



Policy Booklet

for

Students, Residents, and Interns with Onsite Placements

Updated: January 17, 2023

Placements at Neighborhood Health

About Neighborhood Health

Neighborhood Health is a non-profit network of 11 neighborhood health centers in Nashville, Lebanon, and Hartsville. We are dedicated to improving the health of our community by eliminating barriers to care. We serve as a healthcare home without regard to ability to pay or insurance status.

Neighborhood Health has proudly served the people of Middle Tennessee since 1976. Today, we provide medical, prenatal, dental, and behavioral health care to over 30,000 people of all ages, 59% of whom have no health insurance.

We do serve many patients who have insurance. This helps us serve other patients who do not have coverage. Also, we apply our income-based sliding fee scale to all patients, even those with high deductible health plans. Consistent with our mission, we ensure their deductibles are not barriers to care they need.

Education of Future Providers

Neighborhood Health supports students, residents, and interns who plan to serve the uninsured and underserved in their future careers in medicine, nursing, behavioral health, pharmacy, and dentistry. However, the volume of requests for placements now far exceeds the number of opportunities we can offer. For those we can accommodate, we must ensure the placements never detract from our mission of providing a healthcare home to patients.

We carefully screen the institutions with which we affiliate and the students we accept. Submission of an application does not guarantee acceptance by Neighborhood Health. Further, the submission of an application constitutes the consent of the student, resident, or intern to Neighborhood Health's sole and exclusive discretion to grant and withdraw placement opportunities. Please see "Procedure for Students, Residents, and Interns Seeking Placements at Neighborhood Health" for more information.

Pre-Orientation Videos

Before beginning any placements, all students, residents, and interns must watch the following brief videos:

- Life Safety: <https://youtu.be/BNTq9WAGhzo>
- Infection Control: <https://youtu.be/DwpV1VWQANM>
- HIPAA: <https://youtu.be/ok7BTXhKr50>
- Title VI: https://www.youtube.com/watch?v=MU_SfdA6E5w

These videos help to introduce them to the basics of life safety, infection control, and federal privacy and civil rights law. Students, residents, and interns will receive site-specific orientations about life safety on the first day of their placements.

Next Steps

This Policy Booklet seeks to orient those students, residents, and interns to key aspects of our organization and their placement experience. This complements the Confidentiality Policy and Statement of Agreement such individuals must sign before beginning any placement at Neighborhood Health. After reading this Policy Booklet, students, residents, and interns should complete the pre-orientation quiz included here as Attachment C.

Starting with Safety

Signing In

You must consistently sign in and out at the front desk as a visitor at **each and every** visit to your approved location, noting the reason for your visit as “STUDENT” in the logbook.

Safety Orientation

Before you begin at your site, you must be able to identify for the Health Center Manager (or other designated employee) the physical location of each of the following:

- All exits
- Evacuation route(s)
- Fire extinguisher(s)
- Fire alarm(s)
- AED equipment
- Emergency kit
- Eyewash station(s)
- Emergency Action Plan (EAP)
- SDS

The Health Center Manager (or other designated employee) will give you a “Map Quiz” on the day you arrive at your site. Once you take (and presumably pass) the quiz, you must email administrative.assistant@neighborhoodhealthtn.org a scanned version of the completed, signed Map Quiz on the same day. Alternatively, you can bring it to 2711 Foster Avenue within one business day of starting at your site.

Note: You must complete separate, site-specific life safety and infection control orientation at **each and every** Neighborhood Health location at which you are placed. You may not begin placement at any location until you have completed the site-specific orientation.

Policy Reference(s): Emergency Preparedness Plan

Hazardous Exposure

Notify your precepting provider and/or the Health Center Manager **immediately** if you are exposed to any biohazards or other hazardous substances while onsite at Neighborhood Health.

Neighborhood Health relies on phlebotomists and Medical Assistants to perform venipunctures and administer vaccinations. We do so because of their experience (which helps to minimize patient discomfort) and their understanding of our procedures (e.g., labeling labs correctly, etc.). For these reasons and their own safety, students, residents, and interns should not be involved with venipunctures or administering vaccinations.

Policy Reference(s): Exposure Management Control
Documentation Exposure to Blood, Other Substances
Policy for Handling Sharps

Summary of Major Prohibitions

Unless a Neighborhood Health employee or contract provider announces an emergency:

- Do not discuss a patient or his or her case in a hallway or any non-private space;
- Do not open a refrigerator containing any medications or vaccines;
- Do not enter the lab area without supervision of an employee or contract provider;
- Do not access the medication closet or emergency kit; and
- Do not enter the dispensary area at the Downtown Clinic.

Even during an emergency:

- Do not touch the any thermometers or data loggers on refrigerators or freezers;
- Do not touch the autoclave machine; and
- Do not touch any hard copy logbooks, inventory logs or records, or lab records.

Finally:

- **Never** come onsite if you have fever or may be contagious;
- **Never** be out of uniform;
- **Never** be directly involved with the treatment of a relative, friend, or intimate partner;
- **Never** have personal visitors onsite;
- **Never** access any Neighborhood Health patient information on any non-Neighborhood Health equipment or device;
- **Never** offer to transport a patient in your vehicle; and
- **Never** use your personal cell phone or device for any reason related to patient care during your placement at Neighborhood Health.

Infection Control

Hand Hygiene

Consistent with infection control and hand hygiene requirements, you must “foam in/foam out” consistently before and after seeing each patient. This includes foaming in/foaming out before and after gloving. This is an infection control imperative: Neighborhood Health will immediately dismiss any student, residents, or intern who has any patient contact without first foaming in (or having previously failed to foam out after the last patient encounter).

Policy Reference(s): Hand Hygiene Policy

Disinfectant Times

We use three products for surface disinfectants, and each has different contact times to kill different organisms. We introduce this to you in order to make you aware of the key differences and the need to check instructions and SDS (see below) so we use these correctly and safely.

Super Sani-Cloth 2 Minutes



Sani-Cloth with bleach 4 minutes



Cavicide-1 and Cavi-wipes 1 minute



SDS

The Safety Data Sheets (SDS) provide information about preventive and first aid measures for each product we may use in a health center.

You will have online access to www.MSDS.com for the duration of your placement at Neighborhood Health. By logging in and using the password, you acknowledge your understanding that (a) you can use this online resource only for the duration of your placement; and (b) you must stop using this proprietary site after completing your placement.

Policy Reference(s): Safety Data Sheets
Hazardous Materials Management Plan

Patient Safety

Necessary Supervision

Discuss with your preceptor if and when you may be alone and unsupervised with patients (e.g., to take a history, etc.). Your preceptor will grant you this permission if and when they deem you to be ready and the situation to be appropriate.

You may **never** be alone in a room with a patient while conducting any invasive exam or procedure. These would include manual breast exams, pelvic exams, and Pap smears. You must always be in the supervising presence of a Neighborhood Health provider or contract provider if you are having such patient contact. This policy protects both you and our patients.

