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# EMPLOYEE RESOURCE GUIDE TO UNIVERSITY HOSPITAL

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 Health Care



# New Hire Information Packet

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# HIPAA QUICK GUIDE

You play a vital role in keeping our patients' medical information safe! By being exposed to protected health information (PHI), which is any and all information obtained during a health care encounter, you have an obligation under HIPAA to safeguard it appropriately. **Follow these tips to ensure that you are in compliance with HIPAA and our policies:**

 <b>DO</b>	 <b>DON'T</b>
 <p>Access, use or disclose only the <b>minimum amount of information necessary to do your job</b>. Even though you might have access to information about a patient, <b>you must always have a legitimate business purpose</b> for doing so.</p>	<p>Access your own medical record or family members', friends', neighbors' or coworkers' records unless you have a legitimate business purpose. Be sure that you are not viewing or sharing patient information out of curiosity or to gossip.</p>
 <p><b>Verify two patient identifiers</b> before you enter a patient's chart or hand over PHI (including medications) to a patient to ensure that you have the right person. If you are handing documents to a patient or sending something in the mail, be sure to confirm all pages belong to the same individual.</p>	<p>Make assumptions. Many of our patients have similar names (including alternate spellings) and dates of births, so don't hesitate to ask for additional information if you are unsure that you've identified the correct patient. Don't let your routine or assumptions get in the way of following standard processes.</p>
 <p><b>Immediately retrieve any paper PHI that you print.</b> Safeguard PHI any time you step away from your desk by storing it in a secure location or locking it up in a drawer. If you don't need it anymore, discard it in a locked shred bin.</p>	<p>Toss paper PHI in a regular trash bin or store it in a blue recycle bin. You are responsible for anything that you print. Don't leave papers unattended at your desk or in your swamp. If you notice a shred bin is full, call EVS to let them know and use a different one in the meantime.</p>
 <p><b>Keep patient information confidential.</b> The simple fact that someone is a patient at our organization is PHI and cannot be shared without a legitimate business purpose. Always ask yourself why you are sharing patient information and if it's for any other reason than to do your job, stop immediately.</p>	<p>Post patient information on social media, reach out to someone that you saw in our organization and ask how they are doing, discuss PHI with friends or family members, text PHI to anyone (including a co-worker) or take pictures on your personal cell phone.</p>
 <p><b>Log off or lock your computer every time you step away or leave for the day.</b> Protect your password and use something unique to our organization. If you need to send PHI to someone outside of our organization, be sure to put "[secure]" in the subject line to encrypt the email.</p>	<p>Share your password with others (including co-workers) or re-use a password that you use for another account. You are responsible for anything accessed under your username, so don't leave yourself signed into any application or computer.</p>

▶ Learn more at [mymuhealth.org/privacy](https://mymuhealth.org/privacy). If you have any questions, contact the Privacy Office at (573) 882-5193 or [privacyofficer@health.missouri.edu](mailto:privacyofficer@health.missouri.edu).



## KUDOS FAQ AND TALKING POINTS

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Employee engagement helps us innovate, grow and provide better patient care. Kudos helps us build upon our recognition efforts and create a culture that connects, celebrates and rewards employees. Kudos is about saying “thank you” and building on the positive emotions that come with giving and receiving recognition.

### FREQUENTLY ASKED QUESTIONS:

- **WHAT IS KUDOS?** Kudos is MU Health Care’s new recognition system that allows you to recognize your peers and earn rewards.
- **HOW DO I SET UP MY ACCOUNT?** You will receive an email from Kudos inviting you to set up your account. Just click the link in that e-mail to take you to Kudos to set up your account.
- **DO I HAVE TO SET UP A KUDOS ACCOUNT?** No, you do not have to set up a Kudos account. If you choose not to, you will still be emailed when your co-workers recognize you, but you will not be able to redeem your Kudos points for rewards.
- **CAN I GIVE PRIVATE RECOGNITION ON KUDOS?** Yes. You can select “Private” when submitting your thanks. The recipient will still receive an email and have the recognition show up on his or her dashboard, but it will not show up on the MU Health Care feed.
- **I DON’T LIKE PUBLIC RECOGNITION. CAN I SET MY RECEIVED KUDOS MESSAGES TO BE PRIVATE?** Yes. If you prefer private recognition, go to your recognition message in Kudos, hover over the “...” and select “Make Post Private.”
- **HOW DO KUDOS POINTS WORK?** Leaders will be given a certain number of Kudos points each month and will be responsible for distributing points to their employees. Non-leaders will still be able to recognize their peers without sending Kudos points. If a leader sees that their employee has been recognized for something great, they can add Kudos points to that recognition by using the “K+” feature.
- **HOW DO I REDEEM MY KUDOS POINTS?** To redeem your points, log on to Kudos and select “Rewards.” You can choose eGift cards from more than 150 restaurants and retailers. No more going to HR to turn in your Tiger Stripe cards, giving you time back in your day.
- **I DON’T HAVE REGULAR ACCESS TO A COMPUTER. HOW DO I GIVE/RECEIVE KUDOS?** The Kudos app can be downloaded for free from the iTunes or Google Play store and accessed from your smartphone. Also, the Kudos app will be loaded onto clinical iPods. Employees can log into Kudos from these devices using their pawprint and password.
- **WILL I STILL BE ABLE TO GIVE TIGER STRIPES CARDS?** No. Kudos is replacing the Tiger Stripes cards. By making our recognition program electronic and online, employees at all levels of the organization are able to recognize their peers at any time, without manager approval. It also allows everyone throughout the organization the opportunity to see what you’re being recognized for!
- **CAN I STILL REDEEM MY TIGER STRIPES CARDS?** No. Employees were able to redeem their Tiger Stripes cards at Human Resources through the end of August.
- **I LIKED DISPLAYING MY TIGER STRIPES CARDS IN MY WORKSPACE. HOW DO I SHARE MY RECOGNITION NOW?** Every time you are recognized, Kudos will send you an email. You can print these and display them in your work space — just like you did your Tiger Stripes cards! In addition, all employees can login to Kudos and see the great things their peers are being recognized for.

