

VIRGINIA COMMONWEALTH UNIVERSITY HEALTH SYSTEM
POLICY AND PROCEDURE MANUAL

SUBJECT	POLICY NO:	2108.01
	APPROVED DATE:	11/01/05
IDENTIFICATION BADGES	EFFECTIVE DATE:	11/01/05
	REVIEWED DATE:	8/24/00
		9/10/01
		10/30/05
	SUPERSEDES NO:	2108.00

I. PURPOSE:

To provide for identification of persons authorized to have access to the Virginia Commonwealth University Health System (VCUHS) and to provide a method for patients, Visitors, and Staff to identify individuals, including their role, when provided with customer service at VCUHS.

II. POLICY:

All Staff who represent the VCUHS to the public in provision of services, who are participating in an education program at VCUHS, or contractors who will be on-site for at least a week or more are required to wear an identification (ID) badge while performing that role at the facilities.

III. DEFINITIONS:

For purposes of this policy, the following definitions shall apply.

Authorizing Agent - Individuals authorized by their Department Manager or Director to complete Non-Employee Information (NEI) forms in Sponsoring Departments.

Contract Staff - Those individuals who provide direct services to VCUHS customers, including services to VCUHS staff, at a VCUHS facility through a contractual agreement.

Employee -All persons, including physicians, employed by VCUHS.

Housestaff -Residents, interns, fellows and trainees of graduate education programs who are also employed by VCUHS.

Non-Employee - Contractors, Vendors who provide daily services (including deliveries) to VCUHS departments, Volunteers, Community Physicians, Staff supplied by agencies other than VCUHS, Students, etc. that provide goods or services to VCUHS customers or participate in an educational experience provided by VCUHS.

Physician/Dentist - Individuals licensed by the State of Virginia to practice medicine (or osteopathic medicine) or dentistry. Physicians/dentists must be granted privileges by the Chief Medical Officer prior to practice at VCUHS.

Practitioner - Any individual certified or licensed by any of the health regulatory boards with the Department of Health Professions, except Staff regulated by the Board of Funeral Directors and Embalmers or the Board of Veterinary Medicine.

Sponsoring Department - The department responsible for providing authorization for an individual to have access to VCUHS facilities. For example, Human Resources for Employees, Volunteer Services Department for Volunteers, the department purchasing a service from contractors, the department agreeing to provide an educational experience, etc.

Staff - As defined in this policy, Employees and Non-Employees who provide VCUHS customer service or participate in educational activities at VCUHS.

Student - An individual enrolled in a school, college, university or organized training program authorized to provide services or participate in an education program at VCUHS.

VCUCard - Official picture ID card used by Virginia Commonwealth University, VCU Health Systems and MCV Physicians medical staff.

Vendor - An individual who sells or provides goods or services to the VCUHS and whose access to VCUHS facilities is limited

Visitor - Individuals who receive goods or services, deliver goods or services, or meet with Staff who provide goods or services for VCUHS.

Volunteer - An individual who provides help or services to VCUHS without compensation through the Volunteer Services Department.

IV. **PROCEDURE:**

A. **ID Badge Requirements**

1. All Staff who provide services to VCUHS customers or who participate in an educational process requiring access to VCUHS must wear a VCUHS issued badge while performing that role.
2. Staff who require access to VCUHS facilities for greater than one continuous calendar week and who will be on-site form more than one day a week will be issued ID badges displaying the individual's name, job title, department and picture.
3. Staff (who are not on VCUHS payroll) with short-term assignments expected to last less than one week or who will be here only one day per week may be issued special badges displaying the name of the Sponsoring Department. These Staff should also wear a badge or nametag displaying their name and job title, if available. Use of a picture ID is preferable but not mandatory for short-term assignments.
4. ID badges should be obtained (preferably) on the first day of employment or long-term assignment to a VCUHS facility. Special short-term badges (see section IV.A.3) must be used to identify authorization to an area until a picture ID can be obtained.
5. ID badges will be displayed with picture side face out and worn in full view on the front and upper portion of the body. ID badge information must be legible. Damaged badges may be returned to VCUCard for replacement without charge.