Note: Residents may request advance written authorization from Neighborhood Health's Chief Clinical Officer to perform unsupervised manual breast exams, pelvic exams, and Pap smears. Neighborhood Health will consider such requests on a case-by-case basis and assess the request in light of the resident's individual level of experience. Until Neighborhood Health provides such written advanced authorization, all residents shall adhere to the general prohibition described above.

As noted above, Neighborhood Health relies on phlebotomists and Medical Assistants to perform venipunctures and administer vaccinations. We do so because of their experience (which helps to minimize patient discomfort) and their understanding of our procedures (e.g., labeling labs correctly, etc.). For these reasons and their own safety, students, residents, and interns should not be involved with venipunctures or administering vaccinations.

Policy Reference(s): Patient Access
Provider Credentialing and Privileging

Two Patient Identifiers

Always confirm patient identification in the presence of the client/patient by requesting from the patient his or her name and date of birth (or otherwise use two patient identifiers).

Policy Reference(s): Medication Management Plan
Lab Policy Manual
Oral Quick HIV Testing
General HIPAA Compliance Policy
Confidentiality Policy

Patient Introduction and Consent

Establishing trust and being fully transparent about your role are keys to your success with patients. To these ends:

- Introduce yourself to each patient and clearly state you are a student, resident, or intern to each patient at the beginning of any encounter;
- Confirm the patient's identity using two patient identifiers; and
- Ask the patient's permission to take their history (or perform the function you intend).

If the patient consents:

- Thank the patient;
- Tell the patient it is your job to make sure he or she gets good care; and
- Explain to the patient that you are good but still learning, and your preceptor will also see the patient – or carefully review your work.

If a patient does not consent, do not try to persuade the patient to reconsider. Thank the patient and ensure a provider sees the patient promptly.

Policy Reference(s): Patient Access
Provider Credentialing and Privileging

Interpretation Services

Conduct all conversations with the patient in English (using the real-time interpretation service when necessary) unless you otherwise receive advance written approval by the CEO or CCO of Neighborhood Health to conduct conversations in other languages. Neighborhood Health must independently assess your language proficiency before allowing you to use such language skills in a patient care environment.

If You Are Unsure

Do **not** perform any task if you feel ill-equipped, ill-prepared, undertrained, or otherwise lacking full competence. Also, you may not under any conditions practice outside of your legally-permissible scope of practice. Additionally, you may not perform services and procedures beyond those approved both by your institution and by Neighborhood Health. Ask your precepting provider if you have any hesitancy or questions.

Policy Reference(s): Patient Access
Provider Credentialing and Privileging

If You Are Sick

Do **not** report to any Neighborhood Health location if you have a fever or may be contagious. Rather, notify your precepting provider.

Policy Reference(s): Attendance and Punctuality

Tobacco-Free, Drug-Free, and Weapons-Free Policy

Neighborhood Health is both tobacco-free and drug-free. To the maximum extent permitted under state and local law, Neighborhood Health does not permit weapons of any kind onsite. You must abide by these and all Neighborhood Health policies.

Policy Reference(s): Smoke-Free Workplace
Fire Safety
Drug-Free Workplace
Violence in the Workplace
Workplace Violence Prevention

Patient Privacy and Confidentiality

Federal and State Privacy Rules

You must complete HIPAA training and review and sign our Confidentiality Policy before beginning your placement. Violation of the policy may result in immediate termination of your placement.

Ask yourself the following questions each time you discuss a patient with someone else, and you have not received permission from that patient to do so:

1. Is the person you are talking to in a NEED TO KNOW position?
2. Is the information you are discussing necessary for the treatment of the patient?

3. Is there anyone else within hearing distance who is not in a NEED TO KNOW position?

For example, are you discussing a patient at the receptionists' desk while other patients are in the waiting room? Are you discussing a patient in an exam room or while a different patient is awaiting or receiving treatment? If the answer is yes, you are violating confidentiality.

4. Is the discussion taking place outside the health center? If the answer is yes, you are divulging information learned as a result of your employment. Please be aware that unless you are speaking with someone in an absolute NEED TO KNOW position the offense is particularly egregious.

To reiterate ask yourself:

- Do I have the patient's permission to discuss this?
- If not, am I talking to someone with A NEED TO KNOW?
- Is there anyone else within hearing distance?
- If outside the health center am I discussing patient information learned while at work?

Do not access the electronic health record of a patient of whom you are not involved in the treatment. Accessing such patient records is a violation of Neighborhood Health's privacy policy. Neighborhood Health monitors questionable impermissible access through ongoing electronic audits.

If you have any questions, ask your precepting supervisor or contact the HIPAA Privacy Officer. Also, if you witness or become aware of any violations of this policy, contact our HIPAA Privacy Officer.

Policy Reference(s): HIPAA Training Policy
General HIPAA Compliance Policy
Confidentiality Policy
Standards of Conduct

Prohibited Email and Texting

Because you will not have a Neighborhood Health email account or a Neighborhood Health cell phone during your placement, you may not email or text any Neighborhood Health patient information or information related to their care for any reason. Even if you encrypt the information but use a non-Neighborhood Health email address or cell phone, you would be violating our policy and potentially be in violation of federal and state privacy rules.

Policy Reference(s): See above

Prohibited Uses of Personal Cell Phones or Other Devices

Help us safeguard patient privacy. Specifically:

- Never use your personal cell phone or any non-Neighborhood Health equipment or device for any reason related to patient care during your placement at Neighborhood

Health. To the extent you need to access clinical information or other resources from academic or other websites, you may do so using Neighborhood Health equipment or devices.

- Never take photographs of any kind with non-Neighborhood Health equipment or devices while onsite at Neighborhood Health. If you need to photograph a rash or otherwise capture an image related to a patient, use Neighborhood Health equipment or devices for this purpose. If you would like to take a picture of your Neighborhood Health colleagues using a personal cell phone or camera, do so only offsite where there is no risk of capturing a patient's image.
- Never attempt to access any Neighborhood Health patient information on any non-Neighborhood Health equipment or device for any reason. For example, you may not access our electronic health record using non-Neighborhood Health equipment or devices.

To the extent you need to use a personal device (e.g., to make or receive a personal call or send a personal email or text), do so only in designated break areas away from any patient care area or offsite.

Policy Reference(s): Personal Cell Phones & Patient-Related Concerns [Memo]
Electronic Communication and Internet Use
Information Technology Policies and Procedures

Restrictions on Publication

You shall not publish any materials relating to your placement experience without the prior written approval from the CEO of Neighborhood Health. Email all publication-related requests to bhaile@neighborhoodhealthtn.org.

Policy Reference(s): See above

If You Know a Patient

Never be directly involved with the treatment of a relative, friend, or intimate partner. Contact your Health Center Manager or precepting provider if you have any questions or unexpected situations arise during your placement.

The fact an individual sought or may seek care at Neighborhood Health is itself confidential information. Thus, you should never approach a patient outside of Neighborhood Health or otherwise indicate you may know the person because of your association with Neighborhood Health.

If you have a familial relationship with a Neighborhood Health patient, employee, or contract provider, contact the Chief Human Resources Officer before your placement begins to get guidance as to how you should proceed.

