Klotz Student Health Center

Peer Nutrition Counselor Program Guide

Spring, 2010
Words of Wisdom from Former Peer Nutrition Counselors

“This is a great experience. So to be most efficient make a folder/binder to organize your handouts/ patient information.”

“Don’t feel intimidated. You are qualified and knowledgeable. Be organized and give it your all. It is a great experience.”

“Don’t get worked up. The first patient is nerve-racking but often that is fun. Don’t stress.”

“Set up a table with flyers and the Omron fat analyzer to advertise your services and get more patients! Good luck and have fun.”

“Always act professional with your patients. Remember, your patient can be anyone from campus (working for Sundial or something else. Enjoy = )”

“You will really like this class, and this class is the best way for applying your knowledge.”

“This is a great way to apply everything you have learned. Don’t stress, you know more than you think you do. Get ready to work hard.”

“You will really enjoy this class. Just take your camera with you everywhere that way you will have pictures to put in your portfolio. = )”

“The more work you put in, the more you’ll get out of it. Amazing experience! =)"

“Become very familiar with Excel and Word. You’re going to need.”

“The most important is to make the patient comfortable and create a relaxing environment. Also, it is very important to your patients and understand their points.”
Welcome to the Klotz Student Health Center! We are happy to have you work and learn with us. As a Peer Nutrition Counselor (PNC), you provide a valuable service to our patients. This guide is designed to supplement your course syllabus and to help familiarize you with the PNC program and the Klotz Student Health Center.

The Peer Nutrition Counseling Program is a collaboration between the Klotz Student Health Center and the Family and Consumer Sciences Department. The PNC program is part of the Health Promotion Department. The health center provides the office space, scheduling, and other support you will need to provide nutrition counseling to patients. The health center is not involved in grading.

The Health Information Management (HIM) Department screens and schedules PNC patients. Examples of PNC patient visits include: weight loss or gain, healthy eating, vegetarian diets, and school projects. PNC patients can be students, staff, or faculty. But the vast majority of patients are students. PNC patients can see a PNC for one visit or can have as many follow-up appointments during the semester as deemed necessary. One Registered Dietitian works at the health center. Typically, the dietitian sees more advanced cases than PNCs. PNC students may refer patients to the dietitian. In addition to counseling appointments, PNCs are invited to provide nutritional information at health center health fairs and other outreach events. PNCs will see clients at both the Klotz Student Health Center and the Living Well Lounge, located in the University Student Union across from the Fitness Center. Klotz Student Health Center “Alive and Well” Peer Health Educators staff the lounge.

Again, welcome to the Klotz Student Health Center! If you have any questions, please let us know how we can help to make this an enjoyable and rewarding experience for you!

Health Center Information
The Klotz Student Health Center website is www.csun.edu/studenthealthcenter. Please review the website at your convenience to become more familiar with health center services.

Klotz Student Health Center Hours:
Monday-Wednesday: 8:00am-5:00pm
Thursday: 9:00am-5:00pm
Friday: 8:00am-5:00pm urgent care only

Living Well Lounge Hours:
To Be Determined

PNC Contact Information
At the beginning of the semester, PNCs will provide contact information including current address, email address, and telephone number to the PNC liaison for use in the event the health center needs to contact you. The e-mail address should be a csun.edu email address.

Security
Personal
Security of all health center employees and students is paramount. To ensure your safety, maintain a professional relationship with patients. Do not give your personal information to patients. If, for any reason, you are uncomfortable meeting with a patient, inform a staff member immediately.
Belongings
If you must bring personal belongings to the health center or Lounge, place them out of sight, in a desk drawer or cabinet. Do not leave belongings unattended.

Access Code
Security doors are located throughout the health center to limit patient access to certain areas. (you should have received an access code at the beginning of the semester. Patients who go into the restricted areas must be escorted. Provide access only for those patients you are seeing. If you have escorted a patient into the area, they are welcome to use the restroom near your office. Patients in the waiting area are requested to use the restrooms in the unrestricted area on the first floor.

Emergency Evacuation
The Klotz Student Health Center periodically conducts emergency evacuation drills. Should a drill occur, an emergency evacuation will be announced over the health center intercom system. Your safety is our primary concern. If you are in a PNC counseling office, close the door behind you, and proceed with your patient to the nearest stairway and exit through the front or rear exit. Do not take time to gather your belongings. A building warden will conduct a room-to-room search to be sure the entire building is evacuated before the drill can be completed. If you are elsewhere in the building, please proceed to the nearest exit.

If the lounge is evacuated, follow the instructions of the University Student Union staff.