- **CAN I RECOGNIZE SOMEONE WHO HASN'T ACTIVATED THEIR KUDOS ACCOUNT?** Yes. You can enter the employee's email address and they will receive an email copy of your recognition.

## **TALKING POINTS:**

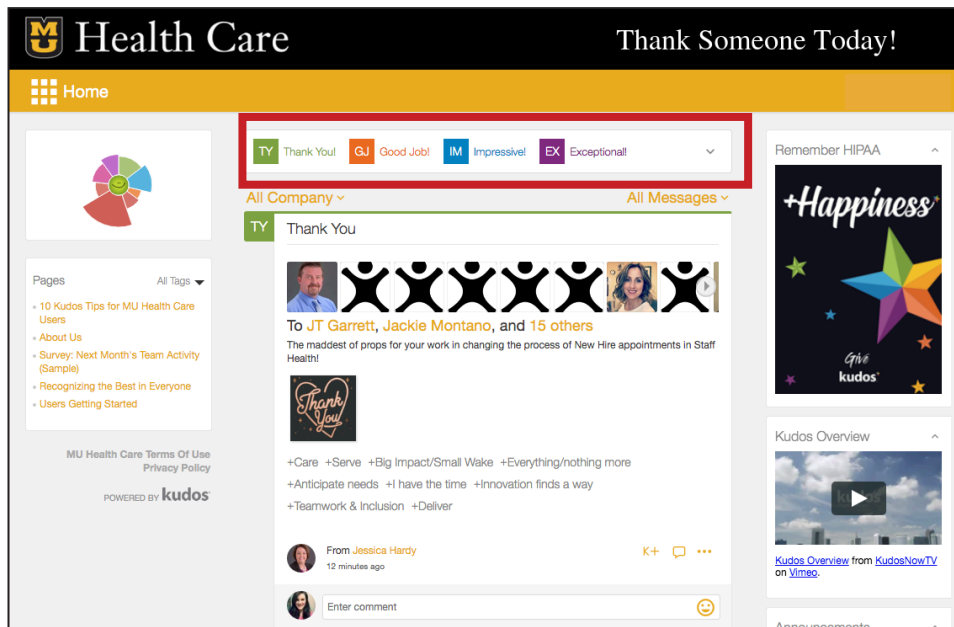
- Kudos is about saying "thank you" and building on the positive emotions that come with giving and receiving recognition.
- Kudos is easy to use and is available 24/7 for instant recognition and access to rewards.
- All employees are able to give and receive Kudos — no more having to go through your manager to recognize your peers.
- Employees can log on to [MUHealth.KudosNow.com](https://MUHealth.KudosNow.com) or download the free app on the iTunes or Google Play store.
- The app is Kudos for business 
- Kudos is great for employees who aren't able to get to human resources to redeem their recognition for rewards.
- Kudos is available to MU Health Care and School of Medicine employees. Currently, Tiger Institute and other campus employees are not part of the platform.