Policy Reference(s): See above

Referrals of Friends and Family

While you should never be directly involved with their care, you may refer friends and family for care at Neighborhood Health. Encourage them to call 615-227-3000 to make an appointment (preferably at a location other than your placement site). We see both insured and uninsured patients regardless of their ability to pay cost-sharing or office fees.

Policy Reference(s): See above

Law Enforcement

If you are approached by law enforcement, including but not limited to U.S. immigration authorities, immediately contact Brian Haile, CEO, at 615-944-4404. Do not provide **any** information to these authorities; rather, Neighborhood Health will respond as appropriate.

Policy Reference(s): See above

Subpoena

If you receive a subpoena for information about a patient, immediately contact Brian Haile, CEO, at 615-944-4404. Do not provide **any** information in response to the subpoena; rather, Neighborhood Health will respond as appropriate.

Policy Reference(s): Managing Malpractice Claims, Subpoenas, and Related Matters

Use of Technology

Uses Confined to Official Purposes

Use Neighborhood Health equipment or devices **only** for patient care purposes and reasons strictly related to your placement. You may not under any circumstances remove Neighborhood Health equipment or devices from your location unless you receive the advance written authorization of the CEO or CIO.

Policy Reference(s): Personal Cell Phones & Patient-Related Concerns [Memo]
Electronic Communication and Internet Use
Information Technology Policies and Procedures

Prohibited Devices and Connectivity

Help us maintain the integrity of our technology and IT systems. Never use any “thumb” or “flash” drives with any Neighborhood Health equipment or devices. Also, do not insert, connect, or otherwise link Neighborhood Health equipment or devices to any non-Neighborhood Health devices or equipment.

Policy Reference(s): See above

Prohibited Access to Personal Email, Academic Email, Etc.

Do not access personal email accounts, academic email accounts, or other non-Neighborhood Health email accounts using Neighborhood Health-provided equipment or

devices. Accessing such email addresses may introduce the risk you inadvertently (and impermissibly) use these to communicate with preceptors or others about patient care concerns via email, thereby putting you in violation of our policy. Additionally, it may expose the Neighborhood Health-provided equipment to virus, malware, or other security risks.

To the extent you need to use a personal device (e.g., to make or receive a personal call or send a personal email or text), do so only in designated break areas away from any patient care area or offsite.

Policy Reference(s): See above

Prohibited Access to Social Media

Do not access social media apps or social media internet domains (using **any** equipment or device) while onsite at Neighborhood Health. These apps and websites are unrelated to patient care and the purpose of your placement, and they may expose Neighborhood Health-provided equipment to virus, malware, or other security risks. Also, you may not make any postings on social media referencing Neighborhood Health or our patients in any way unless you receive the advance written authorization of the CEO or CIO.

Policy Reference(s): See above

Security

Security Guards

Many Neighborhood Health locations have one or more armed security guards that patrol the health center and grounds. Introduce yourself to the guard and front desk staff at your location. As noted above, you must consistently sign in and out as a visitor at **each and every** visit to the approved Neighborhood Health location, noting the reason for the visit as “STUDENT” in the logbook.

Always obey the emergency instructions of the guard, health center employees, and contract providers. Your Health Center Manager (or other designated employee) will orient you to the specific emergency procedures for your site.

Policy Reference(s): Safety Management Plan
Security Management Plan
Management of Disruptive Patients or Visitors
Workplace Violence Prevention

Leaving after Dark

Never go to your car after dark without an escort. A guard, health center employee, or contract provider will always provide you with an escort.

Policy Reference(s): See above.

Lockdowns

In the event of a suspected emergency, a guard may “lock down” the health center until further notice. In this situation, remain in the treatment area. Do not go to the front of the building, and do not exit unless instructed to do so.

If you suspect an emergency, immediately notify the guard, health center employee, or contract provider. You may also call 911 from any telephone (there is no need to dial a special number to get an outside line). If you call 911, give them your full name, your address, and as much detail about the suspected emergency as possible. If you call 911, you will subsequently need to complete an incident report.

Policy Reference(s): See above.

Maintaining Your Privacy and Safety

As a security precaution, never provide your telephone number, email address, or other contact information to a patient. Also, never allow a patient to use your personal cell phone or other device for any reason.

Policy Reference(s): See above.

Incident Reporting

You must immediately complete a “General Incident Report Form” if you see or experience any of the following:

- Needle sticks
- Falls/sprains
- Cuts/abrasions
- Medication errors
- Accidents on Neighborhood Health property
- Near misses for injuries
- Back injuries
- 911 calls
- Hazardous exposures
- Safety violations or safety hazards
- Threatening behavior

Your Health Center Manager or other health center employee can provide you with this form (or submitting the report through our Patch Adams system).

Policy Reference(s): Incident Reporting
Reporting Safety Hazards

Professionalism

You are an aspiring professional, and we assumed you would abide by basic professional norms when we gave preliminary approval to your placement. We will not police your conduct; rather, we will simply terminate your placement if we find our assumption was misplaced.

Time and Attendance

We expect you to arrive prior to your appointed hours and remain for the full time of your onsite schedule. Please also see the “If You Are Sick” section above.

Policy Reference(s): Attendance and Punctuality

Uniform

Neighborhood Health has a dress code policy that requires employees to maintain a neat and clean appearance that is appropriate for a health care setting and for the work being performed. We specifically require clinicians and others who serve in our health centers to wear attire or uniforms that are visibly distinguishable from patients.

Neighborhood Health’s policy applies to students, residents, and interns who have the opportunity to work onsite at Neighborhood Health. You must wear your institution-issued ID badges and their institution-issued white coats (or the appropriate equivalent for nursing, pharmacy, and behavioral health students, etc.) at all times. Also, keep your list of emergency codes (which we suggest you place with your ID badge) with you at all times.

You may not be or remain onsite if you are not in this attire.

Policy Reference(s): Uniforms, Attire, and Grooming

Inclusion and Nondiscrimination

Neighborhood Health tolerates no discriminatory treatment. We specifically tell our patients:

You Are Welcome Here!

Neighborhood Health welcomes everyone at all our health center locations. Here at Neighborhood Health, “everyone” really means **EVERYONE**. We welcome people of any:

- Ability to pay
- Age
- Gender or gender identity/expression
- Health condition or disability
- Housing or homelessness status
- Immigration or citizenship status
- Insurance status
- Jail or prison history
- Language spoken
- Marital or family status
- National origin or ancestry
- Political affiliation
- Race, color, or ethnicity
- Religion, creed, or spirituality
- Sexuality or sexual orientation
- Veteran status or military service or discharge status

Anyone and everyone are welcome at any of our sites. No one will ever be turned away because of inability to pay or any other reason above.

Further, Neighborhood Health seeks to be a welcoming and deeply affirming environment for lesbian, gay, bisexual, transgender, queer, or intersex (LGBTQI) individuals. Students, residents, and interns must (a) provide services and fully participate in the treatment of all Neighborhood Health patients regardless of the patients' LGBTQI status; and (b) do so in a manner that fully conforms to our welcoming and affirming stance, clinical protocols, and therapeutic approach.

