



Emergency Medical Services Program Manual

Contents

Consortium Summary	5
About the Consortium Sponsorship.....	5
About Sponsoring Agencies	5
Carle Bromenn Medical Center.....	5
OSF St. Joseph Medical Center	5
Mclean County Area EMS System.....	5
Heartland COmmunity College	6
Consortium Board	6
Illinois Department of Public Health.....	7
Consortium Accreditation Statement	7
Manual Ownership.....	7
Administration & Faculty	7
Administration	7
Medical Director	8
Support Staff	8
Paramedic Program Instructors	8
Pre-hospital Registered Nurse Instructors.....	9
Emergency Medical Technician Instructors	9
Emergency Medical Responder Instructors.....	10
Program Goals.....	10
Paramedic Program Goal	10
Pre-Hospital Registered Nurse Program Goal.....	10
Emergency Medical Technician Program Goals.....	10
Emergency Medical Responders.....	11
Collegiate-Credit	11
General Policies.....	11
Family Educational Rights and Privacy Act	11
Equal Opportunity Statement.....	11
ADA Statement	12
Sexual Harassment/Discrimination.....	12
Code of Student Conduct.....	12
Academic Policies.....	14

Academic Dishonesty	14
Classroom & Clinical Attendance	14
Military Deployment Policy.....	15
Student Discipline	15
Background Checks	16
Dress Code	16
EMR Program Dress Code	16
EMT-Basic Program Dress Code.....	16
Paramedic Program Dress Code	17
PHRN Program Dress Code	17
Uniform Resources.....	18
Surgery Clinicals (for EMT-p & PHRN Students).....	18
Psychiatric Clinicals	18
Uniform Policy.....	18
Violations of Uniform Policy	18
Identification.....	19
Communication Guidelines.....	19
Cell Phone Use	19
Conflict Resolution.....	20
Student Grievance Policy	20
Chemical Impairment Policy	21
Grading Policies.....	22
Overall Grade	22
Exams	22
Paramedic Exams	22
Quizzes, Homework and Miscellaneous Work	22
Research/Projects	22
Clinicals	22
Extra Credit Opportunity.....	23
Late Work.....	23
Skills Assessment	23
Completion Requirements.....	23
Final Testing	23

EMR	23
EMT-Basic.....	23
EMT-Paramedic.....	23
PHRN	24
Remediation Plans	24
Appeals.....	24
Timeline of Course Completion	24
Extensions	24
Clinical Information.....	24
Clinical Requirements	24
Immunizations/Records.....	25
CPR Requirements	28
Hospital Clinical Sign-Ups.....	28
Field Internship Sign-up	28
Clinical and Field Internship Attendance	28
Unexcused Clinical Absence.....	29
Clinical/Field Internship Paperwork.....	29
Student Acknowledgements	29
Course Completion	29
Acknowledgement of Health Insurance/Financial Responsibility	30
Academic Records Notice	30
Financial Responsibility (For non-Heartland Programs)	30
Student Wellness Information	30
Statement of Responsibility.....	30
Heartland Students	30
MCAEMS Students (non-heartland Programs)	30
Statement of Confidentiality Compliance.....	31

Consortium Summary

About the Consortium Sponsorship

The Carle BroMenn Medical Center, OSF St. Joseph Medical Center, McLean County Area EMS System, and Heartland Community College Paramedic Training Consortium [forward referred to as ‘The Consortium’] offers emergency medical services programs through the Heartland Community College, Main Campus.

About Sponsoring Agencies

CARLE BROMENN MEDICAL CENTER

Carle BroMenn Medical Center, a 200-bed hospital in Normal, Illinois, serves four central Illinois counties with a total population of more than 227,000. Among the nearly 2,000 team members there are more than 100 doctors and advanced providers practicing within one of the top five largest regional employers. Carle BroMenn Medical Center holds Magnet® designation for nursing excellence and is fully accredited by the DNV. Carle BroMenn Medical Center is a part of Carle Health, an integrated system of healthcare services based in Urbana, Illinois, which includes five hospitals with 806 beds, multi-specialty physician group practices with more than 1,000 doctors and advanced practice providers, and health plans including FirstCarolinaCare and Health Alliance. Carle Health combines clinical care, health insurance, research and academics in a way that solves real-world problems today with an eye toward the future.

OSF ST. JOSEPH MEDICAL CENTER

OSF St. Joseph Medical Center is a 149-bed acute care facility. The medical center has been serving Bloomington-Normal and the surrounding communities since 1880. OSF HealthCare is a Catholic, 13-hospital health system serving Illinois and the Upper Peninsula of Michigan, driven by the mission to serve with the greatest care and love. OSF St. Joseph Medical Center is fully accredited by The Joint Commission, an independent organization established to set the standards for measuring healthcare quality. OSF St. Joseph Medical Center is a designated Magnet® hospital. OSF St. Joseph Medical Center is part of OSF HealthCare System, an integrated health system owned and operated by The Sisters of the Third Order of St. Francis. In the spirit of Christ and the example of Francis of Assisi, the mission of OSF HealthCare is to serve persons with the greatest care and love in a community that celebrates the gift of life.

MCLEAN COUNTY AREA EMS SYSTEM

The McLean County Area EMS System (MCAEMS) was established as a joint venture between Carle BroMenn Medical Center and OSF St. Joseph Medical Center. The EMS System oversees medical, legal, and administrative oversight of emergency medical services for forty-eight agencies across six counties in Central Illinois. The EMS system derives its authority under the Illinois EMS Systems Act (210 ILCS 50) which is administered through the Illinois Department of Public Health.

HEARTLAND COMMUNITY COLLEGE

Heartland Community College is a two-year institution of higher education serving a district population of 230,000 people. The college enrolls over 15,000 students annually and employs over 600 faculty and staff across its main and satellite campuses. Fully accredited by the Higher Learning Commission, Heartland Community College offers 15 degrees and 63 certificate programs including Emergency Medical Technician and Paramedic Certifications through the Consortium.

Consortium Board



McLean County Area EMS System
Kristine Newcomb, BSN, RN
Manager of Emergency Medical Services



Carle BroMenn Medical Center
Sarah Kolokolo, MSN, RN
Director of Emergency Services and Convenient Care



OSF St. Joseph Medical Center
Keara Wright, MHA, BSN, RN
Director of Nursing Practice & Operations



Heartland Community College
Susan Carl, MSN-Ed, APRN
Director of Nursing Education
Associate Dean of Health Sciences

Illinois Department of Public Health

All programs are approved through the Illinois Department of Public Health and align with the National Education Standards established through the Office of EMS under the authority of the National Highway Traffic Safety Administration.

