

OBSERVER POLICY with MEDICAL AFFAIRS/CREDENTIALS

Hamilton Health Sciences/St. Joseph's Healthcare Hamilton

A. PURPOSE:

To provide guidelines to support observership placements for individuals who are requesting to gain knowledge and expertise about health care and/or services within a healthcare organization. This may involve the opportunity to observe specific procedures and/or patient care processes.

B. OBSERVERS:

Inclusions:

Fees Applicable

- IMG'S – who have been accepted to McMaster Postgraduate program
- IMG'S – who have completed the Medical Council of Canada QE1 examination
- Other Healthcare Practitioners, which include MD's from outside of Canada; and Non MD's from Canada or elsewhere

Fees NOT Applicable

- Canadian based actively practicing physicians

Exclusions:

- ALL Medical Students Cdn / US / Overseas - should be supported through electives program
- ALL Residents Cdn / US/Overseas - should be supported through electives program
- Recruits in Process & wanting to observe while paperwork/appt is finalized
- Undergraduate and other students: Option: Hospital Job Shadow Policy – eligibility requirements are set out by the department handling these requests at the respective hospital

C. DEFINITIONS:

An Observer is not considered an employee of the Hospital and therefore is not:

- Entitled to salary, benefits, reimbursement of expenses or other forms of compensation
- Covered under the Workplace Safety and insurance Board (WSIB)
- Covered under the organization's liability insurance
- Entitled to receive educational credit or certification from the organization for time spent observing
- Entitled to access to Occupational Health Services

Role of an Observer:

An Observer is not permitted, in any circumstances, to provide any patient care. This prohibition includes but is not limited to:

- Taking a medical history,
- Conducting physical examinations,
- Diagnosing or treating patient's conditions,
- Ordering, preparing or administering drugs,
- Documenting on patients' health records, either in electronic or hard copy format,
- Having independent access to health records, either in electronic or hard copy format,
- Performing or assisting in surgical procedures, or diagnostic patient interventions,
- Obtaining consent,
- Interacting directly with patient/SDM,
- Providing health care advice.

DOCUMENTATION:

Documentation Required To Request Observership:

- Confirmation of completion of The Medical Council of Canada Qualifying Examination Part I (MCCQE Part I) [if applicable]
- Completed Observer Request Form (Appendix A)
- Statement of Agreement and Acknowledgment of Role & Responsibilities (Appendix B)
- Confidentiality Agreement (Appendix C)
- Completion of PRE-EMPLOYMENT HEALTH FORM (Appendix D) and all requirements, officially translated, if not in English
- Up to date Curriculum Vitae
- Copy of Degree – officially translated, if not in English
- Passport size photo
- All internal Hospital Approvals (Appendix E)
- Completed Observer Application Fee Form – for full period of Observership requested (Appendix F)

Note: Observership appointments are for a period of up to 4 weeks (1 month), renewable to a maximum of 12 weeks (3 months)

Observers are expected to arrange their own:

- accommodations during their visit
- health insurance
- liability coverage
- automobile insurance

E. POLICY:

Observers and Patient Interaction/ Sponsor:

- If the Observer will be present during any contact with a patient/SDM [substitute decision maker], prior to the Observer being present with the Sponsor individually or as part of a teaching group, the Sponsor must request verbal consent from the patient/SDM prior to any patient interaction
 - If the Observer is participating with the Sponsor as part of a teaching group, the consent obtained for the group will include the Observer; however
 - If the Observer is the only individual with the Sponsor, the Sponsor is to obtain individual patient consent.

To Remember:

- The Sponsor will introduce the Observer to the patient/SDM and explain the reason for the Observership.
- The Sponsor will document patient/SDM consent in the patient's health record.
- Verbal consent is required from the patient/SDM to attend rounds or team meetings where patient care is discussed, and documented in the patient's health record.
- Observers are not to view the patient's health care record under any circumstances.

The individual approving the Observership must consider whether the Observership is consistent with and based on:

- The mission and values of the organization,
- Ensuring the safety of the patient or the patient's Substitute Decision Maker (SDM),
- Respecting and maintaining the privacy of the patient and his/her family,
- Protecting the confidentiality of patient information and confidential business information of the organization.

All Observers must be partnered with an Active member of the Professional Staff/Sponsor, who is responsible for the supervision and safety of the individual participating at all times.

