



Hands and Hearts



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A Patient's Rights to Privacy!

As a Good Samaritan staff or volunteer that works in any capacity at the clinic or comes into contact with a patient's Protected Health Information (PHI), you are responsible to understand the patient's right to privacy and what you as a staff member or volunteer, or we as an organization must do to protect and safeguard a patient's PHI.

Notice of Privacy Protection:

Before any patient can be triaged by the nurses or receive any health care services from Good Samaritan they must have received the Notice of Privacy Practices. This document, which details a patient's rights and our obligation to safeguard their PHI, is given to the patient by Eligibility when deemed a patient and at every subsequent annual review.

Acknowledgement of Receipt of Notice:

Each patient must sign an Acknowledgment of Receipt of Notice document, prior to any delivery of health care services. Should they be unable or unwilling to sign, the reason would be documented and signed on the same form by staff. This is also done in Eligibility.

Oral Communication:

A guiding principle in all communication of PHI is to provide only the "minimum necessary" information. In all clinic areas, think before you speak and keep in mind both the patients' right to privacy and our mission to provide care in an atmosphere of respect and dignity.

While we will continue to call patients by name, whenever possible we should avoid asking them for personal information in the presence of other patients. Rather, all PHI should be discussed in as quiet a voice as possible. In our setting, we cannot prevent some things from being overheard, but we can make every reasonable effort to provide as much privacy as possible.

Appointments Desk:

Only speak with one patient at a time and speak as quietly as possible. When handling patient files with personal information of PHI, do not leave them unattended or laying out in such a way that passersby can see the name, etc.

Appointment Books:

Because the appointment book does contain some PHI, it should not be viewed by patients or left unattended.

Good Sam will be closed

Thursday & Friday,

Nov. 24th & 25th

Thanksgiving Holidays

Monday, December 26th

Christmas Holidays

Friday, December 30th

New Year's Holidays

The deadline for next quarter's **Hands and Hearts** is **Thursday, Dec. 8, 2011**

A Patient's Rights to Privacy! (cont.)

Triage/Physician's/Registered Nurses/Nurse Practitioners/Clinical Specialist:

Wait to discuss PHI until in the treatment area and speak quietly. Do not leave the patient's file unattended.

Date Input:

When using the computer to input or access patient records, do not leave patient's files unattended nor stack them in an area or way that they can be read by passersby. Do not have the computer screen turned so that patients or passersby can see it. When not using the computer, secure the computer so others cannot see or access the patient records.

Placement and Filing of Charts:

Chart bins should not be left unattended. Unfiled reports should be filed as soon as possible and should not be left out in the interim.

Duplicate/Discarded PHI materials:

Any papers with personal information that are to be discarded must be shredded rather than thrown in the trash cans. *This includes all papers that have **any** personal information, including patient name, date of birth, social security number, address, phone, medications, health complaints, etc.*

Fax Cover Sheets:

A fax cover sheet has been created that must be used when faxing anything that includes personal or PHI about a patient. It instructs that the information be destroyed should it be faxed to the wrong location.

Authorization of Release of Records:

Any release of information by Good Samaritan must be accompanied by a patient signed consent form. This is a separate and different form from the request for records that we send to others. Since any patient may ask at any time for a summary of all record releases of their PHI, it is important to retain their consent form in the chart and to indicate to whom, by who, when and what was sent.

Patient's Right to Complain about Privacy Practices:

All patients have the right to file a complaint if they believe we have violated their privacy. Assure any patient that complains that we will not refuse them care because they complain or take other forms of retribution.

Confidentiality Agreement:

All volunteers, staff, students and contractors must sign and return a Confidentiality Agreement. If you are not sure if you have signed one, please check with the volunteer office.

Announcements

- ◆ Please "like" Good Samaritan on Facebook. It is the fastest way for us to communicate with you in case of unexpected circumstances (like closing due to bad weather).
- ◆ Dry cleaning pickup and delivery has been suspended due to low demand.
- ◆ If anyone is interested in contributing to a "memory" book in celebration of Good Samaritan's upcoming 10th anniversary, please contact the volunteer office!

A Message from Carole Maddux

A friend of mine was working in St. Paul's Chapel in New York City on September 11, 2001, which is literally across the street from the World Trade Center. She was nearly buried alive in the collapse of the North Tower but the Chapel was miraculously spared any major damage. Instead of becoming part of the rubble, it became a sanctuary of compassion, rest and nourishment for the 15,000 recovery workers that would work at Ground Zero in the next year.



My friend ended up serving on the pastoral leadership team that shepherded 5,000 volunteers who came to care for those doing this most difficult job. She saw volunteers listen, pray with, and feed traumatized workers. They soothed and massaged tired backs and feet, replaced boots and dirty clothing, created a safe and calm atmosphere of respite from horror and death. They pushed back the darkness of pain and suffering with the light of compassion and love.

I am in awe of what she did and how the experience spurred her on to do it again in New Orleans after Katrina. She's a heroine of mine.

On a daily basis, though, I get to see some of the same spirit my friend showed in New York here at Good Samaritan. While we, thankfully, have suffered nothing on the scale of 9/11, each of our patients have had their own personal 9/11 attacks. Attacks from the terrorists of disease and trauma, of unemployment and abandonment, of pain and depression. Each of them comes to our doors seeking respite and relief. Each of them can find it in the compassion of our volunteers.

I have read that the four essentials for human thriving are safety, dignity, relationship and resilience. When we provide a place safe from harm, judgment, isolation and hopelessness, we are helping those around us to thrive. Just as St. Paul's Chapel provided that for the recovery workers we provide that for the wounded of Pickens County. You are each heroes of mine.