6. ID badges may be used to obtain access to VCUHS facilities and specific department areas with authorization.
7. Staff who perform two or more roles at VCU Health System or who have a role at VCU and VCUHS, need a separate ID for each significantly different role. For example: An Employee who is also a Student in a clinical rotation at VCUHS should be issued an ID for each role. An Employee who has a second job at VCUHS should have a separate ID for each position.
 - a. Staff are responsible for displaying the appropriate ID badge for the role they are in the process of performing.
 - b. Access required for each role will be programmed to the primary role ID badge. Access must be updated as necessary if the staff member changes positions.
 - c. Staff are responsible for returning ID badges to their managers when their role in that area is terminated.
 - d. Managers are responsible for prompt cancellation (with the Department of Safety and Security) of specific access areas when a staff member is no longer authorized to be in that area.
 - e. Managers must obtain and return the employee's ID card(s) to the VCUCard office when staff member separates employment or affiliation agreement.
 - f. Employees who change positions are responsible for taking their old ID to VCUCard to exchange for a new ID.
8. Defacing an active ID badge is prohibited. (i.e., stickers, pins, etc.). Stickers or pins attached to badge holders must not obstruct the picture or identifying information on the badge.
9. Staff are responsible for replacement of an ID badge if defaced, lost or missing and are responsible for cost incurred. Staff who are rehired and whose former ID was not returned to VCUCard will be responsible for cost associated with issuing a new ID.
10. Unauthorized possession, use, or reproduction of a VCUCard may constitute theft or misappropriation of VCUHS property and will be grounds for disciplinary action up to and including termination of employment or prosecution by law.
11. The department manager/designee is responsible for monitoring and enforcement of section IV.A.
 - a. Staff who report to work without their ID badge may be required to make a round trip home to obtain their ID badge and may be subject to disciplinary action.
 - b. Non-exempt employees may be denied use of leave for the period in which they are sent home to obtain an ID.

B. Non-Employee Information Form Completion and Identity Verification Process

1. The Sponsoring Department must complete a "Non-Employee Information" (NEI) form for all Non-Employees whose role will require access to VCUHS facilities for more than one

- calendar week. Employee information will be obtained by Human Resources.
2. Sponsoring Departments must designate a limited number of Staff from their department to complete NEI forms and act as Authorizing Agents in regard to information submitted. Human Resources will maintain the list of Authorizing Agents.
 3. NEI forms must be emailed or faxed to Human Resources, Transactions prior to ID badges being issued.
 4. The Sponsoring Department or Human Resources is responsible for verifying the identity of Staff whom they authorize to have access to VCUHS facilities prior to an ID being issued. Sponsoring Departments may establish a contact at affiliated schools to complete the NEI form process provided that an instructor will be in attendance to confirm identity of the student(s) during the educational rotation at VCUHS.
 5. Staff must present one of the following original documents to the Sponsoring Department or Human Resources for identification verification:
 - a. a passport displaying the individual's picture
 - b. a driver's license displaying the individual's picture
 - c. a state or federal issued identification card displaying the individual's picture and other identifying information such as sex, race, height, eye color, birth date, or similar detail
 6. Human Resources will enter NEI information and transmit it electronically to VCUCard for confirmation of authorization. Data which has been received by Human Resources but not electronically transmitted to the VCUCard office prior to the individual's arrival to obtain an ID may be confirmed between Human Resources and VCUCard in an alternate method acceptable to both.
 7. VCUCard will transmit Employee and Non-Employee data to VCUHS Security upon assignment of a badge number.

C. Special Short-Term Badge Use

1. Non-Employees who will need access to VCUHS facilities for less than one continuous week or no more than one day per week will be issued a special badge to identify their access authorization. Staff who will have customer contact should also display a separate ID consisting of their name and job title worn in association with the short-term ID. A picture ID is preferable.
2. The Sponsoring Department must verify identification for Staff who are issued a short-term ID Badge per IV.B.5-6.
3. Upon request to the VCUCard office, Sponsoring Departments who have Staff with short-term assignments may be issued a specific number of special badges. Badges may be tailored to include job title or role identification. A charge by VCUCard may be incurred by departments for these badges.
4. Sponsoring Departments should number special badges and keep a log of who was issued which numbered badge to assist in monitoring return of badges. Sponsoring Departments are solely responsible for monitoring the distribution and

return of special short-term badges.