Consortium Accreditation Statement

The Consortium is accredited by the Commission on Accreditation of Allied Health Education Programs (www.caahep.org) upon the recommendation of the Committee on Accreditation of Educational Programs for the Emergency Medical Services Professions (CoAEMSP).

Commission on Accreditation of Allied Health Education Programs.

727-210-2350

www.caahep.org

To contact CoAEMSP:

214-703-8445

www.coaemsp.org

Manual Ownership

This document titled *Carle BroMenn Medical Center, OSF. St. Joseph Medical Center, McLean County Area EMS System, and Heartland Community College Program Manual* is the property of the Consortium. This document and its contents are managed and published by the Consortium. Manipulating, copying, and/or unauthorized distribution of this document without the explicit permission of the Consortium is strictly prohibited. For question or inquiries regarding this document, please contact the Consortium-sponsored Paramedic Program Director.

Administration & Faculty

Administration



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EMS Program Dean
CoAEMSP Program Director
IDPH System Coordinator



Heartland Community College
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Associate Dean of Health
Sciences



Kierney Wierman,
EMS Education Coordinator

Medical Director



Carle BroMenn Medical Center
Dr. Shayla Garrett-Hauser
CoAEMSP Medical Director

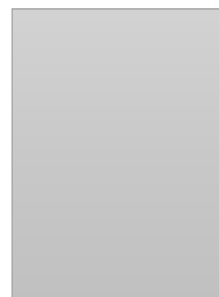
Support Staff



Brittany Hamilton,
NREMT-P, CCP-C
Clinical Coordinator



Dominic Antonacci, DNP,
RN, EMT
Support Staff



Daniel Dumler, EMT-P
Virtual Reality Coordinator

Paramedic Program Instructors



Lt. Joel Gollnitz, EMT-P, LI
Primary Instructor



Jim Davis, EMT-P, LI
Primary Instructor

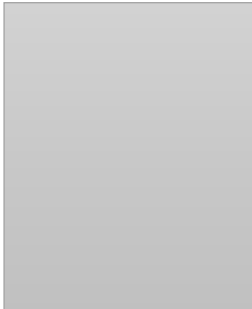


Tyler Eft, EMT-P
Co-Instructor



Jeff Pemberton, EMT-P
Co-Instructor

Pre-hospital Registered Nurse Instructors



Rachel Wilson,
Primary Instructor



Jeannie Mekley, EMT-P,
CCP-C
Co-Instructor

Emergency Medical Technician Instructors



Dawn Wilson, EMT-B, LI
Primary Instructor

Emergency Medical Responder Instructors



Jeff Kiesling,
Primary Instructor

Program Goals

Paramedic Program Goal

Our program aims:

- To prepare Paramedics who “are competent in the cognitive (knowledge), psychomotor(skills), and affective (behavior) learning domains to enter the profession.” (CAAHEP Standard)
- To prepare Paramedics who “develop and present an effective message using various modalities suitable to the topic, purpose and audience.” (ICCB Competency)
- To prepare Paramedics who “identify and interpret problems to engage in thinking that is informed by evidence;” or Paramedics who “apply strategies and procedures to arrive at the workable solution.” (ICCB Competency)
- To prepare Paramedics who “recognize their own attitudes and values as well as those of others and demonstrate respect for others with diverse perspectives, behaviors and identities.” (ICCB Competency)
- To prepare Paramedics who “ethically engage with and respond to academic, civic, social, environmental, technological, or economic challenges at local, national, or global levels.” (ICCB Competency)
- To prepare Paramedics who “appropriately use technology to solve problems, complete tasks, or accomplish goals; or students demonstrate effective adaptability to various technologies.” (ICCB Competency)

Pre-Hospital Registered Nurse Program Goal

Our program aims to prepare Prehospital Registered Nurses who are competent in the cognitive (knowledge), psychomotor(skills), and affective (behavior) learning domains to enter the profession.

Emergency Medical Technician Program Goals

Our program aims to:

- To prepare Emergency Medical Technicians (EMTs) who “are competent in the cognitive (knowledge), psychomotor(skills), and affective (behavior) learning domains to enter the profession.”

- To prepare EMTs who “develop and present an effective message using various modalities suitable to the topic, purpose and audience.” (ICCB Competency)
- To prepare EMTs who “identify and interpret problems to engage in thinking that is informed by evidence;” or Paramedics who “apply strategies and procedures to arrive at the workable solution.” (ICCB Competency)
- To prepare EMTs who “recognize their own attitudes and values as well as those of others and demonstrate respect for others with diverse perspectives, behaviors and identities.” (ICCB Competency)
- To prepare EMTs who “ethically engage with and respond to academic, civic, social, environmental, technological, or economic challenges at local, national, or global levels.” (ICCB Competency)
- To prepare EMTs who “appropriately use technology to solve problems, complete tasks, or accomplish goals; or students demonstrate effective adaptability to various technologies.” (ICCB Competency)

Emergency Medical Responders

Our program aims to prepare Emergency Medical Responders who are competent in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains to enter the profession.

Collegiate-Credit

The Paramedic and Emergency Medical Technician programs offer collegiate credit through the Higher Learning Commission with various exit points for professional practice.

General Policies

Advanced Placement Policy

The Carle BroMenn Medical Center, OSF St. Joseph Medical Center, McLean County Area EMS System, and the Heartland Community College Paramedic Training Consortium does not have an advanced placement enrollment option for the paramedic education program. The program does not award transfer of credit or credit for experiential learning for previous paramedic or military paramedic training.

Family Educational Rights and Privacy Act

The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C 1232g; 34 CFR part 99) is a Federal Law that protects the privacy of student educational records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education. More information on FERPA can be found through the U.S. Department of Education website, www.ed.gov.

Equal Opportunity Statement

McLean County Area EMS System and this Education Program provides equal opportunity in education and does not discriminate on the basis of race, color, gender, religion, national origin, age, marital status, sexual orientation, or disability.

ADA Statement

Your success in this class is important to the program and MCAEMS System. If you have a disability (learning, physical, or psychological) and may require some accommodation or modification in procedures, class activity, instruction, requirements, etc., please contact the Program Director as soon as possible. *(Note: HCC Students are also required to complete the Student Access & Accommodations Service's process as outlined on the HCC website).* When appropriate and feasible, arrangements will be made with the lead instructor for reasonable accommodation(s).

