

# Health Care Outreach Volunteer Conduct Policy

As a participant in University of the Pacific's Thomas J. Long School of Pharmacy and Health Sciences health care outreach events, each volunteer is expected to follow certain basic rules of good conduct and common courtesy when dealing with supervisors, peers, faculty and patients. The following guidelines are intended to provide a baseline for acceptable conduct in professional situations.



*Failure to follow these guidelines may result in removal from the event.*

- It is my responsibility to have transportation capability to any health care outreach event in which I am a volunteer participant. I shall obey all instructions of the pharmacist preceptor and recognize the pharmacist preceptor as authority.
- I will be attentive and alert to patient needs, patient care, and patient confidentiality at all times.
- I will perform all assigned duties, tasks or activities.
- I will follow all safety and legal regulations.
- I understand that I represent myself, University of the Pacific, as well as the profession of pharmacy through my participation in the health care outreach Events. I will exhibit professional behavior and be courteous at all times when dealing with patients, pharmacists, preceptors, other health care professionals, students and other community volunteers.
- I shall remain in the assigned work areas unless otherwise directed by the pharmacist preceptor.
- I will refrain from interfering with the work performance of a student, pharmacist, other health care professional or volunteer.
- I shall exhibit professional appearance, professional language and professional behavior at all times.
- Theft, willful damaging of equipment or property, use of illegal drugs or alcohol, possession of intoxicating substances, falsification of official information and/or false documentation will be grounds for dismissal from the event and/or disciplinary action by the University.
- I will respect the privacy of patients. I will comply with assigned-site HIPAA policy and procedures. I am expected to understand the importance of "patient privacy" and refer to the pharmacist preceptor with any site-specific situations.
- I am required to dress professionally during all health care outreach events and this includes wearing a collared shirt, dress pants/slacks, knee length skirt and closed-toe comfortable shoes (sneakers, high heels, and sandals are not acceptable). If applicable, I will also wear a University badge identifying myself.
- I am required to be present at each health care outreach event at least 20 minutes prior to my scheduled start time. I also understand that if directly involved in patient care when my shift is up I will complete the patient interaction so as to minimize any possible disruption.
- I understand that while at an event I will be a full participant and engaged in the service that is provided.
- If not engaging in direct patient communication, I will keep my voice level at a near whisper at health care outreach events.

I, \_\_\_\_\_ have read, fully understand and agree to accept the guidelines stated above.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_