Klotz Student Health Center
Peer Nutrition Counselor Program Guide, Spring 2017

Appointment Line: 818 677-3666
Online Appointments: myhealth.csun.edu

Klotz Student Health Center Hours:
Monday-Wednesday: 8:00a.m.-5:00p.m.
Thursday: 9:00am-5:00pm
Friday: 8:00am-5:00pm

www.csun.edu/shc
Welcome to the Klotz Student Health Center! It is a pleasure to participate in your professional development. Each semester we look forward to working with PNCs who bring their nutrition knowledge and enthusiasm to our patients, while honing their professional skills. If there are ways that we can support you while here, please let us know.

It is our hope that many of your questions will be answered in this guide. It is designed to familiarize you with the PNC program at the Klotz Student Health Center (SHC). The PNC counseling room at the health center has a guide and there is a copy in your class syllabus.

The PNC program is a collaboration with FCS, the SHC, and the Health Promotion (HP) Department. We provide counseling space, materials and supplies, and the scheduling and staff support you will need to be successful. We are not involved in classroom issues or grading.

In addition to counseling appointments, there will be opportunities for outreach/tabling and speaking engagements at campus programs and events. Tabling events are a great way to market your services!

Please note: This guide provides information for the Klotz Student Health Center only. The Oasis is a separate placement and their protocols are not the same as those of the health center. You will have a separate orientation for Oasis, different trainings to complete and separate forms to fill out, and different supervision.

When you have questions about the Klotz Student Health Center, this list may help direct you.

Any question: Sharon Aronoff, 818-677-6328, sharon.aronoff@csun.edu
Marianne Link, 818-677-3690, marianne.link@csun.edu
Susan Krikorian 818 677-6128, susan.krikorian@csun.edu

Nutrition questions: Ellen Bauersfeld, RD, ellen.bauersfeld@csun.edu.

Point ‘n Click questions: Lynne Landeta, 818-677-3660, lynne.landeta@csun.edu

Please do not ask IT staff for help with computers, etc., unless directed by SHC staff or your instructor.

01/06/17
Words of Wisdom from former PNCs

“Do not be overwhelmed, it is not as nerve wrecking as one imagines it to be. Do research ahead of time. Brush up on information regarding the different diets popular at the moment, exercise regimens, supplements, and cultural staples. You won’t run out of things to talk about, conversation will manage to flow and in no time you will notice that time is already up. Encourage your pt to schedule a follow up with you while they are there to encourage participation.”  
“Do not be overwhelmed, it is not as nerve wrecking as one imagines it to be. Do research ahead of time. Brush up on information regarding the different diets popular at the moment, exercise regimens, supplements, and cultural staples. You won’t run out of things to talk about, conversation will manage to flow and in no time you will notice that time is already up. Encourage your pt to schedule a follow up with you while they are there to encourage participation.”  
“The coursework may seem daunting at first, but it actually is very manageable. Be patient with the ADIME notes! You will eventually start getting them right! Use all the tools and resources your professor puts on Moodle. The first couple weeks of counseling may be overwhelming but you will get a hang of it sooner than you think! Also, try to not skip class! All the discussions and lectures are very helpful.”  
“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.”

Safety and Security

Personal safety of SHC employees and students is paramount. If, for any reason, you are uncomfortable meeting with a patient, inform a staff member immediately---before or during an appointment.

Belongings: If you bring personal items to the SHC, keep them out of sight. Do not leave them unattended or in the office beyond your hours. Most often, theft is a crime of opportunity.

Security Access Code: Security doors are located throughout the SHC to limit access to clinical areas. You’ll be given an access code for the door outside the PNC office. Patients must always be escorted through that door. Please do not let anyone else through the door. Public restrooms are located on the 1st floor next to the lab.

Emergency Evacuation: The SHC conducts emergency evacuation drills periodically. Drills will be announced over the intercom. Leave the office with your patient, close the door behind you, and proceed to the nearest exit or stairway. Exit through either the front or rear of the building. Do not take time to gather belongings or turn off equipment. A building warden will conduct a room-to-room search to be sure the entire building is evacuated before the drill can be completed.

Confidentiality

Maintain a professional relationship with patients. Never give personal information to patients. This includes your cell phone number, home phone number, CSUN e-mail or personal e-mail address. You may not e-mail a client for any reason. If you need to call a client, you may use the phone at the SHC. If a client needs to reschedule with you, they can do so online (myhealth.csun.edu) or by phone (818 677-3666). Please let them know your hours at the SHC, if they wish to see you for follow-up. No information that can identify a patient may leave the SHC in any form: hard copy, email, CD, flash drive, etc.!!!