Our Inclusion & Nondiscrimination Statement is included here as Appendix A. You must comply with this statement and our policy in its entirety. If you witness or become aware of any violations of this policy, contact the Chief Human Resources Officer.

Policy Reference(s): Title VI/Nondiscrimination
Anti-Harassment
Sexual Harassment Abuse Policy
Workplace Bullying
Equal Employment Opportunity

Standards of Conduct

Neighborhood Health is in a position of trust with respect to many external organizations and agencies, as well as its patients and the community at large. Accordingly, Neighborhood Health, its Board Members, officers, employees, contractors, agents, students, residents, and interns have a responsibility to the Government, other sources of funds, its patients and its community to use such funds prudently, ethically, and for the purposes for which they are designated. Ethical conduct must be at the very foundation of all of our work at Neighborhood Health. To this end, all Board Members, officers, employees, contractors, agents, students, residents, and interns must abide by Neighborhood Health's Standards of Conduct. The Standards of Conduct are included here as Appendix B.

Policy Reference(s): Standards of Conduct

Social Relationships/Fraternization

Never have personal visitors onsite. Also, keep personal calls to a minimum. Again, to the extent you need to use a personal device (e.g., to make or receive a personal call or send a personal email or text), do so only in designated break areas away from any patient care area or offsite.

Do not date, attempt to date, or have sexual contact with any Neighborhood Health patient if you have any involvement with that individual's care and treatment. Also, do not date, attempt to date, or have sexual contact with any Neighborhood Health employee or contract provider during your placement at Neighborhood Health.

If you have a pre-existing intimate relationship with a Neighborhood Health patient, employee, or contract provider, contact the Chief Human Resources Officer before your placement begins to get guidance as to how you should proceed.

Policy Reference(s): Visitors in Workplace

Title VI/Nondiscrimination
Anti-Harassment
Sexual Harassment Abuse Policy
Conduct and Working Environment

Parking

You may park at a Neighborhood Health location only to the extent that it does not displace or otherwise decrease access to patients who need to park. Do **not** park in the Downtown Clinic parking lot or the Napier Clinic parking lot, which we reserve exclusively for Neighborhood Health patients, employees, and contract providers.

Public Benefits Eligibility

Given the population Neighborhood Health serves, it is critical all students, residents, and interns have a basic knowledge about public benefit programs in Tennessee. This helps us ensure patients can fill prescriptions that providers may write and otherwise get the care they need outside of Neighborhood Health. (As noted above, Neighborhood Health serves all patients, regardless of their insurance status or ability to pay.)

Terminology

In Tennessee, **TennCare** is the Medicaid program, and **CoverKids** is the Children's Health Insurance Program (CHIP). The federal poverty level (FPL) is a measure of need that reflects both household income and household size. The federal government updates the related [poverty guidelines](#) annually.

Assessing Eligibility

Start with the "five finger" test. Consider **TennCare/CoverKids** if the patient is:

1. Pregnant female
2. Child
3. Parent of a minor child
4. Disabled
5. Age 65+

TennCare and CoverKids provide comprehensive health insurance. Note, though, the income and other criteria differ by eligibility category. For reference, TennCare updates its eligibility summary and income [chart](#) each year.

Note: Tennessee has not (thus far) expanded TennCare to eligible adults under 138% FPL. Thus, TennCare does not generally cover most childless adults age 19-64. In contrast, [39 states](#) (as of January 2023) have expanded Medicaid to cover almost all eligible individuals (including childless adults) under 138% FPL.

If the patient is disabled, consider **Supplemental Security Income (SSI)**. SSI provides a cash benefit (\$914 per month in 2023). SSI recipients in Tennessee also automatically get TennCare; however, the application process is extensive, and Social Security often takes a long time to make a decision (often more than two years).

If the patient has Medicare, consider the **Medicare Savings Program**. This program pays for a patient's monthly Medicare premiums – and it may also pay Medicare deductibles and other cost sharing. While patients must complete an application [form](#), doing so may save them over \$2,000 per year in premiums and other costs. For reference, other entities refer to the Medicare Savings Program as QMB, SLMB, or QI.

If a patient does not qualify for TennCare, consider [CoverRx](#), which provides a limited pharmacy benefit (including generic drugs, diabetic drugs and supplies, atypical antipsychotics, etc.). The patient may also qualify for a **prescription assistance program (PAP)** from a manufacturer if the patient needs a specific brand-name drug. Additionally, the patient may be eligible for radiology, inpatient, and specialty services from **Nashville General Hospital** and/or specialty care from **Project Access**.

Patients may also qualify to enroll in a [marketplace health plan](#). However, they can generally do so only during open enrollment (late in the year for coverage beginning in January) or shortly after a [special enrollment event](#).

Table 1 summarizes the major health care-related public benefits in Tennessee.

Immigration Status

Tennessee is one of roughly 16 states who cover undocumented pregnant women in the CoverKids programs. These women also have access to WIC and free vaccinations.

Other undocumented immigrants may qualify for emergency services if they meet all other TennCare requirements (e.g., if they are a child or eligible parent). Outside of these narrow exceptions, though, undocumented immigrants are generally ineligible for public benefits in Tennessee.

Neighborhood Health serves all patients, regardless of their immigration status.

“Boutique” TennCare Programs

TennCare through its [CHOICES](#) program provides special benefits to patients who are at risk of being institutionalized in a long-term care facility. For example, an individual with disabilities has substantial home health and other needs, and she is at risk of going into a nursing home. CHOICES may provide services to prevent her nursing home admission. In addition, TennCare through its [ECF CHOICES](#) program provides special services for patients with intellectual and developmental disabilities. Eligibility requirements for these programs vary.

Other Public Benefits

Patients may qualify for or already be enrolled in other public benefits, including:

- Ryan White, which provides health, social services, and housing supports to individuals with HIV/AIDS;
- Women, Infants, and Children (WIC), which provides nutrition services;
- Public housing or Section 8 rental assistance;

- Supplement Nutrition Assistance Program (SNAP, formerly Food Stamps); and
- Low Income Home Energy Assistance Program (LIHEAP).

However, almost all of Tennessee's public benefit programs have separate, stand-alone application forms and eligibility processes administered by different agencies. These agencies typically do not share data or coordinate operations. Thus, individuals typically must submit separate forms, verification documents, and submit to different interviews at different offices in order to qualify for the state's relatively meager benefit offerings.

Application Assistance

Patient Navigators at Neighborhood Health provide application assistance to health care-related and other public benefit programs. Make sure to introduce yourself to the Patient Navigator (or other staff members who provide enabling services) at your location.

