

Quick CONNECTIONS

APRIL 16, 2015

NEW BADGE POLICY

Human Resources will be implementing a new badge policy to incorporate that all employees will have **two** identical badges (front and back) with photo ID, name and title. (See **Policy 400** on page two)

We understand proper identification in the healthcare environment is a key component of maintaining secure operations, particularly visual identification with the large number of people passing through Covenant HealthCare at any given time. HFAP requires this mandate to “protect patients’ rights.” All patients, as well as their family members, have the right to know the name and status of the person providing their care. Covenant employee badges instantly enhance visual security and provide proof of the person’s identity to administrators and patients who put their full trust in their healthcare providers.

ID badges are not limited to solely increasing visual security. And as we know, enthusiasm and respectful care is not just for our patients, but rather how we treat each other according to our WE CARE values. Have you ever wanted to say “Hi” and/or acknowledge and appreciate another employee by name but their badge was flipped over (with no photo or name shown)?

The timing of this will happen over the calendar year due to limited resources. In addition, not all employee’s photos are in the software system. Of those employees, new photos will need to be taken. Human Resources will be reaching out directly to departmental leaders to coordinate efforts as we’re ready to move on to the next department or group. The policy change has been implemented for both new hires and for those employees who have had the need for replacement badges (I.D., lost badges and title changes).

Thank you for your patience while we improve upon making Covenant HealthCare a safe and connected community! Should you have questions or concerns, please call Lisa Killey, Human Resources consultant, at 583.4370.

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	Covenant HealthCare	Policy Title: Employee Identification
	Section: Customer Service	Effective Date: 08/01/99 Review Dates: 12/2007, 2/2011, 10/2012, 4/2015 Revised: 12/2007, 03/2013, 4/2015

Objective: To reinforce the constant need to identify staff, access the time and attendance system, maintain facility security, and charge purchases.

Scope: This policy applies to all Covenant HealthCare Center employees.

Policy: Employees are to display identification badges with picture ID (**front and back**), inclusive of name, job title, and work area for the purpose of accountability to customers and fellow co-workers.

Provisions: Furnished upon employment, the identification badge must:

- Be clearly displayed at all times while on duty and **must be worn above the waist, clipped on clothing or lanyard**. The badge can be removed where the safety of patients, visitors and staff is at risk.
- Remain professional in appearance and not be defaced or obscured in any manner; to maintain optimum utilization, all identifiers, including logo and employee picture, should not be impeded.
- Be replaced if lost or stolen; lost or stolen badges must be immediately reported to the supervisor and the Human Resources Department. Employees are responsible for the cost of a replacement badge.
- Remain under employees control at all times as there could be a potential risk of theft which may result in monetary loss to an employee if purchases were charged, unauthorized entry into restricted areas of the hospital and/or also a risk of breach of confidential patient information
- **Be returned to supervisor or Human Resources** upon separation from employment.

References or Appendices: [Corrective Action](#)
[Employee Separation](#)
[Standards of Conduct](#)