



VOLUNTEER VOICE

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Happy Birthday
To...

Volunteer Week is Coming!

BY: Suzy Thurman, Auxiliary President

Later this year, our hospital will open the doors to a beautiful new building, and re-open the doors just outside our Gift Shop. There will be new opportunities for Volunteers. And, there are several needs for Volunteers in current areas of the hospital. So, John and I decided that the Volunteer Week is the perfect time to invite friends who might be interested in volunteering to come to the hospital and learn more about volunteering first hand and see just how much the hospital truly appreciates everyone who gives so generously of your time.

The first thing we want to ask is for you to invite someone you feel will be a good Volunteer to "shadow" you during your shift when you volunteer during the week of April 12th - which is Volunteer Week. When you let John or Lisa know you've brought someone, one of them will come to the workroom so they can meet and welcome the person and provide a temporary badge. If your friend goes through the line with you in the cafeteria, they'll also enjoy a free meal with you.

Next, we hope you'll invite the same person to the climax event of Volunteer Week, the Volunteer Luncheon, so they can experience first hand how much the hospital appreciates its Volunteers. The luncheon will be on Friday, April 17th at Noon in the Auditorium. It's important to have accurate numbers of who will be attending the luncheon, so be sure to sign up yourself and your friend for the luncheon in the Volunteer Workroom, or call Lisa at 260-6670, by Friday, April 10th.

Also, please let us know if your church, or other group, might be interested in learning more about Volunteer opportunities. We're happy to speak to the group or provide a small article about Volunteer opportunities for their bulletin or newsletter.

I want to personally thank each of you that braved the inclement weather of the past few weeks to "hold down the fort." You truly went "over and above the call of duty" and your efforts were invaluable. So, in line with that, I wish each of you a fond farewell to winter weather and look forward to the upcoming spring and seeing all of your smiling faces as we resume our regular duties as active Auxiliary members.

Upcoming Events

- **April 12 - 18**
Volunteer Week
- **April 17th**
12:00 Noon
Volunteer Luncheon
Hospital Auditorium
- **April 27 - 28**
Fine Jewelry Sale
1720 Lobby

Service Awards 2014

100 Hours

Lelia Ball
Angela Brown
Dorothy Gough
Sonnie Graham
Randy Greenup
Meenakshy Kumersen
Lois Noland
Madeline Powell
Karen Stahl
Bob Stanko
Diane Stanko
Kirsti Yahn

500 Hours

Sue Brandstetter
Sharon Goble
Tom Gold
Barbara Hacker
Raoul Ouelette
Rebecca Planck
James Scott
Patricia Sykora

1,000 Hours

Jim Burger
Maria Cruze
Carol Kenner
Shelley Lane
Shannon Lindsey
Geraldine Ritchey
Violet Simpney

1,500 Hours

Pat Hoefle
Genie Hussick

2,000 Hours

Jan Hill
Suzy Thurman

2,500 Hours

Wilma Spicer
Lonnie Watts

3,500 Hours

Evelyn Dalby
Georgia Drake
Joyce Quiggins
Rebecca Witt

4,000 Hours

Bernice Prewitt

4,500 Hours

Travis Hines
Doris Wallace

6,000 Hours

Evelyn Justus

13,000 Hours

Nancy Schaub



BRAVO!!! KUDOS!!! CONTRATULATIONS!!!



On the Friday during the last REALLY big snow event, while most people were cuddling up with a good book under a nice warm blanket, Bridget Starr, Student Volunteer Coordinator, was using six months of preparation to take an extremely rigorous professional exam and successfully earned the credentials of Certified Administrator of Volunteer Services (CAVS) from the American Hospital Association. This exam includes the content areas of Planning and Program Development; Management of Human Resources; Finance; Organization and Management of Services; Outreach, Advocacy and Public Relations; and Professional Development and requires four years of experience as a healthcare Volunteer Services management professional. Please congratulate Bridget Starr, CAVS, on successfully earning this professional certification and credential!

HIPAA Reminders for Volunteers

Health Insurance Privacy & Accountability Act (HIPAA)

What exactly is HIPAA? HIPAA's original purpose was to make it easier for people to move from one insurance plan to another as they changed jobs or became unemployed.

Privacy and confidentiality: Patients have the right to control who will see their protected health information. This means that communications with or about patients involving patient health information need to be kept private and **limited to those people who need the information for treatment, payment, and health care operations purposes.**

What is considered confidential information? Confidential information includes patient identity, address, age, Social Security number, and any other personal information that they are asked to provide. It also includes the reason a person is sick or in the hospital, the treatments and medications he or she receives and any other information about his or her condition or past health conditions. **How is patient information used?** Patient information is used for the care of patients.

Who is authorized to see patient information? Only people, who need access to confidential information, will see patient information, in order to do their job. Volunteers will not be given access and should not attempt to gain access, either in the computer or on paper. **Whatever you see, hear or read in the course of performing your volunteer opportunity, you cannot share the information with anyone, including co-workers, other patients, visitors, or anyone else who may ask you about it.** If patients talk to you about their condition, you must remember that they expect you to keep it confidential. It's important to realize that protecting confidential information is a responsibility that the entire workforce shares, including volunteers, regardless of whether they are directly involved in the care of patients.

Case Scenario #1 — You've heard on the news that a famous person is in the hospital.

Q. Is it okay for you to ask around or look for records about this person?

A. No. If you look at patient records to satisfy your curiosity or for any other non-business reason, it is cause for dismissal and possible legal consequences.

Case Scenario #2 — You realize that a neighbor or friend has been admitted to the hospital.

Q. Is it ok for you to tell your family or other neighbors?

A. No. Any information you learn as a result of your duties at Baptist Health needs to be kept private.

Happy Birthday to you!!

March

- 1 Don Secrest
- 7 Raoul Ouellette
- 9 Carol Kenner
- 9 Robert Mason
- 12 Donna Baker
- 15 Joyce Craig
- 15 Sarah Melton
- 20 Carolyn Thompson
- 20 Madeline Powell
- 21 Jean Yates
- 22 Pete Clark
- 24 Mary Bietz
- 31 Ellen Woodroof



April

- 7 Jean Finlay
- 9 Laura Clark
- 11 Bob Starnes
- 13 Teresa Stephenson
- 16 Lois Noland
- 17 Kim Cobham
- 22 Tom Dixon
- 22 Dorothy Gough
- 25 Ellie Withrow
- 28 Shannon Lindsay
- 28 Barbara Hench
- 29 Thuyvi Barrineau

Contact Us

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Visit us on the web at:

www.bhlexvolunteers.com

Baptist Health

Lexington Volunteer Services



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