Termination of Observership

- HHS/SJHH may terminate an Observership at any time at its sole discretion. Concerns regarding the appropriateness of the Observer will be addressed by the Sponsor and, if necessary, by the Sponsoring Department Chief.

F. PROCEDURE - OBSERVER APPLICATION PROCESS:

- A. Prior to initial request for observership:
- Sponsoring physician will first seek approval from the relevant Clinical Department Chief.
- B. Prior to final approval of any Observer:
- Fully completed application and all required documentation must be received by the Credentials office minimum two weeks in advance of observation start date.
 - Letters of approval will be sent to the Sponsor prior to start date.
- C. Final approval:
- is granted by the VP Medical and the Medical Advisory Committee, if the applicant meets the necessary requirements.

See Appendix G for a detailed chart outlining roles and responsibilities of the Observer, Sponsoring Physician, Chief of Department and Credentials office related to:

- **Application Process**
- **First Date and Orientation**
- **Request for Extension of Observership**
- **Last day – Completion of Observership**

References:

- CPSO Policy Statement: Shadowing: Observing Physicians in a Clinical Setting
- Code of Conduct
- Visitors in the OR Policy HHS / SJHH
- Confidentiality

Developed by:

- Joint Credentials Committee

In Consultation with:

- SJH and HHS Medical Affairs
- SJH and HHS Medical Advisory Committee(s)



Hamilton Health Sciences



Observer's Statement of Agreement and Acknowledgement of Role & Responsibilities:

1. An Observer **will not**, under any circumstances, be involved in any form of direct patient care. Patient care involves, **but is not limited to:**
 - Taking a medical history,
 - Conducting physical examinations,
 - Diagnosing or treating patient's conditions,
 - Ordering, preparing or administering drugs,
 - Documenting on patients' health records, either in electronic or hard copy format,
 - Having independent access to health records, either in electronic or hard copy format,
 - Performing or assisting in surgical procedures, or diagnostic patient interventions,
 - Obtaining consent,
 - Interacting directly with patient/SDM,
 - Providing health care advice.

1. All Observers must comply with Hamilton Health Sciences &/or St. Joseph's Healthcare Hamilton Observer Policy, and agree to abide by its By-Laws and Policies.

2. All Observers are required to maintain patient confidentiality regarding all cases observed. **(You must read and sign the HHS/SJHH Observer Policy & Confidentiality Agreement included in this package.)**

3. Your Sponsor must obtain a patient's verbal consent for your presence prior to any patient contact. A patient's right of refusal is to be respected at all times.

OBSERVER:

I have read and fully understand the information provided in this documentation package.
I am aware of and agree to comply with the aforementioned roles and accountabilities

I understand I may not Observe without all of the requirements being completed and having been cleared through the Occupational/Employee Health office:

Fully completed application to be received by the Credentials office minimum two weeks in advance of requested Observership.

(Signature)

(Date)

Printed Full Name _____

Appendix C

OBSERVER CONFIDENTIALITY AGREEMENT

Check the appropriate organization (or both)

Hamilton Health Sciences
St. Joseph's Healthcare Hamilton

All residents/patients/clients under the care of Hamilton Health Sciences (HHS) and/or St. Joseph's Healthcare Hamilton (SJHH) and all staff and affiliates have a fundamental right to have their health/medical/personal information treated in confidence. I understand I am ethically bound to keep all information confidential and to treat patients and staff members with dignity and respect.

My signature below confirms my commitment to uphold the expectations, policies and ethical practice of confidentiality in all of my involvement with Hamilton Health Sciences (HHS) and/or St. Joseph's Healthcare Hamilton (SJHH). This includes any information I may be privy to regarding patients, patient-related discussions, patient-related records and/or plans for patient care which comes to my attention while attending at the organization(s) as an Observer.

I commit to continue to respect and maintain the confidentiality of patients, residents, clients, and their families, staff and affiliates, as well as the confidential business information of the organization(s) even after my attendance at the organization(s).

I understand that I may consult my Observership Sponsor for details regarding this Agreement.

I understand that misuse, failure to safeguard, or the disclosure of confidential information without appropriate approvals may be cause for loss of affiliation with HHS and/or SJHH.