Sexual Harassment/Discrimination

The McLean County Area EMS System values diversity in the educational community. Accordingly, discrimination on the basis of race, gender, national origin, religion, age, disability, marital status, parental status, veteran's status, sexual orientation, genetic information, or any other characteristics as defined by state and federal law is explicitly prohibited.

Sexual harassment, a form of sex discrimination, is defined as unwelcome sexual advances, requests for sexual favors, or verbal or physical conduct of a sexual nature when:

- Submission to such conduct is made whether explicitly or implicitly a term or condition of an individual's employment or enrollment.
- Submission to or rejection of such conduct by an individual is used as the basis for employment or enrollment decision affecting such individual; or
- Such conduct has the purpose or effect of interfering with an individual's work performance or enrollment, creating an intimidating, hostile, or offensive work or academic environment.

Sexual harassment is prohibited. Occurrences will be dealt with in accordance with the general guidelines listed in the student manual and associated system rules.

Code of Student Conduct

We believe in uncompromising ethical behavior based on the standards and codes of professional conduct and the laws of our community and country. EMS students can participate in a worthy, purposeful, and progressive profession. This opportunity, however, is not without obligation, for the viability of the profession rests on the integrity as well as the capability of its members.

Further, we are dedicated to excellence as our basic performance standard. We affirm that all tasks and services provided in the context of EMS care shall be delivered in a consistently superior manner. Working together, we will approach everything we do as an opportunity for continuous quality improvement.

It is necessary, therefore, that each student's behavior be ethical in the conduct of personal and academic affairs. In pursuing this objective, the student shall:

- Always conduct self in a dignified and exemplary manner.
- Abide by the procedures, rules, and regulations of the Consortium training program.

- Adhere to the guidelines prescribed by the training program in preparing academic assignments and completing course objectives.
- Strive toward academic excellence, improvement of clinical skills and expansion of professional knowledge.
- Encourage and assist colleagues in the pursuit of academic excellence and improvement through team/group activities.
- Refrain from statements that defame any person and/or the work of colleagues.
- Refrain from disruptive, unprofessional, unethical, or inappropriate behavior
- Contribute interest, support, and leadership toward the overall improvement of the community, with special emphasis on delivery of health care and related objectives.
- Respect and protect the rights, privileges, and beliefs of others.

Disruptive behavior: *student-initiated acts that range from tardiness to violence. It may consist of behavior that is disrespectful, offensive, or threatening and may present itself physically, verbally, or psychologically. It has a negative impact in any learning environment and interferes with the learning activities of the perpetrator and other students (DeFrance, 2001).*

Unprofessional behavior: *Student-initiated acts that range from fraud to chemical impairment in the education and/or clinical setting. Examples of unprofessional behavior include, but are not limited to:*

- *Is guilty of fraud or deceit in procuring or attempting to procure admittance into the EMT program.*
- *Has demonstrated a gross lack of integrity.*
- *Has been convicted in this or another state of any crime which is a felony under the laws of the state or has been convicted of a felony in a federal court if such person has not offered proof of sufficient rehabilitation to warrant public trust.*
- *Is unfit for duty, or incompetent by reason of illness, drug dependence, or gross negligence.*
- *Has presented to class or clinical area chemically impaired.*
- *Has engaged in dishonorable, unethical, or unprofessional conduct of a character likely to deceive, defraud or harm the public.*
- *Has demonstrated insubordinate or inappropriate behavior towards the faculty, course coordinator, program director, dean, medical director, clinical area personnel, visitors, or patients.*
- *Has brought a weapon of any kind to the EMS class or clinical areas.*
- *Has been caught breaking any state or federal law while enrolled as a student; and/or*
- *A student who has received a decree by any circuit court/or an examination by the EMS MD or a qualified physician establishing that they need mental care/treatment*

Academic Policies

Academic Dishonesty

Academic dishonesty can take many forms including but not limited to cheating, plagiarism, fabrication, facilitation dishonesty, denying authorized persons access to information or materials, and falsifying records. Honesty in academic endeavors is fundamental to the learning process and thus must be taken seriously. Anyone found to be directly involved or privy to academic dishonesty will be disciplined accordingly, up to and including termination from the education program.

Classroom & Clinical Attendance

There is a strong correlation between class attendance and success in EMS education. This policy includes **all** didactic, clinical, and field appointments. Students that must be absent are expected to notify the lead instructor/course coordinator prior to the absence.

To be licensed, students may only miss a certain number of hours. This includes not only classroom room hours, but also clinical and field internship hours. Individual occurrences of absenteeism will include a verbal warning upon attendance. Written warnings for attendance will be provided to the student at 8 cumulative hours of absences. Students who miss more than the maximum allowable hours will be administratively removed from the program at the time of occurrence.

Tardiness over 10 minutes will be accrued against the absence allowance. Tardiness more than 10 minutes will be rounded up to the nearest half hour. Chronic tardiness that is less than 10 minutes will be dealt with by the disciplinary procedures as outlined in this manual.

Class	Maximum Allowed Absence Hours to be Licensed
EMR	4 Hours
EMT-Basic	12 Hours
Paramedic	12 Hours (per semester)
PHRN	12 Hours

Excused Absence: *a student is absent from one or more program events (classroom, laboratory, clinical and/or field ride time) and provides reasonable notice (e.g., prior to planned absences, at the earliest availability during emergencies) to the instructor and documentation to substantiate the absence prior to or following the occurrence. Examples of excused absence include, but are not limited to:*

- *Bereavement for a family member or relative*
- *Family Emergency (Medical, Fire, Other)*
- *Work-tardiness due to unforeseen circumstances*

Unexcused Absence: *a student is absent from one or more program events (classroom, laboratory, clinical and/or field ride time) that does not provide reasonable notices and/or acceptable documentation to substantiate the absence. Unexcused absences will be at the discretion of the program director.*

*Students have the right to appeal unexcused absences through the *Student Grievance Policy*

No Call, No Show: *a student is absent from a scheduled clinical/field experience without a 24-hour notice to the **Clinical Coordinator, Primary Instructor & Agency** with or without an excused absence.*

* *Emergencies and other unexpected events will be reviewed by the Program Director for approval.*

1st Occurrence: Students who do not show up for their scheduled time and do not notify the appropriate people will receive a written warning from the clinical coordinator/program director

2nd Occurrence: Further no-call, no-show could result in dismissal from the program.