Parking
Unfortunately, the Klotz Student Health Center cannot provide parking for PNCs. Parking in the health center parking lot requires a special permit. Occasionally, Campus Police do patrol the health center lot and issue tickets.

Registered Dietitian
Ellen Bauersfeld, RD is the dietitian on staff. PNCs will schedule a meeting with Ellen before their first PNC appointment. Ellen can provide great insight into the PNC process and introduce you to the PNC counseling rooms. If you have not already met with Ellen, your instructor will tell you how to arrange a meeting.

Nametags and Lab Coats
PNCs will be issued Klotz Student Health Center nametags at the beginning of the semester. Nametags must be worn at all times you are working for the Klotz Student Health Center. At the end of the semester, please leave your nametags with your instructor or a Health Promotion staff member.

Lab coats are provided for your use while at the Klotz Student Health Center. Lab coats are kept on the doors in the offices. Please wear your lab coat when counseling patients.

Office Hours
The instructor will determine the number of hours that PNCs must work in order to meet class requirements. Like other Klotz Student Health Center healthcare providers, PNCs are expected to be in the health center or the Living Well Lounge during office hours - even if no appointments are scheduled. Although most of your appointments will be scheduled in advance, occasionally a patient will walk in or be referred from the clinic during your office hours. If you have not completed your charting on a patient, with permission you are welcome to use a PNC office when it is not being used by other PNCs or other Klotz staff. PNCs must leave the health center or Lounge by the close of business unless prior arrangements are made with a Health Promotion staff member. The building is
alarmed after hours. (During spring semester, the health center and Lounge are open during spring break. PNCs are not required to see patients during spring break.)

Please remember to leave the PNC office ready for the next provider. Put food models, books, papers, etc. back in place. Be sure to leave a few minutes early so that the next PNC can start on time.

**Office Keys**
Offices in the health center will be opened by Health Promotion staff each morning and locked again at the end of the day. The doors will remain unlocked during the day. If the office you are scheduled to work in is not open, please see the following individuals to open the door:

Sharon Aronoff
Marianne Link
Mickey Runkle
Emilia Tayahua
Ed Rich
Sylvia Freiberg

The Living Well Lounge is open and unlocked during normal Lounge business hours.

**Absences or Delays**
PNCs are expected to be at the health center and lounge ready to start appointments on time. If you will be late or miss your appointments, please contact the health center as soon as possible so that patients can be notified. 1.) Contact the Health Information Management (HIM) Department at 818-677-3669. Make note of the time you called and the person with whom you spoke. 2.) Call one of the Health Promotion staff. (Phone numbers at the end of this section. You can ask HIM to transfer you.) If no one answers, please leave a message. We will notify your instructor.

If you know in advance that you will miss your appointments for any reason, with the consent of your instructor, you may arrange for another PNC to see your patients. If you choose to do this, please remember to let a Health Promotion staff member know so that changes can be made to the Point and Click scheduling system as necessary.

**Appointments**
Your instructor will determine the number of appointments that you must keep in order to meet class requirements. Klotz Student Health Center visits consist of personal counseling and information requests for class projects. PNC appointments are booked on the hour and on the half hour. New patient visits are one hour appointments. Follow-up appointments and information sessions are 30 minutes.

Rarely, a scheduling problem may occur where a new patient is scheduled that overlaps two PNCs. (For example, PNC-1 works from 9-10. PNC-2 works from 10-11, but someone scheduled a new patient from 9:30-10:30.) If this happens, please notify a Health Promotion staff member as soon as possible. We will try to contact the patient to reschedule. If we cannot contact the patient, PNC-1 should see the patient. If the appointment cannot be completed within the ½ hour, PNC-1 should schedule a follow-up appointment with the patient. PNC-2 will not be involved with the patient.
Patient Check-in
PNC patients who will be seen in the health center must check in at the first floor reception desk, where they will be directed to the second floor waiting area. Once you notice that your patient has checked in on Point and Click, go to the waiting area to meet them. Call out the patient's first name only, introduce yourself by first name only and escort them to your office.

PNC patients who will be seen in the Living Well Lounge will check in at the Lounge.

Media Requests
Please refer all media requests including Daily Sundial interviews, journalism projects, broadcast journalism and any other media requests to Sharon Aronoff at x6328 before proceeding with the appointment. Any other class projects can be considered regular office visits. Remember: All appointments scheduled in Point and Click must be charted, including class projects.