Printed Full Name _____

Signature _____

Date (YYYY/MM/DD) _____

Sponsor name _____

Sponsor Department _____

NOTE – For observers visiting patient care areas: verbal consent must be obtained from the patient before the Observer approaches the patient



Appendix D

PREPLACEMENT/PRE-APPOINTMENT HEALTH FORM FOR ALL PROFESSIONAL STAFF

Medical, Dental, Midwifery, Special Professional

**All information/results are confidential.
Employee/Occupational Health will forward to the Credentials Office,
only information regarding whether the file is complete or incomplete.**

Name: _____ **D.O.B.** ____/____/____
[Please Print – First Last name] [Month/Day/Year]

Preferred contact information: [phone # or e-mail]: _____

HAMILTON HEALTH SCIENCES

ST. JOSEPH'S HEALTHCARE HAMILTON

The Communicable Disease Surveillance Protocols for Ontario Hospitals, developed by the Ontario Hospital Association and the Ontario Medical Association, approved by the Ministry of Health and Long Term Care, and endorsed by the Canadian Medical Protective Association, in accordance with Regulation 965/90 Section 4 of the Public Hospitals Act, applies to "all persons carrying out activities in the hospital, and continuing surveillance based on risk"; and requires known immune status on all health care workers, including physicians, dentists, midwives, and special professional staff, for the following:

1. Measles (Red Measles):

Were you born before 1970?

Yes No further follow-up required.

No **Laboratory evidence of immunity. Attach report**

Or

Documentation of receipt of two doses of live vaccine
(MMR II or live measles vaccine) on or after 1st birthday

Name of Vaccine #1 _____ Date of Vaccine _____

Name of Vaccine #2 _____ Date of Vaccine _____

2. Rubella (German Measles):

Laboratory evidence of rubella immunity. Attach report

Or

Documented evidence of immunization with live rubella vaccine on or after your first birthday. (For women, results may be available from previous routine prenatal testing for rubella).

Name of Vaccine _____ Date of Vaccine _____

3. Varicella/Zoster (Chickenpox/Shingles):

Have you ever had Chickenpox or Shingles?

Yes (No further follow-up required.)

If **No** or **Unknown** : **Laboratory evidence of immunity is required. Attach report**
Or

Documentation of completed immunization with varicella vaccine (2 doses)

Name of Vaccine #1 _____ Date of Vaccine _____

Name of Vaccine #2 _____ Date of Vaccine _____

4. MUMPS: Evidence to Mumps immunity required:

Laboratory evidence of mumps immunity Attach report
Or

Documentation of receipt of 2 doses of mumps vaccine (or trivalent measles-mumps-rubella (MMR) vaccine) given at least 4 weeks apart on or after the first birthday.

Name of Vaccine #1 _____ Date of Vaccine _____

Name of Vaccine #2 _____ Date of Vaccine _____

5. HEPATITIS B: Although not required, protection against Hepatitis B is strongly Recommended.

If you have had post vaccination documentation of Hepatitis B antibodies greater than 10 IU/ml, you are immune. **Attach report**

If you do not have proof of immunity by serology.

Having serologic testing

You will be notified if your serology does not demonstrate immunity.

Not vaccinated against Hepatitis B

6. TETANUS DIPHTHERIA ACELLULAR PERTUSSIS VACCINE(Tdap):

Pertussis immunization must be documented.

All healthcare workers and persons carrying on activities in the hospital who have not previously received an adolescent or adult dose of Tdap should receive a single dose of Tdap at their next tetanus booster.

Please provide the date and name of any pertussis-containing vaccine received after his/her 14th birthday.

Date/Name of last Pertussis vaccine _____

Date of last Td booster _____

If acceptable history or documented immunity to measles, rubella, mumps, pertussis, hepatitis B or varicella is not provided, appropriate immunization should take place.

Vaccinations must not be given by you and must be administered and recorded by another qualified health professional.

I am having blood drawn for:

- Measles
- Rubella
- Varicella
- Hepatitis B
- Mumps

At: _____

7. Tuberculin Skin Test (TST) Status: Criteria for TB Surveillance

- Individuals whose tuberculin status is unknown, and those previously identified as tuberculin negative, require a baseline two-step Mantoux test, (proceed to #1) unless there is documentation of a negative Mantoux test within the previous 12 months, in which case a single-step test may be given. (proceed to #2)
- Individuals with a previously documented negative two-step test require an annual single- step test.(proceed to #2)
- History of BCG vaccine & negative TB skin test results need to follow the same schedule of testing. [*Previous BCG vaccination does **not** exclude the risk of infection*]
- Professional staff working in high risks areas such as respirology or pathology require periodic/annual TB testing. **NOTE:** pregnancy is **not** a contraindication to tuberculin skin testing
- TST must **not have been** be read by you & **must** be recorded by a physician or a trained Reg. Nurse.

