

SHADOWING PACKET INSTRUCTION SHEET

Job shadowing is designed to provide you with the opportunity to spend time with a health care professional and participate in an interactive learning experience with a health professional. The following guidelines will help you to be more comfortable throughout your shadowing experience and will help you to, positively represent the program.

Step One: Getting Started

1. Answer the following about yourself: Before you start arranging your shadowing experience, it would be helpful for you to review the following:
 - What health profession program am I interested in? Are you specifically interested in primary care, which includes general practice/family medicine, general internal medicine, general pediatrics; family nurse practitioner; bachelors in nursing; dentistry; or dental hygiene?
 - Do I know any professionals in my geographical area who are in that field?
 - What do I hope to accomplish from my shadowing experience?
2. What are some of my job shadowing responsibilities?
 - Do I understand what my responsibilities will be while shadowing?

Step Two: Arranging a Job Shadowing Experience

Once you have answered the above questions and determined what health care provider you would like to shadow, it is time to arrange an experience with him/her.

1. *Making Contact*
 - If you know the health care provider personally, try to make contact with him/her directly and explain what you would like to do and what you hope to gain from your experience.
 - If you do not know the provider personally, you should acquire the name and phone number of the person who will be arranging your shadowing experience. If the provider works in a hospital, you will have to contact the Human Resources or Public Relations Department. If the provider works in a clinic or health department setting, you will probably make arrangements through the Office Manager.
2. *Arranging a time to shadow the Health Care Provider*
 - *Introduce yourself and express to the individual that you are interested in dentistry, dental hygiene, nursing or medicine and would like to schedule an opportunity to shadow that particular healthcare provider. Make sure you indicate the dates or time of day you are available and always have on hand several dates/times you will be available for shadowing to accommodate the healthcare provider's schedule. Confirm the time and location of the shadowing experience. Also, ask if the healthcare facility has any pre-requirements such as providing personal healthcare information or attending an orientation.*

- Give the provider or person in charge of shadowing the enclosed **Letter to Host Facility**, a copy of each the **Parental Consent** and **Confidentiality Guidelines** signed by you and your parents, the **Shadowing Agreement for Facilities**, and the **Shadowing Preceptor Site Evaluation Form**.
 - *If you are unable to arrange shadowing for yourself, ECMO AHEC will assist you.*
3. *Mail forms to AHEC*
- Mail signed copies of the Parental Consent, Shadowing Agreement for Facilities and the Confidentiality Guidelines as soon as you have scheduled your shadowing experience. **DON'T PROCRASTINATE ON THIS STEP!!** We must have these forms to give you credit for completing your shadowing requirement!

Step 3. Review the Student Learning Objectives

One of the objectives of job shadowing is to help you become more aware and familiar with health care professions as a whole. Additionally, shadowing can provide you the opportunity to become more knowledgeable about a specific field of medicine. Before arriving at each of your shadowing experiences/presentations, take a few minutes to think about what you would like to learn from this experience.

Sample Questions for the Health Care Provider

Please note: These sample questions are merely suggestions. You will probably want to add questions to this list.

1. Why did you go into health care?
2. What is a typical workday like for you?
3. What kind of education did you have to have to reach this point in your career?
How long did you have to go to school?
4. While you were in high school, how did you prepare yourself for college?
5. What are some things I could do to become more informed about this Health Care Profession?
6. What is the background or history of this profession?
7. What do you like best about your job? What do you like least about your job?
8. What is the future outlook for this profession (e.g.: is there a shortage, too many, what parts of the state/country are in need of people in this profession?)
9. If I decide not to go on to a primary care career, what other professions are available in the medical field that I might be able to pursue?

Make a list of objectives below and take this form with you to remind you of questions that you might ask the health professional you are shadowing.

If possible, ECMO AHEC will schedule a minimum of one shadowing experience per year for you at a Community Health Center. This will be a mandatory shadowing experience as part of your annual student requirements. Students need to shadow as much as possible over and above the required hours!

