



ADVENTHEALTH ORLANDO
DIETETIC INTERNSHIP
HANDBOOK – COHORT 14



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Program Mission and Goals

Program Mission Statement

"To develop entry level registered dietitian nutritionists that are equipped with nutrition expertise to extend the healing ministry of Christ."

AdventHealth Orlando Mission Statement

"To extend the healing ministry of Christ..."

The AdventHealth Orlando Dietetic Internship, hereafter referred to as AHODI, mission statement is a natural evolution of AdventHealth Orlando's Mission Statement. AdventHealth Orlando is affiliated with the Seventh-day Adventist Church. Thus, Christ's ministry is at the forefront of the culture and care extended to the patient. Furthermore, the AHODI Mission Statement aligns with the Academy of Nutrition and Dietetics' Scope of Practice for the Registered Dietitian Nutritionist. Specifically, the Mission Statement directly correlates to sections 1-2, 4, 7-13, 18, and 21-22, upon RDN Roles: Services and Activities.

The AHODI at AdventHealth Orlando is dedicated to the education of the next generation of Registered Dietitian Nutritionist Leaders. The AHODI supports the education and development of dietetic practitioners through a dedicated, knowledgeable, and experienced faculty and preceptors working together as a team to uphold the program goals and outcomes.

Programs Goals

The Dietetic Internship goals for the AHODI reflect program direction for the faculty, staff, and preceptors. The AHODI commits to the following goals:

Goal One:

To prepare graduates to become leaders, life-long learners, and become service-minded individuals through community involvement.

Goal Two:

To prepare graduates to serve as competent and professional entry-level registered dietitian nutritionists.

Outcome Measures

Goal One Objectives:

- At least 15% of graduate responses will report participation or service in a local or national dietetic association or nutrition organization of their choice

Goal Two Objectives:

- At least 80% of graduates will rank themselves as adequately prepared for their dietetic position.

- At least 10% of graduates will be hired by AdventHealth Orlando.
- At least 80% of program students complete program/degree requirements within 12.75 months (150%).
- Of graduates who seek employment, 80% percent are employed in nutrition and dietetics or related fields within 12 months of graduation.
- At least, 80% percent of program graduates take the CDR credentialing exam for registered dietitian nutritionists within 12 months of program completion
- The program's one-year pass rate (graduates who pass the registration exam within one year of first attempt) on the CDR credentialing exam for dietitian nutritionists is at least 80%
- At least, 90% of employers who respond to the survey will rank graduates as adequately prepared of higher

Accreditation Status

The AHODI is a dietetic internship program with full accreditation by the Accreditation Council for Education in Nutrition and Dietetics (ACEND) of the Academy of Nutrition and Dietetics (A.N.D.), a specialized accrediting body recognized by the United States Department of Education.

Contact information for ACEND:

120 South Riverside Plaza, Suite 2190, Chicago, IL 60606-6995
312-899-0040 ext. 5400, 1-800-877-1600 ext. 5400
ACEND@eatright.org, www.eatright.org/ACEND

General Program Information

Administration of the Internship

The AHODI has a full-time Internship Director and an Internship Manager who report to the System Nutritional Services Clinical Director and the System Nutritional Services Executive Director who reports to the Vice President of Facilities for AdventHealth Orlando. Hereafter, the internship director will be addressed as internship manager and the internship manager will be addressed as internship instructor per AdventHealth Orlando organizational structure.

Campus Assignment

The intern may be placed in any of the AdventHealth Orlando campus locations within a 30-mile radius. Currently, interns are assigned to Altamonte, Apopka, Celebration Health, Kissimmee, East Orlando, Winter Park Memorial, Winter Garden and Orlando. The campus assignment will be communicated by the AHODI Manager. Note: intern campus assignment may change during the program to support an optimal intern learning experience. In addition, interns may complete foodservice experience and clinical experience at different campus. Travel is expected and a reliable transportation recommended.

Class Size

Each year, AHODI will admit two classes of interns of ten students in July and ten interns in January. This ensures close one-on-one instruction and a comprehensive educational experience.

Application Process

Non-Discrimination

AHODI, in accordance with AdventHealth Orlando's policies, does not discriminate on the grounds of race, color, national origin, sex, age, or sexual orientation. The AHODI will provide reasonable accommodation to qualified interns, provided the accommodation does not pose an undue hardship on the AHODI.