****Active TB cases and TST conversions are reportable to Public Health.**

TST Requirement

A. 2-Step TST required (if no previous 2 step documentation)

Or

	Date of test	Lot #	Site	Signature	Date read	Induration in mm	Signature
Step 1							
Step 2							

Previous Documentation of 2 step TST: Yes
 Attach report

B. Single-step TST Status:

- If prior negative TST is greater than one year, a single step TST is required.

	Date of test	Lot #	Site	Signature	Date Read	Induration in mm	Signature
Single Step							

TST Requirement (continued)

C. BCG Status: never immunized immunized Date: _____

D. If you have had a Positive TST Result:

i) **Have you received treatment for Latent TB or Active TB:**

No

Yes provide dates and treatment provided:

ii) **Chest X-ray report included for the following** **Attach report**

All professional staff with the following status require a chest x-ray.

A copy of the report must be submitted to Employee Health

- **If there is no previous negative CXR evaluation of a positive TST**
- *Newly positive TST*
- *Previous diagnosis of TB without adequate treatment*
- *If there are pulmonary symptoms that may be due to TB*

To the best of my knowledge the preceding information is true and correct.

Print Name: _____

Signature: _____ **Date:** _____



Hamilton Health Sciences



**AUTHORIZATION FOR RELEASE OF MEDICAL INFORMATION
Between
Hamilton Health Sciences and St. Joseph's Healthcare Hamilton**

I, _____ authorize Employee Health Office,
Hamilton Health Sciences and Occupational Health Office, St. Joseph's
Healthcare Hamilton to release and share the following:

- Copy of the completed Pre-placement/Pre-appointment Health Form for Professional Staff and relevant chest x-ray and/or lab results

I understand this information will become part of my confidential health file.

Date: _____ Signature: _____

Date: _____ Witness Signature: _____

**Employee/Occupational Health Offices are open
Monday to Friday 0800 to 1600**

If you have any questions please contact Employee Health at:

Hamilton Health Sciences: (905) 521-2100

General	X 46307	
Henderson	X 42314	
McMaster	X 75573	
St. Peter's	X 12213	This office is open 0830 - 1630 M-F

If you have any questions please contact Occupational Health at:

St. Joseph's Healthcare Hamilton: (905) 522-1155

Charlton	X 33344	This office is open 0800 - 1600
CMHS	X 36361	This office is open 0800 - 1300



FOR HOSPITAL USE ONLY

NAME OF OBSERVER: **LAST NAME** **FIRST NAME(S)**
[PLEASE PRINT] _____

INTERNAL APPROVALS [signatures or attached approval(s)]

Date of Occupational Health Clearance: _____

SPONSOR:

I agree that it is safe and appropriate for the above individual to assume an Observer role and acknowledge the aforementioned roles and accountabilities.

Printed name: _____

(Signature)

(Date)

DEPARTMENT CHIEF: Observership is NOT approved

(Signature)

(Date)

DEPARTMENT CHIEF: Observership is approved

I support the above observership and acknowledge the aforementioned roles and accountabilities.

(Signature)

(Date)

HEAD OF SERVICE [if applicable] (Signature) _____

(Date)

Term > 12 weeks: The Department Chief is asked to provide a justification for requesting a longer Observer term and assurance that resource utilization by the Observer will not burden the Hospital.

Rationale if term exceeds 12 weeks: _____

For inquiries on immigration procedures for visitors who will be Observers contact Immigration Canada at (416) 973-4444 or toll free at (888) 242-2100.