# Health Care

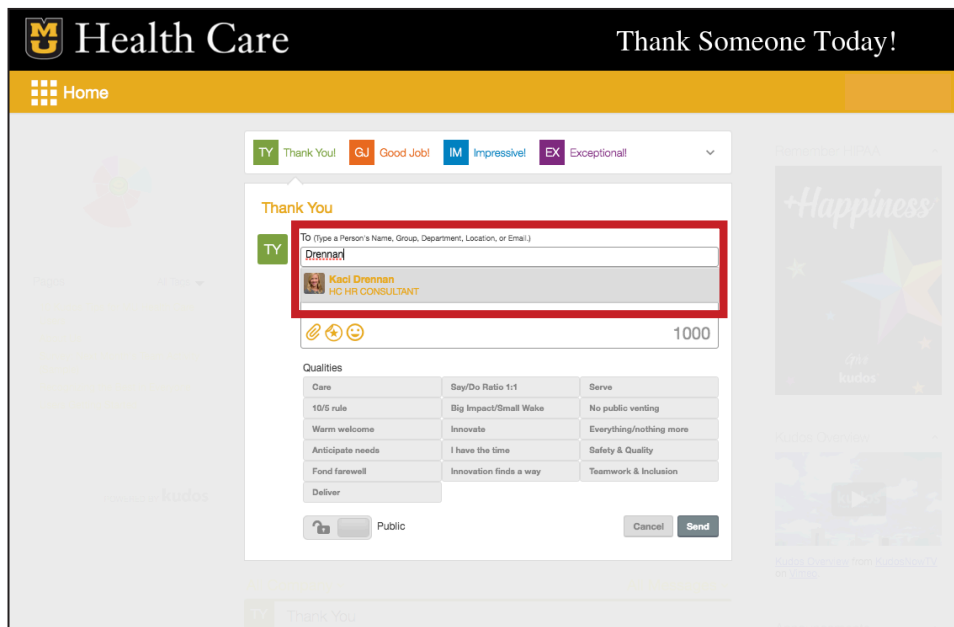
## KUDOS HOW-TO GUIDE

### SENDING RECOGNITION:

With Kudos, everyone can recognize their co-worker. Here are a few easy steps to guide you through the process.



**Step 1:** Log in to your account and select the type of Kudos you'd like to give (Thank You, Good Job, Impressive or Exceptional).



**Step 2:** A box will appear. Start typing the person's name who you're recognizing in the "To" box. Kudos will pop up a list of activated users for you to select from.

Note: If the person you are recognizing has not yet set up his or her account, you can enter their email address.

**MU Health Care** Thank Someone Today!

Home

TY Thank You GJ Good Job! IM Impressive! EX Exceptional!

**Thank You**

To (Type a Person's Name, Group, Department, Location, or Email): Kaci Drennan

Message: Your message goes in here. 974

Qualities		
Care	Say/Do Ratio 1:1	Serve
10/5 rule	Big Impact/Small Wake	No public venting
Warm welcome	Innovate	Everything/nothing more
Anticipate needs	I have the time	Safety & Quality
Fond farewell	Innovation finds a way	Teamwork & Inclusion
Deliver		

Public Cancel Send

**Step 3:** Type your message in the “Message” box. You can type up to 1,000 characters.

**MU Health Care** Thank Someone Today!

Home

TY Thank You GJ Good Job! IM Impressive! EX Exceptional!

**Thank You**

To (Type a Person's Name, Group, Department, Location, or Email): Kaci Drennan

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**Step 4:** Click on the qualities that best highlight what you’re recognizing your peer for. You can select as many or as few as you’d like.

**MU Health Care** Thank Someone Today!

Home

TY Thank You GJ Good Job! IM Impressive! EX Exceptional!

**Thank You**

To (Type a Person's Name, Group, Department, Location, or Email): Kaci Drennan

Message: 1000

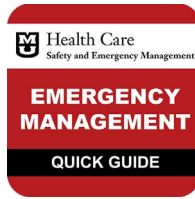
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Deliver		

Public Cancel Send

**Step 5:** Hit “Send.” Kudos will automatically email the recipient a copy of your recognition and it will appear on the wall when you log in — viewable to all MU Health Care employees.

Note: If you would like to recognize someone privately, click the lock icon (highlighted in blue on this guide). The recipient will still get an email, but the recognition will not be viewable on the system-wide recognition wall.





MUHC

## HOW TO DOWNLOAD MU HC Emergency Management Mobile App

1. Search for **MU HC Emergency Management**

in the "App Store" (Apple iOS) or the "Play Store" (Android devices).



*Note for iPad users:*

*Select "iPhone Only" as a search limit in the App Store.*

2. Install **MU HC Emergency Management** on your device.

3. Open **MU HC Emergency Management**.

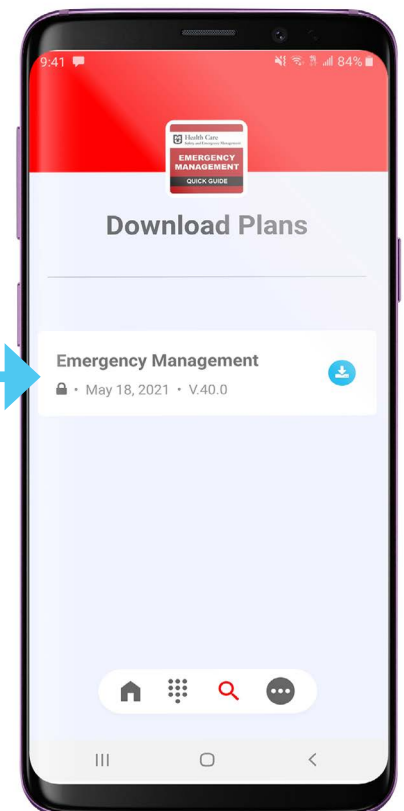
– Accept the terms and conditions.

