

UCHC Competency Checklist: ORIENTATION

Position Title: HEALTH UNIT CLERK (HUC)

Employee Name: _____

Unit: NICU/NBN

Cluster Area: _____

Method of Instruction Key: P = Protocol/Procedure Review E = Education Session S = Self Learning Package C = Clinical Practice D = Demonstration		Method of Evaluation Key: O = Observation (in clinical setting) RD = Return Demonstration T = Written Test V = Verbal Review		Self-Assessment by Employee			Validation of Competency		
				Never Done	Needs Review/ Practice	Competent	Method of Instruction (Use Instruction Key on Left)	Date	Initials
All Core Competencies reviewed and documented in Central Orientation									
A. GETTING INTO THE SYSTEM									
Locates unit Clinical Manual									
Locates Health System Administrative Manual									
Describes the Performance Evaluation Process used in this unit									
Describes the mechanism for upward mobility within this department									
B. SAFETY/INFECTION CONTROL									
Locates Unit Infection Control Manual and unit's individual Infection Control Plan									
Disposes of sharps in designated container									
Demonstrates universal precautions per CDC guidelines									
Demonstrates appropriate use of red-bag waste									
Utilizes appropriate hand washing:									
Initial 3 minute scrub									
Between patients									
Between cleaning and patient care									
Assists families/visitors with scrubbing									
Locates Unit Safety Manuals and unit's individual Safety Plan									
Verbalizes steps to be taken in the event of a fire on the unit									
Locates fire alarms, extinguishers and exits on unit									
Reviews evacuation plan for the nurseries									
Evacuation packs									
Identification of infants									
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Recognizes electrical hazards								
Verbalizes the use and location of Material Safety Data Sheets (MSDS)								
Describes employee's role in the event of:								
Bomb Threat and Search								
Code Yellow Alert								
Code Yellow Level I								
Code Yellow Level II								
Code Yellow Level III								
Code Zebra								
Code Conservation								
Identifies chemicals found in the department/unit that the employee may come into contact with while performing routine and non-routine duties								
Identifies and locates personal protective equipment used in this department								
Describes department/unit accident prevention procedures								
C. RECEPTIONIST DUTIES:								
Answers telephone appropriately								
Utilizes telephone skills:								
Call pick up								
Transfer calls								
Place calls on hold								
Accurately receives verbal lab reports								
Accurately reports lab results								
Accesses JDH beepers system								
Voice								

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Digital (in and outside)							
Through operator							
Transports specimens to lab							
Transports blood gasses and delivers results							
Transports requisitions to other departments							
Picks up lab supplies							
Picks up blood components from the Blood Bank according to the procedure for Blood Components: Acquisition from the Blood Bank and Transportation							
Picks up paperwork from the Copy Center							
Obtains copies of x-rays for transport							
Receives and directs visitors and other health care workers							
Is aware of unit visiting hours							
Completes and processes charge slips							
Admission charge							
Operates addressograph machine							
Stamps admission charts/chart forms as needed							
Stamps lab requisitions							
Transcribes orders – labs, testing							
Fills out lab slips							
Processes consultation							
Files (location of masters)							
Archives – actual staff & midnight census							
Copies (changes toner)							
Counts Medicus (1 per patients)							

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Charge slips (billables)							
Transports requisitions to x-ray, MRI, CT, Nuclear Medicine							
Schedules procedures (x-ray, etc)							
Copies forms, minutes from meetings and groups and patient related documents							
Keeps office equipment in running order							
Addressograph							
Copy Machine							
Fax							
Printers (6)							
Pencil sharpeners							
Thins charts							
Faxes requisitions to lab							
Transcribes diet orders to diet sheet							
Calls diet office with changes							
Archives charts							
Faxes items							
Pulls journals and sends to billing							
Checks insurance information so journals are put on proper color form							
Chart filing							
Sets up chart for OR							
Completes census board							
Inventories supplies							
Gets lab results off of computer							

