



Code of Conduct & Dress For all Student Visitor Programs

Dress and Appearance

The reputation of Penn State Hershey Medical Center and Penn State College of Medicine is influenced by the appearance of its faculty, staff, and students. Neat, well-attired and clean appearance creates an atmosphere of confidence, respect, and professionalism, which is expected by our patients, families, and colleagues.

There may be specific areas of the hospital and college that have unique requirements in addition to these guidelines. Departments are responsible for developing and maintaining their own specific policies regarding personal appearance. In creating departmental policies, department managers have taken into consideration these guidelines.

Conduct:

- The possession or use of alcohol and other drugs, fireworks, guns, and other weapons is prohibited.
- The parking of staff and minor vehicles must be in accordance with Medical Center parking regulations.
- Rules and procedures governing when and under what circumstances minors may leave the Medical Center during the program.
- No violence, including sexual abuse or harassment, will be tolerated.
- Hazing of any kind is prohibited. Bullying including verbal, physical, and cyber bullying are prohibited.
- Theft and use of tobacco products is prohibited.
- Smoking is not permitted in any buildings of the Penn State Hershey Medical Center.
- Misuse or damage of Medical Center property is prohibited. Charges will be assessed against those minors who are responsible for damage or misusing Medical Center property.
- The inappropriate use of cameras, imaging, and digital devices is prohibited including use of such devices in patient care areas, restrooms, or other areas where privacy is expected by the minors and by patients.

Dress:

- Dress should be business casual, specifically: Business casual is crisp, neat, classic rather than trendy. Khaki or dark pants, neatly pressed, and a pressed long-sleeved, buttoned solid shirt are appropriate for both men and women. Polo/golf shirts, unwrinkled, are appropriate. Excessively tight, revealing or baggy clothes are not to be worn.
- Women may wear sweaters; low cut tops/sweaters are not appropriate.
- Skirts, dresses, etc. should not be shorter than above the knee. Backless, spaghetti straps, and sundresses should be covered.
- Only black jeans or dress pants may be worn. Absolutely no blue jeans.
- Shorts should not be worn except in specifically approved areas.
- Athletic fleece sweatshirts or sweatpants should not be worn.
- Shoes must be neat, clean and appropriate for each work area. No open toes shoes are allowed.
- Hair must be neat, clean, dry, and well groomed. Long hair must be secured.
- Hair color must be a natural tone; and makeup subdued.
- Beards or mustaches must be neatly trimmed.

- Jewelry must be professional and kept to a minimum. No pierced jewelry, except earrings, is to be visible.
- Fingernails should be clean and neatly trimmed, with limited adornment.
- Cover, if possible, all tattoos.
- Wear your nametag at all times, if applicable.

Arrival

Out of courtesy, arrive at the facility 5-10 minutes early. This practice may help avoid a late arrival and will help you maintain a responsible image. If you are going to be late, be sure to contact the PSHMC department personnel or your shadowing sponsor to inform him/her of your expected arrival time.

Language

Words such as “excuse me,” “sir,” ma’am,” “please,” and “thank you” are polite ways to address professionals. Try to use proper titles with all of the staff. Eye contact plays a vital role in effective communication. It allows the person with whom you are speaking to know that they have your full attention. Please also try and keep your voice volume at a minimum, especially when visiting clinical areas to show respect for patients.

Manners

- Cell phones, i-Pods, pagers, etc. **should be turned off** while shadowing.
- Gum chewing is not permitted, however, an occasional breath mint is acceptable.
- Patients can be very sensitive about smells when they are ill. Therefore, it is important that when you are near patients, you do not smell of tobacco products, strong perfumes, or body odor.
- Always remember that you are a guest. Treat everyone and everything with respect. Being overly polite is never going to harm you or anyone else. A good example of this would be to obtain permission to enter a patient’s room and ask permission to observe specific procedures.
- Always remember to ask permission to use someone else’s desk or equipment.
- Please try to follow exactly the tasks given to you by your sponsor/preceptor. If you are unclear about what to do, where to go, what to get, or who to see, it is best to ask for direction.
- **Under no circumstance should you touch patients in any way. You will not be permitted to have any direct patient contact nor will you be permitted to assist with any procedures, testing, etc.**
- **Do not ever attempt to represent yourself as being able to do or use anything you have not been specifically trained or instructed to do.**
- Observing in a health care setting allows you to see certain emotional and physical aspects of people that may be hidden from public view. Therefore, it is important that you show utmost respect, compassion, and calmness when dealing with patients.
- If you feel uncomfortable at any time, please excuse yourself from the room.

Any student who is found to have dressed and/or behaved inappropriately during an observation, per these guidelines and the judgment of PSHMC/COM staff, will be prohibited from observing again.

Flexibility

We do our best to provide you with the experience you requested. However, our first priority is the care of our patients. At times the nature of the health care environment might cause changes to your experience, including: change of time, preceptor, procedure or unit to be observed, etc. Your understanding in this regard is appreciated.

Positive Enthusiasm

In order to make this an effective learning experience, you will want to show visible interest and excitement in whatever you are asked to do while visiting the campus and associated clinics. It is advised that you demonstrate enthusiasm and a willingness to learn at all times.

Gratitude

A thoughtful, though not required, gesture would be to send a thank you letter to your sponsor/preceptor and/or the department personnel to let them know how much you appreciated the educational opportunity offered to you and what you learned from the experience.

I have read and agree that I will follow this Code of Conduct and Dress:

Student Signature

Date

**Parent/Guardian Signature
(If student is under the age of 18)**

Date

For directions, please visit our website at:
<http://www.pennstatehershey.org/web/guest/home/aboutus/mapsdirections>

Revised 4/3/2013