4. Select the Plan for download:

– **Emergency Management:**

**Click download**

and enter password: **NotToday!**



Once the file is downloaded,  
you may enter the plan.

From that point forward, when you open  
**MU HC Emergency Management**, you  
will see that plan on your available plan list.



# STAFF COUNCIL



**DRIVING COMMUNICATION • ENGAGING EMPLOYEES • DEVELOPING COMMUNITY**

University of Missouri Health Care Staff Council members strive to promote positive communication, overall engagement and workplace satisfaction by sponsoring staff and leadership events, serving on various committees and representing MU Health Care at community events.

## **Have a suggestion?**

Staff Council is interested in hearing your ideas that will support MU Health Care's success. To share a suggestion, please email [umhsstaffco@health.missouri.edu](mailto:umhsstaffco@health.missouri.edu).

Learn more about Staff Council at [mymuhealth.org/staffcouncil](https://mymuhealth.org/staffcouncil).

# Where Can I Eat?

## UNIVERSITY HOSPITAL

### ESSENTIALS

Where:	When:	Did you know?
Located in University Hospital in the lobby on the first floor by the green elevators, Essentials offers a wide range of made-to-order items as well as featured daily entrees.	6:30 a.m. to midnight daily	You can find menus at <a href="https://muhealth.org/dining">muhealth.org/dining</a> and can order ahead using the GET Mobile app at <a href="https://get.cbord.com/muhealthcare">get.cbord.com/muhealthcare</a> .

### THE GRILL

Where:	When:	Did you know?
Located on the west end of the hospital on the ground floor, the Grill offers street tacos, personal pizzas, grab-and-go salads and sandwiches.	6:30 a.m. to 2 p.m. Monday through Friday	You can find menus at <a href="https://muhealth.org/dining">muhealth.org/dining</a> and can order ahead using the GET Mobile app.

### LAKOTA COFFEE KIOSK

Where:	When:	Did you know?
First floor of the main lobby near the Patient and Visitor Garage entrance	6 a.m. to 8 p.m., Monday through Saturday and 6:30 a.m. to 8 p.m. Sunday	You can order ahead via the Lakota Coffee app or at <a href="https://lakotacoffee.com">lakotacoffee.com</a>

### MEDTIQUE GIFT SHOP *(for snacks)*

Where:	When:	Did you know?
First floor of University Hospital near the orange elevators	8:30 a.m. to 4 p.m. Monday through Friday	
<p><b>Did you know?</b></p> <p>The gift shop offers snacks and gifts, along with a variety of scrubs and MU Health Care apparel. Gift shop purchases are tax free, and all proceeds go into the MU Health Care Auxiliary Fund for projects that benefit patients. Staff who set up payroll deduct can swipe their badge to purchase items and get a 10% discount!</p>		

## MISSOURI ORTHOPAEDIC INSTITUTE

### ATRIUM CAFÉ

Where:	When:	Did you know?
Located on the first floor of the Missouri Orthopaedic Institute	6:30 a.m. to 3 p.m. Monday through Friday	You can find menus at <a href="https://muhealth.org/dining">muhealth.org/dining</a> and can order ahead using the GET Mobile app

## NEARBY DINING OPTIONS

### SUBWAY AT PERSHING COMMONS

Where:	When:
The second floor of Pershing Commons, 909 Hitt St., just east of University Hospital	View current hours at <a href="https://Subway.com">Subway.com</a>

### STARBUCKS

Where:	When:
If you want to take a 10-minute walk from University Hospital, stop by the Starbucks inside Bluford Residence Hall at 502 Kentucky Blvd.	View current hours at <a href="https://Starbucks.com">Starbucks.com</a>

### BUCK'S ICE CREAM

Where:	When:
A 15-minute walk from University Hospital on the south side of Eckles Hall, 1406 E. Rollins St.	Noon to 5 p.m. Monday through Friday. Learn more at <a href="https://cafmr.missouri.edu/bucks-ice-cream">cafmr.missouri.edu/bucks-ice-cream</a> .

### MIZZOU MEAT MARKET

Stop by to pick up USDA approved, prime cuts of beef, pork and lamb	
Where:	When:
A 15-minute walk from University Hospital at the corner of College Avenue and Rollins Road at 147 Stringer Wing.	Noon to 5 p.m. Wednesdays and Fridays. Learn more at <a href="https://animalsciences.missouri.edu/mizzou-meat-market">animalsciences.missouri.edu/mizzou-meat-market</a> .