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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 must ensure that patient information is not left on someone's desk or that we do not have conversations about patients that might jeopardize their confidentiality. For example, discuss patients only with HP professionals, your instructor, and in the PNC class. Do not discuss a patient with anyone who does not have a need.

What’s the difference between privacy and security? Privacy is your individual rights about the use and disclosure of personal information. It includes the right to decide when, how and how much personal information is communicated to others. Protect all personal medical information at the SHC 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/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 include passwords, identifications, digital signatures, firewalls, virus protection or encryption. For privacy or security questions, contact Lynne Landeta at: 818 677-3660.

Protocol for Absences or Delays

PNCs are expected to be on time during for office hours - even if no appointments are scheduled. Most appointments are scheduled in advance, but occasionally a patient will walk in, be referred from the clinic, or make an online appointment at the last minute. Please allow adequate time to get to your work site and set up. We all know parking on campus is always challenge!

If you will be late or miss your office hours, please contact us as soon as possible so that patients can be notified.
First, contact the Health Information Management (HIM) Department at 818-677-3669. They will reschedule or cancel your appointments. Make note of the time you called and the person with whom you spoke.
Secondly, call either Sharon at 818 677-6328 or Mariannne at 818 677-3690.
Thirdly, e-mail your professor to let them know why you are/were absent or late.

You must notify everyone on this list. If you are working at Oasis on the same day, you will need to notify them separately.

Scope of Work

PNC appointments are free for all CSUN students, staff, and faculty. Students can schedule appointments online or by calling the SHC appointment line (818 677-3666) during business hours. Faculty/staff must make an appointment by phone. The clients you will typically see are seeking information for weight management, healthy eating, vegetarianism, eating on a budget, etc. Patients may see a PNC once or may have multiple follow-up visits during the semester.
Patients dealing with more complex health issues like eating disorders, pregnancy, or diabetes may be referred to our Registered Dietitian, Ellen Bauersfeld. Ellen is a certified Diabetes Educator. Ellen can provide service beyond the semester you are here. If you are unsure if you should make that referral or not, please consult with Ellen or your professor for guidance.

Services are not available for community members and you may not provide counseling for family members or friends.

**Professional Attire**

Please wear a clean, wrinkle-free lab coat when counseling patients. Lab coats should not have identification from another institution or program. PNCs will be issued nametags that are to be worn while you are working in the SHC. Please keep the nametag secure. At the end of the semester we ask that you turn in your nametag.

**PNC Work Areas**

Equipment and supplies including food models and an Omron body fat analyzer are available for your use while counseling at the SHC or working an SHC event. Contact an HP staff member if you would like to use models for class projects. When not in use, the Omron should be kept in the desk or cabinet. Please do not remove supplies without contacting Sharon or Marianne.

There is a printer in the PNC room for your professional use. If you need copies for an outreach or presentation, please see Sharon. If you need to dispose of confidential information, see an HP staff member for shredding. If equipment malfunctions, please notify a HP staff member.

Please leave the office ready for the next PNC. Be prepared to leave the office a few minutes early so that the next PNC can start on time. This means, a first appointment (60-minutes) lasts approximately 50 minutes and a follow-up appointment (30 minutes) is about 25 minutes. Log off the computer. Put food models, books, papers, etc. back in place.

*You may use the PNC office when available. Please notify an HP staff member first. If more than one PNC is requesting the space, priority will be given for the completion of ADIME notes. The SHC is professional work environment where confidentiality and privacy are of the highest concern. Friends and personal business do not belong here!*

**Educational and Marketing Materials**

Please do not advertise appointments on Facebook or other social media. The SHC has standards for marketing and educational materials. Sharon Aronoff, will provide more information during the semester. Unless directed by your instructor and pre-approved by Sharon, PNCs do not create and distribute PNC marketing/educational materials.

There is an accordion file in the PNC room with approved educational materials. These will provide a range of basic information that is useful for clients and outreach/tabling. If there are additional materials you would like to use, please have it approved for use by your professor and then by Sharon. Please do not add materials to the accordion file without prior approval.