Military Deployment Policy

The Consortium recognizes and appreciates the dedication and sacrifice of our students who are active military members. In the event that a student must complete mandated short-term military training or duties [defined as less than or equal to (14) days] during an academic session, the student may request military/deployment leave by submitting an email request to the Program Director. Ultimately, the Program Director, in advisement with the instructor and medical director, will provide a determination regarding approval of absence.

Students with a military absence of (14) days or more will be withdrawn from the program. Students called to active duty for 2 weeks or more have the right to receive a refund of tuition and fees applicable to their registration. To initiate the process, students should complete the Student Appeal Due to Extenuating Circumstances form.

Student Discipline

It is the policy of the Consortium to make every effort to provide the opportunity for education to students whose performance and conduct are satisfactory. Students who appear to have difficulties in performance areas will be assisted as much as possible on an individual basis by the EMS Lead Instructor. However, if after repeated attempts the student remains unable to improve his/her performance, he/she will be dismissed from the training program.

A student whose conduct is not considered proper and of a professional manner may deserve the opportunity to correct his/her conduct. To assist in this effort, the Lead Instructor will discuss and discipline the student based upon the nature, seriousness, and surrounding circumstances of the student's misconduct. In cases where the misconduct is of a serious nature, the Program Medical Director may bypass the warning steps and immediately dismiss the student From the training program.

Where appropriate, normal progressive disciplinary action shall be as follows:

FIRST - Verbal Warning: The Lead Instructor or designee will inform the student of the reported misconduct, discuss with the student a possible means of correction and further action that will follow if the misconduct continues. The Lead Instructor or designee will also document (for the student's file) that a verbal warning had been given.

SECOND - Written Warning: The Lead Instructor shall inform the student; in writing, of the misconduct; the student shall sign the warning indicating that he/she received the warning. The Lead Instructor will explain the misconduct, possible means for correction, and the consequences

of continued misconduct. Documentation of the above shall be forwarded to the McLean County Area EMS System and also to the student's file.

THIRD – Dismissal: Dismissal shall follow the written warning in most instances. The final decision for dismissal From the EMS training program will be made by the EMS Medical Director.

FOURTH – Appeal: The student may appeal being dismissed From the EMS training program by writing a letter to the McLean County Area EMS System Medical Director for consideration. If the EMS Medical Director agrees to reverse the decision for removal From the EMS training program, it will be the sole responsibility of the student to make up any training material that was missed. If the EMS Medical Director does not agree to reverse the decision for removal From the EMS training program the student will be required to complete the application process into another EMS training program at a future date.

Background Checks

Backgrounds checks must be completed in accordance with clinical partner agreements. If a student has a felony conviction or a potential disqualifying misdemeanor conviction, they are encouraged to make an appointment with the EMS System Director to determine clinical/licensure eligibility.

Dress Code

In keeping with our professional standards, it is mandatory that students will need to adhere to the uniform policy as stated below. Every EMT and Paramedic student is expected to be present with a clean, well groomed, neat, and professional appearance during all clinical, field and classroom settings. As a representative of the EMS profession and the consortium Education Program, the student is required to wear a professional uniform. The student is responsible for the upkeep, maintenance, and laundering of that uniform. Deficiencies relating to grooming, appearance, equipment, and uniform may result in discipline and/or loss of clinical privileges at the clinical site or sent home from class or clinical site. The full uniform as outlined below, including class photo ID is always to be worn in the respective areas unless otherwise stated. Uniforms should NEVER be worn as casual clothing (e.g., outside of class, clinical or field time experiences). However, it is acceptable to wear the uniform to and from the classroom, clinical or field time experience.

EMR PROGRAM DRESS CODE

There is no clinical or field internship for this course, thus no uniform will be required for this class. Students should dress appropriately (i.e., clean clothes, free of offensive logos or words, covering the appropriate parts of the body).

EMT-BASIC PROGRAM DRESS CODE

Students will not be required to wear uniforms during class. However, students are expected to come to class dressed appropriately for the class setting. Students should wear closed toe shoes and clothes that allow them to move around in various practical skills activities. EMT-Basic students will be required to have an appropriate uniform for clinical and field experiences.

Clinical and Field internship uniforms consists of the following:

1. Class Polo or t-shirt with appropriate student level on the shirt. A plain (white, black, grey, or blue) shirt may be worn under the polo shirt/t-shirt. It is not permitted for any other color shirt.
2. Navy Blue or Black pants. These must be dress pants or Fire/EMS style pants. No Jeans are allowed.
3. Black or navy above the ankle socks.
4. Black leather non-braided uniform belt with plain buckle.
5. Black shoes/boot. Shoes must be closed toe and cannot be tennis shoe or cowboy boots.
6. No baseball caps to be worn during class, clinical or field time. A Plain blue or black stocking cap may be worn outside during field time.
7. (Optional) Job shirt may be purchased through program vendors and worn in addition to the uniform described above. *Note: Students are not permitted to wear job shirts in the emergency department setting.*
8. Appropriate Student ID MUST be worn.

PARAMEDIC PROGRAM DRESS CODE

During Classroom, Laboratory, & Field Internship/Clinical time the following must be worn:

1. Class Polo with appropriate student level on the shirt. A plain (white, black, grey, or blue) shirt may be worn under the polo. It is not permitted for any other color shirt.
2. EMS Students may wear optional MCAEMS Job shirt.
3. Navy Blue or Black pants. These must be dress pants or Fire/EMS style pants. No Jeans are allowed.
4. Black or navy above the ankle socks.
5. Black leather non-braided uniform belt with plain buckle.
6. Black shoes/boot. Shoes must be closed toe and cannot be tennis shoe or cowboy boots.
7. No baseball caps to be worn during class, clinical or field time. A Plain blue or black stocking cap may be worn outside during field time.
8. Appropriate Student ID MUST be worn.

PHRN PROGRAM DRESS CODE

For classroom time, causal clothes may be worn as long as the clothes are clean, free from offensive logos or words and cover appropriate areas of the body. Students may participate in hands-on skills that require moving and lifting. Dress appropriately.

During Field Internship/Clinical time the following must be worn:

1. Class Polo with appropriate student level on the shirt. A plain (white, black, grey, or blue) shirt may be worn under the polo. It is not permitted for any other color shirt.
 - a. EMS Students may wear optional MCAEMS Job shirts
2. Navy Blue or Black pants. These must be dress pants or Fire/EMS style pants. No Jeans are allowed.
3. Black or navy above the ankle socks.