**Find even more dining options around the MU campus by visiting [dining.missouri.edu/locations](https://dining.missouri.edu/locations).**

# Insider Information



**“The quesadillas at Essentials are good, the chicken and rice meal is a delicious option for something healthy, and I love the caprese sandwich. Oh, and the mac and cheese bites and macaroni are so good. I would not recommend going when visitors may be getting meals, though. Noon to 2 p.m. are peak times.”**



**“The Grill in the basement has great seating outside to soak up some sun during your lunch or break time.”**



**“Employee appreciation is the first Monday of every month at Lakota. Stop in for half price deals or specials!”**



**“Try the buffalo chicken wrap at Essentials. The taco pizza is fantastic!”**



**“Lakota is a great place to get a pick-me-up coffee or a dirty chi latte in the afternoon.”**



**“Food trucks at the VA are an awesome way to get outside for lunch!”**



**“Venture out and walk around. Sometimes taking a break over lunch and just walking helps.”**



**“To save time and avoid waiting in line, consider ordering ahead at Lakota.”**



**“I would suggest getting to your scheduled shift a little earlier than normal during your first few shifts as you become familiar with parking and traffic.”**



## Key Contacts

### Badge Access

If you are experiencing issues with badge access, fill out the “Electronic Badge Reader Access” form on Citrix. Contact Calvin Hubbard ([hubbardc@health.missouri.edu](mailto:hubbardc@health.missouri.edu)) with questions.

### Human Resources

If you need assistance from Human Resources, email [askhr@health.missouri.edu](mailto:askhr@health.missouri.edu).

### Parking and Security

The MU Health Care security office, located on the first level of University Hospital across from the Emergency Department doors, is open 24/7. The team assists with door unlocks, parking permits (also available online at [parking.missouri.edu](http://parking.missouri.edu)), escorts to vehicles and more. Call **(573) 882-7147** for assistance.

### Spiritual Care

MU Health Care has professionally trained and nationally accredited staff chaplains who serve all patients, families and staff, regardless of religious belief or traditions. To reach a chaplain: during business hours, 7 days a week, contact 882-2236; after hours call the operator at 0 and ask to page the on-call chaplain.

### Volunteer Services

Volunteer Services can be reached at [volunteersvcs@health.missouri.edu](mailto:volunteersvcs@health.missouri.edu) or **(573) 882-4714**.



**Scan the QR code for  
wayfinding videos**



# UNIVERSITY HOSPITAL FLOOR BY FLOOR

## GREEN ZONE

1. Acute Care Surgery, Blood Draw, Burn and Wound Clinic, Cardiac Testing, Medicine Specialty Clinic, Office of Patient Experience, Outpatient Radiology, Orthopaedic Trauma Clinic, Pulmonary Function Testing, Surgery Clinic
2. Endoscopy, Radiology (CAT Scan, MRI, Ultrasound, Nuclear Medicine)
3. Medical Intensive Care Unit
4. Cardiac Cath Lab, Cardiac Intensive Care, Cardiovascular
5. Medical Intensive Care Unit
6. Observation/Inpatient
7. Neurosciences, Surgical Intensive Care

## ORANGE ZONE

1. **Children's Cancer and Blood Disorders (CBCU)** and Ellis Fischel Cancer Center: Breast Surgery Clinic, Cancer Rehabilitation, Cancer Screening, Genetic Counseling, Mammography and Ultrasound, Radiology, Radiation Oncology, Surgical Oncology Clinic, Financial Counseling
2. Ellis Fischel Ambulatory Infusion Blood Draw, Clinic, Wig Salon, Pharmacy, **Children's Hospital Procedure Suite (CHPS)**
3. ORs
4. Pre- and Post-Op, ED Observation, Sleep, EEG, EMG
5. Progressive Care
7. Neurosciences ICU, **Pediatric ICU**
8. Oncology