Roles and Responsibilities

Appendix G

A. OBSERVER APPLICATION PROCESS:

Responsibilities:

Observer:	Sponsor:	Department Chief:	Credentials Office:
Observer will seek sponsor & request Observership. Initially will provide to Sponsor: <ul style="list-style-type: none"> • C.V. • Purpose of visit and observership/objectives • Requested time frame 			
	Sponsoring physician will first seek approval from the relevant Clinical Department Chief and will Provide to Chief: <ul style="list-style-type: none"> • C.V. of applicant • Purpose of visit and observership/objectives • Requested time frame 		
	If request denied by Chief, Sponsor will notify Observer	Chief will: Deny and notify Sponsor OR Support and notify Sponsor & Credentials Office	
			E-mail application package to Sponsor
	Provide Observer with application package		
Complete & sign the <ul style="list-style-type: none"> • Observer Request Form • Privacy & Confidentiality Agreement • Statement of Agreement • PRE-EMPLOYMENT HEALTH FORM & ATTACH COPIES of all required immunization reports/documentation • Application Fee Form AND Forward all required documentation and requirements to Sponsor			
	<ul style="list-style-type: none"> • Review completed documentation submitted to ensure information is complete, forms signed and the request for observership is compliant with this policy. • Forward the pre-placement health form and all attachments to the appropriate Occupational/Employee Health Office 		

OBSERVER APPLICATION PROCESS (Cont.)

Observer:	Sponsor:	Department Chief:	Credentials Office :
			Health office to notify Credentials office &/or Sponsor of any outstanding requirements
Observer will submit all outstanding requirements to meet expected observership timeframe	Sponsor will continued to follow-up with Observer to submit any/all outstanding requirements to meet submission deadline.		
			Notify Sponsor of any outstanding requirements Notify Sponsor and Chief's office when Observer is compliant with pre-placement protocols
	Forward the completed and signed documentation to the Department Chief's office		
	If request is denied by Chief, Sponsor will notify Observer	Review the completed documentation and Sign Page 3 of the Request Form either to: <ul style="list-style-type: none"> • Deny the Observer's request if it is not consistent with this policy and • Notify sponsor & Credentials office OR <ul style="list-style-type: none"> • Support AND Forward entire package to Credentials Office 	
			Once all requirements have been met and application is deemed to be complete: Approval letter will be sent <ul style="list-style-type: none"> • to the Sponsor with a copy to be provided to the Observer upon arrival, • to the Department Chief.
			Observership will be added to the Credentials Agenda recommendations / information to MAC and Board.

Fully completed application to be received by the Credentials office minimum two weeks in advance of requested start date of Observership.

B. ON THE OBSERVER'S ARRIVAL DATE :

Responsibilities of:

Observer:	Sponsor:	Department Chief:	Credentials Office:
	Validate the Observer's photo identification		
	Provide copy of approval letter to Observer		
Wear ID badge at all times while in the organization	Facilitate Observer obtaining an HHS / SJHH visitor badge. ID badges must be obtained from the Security Office of the site the Observership will be affiliated, where applicable		
	Provide orientation to the Observer, including: <ul style="list-style-type: none"> • Overview of observing events and times • Physical layout of department / program / service area • Safety training, as applicable • Any applicable departmental policies or procedures 		
	Ensure that the Observer is under the responsibility of a Professional Staff member at all times.		
Respect that unforeseen events may interfere with the Observership, and in this case, the Observer will recognize that his/her Observership may be terminated at the request of the Sponsor, or other leaders in the department or the organization			

C. OBSERVER REQUESTS AN EXTENSION TO OBSERVERSHIP:

Responsibilities of:

Observer:	Sponsor:	Department Chief:	Credentials Office:
Submits a request in writing to the Sponsor asking for extension of current observership			
	If in agreement Sponsoring physician will request approval from Department Chief		
		Chief will: Deny and notify Sponsor OR Approve and notify Sponsor & Credentials Office	
	Will notify Observer		
If approved, will submit appropriate additional fee to Credentials Office			
			Upon payment of fee and receipt of all appropriate recommendations, extension will be granted Approval letter will be sent <ul style="list-style-type: none"> • to the Sponsor with a copy to be provided to the Observer- • to the Department Chief.
			Observership will be added to the next Credentials Agenda recommendations / information to MAC and Board.

D. COMPLETION OF THE OBSERVERSHIP (last day)

Responsibilities of:

Observer:	Sponsor:	Department Chief:	Credentials Office:
Return ID Badge to Sponsor or directly to the Security office where it was issued	Ensure that the ID badge is returned upon completion of the Observership		
	Where desired, obtain feedback / evaluation from the Observer regarding his/her overall experience to ensure on-going positive relations and quality assurance		
	Notify Chief's office	Notify Credentials Office	Close file