4. Black leather non-braided uniform belt with plain buckle.
5. Black shoes/boot. Shoes must be closed toe and cannot be tennis shoe or cowboy boots.
6. No baseball caps to be worn during class, clinical or field time. A Plain blue or black stocking cap may be worn outside during field time.
7. Appropriate Student ID MUST be worn.

UNIFORM RESOURCES

The following are local businesses where you can purchase uniform pants. Note that you do not need the most expensive pants. A simple black or blue non-jean work pants are appropriate.

EMS Pants

- Star Uniforms – 503 N Prospect Rd. Suite 109, Bloomington, IL 61704
- CI Shooting Sports - 700 Wylie Dr, Bloomington, IL 61705
- Farm and Fleet – 2201 W. Market St, Bloomington, IL 61705
- Walmart – 2225 W. Market St, Bloomington, IL 61705 or 300 Greenbrier Dr, Normal, IL 61761
- Tractor Supply – 2238 Westgate Dr, Bloomington, IL 61704

SURGERY CLINICALS (FOR EMT-P & PHRN STUDENTS)

Students participating in the operating room will have scrubs provided to them upon arrival. Those scrubs are not to be removed from the clinical sites. Students MUST always bring their appropriate ID and wear it during clinical experiences.

PSYCHIATRIC CLINICALS

Students participating in psychiatric clinicals will dress in business causal clothing. Students MUST always bring their appropriate ID and wear it on them during their clinical experience.

Uniform Policy

EMS is a profession in which a uniform is an expectation and is a key component in identification. As such, it is important that EMT and Paramedic students are clearly identified in the clinical and field internship setting. The following will be the requirements regarding uniforms:

- MCAEMS will supply each student with one or two short-sleeved polo/t-shirt shirts. Any additional shirts will be the responsibility of the student to purchase and maintain.
- Students are required to wear their polo as soon as available.
- Exception to the uniform policy will be made on a case-by-case basis with the course instructor and/or the Program Director. If an exception is granted, the student will be provided with specific information regarding the length of the exception and date for resumption of the uniform policy.

Violations of Uniform Policy

Applicable students are expected to wear their full uniform to all class sessions, clinical shifts, and field internship shifts. If a student fails to show up in full uniform for class:

- Students will be sent home with the opportunity to comply with the uniform policy and return to class. Any time missed by the student will go against their attendance in accordance with the attendance policy.
- The first violation of the uniform policy will result in a verbal warning
- The second violation will result in a written warning
- The third violation will result in dismissal from the program.

If a student fails to show up in full uniform for clinical/field internship:

- Students will be sent home and their clinical or field internship must be rescheduled in accordance with the clinical scheduling policy and/or field internship scheduling policy. In addition, this will be counted as a no call/no show and will be enforced in accordance with the corresponding policy.
- The first violation of the uniform policy will result in a verbal warning
- The second violation will result in a written warning
- The third violation will result in dismissal from the program.

Identification

The student will be issued an EMS program ID that MUST be worn at all clinical sites and during field internship (if applicable).

Communication Guidelines

All communication as it relates to this program shall be conducted through electronic mail (e-mail). Point of contact chain for communication shall be in the following order:

Course Lead Instructor > Education Coordinator > Program Director > Program Dean

Any communication that occurs outside of normal business hours should not have the expectation of a response until business hours have resumed. If the communication is urgent or time sensitive a phone call should be placed following the point of contact chain, this should be reserved for emergent situations.

Text messaging shall not be utilized and will not be considered official communication or meet any of the notification requirements as it relates to clinical and field internship policies.

Cell Phone Use

While the Mclean County Area EMS System recognizes the importance of cell phones, it is important that the use of a cell phone does not interrupt the learning environment. The following rules of cell phone use are to be applied to the classroom environment. Cell phone use outside the classroom in clinical or field internships should follow the policy set forth by the agency or organization the student is interning with.

- The cell phone should be set to vibrate or turned off during class.
- Cell phone conversations are not allowed in the classroom.
- Texting, video, and audio recording are not allowed in the classroom.
- Cell phones are to be turned off during testing and lab periods.
- Any student found to be violating or abusing the cell phone policy will be referred to the Program Director for further disciplinary action if required.

Conflict Resolution

It is the expectation that students will use appropriate problem solving and conflict resolution skills when dealing with a potential issue. Follow these steps if you have an issue or concern with a fellow student:

1. Go to the individual. Explain your perception of the problem and how you feel that the issue can be resolved.
2. Actively listen to the individual's response. Allow them to explain their perception and thoughts on resolving the issue.
3. Together find a solution.

If the above steps are not successful, contact the lead instructor, education coordinator, or the program director. They will assist by mediating with the parties involved with the goal of successful resolution of the issue.

Follow these steps if you have an issue or concern with a faculty member:

1. Go to the individual. Explain your perception of the problem and how you feel that the issue can be resolved.
2. Actively listen to the individual's response. Allow them to explain their perception and thoughts on resolving the issue.
3. Together find a solution.

If the above steps are not successful, contact the education coordinator or program director. They will assist by mediating with the parties involved with the goal of successful resolution of the issue.

The goal is to resolve any issue or conflict within the confines of the EMT program.

Student Grievance Policy

The student has the right to receive fair and equitable solutions to problems related to their education. Issues can usually be resolved through the normal administrative structure, beginning with the course Instructor. This procedure will be used when differences arise between a student and program faculty as to the interpretation or application of any of the provisions of the program's policies, rules, and regulations. Students and staff are expected to make every effort to resolve problems as they arise. Any student may utilize this procedure without prejudice of any kind. A grievance is an educational or interpersonal issue that a student believes to be unfair, inequitable, or discriminatory. A student has the right to grieve an action or decision that violated Program policies and procedures. Grades and other academic decisions cannot be grieved. The student should first attempt to resolve the issue with the individual involved. If the student is not satisfied with the result, a grievance may be filed following the steps listed below. The grievance process must be initiated within 30 days of the occurrence.

A student who has filed a grievance is expected to continue in the program until the grievance is decided unless they have been otherwise suspended or dismissed for a serious offence. Once dismissed from the Program, the student may no longer attend class or participate in any of the educational activities.

