

Patient Education

The Family Resource Center: Helping Meet Patient's Needs

By Judy F. Smith, RN, BSN, LCCE

The Family Resource Center (FRC) opened its doors on August 3, 2009. The FRC is located in the hospital lobby across from the Lobby Café and is open from 9:00 a.m. – 4:00 p.m., Monday through Friday.

The FRC has been designed as a location for patients and families to come and have general questions answered, get educational materials or just take a break. Patients have access to a computer with the internet, magazines, puzzles and comfortable chairs for waiting.

The FRC is staffed by volunteers who provide concierge services to those that visit. Information about local resources including hotels, restaurants, parking and much more is available. Educators from the Patient Education Department are also available on an on-call basis to assist visitors with more in-depth educational needs.

During the first two weeks after the FRC opened, there were 109 visitors. Guests are thrilled with the space and how lovely it is. One visitor even took pictures!

One of the concierges summed up the usefulness of the FRC to some recent UAMS guests by saying, "The FRC was a perfect spot for a family that visited today. They had phones, computers, and a meeting space, and at some times, they were using all three simultaneously. Eventually, the family felt comfortable enough with their progress to leave the Family Resource Center."

Volunteers are still needed to staff the FRC. If you are interested, please contact Gloria Wright at (501) 686-5656.

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HIPAA Hints

Testing, Testing, 1-2-3...

Protecting Sensitive Information during System Testing, Training & Demos!

By Ashley Vestal

Did you know that most information security breaches occur from the inside rather than the outside of organizations? The majority are not intentional and may not even be directly related to patient care. Developers, quality assurance testers, preceptors, and teachers are a few of the positions that require presentation or manipulation of data in our patient information systems that may place us at risk for unintentional breaches of patient confidentiality.

In most cases this can be prevented by using test data or test patients. Major UAMS patient information systems such as Sunrise, Medipac, Logician/Centricity, WebChart and EPF contain test patients and testing and/or training databases. If you need help identifying the name of a test patient for the system you are using, IT can provide you with one.

There may be times when testing or troubleshooting with real patients is absolutely necessary because of the nature of the issue. In these cases it is best practice to always pick the same last name of a patient that has the parameters that are needed for the purpose.

Also, it is important to document the practice of using this name(s) in your test.

Do not use patients that you are related to or acquainted with.

If you are in a group, caution the audience that you have to use an actual patient and to keep the information confidential.

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The list below contains the titles of the new Patient Education documents added to the Patient Education folder on the Hospital H: drive over the last three months. Please call 686-8084 if you have any questions or would like a new topic added to the catalog.

- Areas of Interest
- Areas of Interest-SPANISH
- Baby Admitted to NICU
- Baby Admitted to NICU-SPANISH
- Bulb Syringe-SPANISH
- Care of Uncircumcised Infant-SPANISH
- Cataract Surgery Instructions
- Catheter-Associated Urinary Tract Infection – SHEA
- Catheter-Associated Urinary Tract Infection – SHEA-SPANISH
- C-Diff – SHEA
- C-Diff – SHEA-SPANISH
- Central Line-Associated Bloodstream Infections – SHEA
- Central Line-Associated Bloodstream Infections – SHEA-SPANISH
- Colonoscopy Prep – Miralax and Gatorade-SPANISH
- Coronary Artery Bypass Surgery-SPANISH
- Counting Down Cholesterol – SPANISH

- Counting Down Cholesterol – SPANISH
- Diabetes/Insulin-SPANISH
- Fill a Syringe-How to (ENG. & SPAN.)
- Flu-H1N1 – 3 Steps to Fight the Flu
- Flu-H1N1 – General Information (ENG. & SPAN.)
- Flu-H1N1 – Guide for Parents
- Flu-H1N1 – Information for Certain Medical Conditions
- Green Tea
- Helping Loved Ones Cope with Death of Baby
- Infant Reflux-SPANISH
- Infusaport Using Infusor-SPANISH
- J-Pouch
- Laminectomy - Home Care
- Liver - Bile Duct - Pancreas Diagram
- Low Potassium Foods
- MRSA – SHEA
- MRSA – SHEA-SPANISH
- NICU – Family Kitchen & Lounge Guidelines
- NICU – Important Notes About Filing for SSI for Premature Infants
- NICU – Parent Sleep Room Guidelines
- NICU – SSI for Premature Infants
- NICU – SSI Presumptive Disability Requirements
- NICU Patient Room – Important Info
- NICU Shower Guidelines
- Nuclear Medicine - What is
- Prevention of Infant Abduction from Hospital – SPANISH
- Safe Food Handling
- SASH Using Prefilled Syringes (ENG. & SPAN.)
- SASH-SPANISH
- Surgical Site Infections – SHEA
- Surgical Site Infections – SHEA-SPANISH
- Target Glucose Goals (ENG. & SPAN.)
- Things to Learn-SPANISH
- Tikosyn Patient Brochure (ENG. & SPAN.)
- UAMS Family Home and Cancer Support Center
- Ventilator-Associated Pneumonia – SHEA
- Ventilator-Associated Pneumonia – SHEA-SPANISH
- Visitors after Baby Goes Home – SPANISH
- Vomiting, BM and Diaper Rash-SPANISH
- VRE – SHEA
- Water and Beverage Safety Guidelines

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HIPAA Hints

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Avoid using handouts with patient identifiers on them. When real patient information is necessary, try to mask or change it so that the actual patient identifiers would not be evident. An example of this would be utilizing a real radiology image in a PowerPoint presentation and blotting out the patient information on the image in a way that it cannot be retrieved.

Regulations such as the Health Insurance Portability and Accountability Act (HIPAA) require that patient information be secured against inappropriate disclosure or misuse, and access must be limited to the minimum necessary to accomplish the purpose of its use. Remember that you can help prevent un-intentional disclosures of patient information by using test patients for demos, teaching, and testing in our patient information systems.