possible violations of this policy. Any individual who feels that he or she has been retaliated against for bringing forward a complaint or participating in an investigation should promptly notify his or her supervisor or the Human Resources Department.

Any person found to have retaliated against an employee, volunteer, intern, applicant, vendor, customer, contractor, and any other person doing business with HealthPoint for making a complaint of harassment or discrimination or providing information during an investigation will be subject to disciplinary action, up to and including termination of employment or their relationship with HealthPoint.



Acceptance and Acknowledgment of *HealthPoint's* Harassment Policy

I acknowledge the ***HealthPoint*** Harassment Policy contains important information on the company's policies against discrimination or harassment, and its commitment to investigate complaints of discrimination or harassment and take corrective action if needed. I acknowledge that I am expected to adhere to ***HealthPoint's*** Policy, and I am expected to familiarize myself with the material in the Policy. I understand that if I have any concerns that I am being subjected to any form of discrimination or harassment in violation of this Policy, I should immediately bring my complaint to the Health Center Manager, Dental Center Manager, or Human Resources. I understand and agree that it is my responsibility to come forward and notify Human Resources or my supervisor if I feel I have been discriminated against or harassed so that ***HealthPoint*** can investigate and take any corrective action that may be necessary.

I understand ***HealthPoint's*** goal of a safe and productive environment and acknowledge my responsibility toward that goal.

Signature

Printed Name

Date



HealthPoint
Student/Internship/Volunteer IS Confidentiality and Security Acknowledgement

In compliance with the Federal HIPAA Privacy and Security Act provisions **HealthPoint** must insure person authentication, which requires **HealthPoint** to implement procedures that verify that a person seeking access to electronic protected health information is the one claimed to be doing so. **HealthPoint** has chosen to use sign-in and password authentication to do so for all **HealthPoint** - controlled applications.

A unique user identification (sign-on) will be assigned to each user and must not be shared.

Passwords will be supplied by each individual in conjunction with their sign-on to establish accountability and to gain access to Protected Health Information. Any passwords used to gain access to any network, system, or application used to access, transmit, receive, or store Protected Health Information must be of sufficient complexity to ensure that it is not easily guessable. Such strong passwords must:

- Be at least seven characters long
- Contain a combination of at least two of the following: uppercase letters, lower case letters, numbers and special characters
- Be significantly different from any recent password
- Not contain your name or easily identifiable information (family names, pet names, birth dates, etc.)

Password aging times will be implemented to help insure that Protected Health Information remains secure.

A system to limit number of failed login attempts will be utilized.

Students, Interns and Volunteers are responsible for the proper use and protection of their passwords and are accountable for the unauthorized use or negligent disclosure of all access under their control. Interns and Volunteers must adhere to the following guidelines:

- Passwords are only to be used for legitimate access to networks, systems, or applications.
- Passwords must not be disclosed to other individuals.
- Interns and Volunteers must not allow others to use their password.
- Passwords must not be written down, posted, or exposed in an insecure manner such as on a notepad or posted on the workstation.

Any **HealthPoint** colleague that suspects that any sign-on or password has been compromised must immediately report it to IS and the appropriate supervisor who will alert the sign-on / password's user that they must immediately act to change the password.

The NextGen EPM/EHR system will automatically log a user off after a specified period of time. However, every user is responsible for logging off any application when they discontinue using it or will be away from the computer for a period of time. Each system that a user is currently using, but has temporarily left and will return to shortly to continue their work, must be locked in some manner to make it secure.

The **HealthPoint** IS Department is responsible for maintaining procedures that support regulations related to information security.

Email related to any patient information is not to be initiated unless through a secure patient portal.

Noncompliance may result in immediate disciplinary action, up to and including termination of contract and criminal prosecution.

My signature indicates that I understand and agree to follow the above conditions of use.

PRINT NAME

SIGNATURE

DATE



Student/ Internship/ Volunteer Statement of Confidentiality

All patient Protected Health Information (PHI – which includes patient medical and financial information), employee records, financial and operating data of the practice, and other information of a private or sensitive nature are considered confidential. Confidential information should not be read or discussed by any student, intern or volunteer unless pertaining to his or her specific duties.

Examples of inappropriate disclosures include:

- Individuals discussing or revealing PHI or other confidential information to friends or family members.
- Individuals discussing or revealing PHI or other confidential information to other employees without a legitimate need to know.
- The disclosure of a patient's presence in the office, hospital, or other medical facility, without the patient's consent, to an unauthorized party without a legitimate need to know, that may indicate the nature of the illness and jeopardize confidentiality.

The unauthorized disclosure of PHI or other confidential information by a student, intern or volunteer can subject each individual employee, student, volunteer, intern and the practice to civil and criminal liability. Disclosure of PHI or other confidential information to unauthorized persons, or unauthorized access to, or misuse, theft, destruction, alteration, or sabotage of such information, may be grounds for immediate disciplinary action up to and including termination of the internship or volunteer position.

Confidentiality Agreement

I hereby acknowledge, by my signature below, that I understand that the PHI, other confidential records, and data to which I have knowledge and access in the course of my relationship with *HealthPoint* is to be kept confidential, and this confidentiality is a condition of my working relationship. This information shall not be disclosed to anyone under any circumstances, except to the extent necessary to fulfill my position requirements. I understand that my duty to maintain confidentiality continues even after I am no longer associated with *HealthPoint*.

I am familiar with the guidelines in place at *HealthPoint* pertaining to the use and disclosure of patient PHI and other confidential information. Approval should first be obtained before any disclosure of PHI or other confidential information not addressed in the guidelines and policies and procedures of *HealthPoint* is made.

I understand that unauthorized disclosure of patient PHI and other confidential or proprietary information *HealthPoint* may be grounds for disciplinary action, up to and including termination of the student, internship or volunteer position.

Signature

Name (Print)

Date _____

Human Resources _____