Step 1: A student with a complaint relating to a particular class or instructor should discuss it first with that instructor. If the complaint is not resolved satisfactorily, within ten (10) working days, the student must present the complaint as outlined in Step 2.

Step 2: The student must present the grievance to the Program Director. All grievances will be submitted in writing. If a satisfactory solution is not achieved within another ten (10) working days, the student may proceed with Step 3.

Step 3: The student may then present the grievance to the Program Dean who will involve the Director of Health and Human Services at Heartland College. All grievances must be submitted in writing and a final decision will be made within 10 working days.

Chemical Impairment Policy

The MCAEMS System policy prohibits the illegal possession, use, or distribution of drugs and/or alcohol by students on EMS System, Heartland Community College, or clinical site property or as a part of any EMS System related activity. Violators will be prosecuted in accordance with applicable laws and will be subject to disciplinary action by the MCAEMS System in conformance with System policy. In accordance with this policy, the following procedure has been developed to address issues unique to students enrolled in the MCAEMS System Education Programs.

All MCAEMS System students will be required to sign and adhere to the MCAEMS System Wellness Contract. When a faculty member or a clinical agency representative observes a student engaging in behaviors or presents with signs that are often associated with drug or alcohol misuse or abuse the following procedure, based on the belief that measures to be taken should be assistive rather than punitive, will be implemented:

1. Seek corroboration regarding the observed student behavior, if possible.
 - a. Should impaired behavior occur at a clinical site, faculty or agency.
2. A representative will relieve the student from the clinical assignment.
 - a. Should the observed behavior occur on campus, the faculty member should use his/her discretion in allowing continued participation in the learning activity.
 - b. Immediately notify the program director and provide written documentation of the observed behavior or physiologic characteristics of suspected chemical impairment as soon as possible.
 - c. Upon request, the student will undergo a drug screen and/or alcohol test. The drug screens and breath alcohol tests will be completed at the student's expense. A student who refuses to be tested or who otherwise fails to cooperate in required tests shall be dismissed from the MCAEMS System education program.
 - i. If the student is at a hospital clinical site, the student will be taken to the emergency department.
 - ii. If the student is at a non-hospital clinical site, the student will need to go to the emergency department of a local hospital by calling a cab, friend, or family member to transport the student to the facility.
 - iii. The instructor, supervisor, or Program Director must remain with the student while the student is at the testing facility and complete and sign an authorization form. The student must present a photo ID.
 - d. Upon receipt of written documentation, a conference, consisting of, but not limited to, the involved student, faculty member and/or agency representative,

Program Director, Dean of MCAEMS System education program or their designee will be held. The purpose of the conference is to present and discuss documented observations of behavior(s) and test results.

- i. A student who tests positive for illegal drugs and/or alcohol shall be immediately dismissed from the MCAEMS System education program.

Grading Policies

Overall Grade

An overall grade is assigned based on all worked completed inclusive of all modules up to that point. The following grading scale will be utilized for all Mclean County Area EMS (MCAEMS) education programs, including those taught in collaboration with Heartland Community College.

A: 100%-94%	B: 93%-87%	C: 86%-80%	D: 79%-73%	F: Below 73%
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Students must achieve a cumulative grade of 80% or higher as weighted by each course syllabi to be eligible for licensure/licensure testing. Final grades are subject to “satisfactory” completion of all clinical components; refer to Clinicals Policy below.

Exams

Exams will be administered throughout the course to demonstrate competencies in various modules. Students must complete each exam. The opportunity to take an exam or quiz that was missed due to tardiness or unexcused absence is at the discretion of the lead instructor.

PARAMEDIC EXAMS

Students are permitted (2) attempts at each module examination and final examination. Students must schedule a retake within 1 week of the initial examination. Retake exams will include 60% differing questions. The retake exam will serve as the primary attempt, regardless of student achievement on prior testing.

Quizzes, Homework and Miscellaneous Work

Quizzes will be assigned at the discretion of the lead instructor. Homework will be assigned for each module. The instructor will assign homework due dates. Overall, points for these assignments vary. The final homework/quiz points entered into the grade book will be the percentage of overall points available for that module.

Research/Projects

Research and/or special projects may be assigned at the discretion of the instructor. Further details will be provided as appropriate.

Clinicals

Required clinical experiences will be outlined in each course syllabus. Students will receive a grade of “S” (satisfactory) or “U” (unsatisfactory) for the cumulative clinical requirements of each course.

Failure to complete the clinical components within the specified timeframe will result in the clinical grade of “U” and a cumulative course grade of “F” regardless of didactic completion.

Extra Credit Opportunity

Extra credit opportunities may present themselves throughout the course. THERE IS NO GUARANTEE OF EXTRA CREDIT.

Late Work

Late work will be given a grade of ZERO (or instructor discretion).

Skills Assessment

Students must successfully complete all in-class skills assessments to participate in clinical experiences. Failure to complete these assessments and subsequent clinical experiences will result in failure of the course.

Completion Requirements

To be eligible for licensure students must complete the following:

- Must maintain an average grade of 80% or higher (including the final) at the completion of the course
- Complete all clinical requirements within the allotted time frame
- Not exceed the maximum allowable hours of absence (including classroom, clinical and field time if applicable)
- EMR ONLY: Score an 80% or higher on the final exam

If you are unable to maintain the grading, clinical, or absence criteria, you will be unable to test for licensure. Refer to Overall Grade Policy for additional information on grade calculation and failure to meet clinical requirements.

Final Testing

EMR

There is no State Test for EMR. The final test counts towards licensure. You must score an 80% or higher on the test to obtain licensure. There are no practical exams for the EMR level.

EMT-BASIC

Students must successfully pass the semester with an overall grade of 80% or higher (including the final). Additionally, they must pass a practical exam. The practical exam will consist of a Medical and Trauma scenario. Failure of one of the scenarios will require you to re-challenge the scenario.

EMT-PARAMEDIC

Students must successfully pass each semester with an overall grade of 80% or higher (including the final). Students will also complete a capstone test at the culmination of their clinical and field internship experiences. This will consist of a written test and a practical scenario. The practical

scenarios will consist of the NREMT Standard. Students will have two retake opportunities in total between both scenarios.

PHRN

Students must successfully pass with an overall grade of 80% or higher (including the final). Students will also complete two practical scenarios, one medical and one trauma. Students will have two retake opportunities in total between both scenarios.

REMEDICATION PLANS

Students must complete a remediation plan between attempts on both the written and practical exam. This must be submitted to the education coordinator prior to any further attempts are given.

