

Hartman's Complete Guide for the Patient Care Technician

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Notice to Readers

Though the guidelines and procedures contained in this text are based on consultations with healthcare professionals, they should not be considered absolute recommendations. The instructor and readers should follow employer, local, state, and federal guidelines concerning healthcare practices. These guidelines change, and it is each reader's responsibility to be aware of these changes and of the policies and procedures of their healthcare facility.

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Gender Usage

This textbook uses gender pronouns interchangeably to denote healthcare team members and patients.

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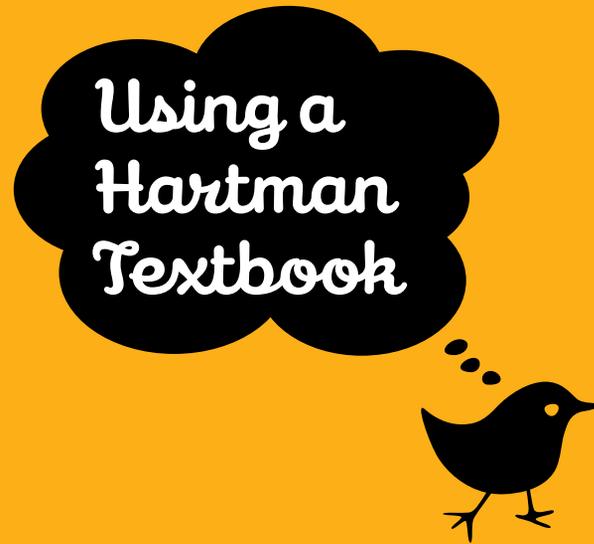
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Understanding how this book is organized and what its special features are will help you make the most of this resource!

We have assigned each chapter its own colored tab. Located on the side of every page, each colored tab contains the chapter number and title.



1. Discuss common legal concepts and responsibilities in health care

Everything in this book, the student workbook, and the instructor’s teaching material is organized around learning objectives. A learning objective is a very specific piece of knowledge or a very specific skill. After reading the text, if you can do what the learning objective says, you know you have mastered the material.

bloodborne pathogens

Bold key terms are located throughout the text, followed by their definitions. They are also listed in the glossary at the back of this book.

Making an occupied bed

All care procedures are highlighted by a black bar for easy recognition.



This icon indicates that Hartman Publishing offers a corresponding video for this skill.

Guidelines: Legal and Ethical Behavior

Guidelines and Observing and Reporting lists are colored green for easy reference.

Connected Care

Food Choices

Blue Connected Care boxes relate to providing care that promotes patient dignity and protects patient rights.

Chapter Review

Chapter-ending questions test your knowledge of the information found in the chapter. If you have trouble answering a question, you can return to the text and reread the material.

Beginning and ending steps in care procedures

For most care procedures, these beginning and ending steps should be performed. Understanding why they are important will help you remember to perform each step every time care is provided.

Beginning Steps



Identify yourself by name. Identify the patient according to facility policy.

Before any procedure, knock and wait for permission to enter the patient's room. Upon entering his room, identify yourself and state your title. Patients have the right to know who is providing their care. Identify and greet the patient. This shows courtesy and respect. It also establishes correct identification. This prevents care from being performed on the wrong person.

Wash your hands.

Handwashing provides for infection prevention. Nothing fights infection in facilities like performing consistent, proper hand hygiene. Handwashing may need to be done more than once during a procedure. Practice Standard Precautions with every patient.

Explain the procedure to the patient. Speak clearly, slowly, and directly. Maintain face-to-face contact whenever possible.

Patients have a legal right to be involved in their care, which includes knowing what care you will provide.

Provide for the patient's privacy with a curtain, screen, or door.

Doing this maintains patients' rights to privacy and dignity. Providing for privacy in a facility is not simply a courtesy; privacy is a legal right.

Adjust the bed to a safe level, usually waist high. Lock the bed wheels.

Locking the bed wheels is an important safety measure. It ensures that the bed will not move as you are performing care. Raising the bed helps you to remember to use proper body mechanics. This helps prevent injury to you and to patients.

Ending Steps

-
- Make the patient comfortable.** Make sure the sheets are wrinkle-free and lie flat under the patient's body. This helps prevent pressure injuries. Replace bedding and pillows. Check that the patient's body is in proper alignment. This promotes comfort and health after you leave the room.
-
- Return the bed to its lowest position.** Lowering the bed provides for the patient's safety. Remove extra privacy measures added during the procedure. This includes anything you may have draped over and around the patient, as well as privacy screens.
-
- Remove privacy measures.**
-
- Place the call light within the patient's reach.** A call light allows the patient to communicate with staff as necessary. It must always be left within reach of the patient's hand. You must respond to call lights promptly.
-
- Wash your hands.** Handwashing is the most important thing you can do to prevent the spread of infection.
-
- Report any changes in the patient to the nurse. Document the procedure using facility guidelines.** You will spend a lot of time with patients, so you are in the best position to note any changes in a patient's condition. Every time you provide care, observe the patient's physical and mental capabilities, as well as the condition of the patient's body. For example, a change in a patient's ability to get out of bed may signal a greater problem. After you have finished giving care, document the care using facility guidelines. Do not record care before it is given. If you do not document the care you gave, legally it did not happen.



In addition to the beginning and ending steps listed above, remember to follow infection prevention guidelines. Even if a procedure in this book does not tell you to wear gloves or other PPE, there may be times when it is appropriate.

For example, the procedure for measuring blood pressure does not include gloves. Gloves are usually not required for this. However, if the patient has open sores or cuts on his arm, gloves are necessary.