

No ID Badge – What to Do?

A hospital worker notices a well-dressed man with a brief case entering the nursing unit. He appears to be looking for someone and starts to walk around to visually survey the nursing station. There is no UConn Health vendor or employee ID badge on the man's lapel and the hospital worker is uncertain whether this is a new employee, community doctor, vendor, consultant, regulator or process server, or who knows what else. He doesn't seem to be a patient visitor, as his only attention is directed toward the staff in the center circle. No other employees seem to care about this unfamiliar face on the unit, the hospital worker thinks maybe it would be best to mind their own business and not make a big deal out of this. The worker turns his attention back to the work of the day. Do you think this is the best way to handle this situation? What would you do?

ANSWER:

The best way to handle this situation is to engage the visitor by going up to them, introduce yourself and ask what their purpose is on the unit. If the person is here to visit a patient, direct them to the unit secretary for further assistance. Based on the visitor's response, if you are uncertain what the access should be, inquire with your supervisor to provide direction.

UConn Health has policies which require identification badges in most circumstances, and you can assist him in learning to how to get one if needed. Otherwise without an ID badge, unless they are a patient visitor or community physician, the supervisor should ask the person to leave the clinical area.

Please consider the following:

1. Currently, patient visitors do not require ID badges
2. Community physicians on the JDH medical staff do not require ID badges (but the name should be on the medical staff roster)
3. Volunteers, students, residents, contracted staff and UConn Health employees should all have ID badges
4. Vendors and health care industry representatives visiting clinical areas require ID badges through the Materials Management Dept. The ID badge from their company is not a substitute for a UConn Health vendor badge.
5. Nurse reviewers from insurance companies and extended care facilities require ID badges through Nursing Administration. As of July 2014, these ID badges can be obtained in the Emergency Room where bed control is now located. As with vendors / industry representatives, the ID badge from their company is not a substitute for a UConn Health ID.