**Media Requests**

Please refer all media requests including Daily Sundial interviews, journalism class projects, broadcast journalism and any other media requests to Sharon Aronoff at x6328 before proceeding with the appointment.
Point ‘N Click
Electronic Health Record

Point and Click is the computer program that manages/stores patient information at the Klotz Student Health Center. Your instructor has access to Point n Click and will check your progress on a regular basis. Per health center policy, PNCs are to write chart notes within 24-48 hours of seeing a patient. All patient notes are to be input into Point and Click within 72 hours of patient visits. Although the PNC has 24-48 hours to write the ADIME note, the Word document should be prepared immediately after the visit (or as soon as possible) while the visit is still fresh in the PNC’s memory. A delay in posting a chart note into Point n Click is against SHC policy and can result in citations by the AAAHC accrediting agency.

When you come in for your first office hours, please see one of the HP staff. During this visit, we will help you:

- Review the PNC appointment process
- Log on to the system
- View patient visits

CHARTING PROCESS OVERVIEW

An overview of the charting process is provided here. Detailed instructions are provided below.

The following table illustrates the timeline for documenting ADIME notes. Note: If a circumstance arises where a PNC cannot meet the above timeline, the PNC must inform an HP staff member.

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<th>Word Doc emailed to Professor by:</th>
<th>Final document approved by professor:</th>
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<td>(24-48 hours)</td>
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WINDOWS and POINT AND CLICK INSTRUCTIONS

Logging on and off Windows
The Windows logon screen is the first screen you will come to when you log on to the computer. This login information is case sensitive. (If you need help with your Windows login, see a Health Promotion staff member. If you cannot remember your ID and password, contact the CSUN ITR Help Desk at 818-677-1400.

To log in to Windows:
1. Enter your CSUN User ID. This is the ID you use to log on to the CSUN Web Portal.
2. Enter your password.
3. Be sure CSUN is selected on the third input line.
4. If you are away from the computer too long, it will lock. Use the logon procedure 1-3 to unlock the computer.
5. Please remember to log off Windows when you are done using the computer. If you do not, the next PNC will not be able to use the computer. To log off, click on “Start” in the lower left portion of the screen then click on “Log Off.”

Logging on and off Point n Click (PnC): You will be assigned the Login Name and a password so that you can access PnC. This login information is case sensitive. (If you need help with your PnC login, see a Health Promotion staff member.)

To log onto PnC: From the Desktop, click on the PnC icon (Turquoise Arrow).
1. Enter your Login Name (first initial of your first name and last name).
2. Enter your Password. (Will be provided to you for first time log-in.)
   a) Change your password. The system will ask for your old password, Create a new password (a combination of at least 8 alphanumeric characters). Click OK. Keep your password in a secure place. Do not share your password with anyone.
3. If you are asked to enter a Location, select Health Promotion if you are in the Klotz Student Health Center.
4. Single click on “Enter.” You will see a horizontal bar with icons.
APPOINTMENTS To view appointments, click on the Scheduling icon. This will take you to the Open Schedule screen. When your schedules have been entered into the system, you will see two columns on this screen: PNC, HP1 and HP 2.

- Look to the top left corner of this page. Click on the yellow icon labeled Dept. In the drop down box located to the right of the yellow icons, select PNC or enter PNC. You will see PNC in the box next to “Pt Department.” You will see the current day’s schedule for each PNC. The calendar defaults to the current date.
To view appointment details, double click on an appointment.

- Click Visit Type. New appointments will default to 60 minutes and Follow-up or Info Sessions will default to 30 minutes.
- View a Reason in the “Reason” box (e.g., Weight Management).
- Click on “Cancel” to leave this screen. You will return to Open Schedule and see the patient’s name on the schedule.

In Open Schedule on the left side of the screen, you can view the history on this specific appointment. You will see information on the visit type, date and time of the appointment, with whom and who created the appointment.

If your PnC session is complete, click on the X in the upper-right portion of the screen or select File, Exit to log out. Exit in the same way from the horizontal bar that appears.

Patient Check-in Patients seen in the SHC must check in at the first floor reception desk, where they will be directed to the second floor waiting area. When your patient checks in, the bar on the appointment box in Point n Click will turn red. Walk out to the waiting room and call out the patient’s first name only, introduce yourself by first name only and title (e.g., Sally, Peer Nutrition Counselor) and escort them to the office.