Admission Standards and Procedures

Admission requirements for the AHODI include the following:

- Eligible to complete an internship in the United States
- A DPD Verification Statement from an ACEND accredited DPD program completed, **and**
 - An earned master's degree from accredited university, **or**
 - Able to complete master's degree by the end of the dietetic internship
- Minimum cumulative grade point average: 3.0 (based on a 4.0 system); Science GPA minimum: 2.75; DPD GPA minimum: 3.3
- Assessment of and credit for prior learning is not accepted

The AdventHealth Orlando Dietetic Internship Program participates in the preselection agreement with the University of North Florida. Applicants must meet all admission requirements of the AdventHealth Orlando Dietetic Internship. Up to 16 candidates will be preselected twice a year on February 1 and September 1 for the April and November computer match respectively. The remaining positions will be filled through computer matching (DICAS). For more information contact the internship director.

Applicants to the AHODI should complete the on-line centralized internship application (DICAS) which can be accessed at <https://portal.dicas.org>. The application materials can be found on the AHODI website <https://www.AdventHealth.com/dietetic-internship>.

Interns are matched with a program through the national D & D matching program in spring (Application period is open from December 1 to February 15) and fall (August 1 to September 25.) Interns who match in spring will enroll in the internship in July, and interns who match in the fall will enroll in January.

Once matched to the AHODI, interns must meet all admission criteria including health and medical clearances and criminal background search. Interns will be required to be ServSafe Manager certified prior to the beginning of supervised practice rotations.

How to Submit Your Application

The completed application packet must be submitted to DICAS by February 15 for the April match notification date and by September 25 for the November match notification date.

In addition, an application fee of \$100 (check made payable to "AdventHealth") must be submitted to:

Gabriela Palou-De Jesus MS, RDN, LDN
Manager, AdventHealth Orlando Dietetic Internship
AdventHealth Orlando Box #77
525 Lake Estelle Dr., Orlando, Florida 32803

D & D Digital Systems Computer Matching

AHODI participates in the computer matching process which is handled by D&D Digital Systems. Applicants will rank their choice of internship using a code number. The code number is obtained through D&D. There is a \$50 fee for using the computer matching process. Once internship choices are identified, they are entered online at www.dnddigital.com. Registration dates for this process TBA by D&D. D&D can be reached at 515-292-0490 or dnd@sigler.com.

Dietetic Internship Centralized Application System (DICAS)

The AHODI will be using the online centralized internship application (DICAS) which can be accessed at <https://portal.dicas.org>; email DICASinfo@DICAS.org. The fee to use DICAS is \$45 for the first application submitted and \$20 for each additional application.

Applicants must submit the following via the DICAS website:

- Personal Statement
- References (3)
- Resume
- Transcripts
- Verification Statement

Personal Statement

Applicants who apply to internships using DICAS will be asked to complete a personal statement of 1,000 words or less. Questions to be addressed in the personal statement include:

- Why do you want to enter the dietetics profession?
- What are some experiences that have helped to prepare you for your career?
- What are your short-term and long-term goals?
- What are your strengths and weaknesses or areas needing improvement?
- Why are you applying to the AHODI?
- What qualities separate you from other applicants interested in a clinical focused internship program?

References

When completing the application form, applicants must include the name and contact information (specifically an e-mail address) for each reference. This will trigger an e-mail message requesting completion of a reference form. The form will be completed online. Students submitting more than one application will need to use the same references for all applications. For the AHODI application, you must submit 3 references from each of the following:

1. DPD faculty (preferably the DP Director)
2. Any other faculty
3. Employment or volunteer reference*

*Personal references will not be accepted

Resume

A current resume must be uploaded on the DICAS website.

Transcripts

Official transcripts from all colleges and universities should be sent to DICAS as part of the application process.

DICAS - Transcript Dept., PO Box 9118, Watertown, MA 02472

In addition, once degree is awarded upon graduation, request and official transcript which includes the graduation date be send to:

AdventHealth Orlando Dietetic Internship Box #77 – 525 Lake Estelle Dr, Orlando, Florida 32803

DPD Verification Statement or Intent to Complete

This documentation must be submitted by your DPD Director.

All application materials become the property of the AHODI and will not be returned.

Tuition and Fees

AdventHealth Orlando Dietetic Internship is not able to make Financial aid available to interns.