APPEALS

Students who do not successfully pass their final written exam or final practical exam, after all attempts have been exhausted, must in writing within 48 hours from their last attempt, write a letter addressed to the medical director requesting an appeal for additional attempts. Additional attempts are not guaranteed, and it is at the sole discretion of the medical director. Any further attempts will be conducted under the terms that the medical director sets forth.

Timeline of Course Completion

Each lead instructor for your course will set the timeframe in which all didactic, clinical, and field internship hours will be completed.

Extensions

If any student is unable to complete the required minimum skills within the timeframe that is given to the student, the student must in writing to the medical director request an extension. The request must include the reason/circumstances of why you were unable to complete the class, and what you will do to ensure you are able to complete the course requirements within the extension. Extensions are only granted under rare circumstances and at the discretion of the medical director. Students must submit request at least 15 days prior to the date set for completion of the course requirements

Clinical Information

Clinical Requirements

Class	Hour Requirements	Clinical Site
EMR	No clinical requirements	No clinical requirements
EMT-Basic	12 12 4	Emergency Department Field Experience Dispatch

EMT-Paramedic	200	Emergency Department
	16	Respiratory
	100	Field
	24	OR
	12	ICU
	8	Cath Lab
	8	OB
	24	Pediatrics
	8	Psych
	160	Capstone
PHRN	48	Emergency Department (Unless documented experience)
	8	Labor & Delivery (Unless documented experience)
	5	Live intubations
	20	ALS Team Leads

***Note that clinical hours and locations are subject to change; students will be notified at the beginning of their classes of any clinical requirement changes.

Immunizations/Records

The following immunizations/records are required prior to participating in any clinical or field internship

Requirements	About	Info
TDAP Vaccination	For tetanus, diphtheria, and pertussis	<p>ONE of the following:</p> <p>Proof of a Tdap vaccine administered within the past 10 years</p> <p><u>OR</u></p> <p>a Tdap vaccine administered within your lifetime AND Td booster(s) administered within the past 10 years</p>
MMR Vaccination	For measles, mumps, and rubella	<p>ONE of the following is required:</p> <p>Proof of 2 vaccinations (Vaccinations can be a combined MMR vaccination, however if individualized vaccinations are submitted you MUST submit 2 vaccinations for Mumps, 2 vaccinations for Measles and 2 vaccinations for Rubella.)</p> <p><u>OR</u></p> <p>a positive antibody titer (lab report required, numeric and reference range preferred) for all 3 components.</p> <p><i>(For negative or equivocal titers, you must repeat the vaccine series)</i></p> <p><u>OR</u></p>

		<p>If your series is in process, submit where you are in the series, and new alerts will be created for you to complete the series or titer.</p>
<p>Varicella (Chickenpox) Vaccination or Antibody Titer</p>	<p>For chickenpox</p>	<p>ONE of the following are required:</p> <p>Proof of 2 vaccinations</p> <p><u>OR</u></p> <p>a positive antibody titer (lab report required, numeric and reference range preferred)</p> <p><i>(For negative or equivocal titers, you must repeat the vaccine series)</i></p>
<p>TB Test</p>	<p>To determine if you are a carrier of the tuberculosis bacteria</p>	<p>ONE of the following completed within the past 12 months is required:</p> <p>A 2-step TB skin test with negative result</p> <p><u>OR</u></p> <p>QuantIFERON blood test (lab report required) with negative result</p> <p><u>OR</u></p> <p>If a student has a positive response to any method of TB testing, further documentation of non-active status must be provided. This can be done with the McLean County Health Department TB clinic.</p>
<p>Hepatitis B Vaccination</p>	<p>For protection against the hepatitis B virus</p>	<p>ONE of the following:</p> <p>Proof of a 3-dose series</p> <p><u>OR</u></p> <p>a positive antibody titer (lab report required, numeric and reference range preferred)</p> <p><i>(For negative or equivocal titers, you must repeat the vaccine series)</i></p> <p><u>OR</u></p>

		<p>If your series is in process, submit where you are in the series, and new alerts will be created for you to complete the series and titer.</p>
Influenza Vaccination	For protection against the influenza virus	<p>Submit documentation of a flu vaccine administered by a healthcare professional during the current flu season.</p> <p><u>OR</u></p> <p>A signed Heartland Community College Medical/Religious Exemption Form</p>
COVID Vaccination	Protection against COVID	<p>Provide either 2 dose series of Pfizer/Moderna or single dose Johnson & Johnson.</p> <p><u>OR</u></p> <p>A signed Heartland Community College Medical/Religious Exemption Form</p> <p><i>(Note: students with an exemption form must follow clinical organization non-vaccination policies)</i></p>
Health Insurance Coverage	Private student health insurance	<p>Provide proof of your current personal health insurance coverage by submitting scans or photos of your insurance card or other document showing proof of coverage.</p> <p><i>If you need assistance accessing health insurance coverage, please contact the program director at 309-827-4348</i></p>
EMT-B or EMT-I Illinois State License ** Paramedic/PHRN Clinical Requirement Only	An active Illinois State EMS License	<p>Provide an active IDPH-issued Illinois State License for either:</p> <p>EMT-B</p> <p><u>OR</u></p> <p>EMT-I</p> <p><i>Any EMS license that expires while in the program must be renewed for program completion. For question regarding licensing, Please contact the Mclean County Area EMS office at 309-827-4348</i></p>
CPR Card	An active American Heart Association Basic Life Support Card	<p>Provide an active American Heart Association-issued Basic Life Support certification (card)</p> <p><i>Any AHA BLS certifications(cards) that expire while in the program must be renewed for program completion</i></p>

Student Background Check	A criminal background check completed by Viewpoint screenings	<p>A completed criminal background check through viewpoint screenings with no significant findings.</p> <p><i>If you have questions regarding the background check or a prior criminal conviction, please contact the Mclean County Area EMS Office at 309-827-4348</i></p>
State Identification Card	Unexpired Identification Card	<p>Provide one of the following:</p> <p>State Driver’s License</p> <p><u>OR</u></p> <p>State Identification Card</p> <p><u>OR</u></p> <p>Passport</p>

CPR Requirements

Prior to any clinical or field internship experience the student provider must provide/demonstrate proficiency in CPR. The **ONLY CPR** certification that is accepted is the following:

- American Heart Association – Basic Life Support (BLS CPR for Healthcare Provider)

No other CPR certifications will be accepted. CPR classes may be held during your class, please check with your instructor if you have any further questions about CPR requirements.