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**Scheduling a follow-up appointment.** At the end of your session, you may schedule a follow-up appointment by right clicking on the patient appointment. Select **new appointment.** You will be taken to the new appointment screen. Under **visit type,** select **follow up.** Select the **date/time** for the new appointment. If your patient tells you they would like to schedule their appointment at a later time, please let them know when you are available at the health center to see them. If they schedule at a different time or location, they will not be seeing you. If they have started with you at the health center, they cannot follow-up at Oasis and visa versa. Oasis patients must schedule their follow-ups there, and health center patients must continue to be seen here.

**Overview of the Charting Process**
1. PNC sees patient.
2. Within 24-48 hours, PNC prepares an ADIME note as a Word document. *It is critical that no identifying patient information be included in the note (or leave the SHC).* Identifying information includes first or last names, student/staff identification numbers, appointment date/time, phone number, or email address.
3. PNCs use a unique code to identify clients. The code is: the date the client was seen, their initials (first name, last name), the time seen (using military time/24 hour clock), and your first name. **Example:** Santa Claus was seen January 7\textsuperscript{th} at 1:00pm. The unique identifier you will use is, 0107sc1300yourfirstname
4. Using a CSUN email address **only,** PNC emails the ADIME note to the PNC Professor.

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5. The PNC professor will make recommendations/revisions to the ADIME note, if needed.
6. Your professor will email the revised ADIME note back to you. You will make changes and resubmit the note to your professor. This will continue until you receive final approval.
7. When your professor determines the ADIME note is complete, the instructor will approve the note and forward it to the SHC to be scanned into the Point n Click electronic health record.

CHARTING YOUR PATIENT VISIT NOTES
You will create a Word document that contains your client’s (ADIME) note. Your instructor must approve this document. Once approved and final, the instructor will send it to the SHC for scanning into the Point-n-Click electronic health record.

Creating your Word Document Notes While you are seeing your client, take detailed notes using the ADIME template. Create your alphanumeric code. This goes at the top of the ADIME note. The code is: the four-digit appointment date, patient initials, four-digit appointment time (military time), and your first name. Ex: John Doe’s appointment was 9:30 on February 15th. The code is: 0215jd0930firstname. Make sure all sections of the template are complete. If there is no information applicable, indicate with N/A.

Enter the ICD 10 code. You can find the ICD 10 code at http://www.icd10data.com/ICD10CM/Codes. These codes identify diseases, signs and symptoms, abnormal findings, complaints, social circumstances, and external causes of injury or diseases based on the patient’s complaint/reason for the visit.

- Recent unplanned weight loss likely due to medical problem: abnormal weight loss
- Recent unplanned weight gain – cause not specified: abnormal weight gain
- Client has BMI 30-39: obesity
- Client has BMI >39: morbid obesity
- Client states has anorexia nervosa
- Client has a lack of appetite and does not want to eat: anorexia
- Client appears to eat a variety of nutritious foods in needed quantities (based on MyPlate): healthy eating
- Client needs to improve nutritive content of diet for sports performance: sports nutrition
- Client is vegetarian and needs to change food intake to obtain nutritious diet: vegetarian
- Client states has high cholesterol, triglycerides, LDL: hyperlipidemia mixed
- Client states has high cholesterol: hyperlipidemia
- Client states is anemic or has iron deficiency: iron deficiency
- Client states has high blood pressure: hypertension, unspecified
- Client states has heartburn or gastric ulcer: heartburn
- Client states has lactose intolerance: lactose intolerance
- Client states has Type 2 diabetes: diabetes with no complications

Enter the Complaint (reason why client made appointment for PNC):

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• Client is member of athletic team on campus: sports nutrition
• Client wants to eat healthy diet but does not want to follow vegetarian diet: healthy eating
• Client wants to change weight – gain or lose: weight loss/gain
• Client wants to prevent further weight gain or weight loss: weight management
• Client concerned about his/her high blood pressure: high blood pressure
• Client is concerned about decreased frequency of stools: constipation

ADIME Note
Assessment
Document information that is relevant to the current visit that you obtain by talking to the patient. This may include food/nutrition related history, food allergies/intolerances, pertinent medications, knowledge/belief, food and supplies, physical activity, anthropometric measurements, biochemical data, nutrition focused physical findings, and client history (Personal hx, medical/health family hx, treatments, including complementary/alternative, & social history).