Expenses: (Expenses are estimations and subject to change)

Make checks payable to "AdventHealth Orlando".

Estimate Cost and Fees	
Application Fees	
Application Fee (non-refundable):	\$100
D&D Digital Registration Fee	\$55
DICAS	\$45 for 1 st program, \$20 any additional
Onboarding Fees	
Non-refundable Deposit	\$1,000
AHODI Internship Tuition	\$12,000
Professional Liability Insurance *Securing insurance is the responsibility of the intern	\$26
Health Insurance: *Securing health insurance is the responsibility of the intern	Varies
Academy of Nutrition and Dietetics Student Membership: Including Florida Academy State Affiliation	\$58
Background check (2): FDLE Form B and WIC	Varies \$50 to \$100
Centra Care: Respiratory mask fit testing	\$45
Centra Care: Drug Screen	\$35
Centra Care: PPD	\$19
Lab coat (1): will be provided by AHODI program	N/A
Program Fee	
Scrubs: Butter-Soft Scrub, Color Turquoise from Uniform Advantage at Altamonte	Varies
Books and Supplies: a list will be provided the intern upon acceptance into the program	Varies
Housing: securing housing is the responsibility of the intern	Varies
Travel: Travel among campus and rotation	Varies

Onboarding Process

Once accepted to the program, you will receive an email from the AHODI Director/Manager with the onboarding process and documents needed. Please follow the instructions provided to ensure a timely process and avoid delays in the start of the internship program.

AdventHealth Orlando Contingent Worker/Non-Staff Orientation Package and Intern contract will be provided via email to be reviewed by intern prior to the start of the internship. Intern will sign documentation and return to AHODI leadership as confirmation of intent to adhere to all policies and procedures.

If an intern has not submitted all required clearances prior to the deadlines provided, his/her space in the internship program may be forfeited. All interns are required to submit onboarding requirements including any health and background clearances that are required by individual supervised practice sites such as WIC in addition to the AHODI general requirements. Completion of all ancillary testing and checks is the responsibility of the intern.

Healthcare Clearance and Drug Testing

An Immunization Record form signed by a physician which contains required immunization documentation must be submitted. These and all other clearance forms must be completed and submitted by the deadline prior to the internship start date per program direction.

AdventHealth Orlando health requirements (subject to change per AdventHealth Orlando policy) for interns include the following:

- PPD completed within 90 days of internship start date
- Proof of MMR vaccination
- Proof of Varicella (chicken pox) or immunity
- Hepatitis B series (strongly recommended – signed waiver if refused)
- Flu vaccine (complete at AdventHealth Orlando if starting in July)
- COVID-19 Vaccination

Additional AdventHealth Orlando requirement to be completed 30 to 60 days prior to internship start date:

- Level 2 background check 60 days prior to internship start date

AdventHealth Orlando intern requirements to be completed at AdventHealth ~~Colonial Town~~ ~~Centra-Care~~ prior to start date:

- Respiratory Fit Test
- Drug Test

All drug and alcohol testing results will be maintained by AdventHealth Orlando and treated by the AHODI as confidential. To participate in rotations, interns must agree to the release of test results, such as background tests, to external clinical agencies as required by the agency.

Completion of all ancillary testing and checks is the responsibility of the intern. Interns are required to submit to any health and background clearances that are required by individual supervised practice sites such as WIC in addition to the AHODI general requirements to avoid forfeiting their space in the internship program.

Criminal Background Check

All interns must undergo a Criminal Record Check to fulfill AdventHealth Orlando requirements. Additional background check is required by WIC rotation. The cost and completion is the responsibility of the dietetic intern and must be completed prior to the start of the internship.

Intern Policies

The following AHODI Intern Policies will inform and guide intern performance and behavior during the internship.

Supervised Practice

The supervised practice hours include all practice hours in each of the five rotations. The five rotations are: Food Service & Management, Community, Clinical 1, Clinical 2, and Staff Relief. The required number of practice hours (1012 hours) must be accomplished to complete the internship program. Preceptors from each experience will evaluate intern performance.

Furthermore, interns are expected to adhere to AdventHealth Orlando Dietetic Internship's (AHODI) policies.

The purpose of the dietetic internship is educational. Interns in supervised practice cannot be used to compensate for or support employee shortages and/or absences and will not be considered employees under any circumstances.