Restrooms



Dining



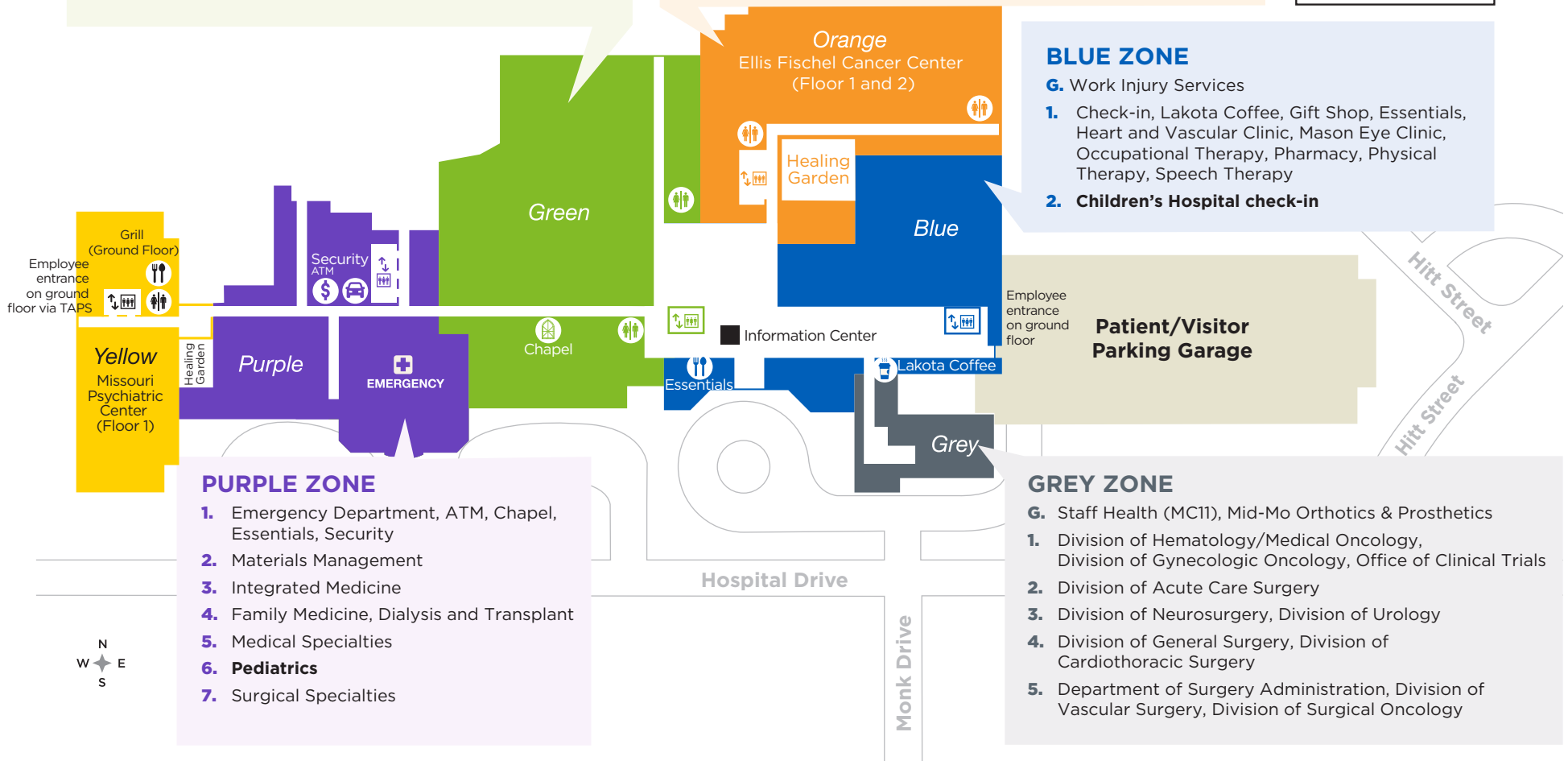
Coffee



Elevators

## BLUE ZONE

6. Work Injury Services
1. Check-in, Lakota Coffee, Gift Shop, Essentials, Heart and Vascular Clinic, Mason Eye Clinic, Occupational Therapy, Pharmacy, Physical Therapy, Speech Therapy
2. **Children's Hospital check-in**



## PURPLE ZONE

1. Emergency Department, ATM, Chapel, Essentials, Security
2. Materials Management
3. Integrated Medicine
4. Family Medicine, Dialysis and Transplant
5. Medical Specialties
6. **Pediatrics**
7. Surgical Specialties

## GREY ZONE

6. Staff Health (MC11), Mid-Mo Orthotics & Prosthetics
1. Division of Hematology/Medical Oncology, Division of Gynecologic Oncology, Office of Clinical Trials
2. Division of Acute Care Surgery
3. Division of Neurosurgery, Division of Urology
4. Division of General Surgery, Division of Cardiothoracic Surgery
5. Department of Surgery Administration, Division of Vascular Surgery, Division of Surgical Oncology



# Lactation Rooms at University Hospital and the Missouri Orthopaedic Institute

Pump Location	Room Number	Access Type
MICU-3	C3013	key at clerk desk
MICU-5	C5015B	code 234
Ground Floor Locker	GW 12-1	badge
Ground Floor Locker	GW 12-2	badge
ED Consult Room	1S175	badge
7th Floor - Medical School hallway	N714	code 541
Ellis/Patient Care Tower 5th floor	T5001B	badge
Ellis/Patient Care Tower 8th floor	T8001C	badge
5 West	47 Zen Room	badge
4 East	53 Zen Room	badge
OR/PACU Anesthesia Call Room	3W60	badge
Supply Room Near PACU		key from PACU
MOI 1st Floor	Supervisor Office 1247	badge
MOI 2nd Floor *	Lactation Room 2120	badge
MOI 3rd Floor	3025B	badge

To request badge access to these rooms, use the “electronic badge reader access form” on Citrix or bring your badge to the security office on the first floor of University Hospital.