HIPAA
HIPAA stands for the Health Insurance Portability and Accountability Act of 1996. This is a law to protect patients’ privacy in the health care field. The legislation made sure there were standards to safeguard the privacy of personally identifiable health information, and that there is enough security for the systems that store and maintain the information. We have to make sure that information does not wind up on someone’s desk out in the open, by accident, or that we do not have conversations in the halls about patients (that might jeopardize confidentiality).

What’s the difference between privacy and security?
Privacy is your individual rights about the use and disclosure of your personal information. It includes the right to decide when, how and how much your personal information is communicated to others. HIPAA privacy rules give you rights as a patient to get access to and control the use of your personal health information. Protect all personal medical information at the health center as you would like your personal medical information to be protected.

Security is about the specific efforts taken to protect your privacy and ensure the integrity of your personal health information. It is more about the ability to prevent unauthorized breaches of privacy such as losing data or destroying it by accident or stealing it or sending it to the wrong person. Physical safeguards to security include the way computers and fax machines are configured to prevent accidental or intentional exposure of your health information to someone who might not be authorized to see it. It also includes things like locks and keys, fire extinguisher systems and other protections for the ways we store information either by paper or electronically.

Technical security includes hardware and software that collect, store and transmit your personal health information. This might be things like passwords, identifications, digital signatures, firewalls, virus protection and encryption.

No information that can identify a patient may leave the Klotz Student Health Center or Living Well Lounge in any form: hard copy, email, cd, thumb drive, etc.

HIPAA Training
All Klotz Student Health Center personnel, including Peer Nutrition Counselors are required to complete HIPAA training. Online HIPAA training is available. You will be provided login information and instructions at the beginning of the semester. This training should take one to two hours to complete. You should complete the course at the beginning of the semester. Upon completion, please print out the certificate. Keep the original and make a copy for the PNC Liaison.
Klotz Student Health Center Forms
All Klotz Student Health Center personnel, including Peer Nutrition Counselors are required to sign a Confidentiality Agreement. The PNC will keep a copy of the agreement. The original will be filed in the Health Information Management Department. In addition, PNCs will be asked to complete a Volunteer form.
PNC Work Areas
Health Promotion equipment and supplies are available for use by Health Promotion staff, student workers, and PNCs. You are welcome to use unscheduled PNC offices for PNC related work before and/or after seeing your patients. In order to accommodate so many individuals, procedures have been developed.

1. Supplies are available in the Lounge and the Health Promotion counseling rooms. These supplies are for your use when counseling or working a health center event. Please do not remove supplies from the health center or Lounge without contacting a Health Promotion staff member.
2. Food models are available for PNC use in the counseling areas. Please keep the models visible during appointments.
3. Point and Click charting takes priority on the computers in the lounge and in the health center. PNCs or other student workers may be asked to leave a computer if it is needed for charting. If all computers are in use and there is an urgent need for charting, please see an HP staff member who will assist you in locating an additional computer if possible.
4. In the health center, when printing, please be sure your printer is designated as the “HP Printer.” If color printing is required, print black and white drafts on the HP printer first, then use the color printer for the final printout.
5. The photocopy machine requires a code which will be provided to you at your orientation.
6. If you need to dispose of any confidential information, please be sure to use the shredder. Try to only shred one or two pages at a time to avoid jamming.
7. You are welcome to use the refrigerator and microwave on the second floor of the health center. Please be sure to clean up after yourself. Try not to leave food in the refrigerator for more than a day or two. Space is very limited.
8. If any equipment malfunctions, please notify a staff member.
9. The health center and Living Well Lounge are professional work environments where confidentiality and privacy are of the highest priority. *Friends and personal business belong outside these locations.*

Body Fat Analyzer
A portable, hand-held Omron body fat analyzer is available for use by PNCs in each PNC office. It should be kept in the desk or cabinet.

Educational and Marketing Materials
The health center has standards for creating materials. Sharon Aronoff, Health Educator will provide more information during the semester. Unless directed by Dr. Lisagor, PNCs will not produce marketing/educational materials.

Where Do I Direct My Questions?
PNCs should direct questions to the following:
- All questions including charting and Point and Click questions: Lynne Landeta, 818-677-3660. Email: lynne.landeta@csun.edu
- All questions including materials (brochures, etc.) and outreach events: Sharon Aronoff, 818-677-6328, sharon.aronoff@csun.edu
- General questions: Marianne Link, 818-677-3690, marianne.link@csun.edu, Sharon, Ellen, Janis, or Lynne.
- Equipment problems, password change prompts etc.: Any Health Promotion staff member. *Please do not go to the health center IT staff member for help unless directed to do so by another staff member or your instructor.*