Table 1: Summary of Health Care-Related Public Benefits in Tennessee

Population	Potential Eligibility	Scope of Benefits	Household Income Limits	Notes*
Pregnant individuals	TennCare or CoverKids	Full coverage	≤ 250% FPL	No citizenship/ immigration requirement.
Children	TennCare or CoverKids	Full coverage	≤ 250% FPL	
Parents of minor children	TennCare	Full coverage	≤106% FPL	
Disabled or age 65+ <u>without</u> Medicare	SSI/TennCare	Monthly cash benefit + full coverage	≤ about \$934 per month (more if income is from working)	SSI recipients in Tennessee automatically get TennCare. However, the application process is very long.
Disabled or age 65+ <u>with</u> Medicare	Medicare Savings Program	Pays premiums, deductibles, and cost-sharing	≤135% FPL	Must complete 7-page form, but applicants may save \$2,000+ per year in premiums and other costs.
Other uninsured adults (e.g., childless adults, parents ineligible for TennCare, disabled not enrolled in SSI, etc.)	CoverRx	Covers generics, diabetic drugs/supplies, atypical antipsychotics, and other drugs.	≤ 138% FPL	
	Prescription assistance programs (PAPs)	Free medication	Varies by PAP	
	Nashville General Hospital	Radiology, specialty, and inpatient services	≤ 190% FPL (some help available if above the limit)	Limited to Davidson County residents.
	Project Access	Specialty care	≤ 200% FPL	Limited to residents of Davidson and certain other counties.
	Marketplace plans	Full coverage (but some with deductibles)	100-400% FPL	Must apply during open enrollment or soon after special enrollment event.

* Applicants must be (i) U.S. citizens or eligible immigrants and (ii) residents of Tennessee to qualify for programs unless otherwise noted. Also, applicants may apply at any time during the year unless otherwise noted.

Conditions of Placement

Even if Neighborhood Health approves your placement and even after your placement begins:

- Neighborhood Health may terminate your placement at any time for any reason and without any advance notice to you or to your institution.
- You are not and will not be an employee, agent, or contractor of Neighborhood Health. You are not and will not be entitled to monetary compensation or employee benefits, including worker's compensation benefits, during your placement at Neighborhood Health.
- You shall not have during your placement any expectation of privacy while onsite at Neighborhood Health. Neighborhood Health reserves the right to search your belongings, your vehicle, and any other personal property you bring onto Neighborhood Health premises. For example, the CEO of Neighborhood Health may authorize such a search as a security precaution or in the event of a specific incident. You freely consent to any searches that Neighborhood Health in its exclusive discretion may deem necessary.
- You shall indemnify and hold harmless Neighborhood Health and its directors, officers, employees, agents, successors, and permitted assigns from and against any and all liability, losses, damages, claims, causes of action, costs or expenses (including reasonable attorney's fees), which directly or indirectly arise out of performance here by Neighborhood Health and its directors, officers, employees, agents, successors, and permitted assigns.

Your acceptance of a placement at Neighborhood Health acknowledges your understanding of and express agreement to these conditions.



**Attachment A:
Inclusion & Nondiscrimination
Statement**



You Are Welcome Here!

Neighborhood Health welcomes everyone at all our health center locations. Here at Neighborhood Health, “everyone” really means **EVERYONE**. We welcome people of any:

- Ability to pay
- Age
- Gender or gender identity/expression
- Health condition or disability
- Housing or homelessness status
- Immigration or citizenship status
- Insurance status
- Jail or prison history
- Language spoken
- Marital or family status
- National origin or ancestry
- Political affiliation
- Race, color, or ethnicity
- Religion, creed, or spirituality
- Sexuality or sexual orientation
- Veteran status or military service or discharge status

Anyone and everyone are welcome at any of our sites. No one will ever be turned away because of inability to pay or any other reason above.

Please Talk to Us

We want you to be happy you chose to get care at Neighborhood Health. Let us know how we can make you even more comfortable – and glad you chose us. Call us at **(615) 227-3000** or email our CEO, Brian Haile, at bhaile@neighborhoodhealthtn.org.



Attachment B: Standards of Conduct

Neighborhood Health Standards of Conduct

I. Statement of Purpose.

Neighborhood Health is in a position of trust with respect to many external organizations and agencies, as well as its patients and the community at large. Accordingly, Neighborhood Health, its Board Members, officers, employees, contractors, and agents have a responsibility to the Government, other sources of funds, its patients, and its community to use such funds prudently, ethically, and for the purposes for which they are designated. Ethical conduct must be at the very foundation of Neighborhood Health.

The primary purposes of these Standards of Conduct are to provide safeguards to prevent employees, contractors, agents, officers, and members of the Board of Directors of Neighborhood Health from:

1. Using their positions for purposes that are, or give the appearance of being, motivated by a desire for private financial or other gain for themselves or others such as those with whom they have family, business, or other ties; and,
2. Violating their duty to Neighborhood Health by inappropriately disclosing confidential information about Neighborhood Health.

For these purposes, “agents” and “contractors” include only those individuals acting on behalf of Neighborhood Health. Vendors who perform routine functions and do not represent themselves as representatives or agents of Neighborhood Health are not considered “agents” or “contractors” for the purposes of this policy. Licensed attorneys, registered lobbyists, and licensed accountants are deemed to be in compliance with this policy given their ethical and professional obligations to disclose conflicts to Neighborhood Health.

II. General Responsibilities of Neighborhood Health.

Neighborhood Health recognizes that it must earn and maintain a reputation for integrity that includes, but is not limited to, compliance with applicable Federal, State, and local laws and regulations, as well as its contractual obligations. Even the appearance of misconduct or impropriety can be very damaging to Neighborhood Health. Neighborhood Health must strive at all times to maintain the highest standards of ethics, quality and integrity and prohibits both potential or actual conflicts of interest.

A. Individual Responsibility.

Ethics and integrity are the responsibility of each individual. Therefore, every employee, contractor, agent, officer, and member of the Board of Directors of Neighborhood Health is responsible for ethical conduct consistent with these Standards of Conduct and with Neighborhood Health’s policies.

Neighborhood Health’s Board and employees in supervisory positions must assume responsibility for ensuring that their conduct and the conduct of those they supervise (including contractors) complies with these Standards of Conduct.

B. Business Activities.

Business activities undertaken on behalf of Neighborhood Health with the public, the Government, and suppliers must reflect the highest standards of honesty, integrity, and fairness. These business activities must be conducted so that they avoid even the appearance of misconduct or impropriety.

III. Private Financial or Other Interests: Prohibition on Conflicts of Interest

A. General Principles Prohibiting Conflicts

No employee, contractor, agent, officer, or member of the Board of Directors of Neighborhood Health will participate in the selection, award, or administration of a contract or grant if a real or apparent conflict of interest would be involved. Such a conflict would arise when the employee, contractor, agent, officer, Board member, or relative of any of these individuals has a financial or other interest in the firm selected for the contract or award.

A “financial or other interest” includes not only personal and pecuniary (monetary) advantage, but also situations in which there is a duality or diversity of interests between Neighborhood Health and another organization with which the employee, contractor, agent, officer, or Board Member, or relative of any of these individuals, also is associated. This also includes situations in which any of these individuals is negotiating with or has any arrangement considering prospective employment with another organization, which may give rise to a conflict. In these situations, it is typically not enough for an individual to be aware of the conflict and to attempt to act in Neighborhood Health’s best interest despite the conflict. Neighborhood Health requires full disclosure of conflicts of interest consistent with this Policy, as further explained below.

“Relative” includes any child, spouse, partner, sibling, brother-in-law, parent, father-in-law, mother-in-law, aunt, uncle, grandparent, or other person in a relationship equivalent to these.