\* Public/patient access, too



Approximate Steps: 1,628



**MED SCIENCE**

CS&amp;E

HOSPITAL  
& CLINICS

**CENTER**

STRICKLAND



ROLLIN

HAWT

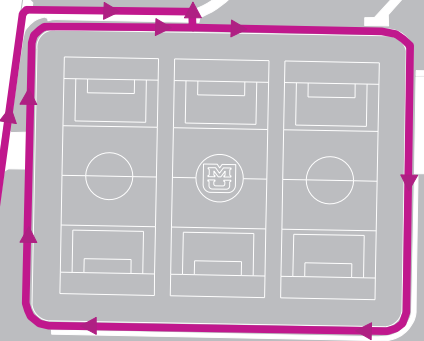
GALENA

DOG

**PATIENT CARE TOWEL**



Approximate Steps: 2,706



TIGER AVE

**CROWDER**

**MED SCIENCE**

CS&amp;E

MIIBC

HOSPITAL  
& CLINICS

**TIGER  
AVE  
PARKING  
STRUCTURE**

DEANS DR

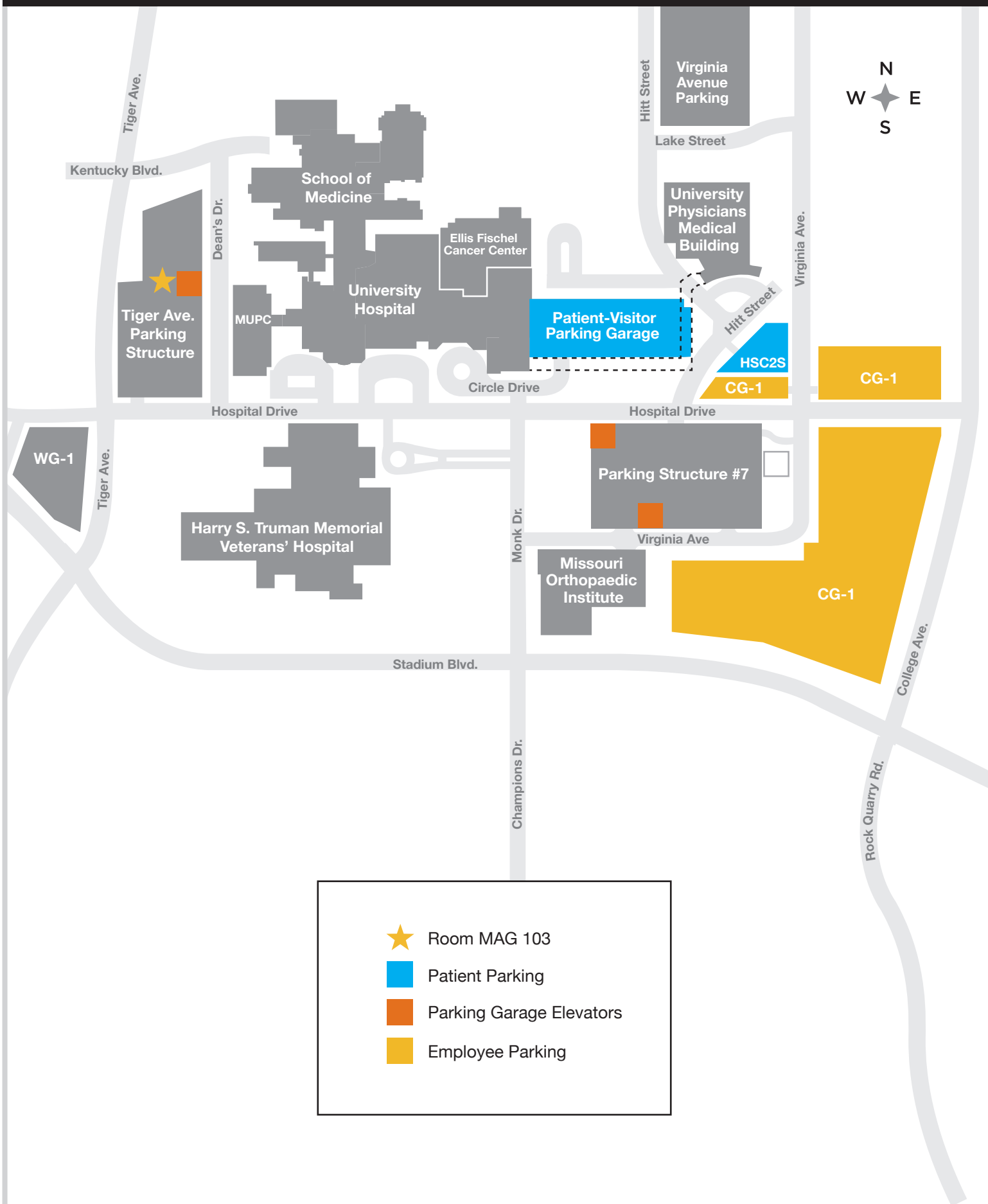
HOSPITAL DR





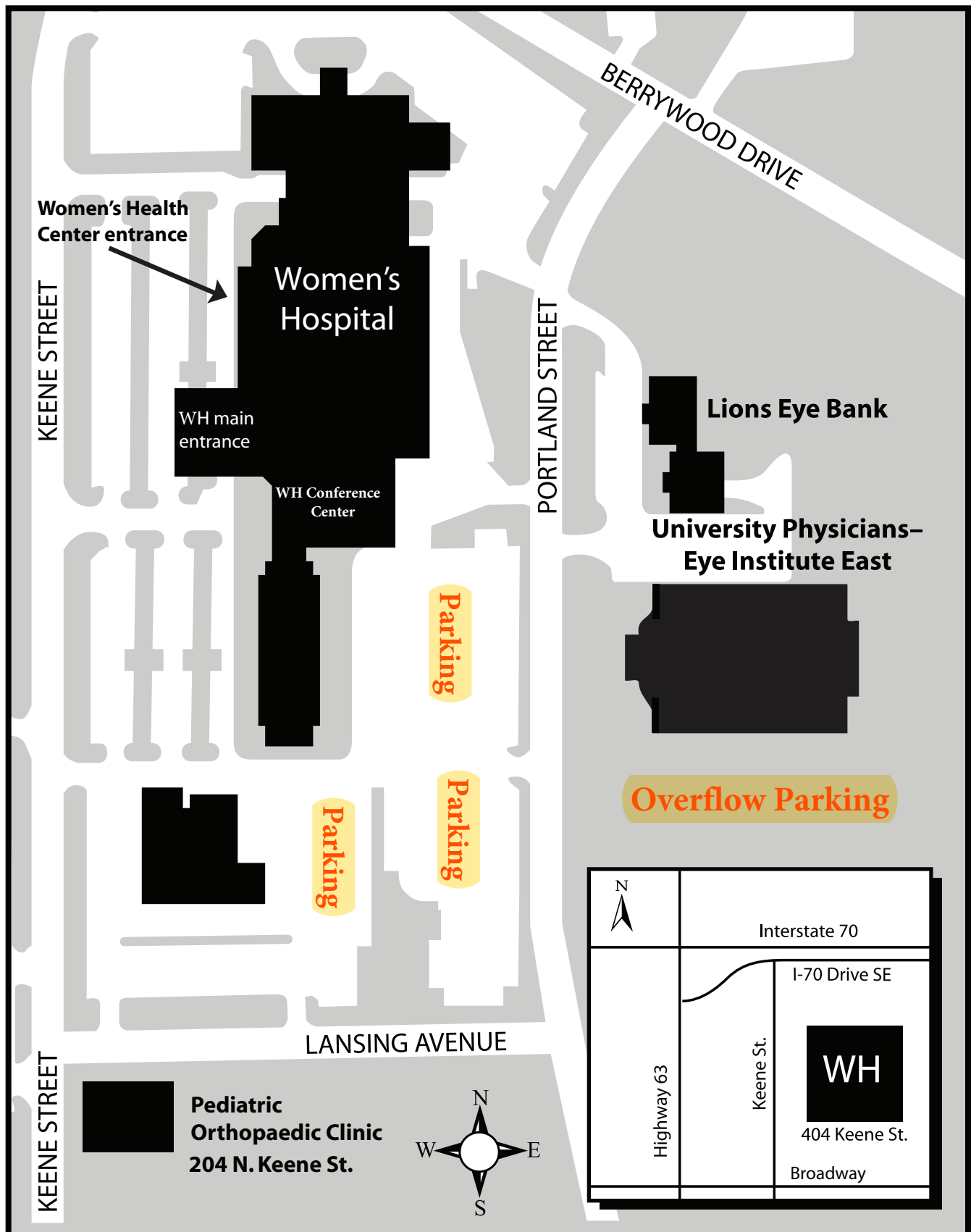
Health Care

# UNIVERSITY HOSPITAL PARKING MAP



# Women's Hospital Medical Complex

404 Keene St.  
Columbia, MO 65201  
(573) 875-9000





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Find the latest information at **[mymuhealth.org](https://mymuhealth.org)**

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