Diagnosis
1. Determine which domain the nutrition issue falls into. Is this an intake issue (excessive calorie intake), a clinical issue (swallowing difficulty) or behavioral-environmental issue (food- and nutrition-related knowledge deficit)? Estimate kcal needs and create a PES statement.
2. Enter the Stage of Change at which you assess your patient to be.

Intervention
Formulate a plan including what you will do to improve the nutrition problem. As you plan the nutrition intervention determine patient goals for improvement and expected outcomes. Choose the intervention that relates back best to the etiology of the nutrition problem. Interventions will be related to one of the following domains:
• Food / nutrition delivery → Ordered Ensure BID; recommended increase tube feeding to goal of 60 cc/hr
• Nutrition Education → Reviewed and gave pamphlet for 2gm Na diet; provided list of high fiber foods
• Nutrition Counseling → Goal set for pt to consume bacon only twice per month; pt to keep food and exercise log for f/u in 1 week
• Coordination of Care → Discussed insulin regimen with physician; advised RN to administer 2.0 kcal/ml supplement with med pass; talked to RD at nursing home about pt transferring there, referral to speech therapist for swallow eval

Your recommendations are suggestions on how the patient can carry out the intervention.
• If your intervention was for the patient to cut down on the consumption of bacon, you may recommend alternatives such as turkey bacon.

Monitoring and Evaluation
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Ask what are some of the parameters you would look at or follow to monitor progress with your intervention?
Examples – weight, BMI, lab values, wound healing progress, intake

**Monitoring:** Review & measure status at scheduled times – MUST INCLUDE A TIME FRAME!!!!
Data you follow related to nutrition diagnosis What are you going to monitor or review?

**Evaluation:** Compare current findings with previous status, intervention, goals, and/or reference standards Did the outcome meet, partially met, or did not meet the goals

**Patient Code Number:**
mmdd(patient initials)(time)(PNC first name)
ICD 10 Code:
Date patient was seen:
Complaint/Reason patient stated for visit:
Pt. Visit: (New or Follow Up)
Site of Visit: (HP, OASIS, MC, PC, Other)

**ASSESSMENT**

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<th>Food/Nutrition-Related Hx:</th>
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<th>Food Allergies/Intolerances:</th>
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<th>Pertinent Meds, include complementary/alternative medicine use:</th>
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<th>Knowledge/beliefs, food and supplies availability:</th>
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<th>Physical activity/exercise:</th>
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**Anthropometric measurements:**

Patient age: 
Gender: 
Date of birth: 
Height: ft. in. cm 
Weight: lbs. kg 
Weight History: 
UBW: 
IBW: 
BMI: 
BF: 
Pt Wt Goal: 

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**Biochemical Data (e.g., electrolytes, glucose), Medical Tests, & Procedures (only if lab work is provided)**

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**Nutrition-Focused Physical Findings (physical appearance, muscle and fat wasting, appetite, and affect):**

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**Self-Reported Client Hx (Personal hx, medical/health family hx, treatments, including complementary/alternative, & social hx):**

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**Additional notes:** Any thoughts, observations that will help you with your diagnosis [next step]

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**DIAGNOSIS** [To help here, go to our class website, “NCP Planning”.

**Intake**

**Clinical**

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Behavioral-Environmental
Which domain does this fall into?

(You MUST show your work.)

Estimated caloric needs: Based on Mifflin St Jeor Equation:

- BMR female: \[(10 \times \text{weight [kg]}) + (6.25 \times \text{height cm}) - (5 \times \text{age in years}) - 161\]

E.g. \[(10 \times 58 \text{ kg}) + (6.25 \times 163 \text{ cm}) - (5 \times 53 \text{ yrs}) - 161\]
\[(580) + (1019) - (265) - 161 = 1173 \text{ calories}\]

- TEE: \[1173 \text{ BMR} \times 1.5 \text{ Activity Factor} = 1760 \text{ calories}\]

[The formula for a the BMR male is: \[(10 \times \text{weight [kg]}) + (6.25 \times \text{height cm}) - (5 \times \text{age in years}) + 5\]]

**PES Statement**

Problem:

Etiology:

Signs/Symptoms:

Patient is in the (what stage of change?)

**INTERVENTION**

Treatment Goals/Expected Outcomes to Address Nutrition Diagnosis

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**Interventions:**

**Recommendations:**

**Educational material provided:**

**Coordination of Nutrition Care:**

**MONITORING & EVALUATION**

RDN Follow-up plan:

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