NOTE: For serious, visible, continuing, or pervasive conflicts, an individual may be required to withdraw from his or her position with Neighborhood Health or from the outside position that causes the conflict.

B. Conflicts of Interest and Disclosure Requirements

No employee, contractor, agent, officer, or Board Member will have a direct or indirect financial interest in, or receive any compensation or other benefits as a result of, transactions between Neighborhood Health and any individual or business firm:

1. From which Neighborhood Health purchases supplies, services, materials, or property;
2. Which renders any services to Neighborhood Health, including the leasing of office space;
3. To which Neighborhood Health provides any services or materials; or

4. Which has other contractual relationship or business dealing with Neighborhood Health.

except, with the prior written approval of the CEO, upon complete disclosure of the facts and after completion of an arms-length procurement that is consistent with Neighborhood Health's Procurement Policy, 45 CFR Part 75 Subpart E, and 2 CFR Part 200 (Subparts A – F). All decision in this regard shall be made in the best interests of Neighborhood Health. Disclosures by members of the Board of Directors must also be made to the President. In the event the CEO has a conflict, the CEO will disclose such conflict to the Chair of the Board who will, in turn, be responsible for advising the Board.

As stated in Section III.A., above, no employee, contractor, agent, officer, or member of the Board of Directors may participate in the selection, award, or administration of a contract or grant if:

1. He or she, or
2. His or her relative, or
3. An organization with whom he or she is negotiating or has any arrangement concerning prospective employment,

has a financial or other interest in the firm selected for the contract or award. If an employee, contractor, agent, officer, or member of the Board of Directors believes that one of the aforementioned conflicts actually or potentially exists, he or she must immediately disclose this information in writing to the CEO. Disclosures by members of the Board of Directors must also be made to the Chair of the Board of Directors (and if it is the CEO or the Chair who has such a financial interest, he or she must make disclosure to the Chair or Vice Chair, respectively).

Neighborhood Health requires that all employees, contractors, agents, officers and members of the Board of Directors and candidates for Board membership disclose in writing at the beginning of their association with Neighborhood Health:

1. All business and family relationships which create an actual or potential a conflict of interest, and
2. Where applicable, provide a statement suggesting how such conflict could be avoided or mitigated.

In order to facilitate such full disclosure, Neighborhood Health requires employees, contractors, agents, officers, and Board Members to complete a Disclosure Form (Exhibit A) at the beginning of their association with Neighborhood Health. Completion of a Disclosure Form does not relieve individuals of the obligation to comply with these Standards of Conduct with regard to conflicts that occur after the filing of the Disclosure Form.

In addition, members of the Board of Directors, members of the Executive Leadership Team, and any employee, contractor or agent involved with procurement must complete a new Disclosure Form at least annually.

The specific threshold amount is to be determined by Neighborhood Health; neither the procurement standards nor the anti-kickback rules specify a permissible amount.

In addition, employees, contractors, and agents must disclose to the CEO (and the CEO must disclose to the Chair of the Board), in writing, the specifics of any plans to accept supplemental outside employment so that Neighborhood Health may determine whether such outside employment or consultancy has the potential for conflicting with the interests of Neighborhood Health. Neighborhood Health's prior approval of such outside employment or consultancy is required.

No member of the Board of Directors may vote on any matter which may directly or indirectly result in financial or other gain to that member, or which may conflict with that member's obligations to another organization's Board of Directors or to his or her employer. Provided that the member of the Board of Directors has first disclosed a conflict or potential conflict, and abstains from voting in that regard or participating in discussions.

C. Compensation to Members of the Board of Directors

Within the limits of available funds and subject to the bylaws of the corporation, Neighborhood Health may reimburse members of the Board of Directors for reasonable expenses actually incurred by reason of their participation in Board activities, e.g. travel expenses, meals, and incidentals. Reimbursements shall be made in a manner consistent with Neighborhood Health policies.

Neighborhood Health will not compensate members of the Board of Directors for services rendered in the ordinary course of service as members of the Board of Directors. However, if a member of the Board of Directors who is not an officer is qualified to perform professional services for Neighborhood Health, Neighborhood Health may consider contracting with that member of the Board of Directors for such professional services, provided that the affected member of the Board of Directors does not participate in discussions (except to the extent other bidders are invited to do so) or vote on his or her selection and the procurement is in all respects an "arms-length" transaction (and, the result of a competitive bid process), consistent with the Neighborhood Health's Procurement Policy and OMB Circular A-122 cost principles, and in the best interests of Neighborhood Health.

D. Prohibition Against Certain Gifts/Gratuities

The employees, contractors, agents, officers, and members of the Board of Directors of Neighborhood Health may not solicit or accept gifts, gratuities, favors or anything of value from contractors or potential contractors of Neighborhood Health, or from parties or potential parties to sub-agreements (e.g., subcontracts and sub-grants).

A "gift" means anything offered directly by or on behalf of a contractor or potential contractor, other than promotional materials of little or nominal value such as pens, calendars, mugs, and other items intended for wide distribution and not easily resold. Gifts include (but are not limited to): personal gifts, such as sporting goods, household furnishings and liquor; social entertainment or tickets to sporting events; personal loans or privileges to obtain discounted merchandise, and the like.

Any employee, contractor, agent, officer, or member of the Board of Directors will decline or return any gift and notify the CEO of such gift.

Notwithstanding the foregoing, Neighborhood Health as an organization may accept contributions from contractors and potential contractors as part of its ongoing fundraising

efforts. In addition, Neighborhood Health and its employees may participate in consultative projects, webinars, trainings, meetings, or conferences and accept the sponsorship of a contractor or potential contractor for the associated trainings, consultations, travel, lodging, meals, etc. if the CEO approves (in advance and in writing) such participation and sponsorship. The CEO shall approve these requests only when the intention and reality of such support from contractors or potential contractors is to improve organizational performance rather than confer individual staff benefit or private financial gain. The CEO shall disclose all such support and sponsorships to the Board of Directors in writing.

E. Prohibition Against Bribery

Neighborhood Health will immediately dismiss any employee, remove any officer or member of the Board of Directors, and terminate the contract of any contractor/agent found to have offered or accepted a bribe to secure funding from Neighborhood Health.

IV. Procurement Standards.

Neighborhood Health has developed Procurement Standards that are separately set forth and govern the conduct of Neighborhood Health's procurements. As those Procurement Standards state, it is the policy of Neighborhood Health to conduct all procurement transactions in a manner to provide, to the maximum extent practical, open, and free competition. Other important procurement considerations include the following:

Neighborhood Health will be sensitive to, and seek to avoid, organizational conflicts of interest or non-competitive practices among contractors. Consultants who want to bid for a contract from Neighborhood Health are prohibited from drafting the contract's specifications, request for proposals and the like.

Awards will be made to the bidder whose bid is responsive to the solicitation and most advantageous to Neighborhood Health, in terms of price, quality and other factors. Neighborhood Health retains the right to reject any and all bids or offers when it is in Neighborhood Health's interest to do so.