Step Four: Review Shadowing Etiquette

1. Appearance

- A hospital, clinic, or health department is a professional work setting. Therefore, your dress and appearance should be professional. Clothing should be neat and clean.
- Females should wear dress pants, khakis, or skirts (of a conservative length) with a blouse or sweater.
- Males should wear a shirt and tie with dress pants or khakis.
- You will need to wear comfortable closed-toe shoes. ***DO NOT wear sandals, flip-flops, open-toed shoes, tennis shoes, shorts, t-shirts, tank tops or sleeveless shirts.***
- *Hairstyles should be neat. Females with long hair may want to pull it back so as not to disturb patients or others. Hands and fingernails should be clean and well groomed.*

2. Knowledge of PRIMO

- Doctors, nurses, other health care providers, and patients may ask you about PRIMO. Be prepared to provide them with a brief explanation about the purpose and benefits of the PRIMO Program.
- “The Primary Care Resource Initiative for Missouri (PRIMO) provides help to people and communities to assure access to health care services to all Missourians. The focus of PRIMO is on building community-based systems of care across the state. Systems that work with the community to make sure health needs are met and that young people have the opportunity to pursue careers as health care professionals.
- To reach this goal, PRIMO has developed a pipeline approach that addresses the needs of students, from high school through graduate school, and addresses the needs of communities to build clinics and services to assure that students have a place in their community to practice.”

3. Arrival to Shadowing Site

- **Plan to arrive at least 15 minutes early to each of your shadowing experiences.** *Physicians are busy people, and they do not want to spend their time waiting for you; they are already doing you a big favor by letting you shadow them. If for some reason you will be late, be sure to call the contact person at the clinic or hospital and explain the circumstances.*
- If you are sick or unable to work on your scheduled day, notify the health care provider and ECMO AHEC immediately.
- When you arrive at the healthcare facility for your shadowing experience, introduce yourself to the secretary or receptionist and wait patiently for your preceptor (the healthcare provider you will be shadowing). Healthcare providers frequently encounter emergency situations making it difficult for them to stay on schedule. While your shadowing experience is important to them, please be mindful of unexpected situations that are a part of a healthcare provider’s daily routine.

4. Language

- Now is a good time to put into practice all of those polite phrases that you learned at home or in school. Words such as “excuse me” “sir” “ma’am” “please” and “thank you” should be second nature for you during your shadowing experience. In addition, use correct grammar (i.e. “we were” not “we was”). Be sure to use proper titles with all hospital or clinic staff. Also, when you speak to people, remember that you are speaking to them and not to the wall or floor or ceiling. Eye contact plays a vital role in effective communication.

5. Manners

- **Do not chew gum while shadowing.** *However, if you are worried about the welfare of those around you, an occasional breath mint is fine and may be appreciated.*
- **Do not take your cell phone** or other electronic devices to your shadowing experience.
- Always remember that you are the guest. Treat everyone and everything accordingly; being overly polite is never going to harm you or anyone else. For example, obtain permission to use the telephone. Also, do not assume that you are free to wander on your own throughout the hospital or clinic, or that you can sit at any desk and use whatever equipment is there. Always obtain permission.
- *You should be polite around the patients as well. Medicine allows you to see certain emotional and physical aspects of people that may be hidden from public view. Never show disgust at touching or dealing with a particular patient. Do not gawk at anything. If you feel like you need to remove yourself from a situation (if you feel faint or ill) you may excuse yourself from the room politely, quietly, and quickly.*

6. Patient Confidentiality and Privacy

- As explained above, during your shadowing experience you may be exposed to patient’s private feelings, actions, and body parts. Everything that you see and hear should be kept confidential both inside and outside the hospital.
- You may have access to confidential charts and records. Please refrain from snooping. If you are interested in learning more about a patient’s illness or case history ask your preceptor.

7. Polite Assertiveness

- In order to make this an effective learning experience, you will want to show visible interest and excitement in whatever you are asked to do while shadowing. You will want to demonstrate confidence in your abilities and enthusiasm and commitment to medicine. If the opportunity arises, volunteer to do a variety of jobs. Be politely assertive.

CONGRATULATIONS!! YOU ARE NOW READY TO SHADOW!

Step Five: Follow Up.

1. *Express Gratitude*
 - After your shadowing experience, it is mandatory to send a “thank you” card to your preceptor to express how much you appreciated the opportunity and what you learned from the experience. If there was an individual who especially helped you, you should mention that individual by name in your thank you card or send them an additional thank you note directly.

2. Complete Shadowing Forms
 - Following each series of shadowing experiences, you must complete and send shadowing forms to ECMO AHEC ***within ONE (1) week of completing your shadowing experience.*** (Student Shadowing Report and Student Shadowing Time Log).

3. Questions
 - If, at any time you have questions or concerns, you are encouraged to contact ECMO AHEC immediately. Have a ***WONDERFUL*** shadowing experience.

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