Finally, remember too, that Good Samaritan is a place of safety, dignity, relationship and hope for those who serve here also. I see that in the support you show each other as each of us struggles with the unavoidable assaults and arrows of life. I see it in the smiles of greeting, the laughter of shared jokes, the satisfaction of a day well done, in the simple acts of holding the door or making the coffee. Thank you for being there for each other.

Just as 9/11/01 changed all of our lives, so, too, St. Paul's Chapel and Good Samaritan can change lives. And the change that is wrought by love and compassion will outlast, outlive, and be bigger than anything driven by hate ever could.

Inclement Weather Policy

GOOD SAMARITAN CLOSING DUE TO WEATHER

If Pickens Co. Schools are closed
Good Sam will also be closed

WAYS TO CHECK

Call 706-253-1710 after 5:30 AM
Listen to 1490 AM on your radio
Check WWW.Pickens.K12.GA.US on your
computer



Save the Day for Christmas Reception

The Christmas Reception will be on Monday, December 12th, from 3:00pm to 5:00pm at the Episcopal Church of the Holy Family. Please plan to attend and enjoy the good food and good company and take your bow for a year of hard work at Good Samaritan. Personal invitations will be coming by mail.



Sick Policy

Please do not report for work if you have a temperature above 100.4°C., or are experiencing nausea or diarrhea. Do remember that it is your responsibility to find someone to take your place if you possibly can. If not, contact your CTL for advice.

2011 Third Quarter Calendar

October 2011

Tuesday, October 18th

CTL Meeting - 1:30 pm

November 2011

Tuesday, November 15th

CTL Meeting - 1:30 pm

Thursday, November 17th

Board of Directors Meeting - 6:00pm

Thursday & Friday, November 24th & 25th

Thanksgiving Holidays - Good Samaritan Closed

December 2011

Thursday, December 8th

Deadline for *Hands and Hearts* Newsletter

Tuesday, December 20th

CTL Meeting - 1:30 pm

Monday, December 26th

Christmas Holidays - Good Samaritan Closed

Friday, December 30th

New Year's Holidays - Good Samaritan Closed

New Volunteers

Office - Darla Givan

Materials Management - Brad Herren.

Anita Burch

Fundraising and Medical Records - Cecilia Faulkner

Marcie Allen

Pam Via

Myrna Denson

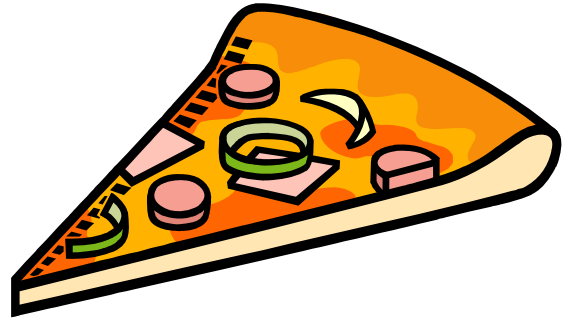
In Memoriam

Cheryl Blankinship passed away after battling illness for a long time. She will be greatly missed by all!

Pizza Days!

Please join us in the conference room for pizza, drinks and desserts on the following days:

- ◆ Monday, October 3rd
- ◆ Tuesday, October 18th
- ◆ Thursday, November 3rd
- ◆ Friday, November 18th



Angel Campaign

It will soon be time for the Adopt an Angel campaign again! We participate in the Pickens County Library of Tress by decorating our Christmas tree with hundreds of angels, each bearing the name of a volunteer. The tree will be in the library after Nov. 23rd. Go by and look for your angel. After the tree is taken down, you will be able to take your angel home with you.

Each angel is placed on the tree by a sponsor, so please consider sponsoring your favorite "angel" for just \$25 and making a contribution to Good Samaritan as well. You can choose a specific volunteer or let us choose for you. We have lots of wonderful and committed volunteers from which to choose!



A previous year's tree

The Volunteer Factor at Good Samaritan

A major factor in the success of the Good Samaritan Health and Wellness Center is the number of willing volunteers who make it work. There are more than 450 volunteers including retired doctors, dentists, nurses and others who provide the necessary support requirements. They are aided by currently practicing professionals in the area who also volunteer their time.

But there is still a need for other volunteers to provide additional support for computer input and other administrative duties.

The mission of the Center is to provide the medically underserved in the Pickens County community with compassionate and individualized healthcare and related services in an atmosphere of respect and dignity. Those served are residents and workers of Pickens County who have no medical insurance and who meet the financial eligibility standards. Services available include general medical care, dental care, eye examinations and glasses, limited x-ray and laboratory services and social services counseling. The Center has two employees and more than 450 volunteers.

Good Samaritan receives its financial support from donations, grants and fundraisers. The Center is a 501(c)3 organization and all donations are tax deductible.

Since opening April 9, 2002, the Center has served over 7,000 patients who made a total of over 90,000 patient visits. In the first 5 months of 2011 there have been 5,764 patient visits, 237 of which are new patients. Last year volunteers served over 41,000 hours.

So how do volunteers help? On schedules that fit their available time, they work in the many departments of the Center, providing professional as well as administrative services. In addition to the professional services, there is a need for the many necessary support positions such as secretarial, medical records, registration screening and appointments, childcare, work on the physical plant and patient assistance.

This is a wonderful place to join the many volunteers already spending hours in service to others in our community. So if you know a friend, neighbor, or co-worker who might be interested in volunteering, please have them call Jobeth Yarbrough, the Director of Volunteers, at 706-253-4673.

By Doug Brooks, Volunteers

175 Samaritan Drive
P. O. Box 579
Jasper, GA 30143
www.goodsamhwc.org

May we have the eyes to see those who are rendered
invisible and excluded,
open arms and hearts to reach out and
include them,
healing hands to touch their lives
with love,
and, as we do these things,
may we ourselves be renewed.

