### Handbook Review

The **Unpaid Internship Handbook** includes the following topics:

#### MISSION & HISTORY
- What is WellSpan Health?
- WellSpan Mission

#### INTERNING FOR WELLSPAN HEALTH
- Expectations
- Inappropriate Behaviors
- Partnership with WSH
- Standards & Policies
- Harassment
- Problem Resolution
- Appearance/Professionalism
- Attendance/Holidays
- Recording Your Time
- Personal Data Changes
- Contributing to the Overall Team
- Client Relationships (Philhaven Interns)

#### HEALTH, SAFETY & EMERGENCY SITUATIONS

##### Health and Safety
- Safety
- On-Duty Injury or Illness
- Body Mechanics (Prescription for a Healthy Back)
- Smoking
- Signage
- Health Screening Policy
- When to Stay Home
- Infection Control
- Hand Hygiene
- Use of Gloves
- Specimen Transport
- Exposure
- Exposure/Reporting Procedures
- Respiratory Isolation
- Hazardous Communications

##### Emergency Situations
- Fire Safety
- Signs & Symptoms of a Stroke
- Emergency Notifications
- Accidents/Incidents
- Guidelines that Make a Difference
- Aggression Management - Tips for Safety
- Security at WellSpan Locations
- Parking for Unpaid Interns
- Parking Policy Enforcement

#### HIPAA, CONFIDENTIALITY & CUSTOMER SERVICE

- What is HIPAA?
- Why Are Interns Involved with HIPAA?
- What is Protected Health Information (PHI)?
- Sharing Patient Information?
- Treatment/Payment/Operations
- What are Consequences for Non-Compliance?
- Why Should We Do This?
- Reporting Violations

##### Confidentiality
- Conversations

##### Customer Service
- Expectations
- Caring Behaviors
- Communicating with iCARE
- Complaints

I have received and read the **Unpaid Internship Handbook**. I commit to adhering to the policies, procedures and guidelines outlined within the handbook.

---

Unpaid Intern – **PRINT NAME**

Unpaid Intern Signature

Date

R 3/18