D. Issuing Picture ID

1. When a Staff member arrives at the VCUCard office requesting an ID, VCUCard staff must first verify authorization for the individual to have an ID.
2. Authorization verification, in most cases, will be via the electronic database provided by Human Resources. However, if the information is not in the database, VCUCard will contact Human Resources directly for confirmation.
3. In addition, one form of identity verification as noted in section IV.B.6 must be presented to the VCUCard office before an ID can be issued.

E. Access to Facilities and Special Units

1. Staff access to facilities will be based on work location and job duties. Department managers may request specific access by contacting the Department of Safety and Security.
2. All staff authorized to transport infants to or from the infant's mother or nursery will be issued identification badges with a pink background.
 - a. Designation of who will be issued pink background ID badges is limited to the Director of Woman' Health and/or the Nurse Managers of the Mother/Infant Care Unit and Labor and Delivery.
 - b. The Nurse Manager must complete an access form and submit to the Office of Safety and Security.
 - c. The Nurse Manager is required to monitor and provide immediate notification to both Human Resources and the Safety/Security Office of any staff member who no longer should have access to infants or who has lost an ID.
 - d. Staff and parents will be notified of the purpose and use of the pink background ID badges and what to do in the event someone without a special badge attempts to remove an infant.
3. Safety and Security office must be notified immediately by the department manager to cancel access whenever a Staff member is separated or a badge is lost.

F. Lost Badges

1. Lost or missing badges must be reported to the Safety and Security office to cancel facility access.
2. Prior to Staff receiving a replacement ID, the Sponsoring Department must provide authorization for replacement to Human Resources using an Employee Request for ID form or NEI form depending on the type of employee needing the replacement ID. Notification of authorization must be by email or fax. Human Resources may call the Sponsoring Department's Authorizing Agent to verify that the request for replacement is legitimate.
3. A replacement fee will be charged for lost or damaged (excluding normal wear and tear) ID badges.
4. A picture ID as specified in IV.B.6 must be presented at the VCUCard office prior to a replacement ID being issued.

5. **If a lost ID badge is found after a new badge is issued, the individual must return the old badge to the VCUCard office; however, he/she will not be provided a refund.**

G. Renewal of ID Active Status

1. Employee active status will be maintained by Human Resources and communicated electronically to the VCUCard office.
2. Non-Employee active status for the ID badge will be discontinued based on the access expiration date noted on the NEI form. If no expiration date is indicated on the form, Staff access will be discontinued one year from their start date or upon separation notification to Human Resources.
3. Sponsoring Departments are responsible for submitting a revised NEI form to Human Resources prior to the access expiration date or annually based on the start date.
4. Forms not received by the access expiration date noted on the NEI form will result in the Staff member's access being cancelled.
5. A replacement fee may be charged to Sponsoring Departments who fail to submit the renewal request to Human Resources in a timely manner resulting in a new ID being issued.

H. Separations

1. The Sponsoring Department must notify Human Resources of all separations no later than 24 hours after separation.
2. The Safety and Security office must be notified immediately by email, phone or fax to delete access for all separations.
3. **Staff must return ID badges to the VCUCard office or Sponsoring Department upon department transfer or separation.**
4. **The Sponsoring Department is responsible for returning ID badges to the VCUCard office. Badges should be cut in pieces before being returned to the VCUCard office to prevent unauthorized use by others.**

V. References:

- A. State Laws:
 1. Virginia Board of Nursing, title of Regulations: 18 VAC 95-20-35
 2. Code of Virginia, §46.2-345.H
- B. Rules and Regulations:

Joint Commission for Accreditation of Health Care Organizations
- C. Policies and Procedures:
 1. *VCUHS Vendor Policy*, Policy # 7200
 2. *Access to VCUHS Areas or Facilities*, Policy # 7200
 3. *Inpatient Visitation*, Policy # 7201
 4. *Standards of Conduct and Performance*, Policy # 2131

VI. Resources:

Human Resources 628-0052
Safety and Security Office 828-6595
VCUCard Office 827-2273/628-2273

VII. REQUIRED REVIEW

Human Resources
VCUCard Office
Department of Safety and Security

APPROVED BY:

DATE:

Signature on file _____
Sheldon M. Retchin, M.D., MSPH
Chief Executive Officer
VCU Health System

_____12/6/05_____