Graduation and Certification

Upon successful completion of the 1,012 supervised practice hours and/or alternate practice experiences, rotation evaluations and rubrics with a score of 2 or greater, 4 exams with a score of 80% or greater, and program required assignments submitted and approved, interns receive a certificate of completion and a verification statement that allows them to take the professional registration exam administered by the Commission of Dietetic Registration (CDR). The Program must be completed successfully prior to taking the registration exam.

Requirements for Continued Matriculation and Completion of the Internship

Successful completion of the AHODI requires the following:

- Successful completion of 1012 practice hours including additional hours as alternate practice experience
- Successful end of rotation evaluation by preceptor for all 5 rotations
- Satisfactory completion of assignments, projects, quizzes and exams
- Completion of the AHODI-approved RDN Exam Review Course with 80% or greater by the end of the internship
- Timeliness of submitting required reports

The intern is responsible for completing all required work and timely submission to program instructor before moving on to the next rotation. The Program Instructor and Program Manager will provide feedback to the intern on an informal basis throughout the internship to ensure progression of competencies. Failure to successfully meet requirements will result in remediation per policy.

Remediation

- Interns must successfully complete all evaluations, assignments rubrics, formative and summative assessments before moving to the next rotation
- A successful pass rate of 80% or greater is required on any assessment tools. Failure to pass the second exam will result in remediation, re-testing, and potential internship completion delay
- Interns are expected to receive ≥ 2 on a 1-3 scale on the end of rotation evaluations.
- Interns must obtain ≥ 2 on a 1-3 scale with no scores of 1 on all assignment rubrics. A score of 1 requires revision and resubmission
- Failure to satisfy internship requirements for rotation evaluations and rubrics will result in an individualized action plan developed with the interns, preceptor and internship instructor/manager

- An accumulation of two failures to satisfy the action plan expectations will result in dismissal

Every effort is made to enable the intern to successfully complete the program requirements. The internship instructor/manager is available for career guidance

Maximum Time Period of Internship

Following the outlined internship rotation schedule will result in successful completion of all internship requirements within 8.5 months of start date. All dietetic interns must complete the program within 12.75 months (150%) of start date.

Withdrawal

An intern may withdraw from the AHODI at any time. Once an intern withdraws, his/her position in the program is closed and is no longer available for re-admittance. If the intern wishes to re-enter the program, he/she must reapply as a new intern. Previously paid tuition and fees are not refundable. Should the intern reapply and be accepted, the previous fees and tuition will not be credited toward costs for the internship program. If the intern withdraws within 30 days of the start date of the internship program, he/she will be eligible to obtain 50% of the internship tuition fee as a refund.

Reinstatement

If an intern has been dismissed from the AHODI for any reason, no future application will be considered.

Attendance

Attendance is mandatory. Interns must be present, on time and engaged for each day at each rotation. Punctuality and attendance concerns may be cause for dismissal. If it is necessary for the intern to be absent or late for any reason, the preceptor and internship instructor/manager must be notified 1 hour prior to the scheduled arrival time. Repeated late arrivals, not being present or engaged, or leaving early without previous arrangement will result in a disciplinary action plan.

All practice hours must be completed by the intern. Practice hours completed at AHODI will be tracked by the intern clocking in and out. Contact AHODI Instructor/Manager via email for all missed clocked events.

Practice hours completed at external sites such as WIC will be tracked by the intern who communicates to the AHODI Manager weekly via email to report hours. Failure to submit hours within the scheduled period, may result in missed hours.

How to Use Time Clocks

Instructions:

Press the "Clock In" (F1) button on the touch screen.

Clock will display "SWIPE BADGE". Tap badge on key pad to scan.

Press the "Start Meal" (F5) button on the touch screen.

Clock will display "SWIPE BADGE". Tap badge on key pad to scan.

Press the "End Meal" (F6) button on the touch screen.

Clock will display "SWIPE BADGE". Tap badge on key pad to scan.

Press the "Clock Out" (F2) button on the touch screen.

Clock will display "SWIPE BADGE". Tap badge on key pad to scan.