V. Confidential Information.

A. General Principles.

Employees, agents, contractors, officers, and members of the Board of Directors of Neighborhood Health may acquire confidential information by virtue of their affiliation with Neighborhood Health. It is Neighborhood Health's policy that information (including paper and electronic documents containing such information) that Neighborhood Health deems to be confidential may not be intentionally disclosed outside of Neighborhood Health. In addition, employees, contractors, agents, officers, and members of the Board of Directors will not disclose information that is not designated as confidential in instances where the individual should reasonably know that Neighborhood Health would not wish to have the information released to a third party, and should exercise reasonable care to avoid the inadvertent disclosure of confidential information.

B. Covered Information.

It is the policy of Neighborhood Health that all information communicated at executive sessions or other closed sessions of the Board of Directors is confidential information. In addition, the Board of Directors or CEO may determine that other information is confidential on a case-by-case basis taking into account Neighborhood Health's best interests. Information may be designated as confidential in various ways. Documents may be marked confidential (e.g., confidential minutes of executive sessions, financial reports, documents that contain attorney-client communications or an attorney's legal opinion or factual research, which may be designated "attorney work product". Information that is communicated orally also may be designated as confidential information either prior to or immediately after it is communicated.

C. Policy.

Employees, contractors, agents, officers, and Board members of Neighborhood Health are required to sign an appropriate Confidentiality Agreement that specifically limits the context in which, and persons to whom, confidential information may be communicated. The form of such agreement is attached hereto as Exhibit B.

Employees, contractors, agents, officers, and members of the Board of Directors may not communicate the Neighborhood Health confidential information to anyone who is not an employee, contractor, agent, officer, or member of the Board of Directors without the explicit authorization of the Board of Directors. The Board of Directors will have discretion on a case-by-case basis to limit access to certain confidential information only to members of the Board of Directors and officers. No employee, contractor, agent, officer, or member of the Board of Directors of Neighborhood Health will make use of or disclose confidential information learned as a result of his or her affiliation with Neighborhood Health for personal or any other persons' gain. Employees, contractors, agents, officers, and members of the Board of Directors will at all times exercise reasonable care to avoid the inadvertent disclosure of Neighborhood Health's confidential information and will be bound by (and required to comply with) the confidentiality provisions contained in agreements executed between Neighborhood Health and other organizations.

Employees, contractors, agents, officers, and Board Members are required to maintain the confidentiality of Neighborhood Health's information, consistent with this Confidentiality Policy, for an indefinite period of time after their term of employment, contract, office, or other affiliation with Neighborhood Health ends.

VI. Political Activities and Lobbying.

A. Political Activities.

No employee, contractor or agent of Neighborhood Health may engage in political or political campaign activities (typically involving election for public office) during business hours, unless on leave. No employee, contractor, agent, officer, or member of the Board of Directors may use Neighborhood Health's name, facility, or resources in connection with political or campaign activities.

Employees, contractors, agents, officers, and members of the Board of Directors may not solicit political support in any manner that might suggest that Neighborhood Health supports any political party or candidate. No employee, contractor, agent, officer, or member of the Board of Directors will, in any manner, solicit financial assistance or subscription for any political party, candidate, fund, publication, or for any other political purpose from Neighborhood Health employees in the workplace or otherwise in an employment-related setting.

B. Lobbying.

No Federal grant or related funds may be used to support the costs, if any are incurred, of prohibited lobbying activities as defined variously in OMB Circular A-122, Department of Health and Human Services (“DHHS”) rules implementing the Byrd Amendment and DHHS appropriations riders. Lobbying is generally defined as a communication (written or oral) that is an attempt to influence (for or against) specific legislation. No lobbying activities will be conducted by employees, contractors, agents, officers and/or members of the Board of Directors, on behalf of Neighborhood Health, without the prior written approval of the CEO (or, if such person is the CEO, the Chair of the Board of Directors).

VII. Violations of Standards of Conduct.

A. Reporting of Suspected Violations.

1. Employees.

Employees should promptly report suspected violations of applicable laws, regulations, government contract and grant requirements or these Standards of Conduct. This reporting should normally be made initially through standard management channels, beginning with the immediate supervisor. Alternatively, employees may go to the Compliance Officer or CEO.

Such reports may be made confidentially, and even anonymously; however, Neighborhood Health cannot guarantee anonymity. Raising such concerns is a service to Neighborhood Health and will not jeopardize the employment of the reporting individual.

All employees should cooperate fully in the investigation of any alleged misconduct.

2. Others.

Other individuals should promptly report suspected violations of applicable laws, regulations, government contract and grant requirements or these Standards of Conduct to the CEO or Compliance Officer. If an individual has reason to believe that the CEO has violated the standards, notice must be given to the Chair of the Board of Directors.

B. Consequences of Violations.

Employees, contractors, or agents who violate these standards may, depending on the severity of the violation, be subject to oral admonishment, written reprimand, reassignment, demotion, suspension, or separation, in addition to legal penalties that may apply.

Officers and members of the Board of Directors who violate these standards may, depending on the severity of the violation, be subject to oral admonishment or removal from the Board, in addition to legal penalties that may apply.

**Exhibit A:
DISCLOSURE CONCERNING CONFLICT OF INTEREST**

STATEMENT OF PURPOSE:

As an employee, contractor, agent, officer, or Board member of Neighborhood Health, I understand that I owe certain duties to Neighborhood Health including, but not limited to, the duty of loyalty to Neighborhood Health. I understand that one aspect of fulfilling my duties to Neighborhood Health is to avoid conflicts of interest in which my allegiance might be split between a position of responsibility with Neighborhood Health, and another professional, personal, business, or volunteer position or responsibility. To help avoid actual or potential conflicts of interest, I am disclosing other responsibilities and situations in which I have, or may have, a conflict with regard to my duties to Neighborhood Health, including those which may give the appearance that I have conflicting duties to another position or responsibility. I invite any further inquiry by Neighborhood Health that it deems appropriate.

AGREEMENT AND DISCLOSURE:

I have read Neighborhood Health's Standards of Conduct and agree to comply with the terms of the policy. I agree to supplement this Disclosure Form in the event an additional conflict, or potential conflict, arises, but in no event less than annually.

1. Professional, business, or volunteer positions that might give rise to conflicts:
2. Situations in which I am serving as a vendor, or am employed by or consulting with a vendor, to Neighborhood Health or its clients:
3. Family relationships that create or appear to create a conflict:
4. Suggested means of mitigating any of the situations identified in Items 1 through 3 above:
5. I know of no professional, business, or volunteer position or responsibility, including vendor situations, that might give rise to conflicts (check here): ____

[Student Need Not Sign this Form]

Signature

Date

Position with Neighborhood Health

**Exhibit B:
CONFIDENTIALITY AGREEMENT**

I have reviewed Neighborhood Health's Confidentiality Policy and agree to comply with the policies stated therein.

