



Banner Health

Welcome to Banner Health!

Banner Health Student Coordination welcomes you! Our role is to provide the best possible clinical experience for you while you are at any Banner Health facility.

Below is information that may be helpful during your time at our Banner Health facilities. If you have any questions, concerns or other inquiries either before, during or after your clinical rotation, please don't hesitate to contact us at the Student Coordination mailbox link below. Please be sure to include in the subject line of your email the Banner Health facility in question, the school you attend and the type of student experience to ensure your email is routed to the appropriate Student Coordinator.

BH-STUDENTCOORDINATION@BannerHealth.com

My Clinical Exchange

All students completing a clinical rotation at a Banner Health facility are required to take online orientation modules through the My Clinical Exchange (mCE) platform annually. Please contact Student Coordination or mCE Support if you are having difficulties with setting up your account or completing these modules.

Parking

TCH: Students are encouraged to park in the North parking lot in the back row. Front doors are locked at 8 P.M. and opened again at 06:30 A.M. The ER entrance is utilized during this locked time.

Meals

TCH: There is a cafeteria located in the basement of the hospital. Tickets can be purchased for 15.00 or 30.00 dollars. Eating is not allowed in patient care area, drinks are only allowed with appropriate covering.

Badges

All students must wear a school-issued identification badge. You must wear a badge during your clinical rotations, or anytime you are at the facility as a student. There may be exceptions related to programs and/or clinical sites. **If a Banner Health badge has been obtained, it must be turned in to Security, your clinical instructor or preceptor at the end of your clinical rotation.**

Dress Code

Students must wear their assigned school uniform when on the clinical unit as a student. There may be exceptions to this in specialty care areas. Please check with your clinical

instructor or preceptor. No artificial fingernails are permitted, and piercings are limited to ears only.

Cell Phone Usage

Out of respect for our patients, guests and staff, we ask you not to use your cell phone during clinicals. Personal phone calls must be made and received during a break in a designated break area or after the shift. Please leave your clinical instructor's contact number as an emergency phone # for family, babysitters, children's school, etc. Your clinical instructor will know where you are at all times and can give you the message in case of an emergency. During your senior practicum experience, you may leave the unit phone # as your emergency contact number since you will be assigned to one clinical area for the duration of your experience.

Taking pictures of any patient or part of a patient, even at their request, is strictly prohibited and will result in immediate dismissal from the clinical experience.

Unit-Specific Information

Every student should know where the MSDS information, fire extinguisher and emergency exits are for the unit you are working on. These will be pointed out during the tour of the unit. Student expectations and daily assignment process will also be discussed with your clinical instructor.

Documentation

Cerner Electronic Medical Record (EMR) is currently utilized at Banner Health facilities with the exception of Tucson. It is imperative that all students understand the guidelines as to what they can and cannot chart. If you are not clear on this, please ask. There is a form titled, "**Student Supervision Form**", that MUST be completed by a licensed individual prior to the end of the shift. This will primarily be the responsibility of the nursing faculty member, or the preceptor in a 1:1 rotation.

When faculty is "off-site faculty", this becomes the responsibility of the bedside staff nurse. The student/faculty **must** establish the appropriate **Relationship** of either **Student** or **Instructor** when opening a patient chart.

Cerner ID: Each student will be assigned a Cerner ID to access the patient chart, to be used during the assigned rotation. This Cerner ID can be located in My Clinical Exchange and will be needed to log in. Upon initial login, the password will be the same as the user ID and is case sensitive (all CAPS). Upon initial login, you will be prompted to change the password. If students have set up a password in the past and don't remember it, they will need to contact Banner IT Help Desk for a password reset – 602-747-4444. If you continue to have issues regarding the assigned Cerner ID and need assistance, please reach out to the assigned Student Coordinator of your facility.

The Student CANNOT Document Under Any Circumstances

Students are **not allowed** to chart on the following:

- Allergies
- MAR – Medication Administration Record
- Medication Profile

- Orders (excluding IPOC)
- Blood Administration

DOCUMENTATION ERRORS

Student/Instructor documentation **cannot** be “Modified” by staff, students or instructors. *(Except Second Nurse Med Verification by Instructors and staff)*. If student or instructor documentation is incorrect, the student or instructor must **“Unchart”** the form, type in the comment **“Further review and modification required”** and then reopen a new form and document the correct information.

More information can be found in the Cerner account:

Nursing Student Documentation Guidelines

1. Log on to Cerner Account.
2. Select HELP at top of page.
3. Select Policies and Procedures.
4. Select Nursing Student Documentation Guidelines.
5. This will take you to the Banner Health Intranet Nursing Student Documentation Guidelines webpage.

Select Nursing Student Documentation Guidelines (Word)

This will open the Word document in a new window.

Patient Identifiers

All patients are identified by asking them their name and date of birth. Check the patient's identification against the order every time you initiate any type of care of regardless of how many times you have been in the room.

Medications

Students can administer medications with supervision only as appropriate within their educational program. All medications are acquired through the Pyxis medication distribution system. Students **may not remove medications from Pyxis or scan any medication under their student Cerner ID**. All medications need to be removed by a Banner Health employee and/or approved faculty.

National Patient Safety Goals

Please review and be familiar with The Joint Commission's National Patient Safety goals for the current year. These are the “whys” of what we do within the hospital to help promote the safest patient care possible.

Patient Satisfaction Scores

All Banner Health facilities participate in patient satisfaction surveys. We strive to give the best patient care and practice through excellent customer service. All students who work in Banner Health facilities are expected to provide excellent customer service.

Examples of Expectations:

- When pulling a curtain or closing a door, please explain that you are protecting the patient's privacy.
- Explain what you will be doing before starting a procedure. Ask if the patient has any questions.

- Before exiting the room, ask the patient "Is there anything I can do for you before you leave, I have the time."
- Have praise and good words for all personnel taking care of the patient to promote confidence.
- If you see examples of 'poor' customer service, please discuss with your instructor who will pass on the comments to the Student Coordination team.

Thank you for your time and effort in studying and working hard to join the health profession! We appreciate you, and look forward to having you in our facilities!