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Tracks "borrowed" equipment								
Calls for equipment and maintenance of equipment (medical)								
Orders supplies								
Fills ice buckets								
Locates resources for:								
Death of a patient								
Death within 24 hours of admission								
Completing lab slips								
Locates the following:								
Chart forms and requisitions								
Unit supplies								
Mail boxes								
Neonatal administration office								
Pay phones								
Public rest rooms								
D. PATIENT ADMISSION								
Fills out midnight census								
Completes log book – writes legibly								
Weights in grams								
Newborn screening								
Cystic Fibrosis screening								
Admission charges – documents in log book								
Ambulance charges – documents in log book								

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Patient charge slips								
Enters patient into IDX system								
Obtains ID card: Reviews ID card information before stamping								
Obtains ID demographic sheet								
Stamps each page of entire chart (*including multi-page forms)								
Stamps flowsheet on each page								
Stamps lab folder								
Stamps clipboard								
Stamps MAR, writes in patient name in each space required								
Identifies and stamps proper journal sheet								
Sends cord blood to lab (on hold)								
*For newborn, notify private pediatrician of newborn's birth, i.e., name, sex, weight, date and time of birth, apgars								
Fills out #10 envelope with parent's name and address and places in Press Ganey envelope								
E. PATIENT DISCHARGE								
Checks to be sure there is no discharge order								
Checks to see if there is any newborn or CF screen to be done								
Discharges patient on midnight census and in the IDX system								
Combines all papers on the clipboard in the chart in the proper order								
Makes sure MAR is pulled from Kardex								
Makes sure all pages of charge are stamped								
When chart is completed, places in room #3 cubby								
Discharges in the log book								

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If baby came from another hospital, places outside chart in medical records basket									
*If discharged to another facility (return transport):									
Arranges for ambulance transport									
Copies the chart									
Fills out ambulance charge forms and checks off in log book in red									
F. INCOMING TRANSPORT									
When call comes in, refers immediately to attending physician (if in house) or charge nurse									
Calls for ambulance as directed by a charge nurse									
Calls Respiratory as directed by a charge nurse									
Calls referring hospital for demographic information (admitting first, then nursery admitting if not available) – always asks for correct spelling of last name									
Enters patient into IDX									
Enters patient into log book when patient arrives on unit									
Enters patient into midnight census when patient arrives on unit									
Fills out ambulance charge sheet									
Puts referring hospital patient information in a stamped manila folder with transport sheet info, places in back cabinet above computer in Nursing Station #2									
Restocks transport paperwork in Neonatal Transport record									
TRANSFERRING PATIENT FROM NURSERY TO NURSERY									
When transferring a patient from NICU to Special Care:									
Logs patient out on midnight census									
Transfers patient on computer									
Transfers MAR, journal, lab folder and newborn screens									
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UHC Competency Checklist: ORIENTATION

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Transfers flowsheet, charge sheet, Medicus								
When transferring a patient from NICU or SCN to Newborn:								
Logs patient out on midnight census								
Transfers patient on computer								
Transfers MAR, journal, lab folder and newborn screens								
Transfers flowsheet, charge sheet, Medicus								
Logs out of Neo Log Book								
Brings ID card to Newborn								
Logs in Newborn Log Book								
Transports not involving admission to JDH								
When call comes in, gives to attending to get info (charge nurse if no attending)								
Calls for ambulance when directed by charge nurse								
Calls Respiratory when instructed to do so								
Calls referring hospital's admitting office for demographic information (calls nursery if admitting not available) and always asks for correct spelling of last name								
Enters patient into IDX system								
Obtains ID card and writes admit # on card								
Logs in back of log book								
Fills out ambulance and van charge form								
Prepares medical record when transport team returns								
G. NEWBORN SCREENING/CF SCREEN								
Writes in black ink								

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Records weight in grams								
Writes in block lettering								
Writes date completed in log book when sending to lab								
Dry flat away from heat								
*For newborns, writes name, address, phone number of private pediatrician on the form								

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