[Students Sign this Form in their Intake Packet] _____
Signature _____ Date _____

Printed Name

Position with Neighborhood Health

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**Attachment C:
Pre-Orientation Quiz for
Students, Residents, and Interns**



Pre-Orientation Quiz for Students, Residents, and Interns

Student or Resident Full Name (First, Middle, Last):		Student or Resident Telephone #:
Gender Identity (optional): <input type="checkbox"/> Female <input type="checkbox"/> Male	Date of Birth (mm/dd/yyyy):	Email:

Mission of Neighborhood Health

1. Neighborhood Health serves patients with insurance, including private coverage, TennCare, CoverKids, and Medicare.	<input type="checkbox"/> True <input type="checkbox"/> False
2. Neighborhood Health serves patients without regard to their insurance status or ability to pay.	<input type="checkbox"/> True <input type="checkbox"/> False
3. Neighborhood Health serves roughly 31,000 patients each year, including more than 5,000 patient experiencing homelessness.	<input type="checkbox"/> True <input type="checkbox"/> False
4. Neighborhood Health helps patients sign up for pharmacy assistance, health coverage, and other public programs including CoverRx , TennCare, CoverKids, the Medicare Savings Program, and SNAP/Food Stamps.	<input type="checkbox"/> True <input type="checkbox"/> False
5. Neighborhood Health can serve patients living in any county, even patients from Cheatham, Sumner, Macon, Smith, and Rutherford Counties in which Neighborhood Health does not currently have a health center location.	<input type="checkbox"/> True <input type="checkbox"/> False
6. Women who do not want to get pregnant can get free long-acting reversible contraception through Neighborhood Health.	<input type="checkbox"/> True <input type="checkbox"/> False
7. Neighborhood Health provides the identical medical, dental, and behavioral health care services at all locations.	<input type="checkbox"/> True <input type="checkbox"/> False
8. A student, resident, or intern can refer friends and family members to Neighborhood Health to get medical, dental, or behavioral health care services.	<input type="checkbox"/> True <input type="checkbox"/> False

Neighborhood Health Policies and Procedures

1. Students, residents, and interns can use apps on their personal phones to look up reference information when caring for patients.	<input type="checkbox"/> True <input type="checkbox"/> False
2. Students, residents, and interns can help with the treatment of patients whom they may know outside of Neighborhood Health.	<input type="checkbox"/> True <input type="checkbox"/> False

3. Students, residents, and interns have access to the lab areas at Neighborhood Health clinics.	<input type="checkbox"/> True	<input type="checkbox"/> False
4. Students, residents, and interns must sign in and sign out as visitor when arriving and leaving their assigned health center each day.	<input type="checkbox"/> True	<input type="checkbox"/> False
5. Students, residents, and interns do not need to wash their hands after a patient encounter if they were wearing latex gloves.	<input type="checkbox"/> True	<input type="checkbox"/> False
6. The “SDS” provide key safety information about products we use in health centers, and SDS information is available online	<input type="checkbox"/> True	<input type="checkbox"/> False
7. Students, residents, and interns may draw blood from patients for labs or administer vaccinations as ordered by providers.	<input type="checkbox"/> True	<input type="checkbox"/> False
8. Students, residents, and interns should always confirm a patient using two patient identifiers at the beginning of each encounter.	<input type="checkbox"/> True	<input type="checkbox"/> False
9. Students, residents, and interns may try to persuade reluctant patients to consent to having the student, resident, or intern provide services.	<input type="checkbox"/> True	<input type="checkbox"/> False
10. If a provider begins to discuss a patient’s information with a student, resident, or intern in a publicly accessible hallway in the patient care area, the student, resident, or intern can engage in the conversation.	<input type="checkbox"/> True	<input type="checkbox"/> False
11. Students, residents, and interns can use a personal cell phone to take a picture of a patient’s rash or other condition if the purpose relates to patient care.	<input type="checkbox"/> True	<input type="checkbox"/> False
12. Students, residents, and interns can email or text their preceptor about a patient as long as they do not include any identifiers in the email or text.	<input type="checkbox"/> True	<input type="checkbox"/> False
13. Students, residents, or interns may publish findings or observations as long as it is part of their coursework.	<input type="checkbox"/> True	<input type="checkbox"/> False
14. Students, residents, or interns may take home a Neighborhood Health-provided laptop or device if their precepting provider gives them permission.	<input type="checkbox"/> True	<input type="checkbox"/> False
15. Students, residents, or interns may insert a thumb drive into a Neighborhood Health laptop as long as they conduct a virus scan prior to insertion.	<input type="checkbox"/> True	<input type="checkbox"/> False
16. Students, residents, or interns may access their academic email accounts using a Neighborhood Health-provided laptop as long as they do so using a public Wi-Fi network.	<input type="checkbox"/> True	<input type="checkbox"/> False

17. In order to work at Neighborhood Health, students, residents, or interns need to feel comfortable enough to walk unescorted to their vehicles even during daylight.	<input type="checkbox"/> True	<input type="checkbox"/> False
18. Students, residents, and interns should notify their precepting providers about concerns that may warrant incident reports and entrust them to complete the incident reporting.	<input type="checkbox"/> True	<input type="checkbox"/> False
19. A resident who is fluent in Arabic may conduct a patient exam and converse with a patient in Arabic if the patient does not speak English or is more comfortable speaking in Arabic.	<input type="checkbox"/> True	<input type="checkbox"/> False
20. A student, resident, or intern can access the electronic health record of a patient for whom they are not involved in the treatment.	<input type="checkbox"/> True	<input type="checkbox"/> False
Title VI		
1. Title VI is a federal law that prevents discrimination in education, health care, housing, and other federally funded programs.	<input type="checkbox"/> True	<input type="checkbox"/> False
2. Students, residents, and interns with placements at Neighborhood Health are bound by Title VI.	<input type="checkbox"/> True	<input type="checkbox"/> False
3. Failing to provide services to persons with limited English proficiency may constitute discrimination under Title VI.	<input type="checkbox"/> True	<input type="checkbox"/> False
Public Benefits Eligibility		
1. All Tennesseans at or below 138% of the federal poverty level (FPL) are generally eligible for TennCare, Tennessee's Medicaid program.	<input type="checkbox"/> True	<input type="checkbox"/> False
2. Individuals who live in public housing or who get SNAP/Food Stamps benefits automatically get TennCare.	<input type="checkbox"/> True	<input type="checkbox"/> False
3. Undocumented immigrants are ineligible for all public programs in Tennessee.	<input type="checkbox"/> True	<input type="checkbox"/> False
4. Tennesseans under the poverty level may be eligible for CoverRx and other pharmacy assistance programs.	<input type="checkbox"/> True	<input type="checkbox"/> False
5. Uninsured residents of Nashville/Davidson County can get free or low-cost radiology, specialty care, and inpatient services at Nashville General Hospitals.	<input type="checkbox"/> True	<input type="checkbox"/> False
6. Tennesseans can enroll in marketplace health plans via www.healthcare.gov only during the open enrollment period – or if they qualify for a special enrollment period.	<input type="checkbox"/> True	<input type="checkbox"/> False
7. Tennesseans can enroll in TennCare, CoverKids, and CoverRx at any time during the year.	<input type="checkbox"/> True	<input type="checkbox"/> False

8. Medicare enrollees may qualify to for special help to pay for their monthly premiums, deductibles, and other cost sharing.	<input type="checkbox"/> True <input type="checkbox"/> False
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