Hospital Clinical Sign-Ups

Students will sign up for clinical time through Platinum Planner. Students will be given a tutorial on how to sign up for clinicals using this online platform.

Following submission of all vaccination records and other required documentation, students will be allowed to sign up for clinicals.

Students will be notified of clinical release dates by their instructor. Students who are eligible to sign up for clinicals will be provided with instructions on clinical sign-up through platinum planner. A signal clinical shift will not exceed 12 hours. Please refer to your course syllabus for additional details.

Field Internship Sign-up

Field internship (also known as ride time) signups will vary depending on the agency. Instructors will assist students with sign up for various agencies. Students may only sign up once released by the course instructor.

Clinical and Field Internship Attendance

Students **MUST** attend all clinical or field internships that they signed up for. It is very important that students make every effort to attend any clinical or field internship time they have signed up for. In

the event a student must cancel the clinical experience (due to illness, family illness, etc.), the student must contact the following people via email as soon as possible:

- Instructor
- EMS Education Coordinator
- Agency Representative

Carle BroMenn Medical Center Emergency Department Charge Nurse 309-268-5130	OSF St. Joseph Medical Center Emergency Department Charge Nurse 309-661-5111	Bloomington Fire Department Headquarters Station Captain
Normal Fire Department Headquarters Station Captain 309-454-9689	Bloomington Dispatch Dispatcher 309-820-8888	MetCOM Dispatcher 309-888-5030
El Paso Emergency Squad On-duty Paramedic 309-527-6145	Leroy Ambulance On-duty Paramedic 309-962-6114	DeWitt County EMS On-duty Paramedic 217-570-0176

**If a student is cancelling/changing a clinical through the platinum planner platform, this must be completed before the clinical window closes. For situations after the clinical window has closed, please follow the process above.*

Unexcused Clinical Absence

Refer to *Classroom & Clinical Attendance Policy*

Clinical/Field Internship Paperwork

Students will use either Platinum Planner or paper documentation to record their clinical and field experiences. Instructors will instruct students in proper documentation. It is the student’s responsibility to have all paperwork filled out completely and to maintain documentation.

Student Acknowledgements

The following are acknowledgements the students MUST agree to prior to continuation of the class. Students will be asked to sign an acknowledgement form and turn it in to their instructors by the end of the first week of the course.

Course Completion

To pass the course to be licensed, students must:

- Achieve an accumulative score (including the final) of 80% or higher
- Satisfactory complete all skill requirements
- Satisfactory attendance according to the attendance policy
- Satisfactory complete all competencies (if applicable)
- Completion of clinical and field internship times within the allotted time of the program
- Maintain compliance with all MCAEMS System policies and/or Heartland Community College policies

Acknowledgement of Health Insurance/Financial Responsibility

As the student, you are responsible for maintaining your own major medical health insurance throughout the course. You are also financially responsible for any medical care, treatment, or examination that a clinical affiliate provides to you while in a student capacity at that facility. **The EMS Office and any of its partner agencies, instructors, preceptors, staff will not be financially responsible for any students injured during clinicals or their field internship experience.**

Academic Records Notice

Heartland Community College will generate and maintain any and all educational records (gradebook, official transcripts) relating to any courses and/or credits awarded for program completion according to its own written policies and procedures.

Financial Responsibility (For non-Heartland Programs)

No refunds on the course will be given after the first full week of classes. Only in rare circumstances will the System consider partial refunds for the course. This will be on a case-by-case basis. Students who fail to pay for the class will be removed from the program.

Student Wellness Information

As the student, you agree to undergo a drug screen and/or breath alcohol test upon request. Additionally, you are responsible for the payment for the drug screen and/or breath alcohol test. If results are proven positive, procedural steps of the McLean County Area EMS System Chemical Impairment Policy will be followed.

- Upon receipt of written documentation, a conference with faculty, the Program Director, Dean of Education Programs, or their designees will be held
- A student who tests positive for illegal drugs and/or alcohol shall be immediately dismissed from the MCAEMS education programs.

Statement of Responsibility

The McLean County Area EMS System (MCAEMS) will provide students with the appropriate level of education prior to release to clinical or field internship experiences. MCAEMS is not responsible for student's negligence, lawsuits, civil claims, administrative judgements, or any financial claims that occur or arise during/out of clinical and/or field experiences.

HEARTLAND STUDENTS

Students enrolled in an active EMS class, performing clinical and/or field internship time will be covered under student liability insurance provided through Heartland Community College.

MCAEMS STUDENTS (NON-HEARTLAND PROGRAMS)

Students must demonstrate that they are covered by liability insurance prior to being allowed to enter any clinical or field internship experiences. That liability insurance must be valid throughout the entire

length of the course and throughout any outstanding clinical and/or field time that needs to be completed.

The liability insurance must be at minimum: \$1,000,000 per claim/\$3,000,000 aggregate.

Statement of Confidentiality Compliance

As a student in an EMS course conducted as part of the McLean County Area EMS System, I recognize and understand the necessity of maintaining patient confidentiality and privacy. With that understanding, I agree with the following statements:

- It is the responsibility of every EMS student to maintain the confidentiality of patients' Protected Health Information, or *PHI*. Protected Health Information is defined as individually identifiable information that is created, maintained, or transmitted in any form – electronic, written, or oral.
- It is also the EMS students' responsibility to maintain the confidentiality of clinical site personnel information and competitive information regarding a clinical agency's plans and operations.
- During clinical learning, students may have access to patient information pertaining to the nature of illness, current and previous medical history, medications, and medical treatment, as well as financial and family history of the patient. This information is not to be discussed with or released to anyone who is not directly involved with the care of the patient unless the information is specifically required for the care of the patient or as a learning tool within the educational setting.
- In addition to patient information, students are expected to use the utmost discretion concerning other confidential information such as that pertaining to clinical site employees or operation.
- Unauthorized release of any of the above information may result in civil and/or criminal liability under state and/or federal law and may result in disciplinary action up to and including termination from the program.
- Violations of these responsibilities may subject the student to disciplinary actions in accordance with the procedure as outlined in the *MCAEMS System Student Handbook*.
- The integrity of all data produced by a hospital information system (including patient data supplied for billing purposes) is not to be compromised under any circumstance. This type of data includes printed materials, oral communication, and information displayed on a computer terminal.