Successful Swipe Result:

1. Single beep
2. Your name will appear with time you clocked in/out
3. Green light near top center of the clock

Unsuccessful Swipe Result:

1. Multiple beeps
2. Your name and clock in/out time will not appear
3. Red light near top center of the clock
4. Error message will appear on the clock

Illness and Injury

In the event of illness requiring the intern to see a physician or nurse practitioner, accident resulting in injury, hospitalization or pregnancy, a statement from the attending physician or medical representative must be presented to the Program Manager and Program Instructor certifying the intern is physically and emotionally able to continue active participation in the internship program. A clinical clearance form must be submitted and upon approval, the intern may continue in the AHODI.

Unexpected absences due to illness must be communicated to the internship instructor/manager. Completion of missed hours must be arranged by the intern in collaboration with the program preceptor, manager/instructor.

If the intern becomes ill while participating in the internship program, he/she will report to the preceptor or the program Manager. The intern will be advised as follows:

- If the illness or injury is emergent – call 911
- If the illness or injury is not severe or life threatening – request that the intern contact their health care provider
- Should the intern not have a health care provider direct them to the nearest urgent care or emergency care center
- Interns must provide emergency contact information to the program which will be utilized as appropriate

Any injury must be reported to the preceptor at the facility. If emergency treatment is needed, it will be at the intern's expense. Interns must assume the cost of medical expenses. Documentation of the incident must be completed by the intern, signed by the preceptor, and forwarded (via fax or email of a scanned copy) to the Program Director.

Treatment regarding exposure to blood or body fluids will be in accordance with AdventHealth Orlando or the clinical agency policy.

Time off Requests

The internship calendar includes scheduled vacation days. Additional time off requests are not accommodated, except in extenuating circumstances. Intern will not schedule time off during hybrid experiences, including Friday's didactic classes.

Technology Requirements

Interns must have adequate internet access and technological capabilities to meet internship requirements, including, but not limited to, the ability to apply to the internship online, access the Academy of Nutrition & Dietetics website, use AdventHealth Orlando Microsoft 365 and The Hub, complete literature reviews, and document patient care in the electronic health record.

Academic Standards of Integrity

The AHODI expects interns to set a high standard for themselves and to display the AdventHealth Orlando value of integrity at all times. The following actions are considered breaches of the Academic Standards of Integrity:

1. **Cheating.** While completing an internship assignment or exam it is dishonest to use, have access to, or attempt to gain access to any and all sources or assistance not authorized by the preceptor
2. **Plagiarism.** Plagiarism is the act, intentional or not, or misrepresenting the work, research, language, or ideas of another person (published or unpublished) as one's own work

3. **Other forms of academic misconduct.** The forms of academic misconduct defined above are not exhaustive, and other acts may be deemed academic misconduct

Response to Academic Misconduct

Interns who breach the Academic Standards are subject to consequences imposed by the Manager or Instructor of the AHODI. Such consequences may include the expectation to redo a rubric, the assignment of additional work, or termination from the internship program.

Standards of Professional Behavior

Dietetic interns must adhere to the AdventHealth Orlando professional conduct policies including but not limited to rules of conduct. Failure to comply with Standards of Professional Behavior as outlined will result in disciplinary procedures which may include termination.

Interns are expected to treat all preceptors in each of their rotations as valued educators and respected professionals. Any intern concerns regarding interactions with preceptors must be immediately discussed with the Internship Manager or Internship Instructor.

Interns must arrive on time, prepared and ready to begin work by the time scheduled and remained engaged throughout the day with the assigned preceptor. Interns are responsible to be familiar with the content relevant to a given supervised practice rotation to perform successfully in supervised practice learning experiences. Interns should review concepts related to each practice rotation before the first day in that rotation. If the preceptor identifies concepts/terms/resources that an intern should review, the intern should consider this a requirement for the rotation and should determine a plan in consultation with the preceptor for meeting this requirement.

Interns must avoid all use of cell phones for personal use while on duty during supervised practice. Interns are required to uphold the professional policies and norms of behavior in each supervised practice setting.

Disciplinary / Termination

Dietetic interns are informed at regular intervals of their progress related to exams, rubrics, and supervised practice components of the internship program. Failure to meet dietetic internship standards for exams, rubrics, and preceptor evaluation as defined in this document will result in termination.

Dietetic interns must comply with all AHODI policies related to their conduct. Failure to comply will result in an action plan, developed between the dietetic intern and the Internship Manager or Instructor. Failure to successfully meet action plan stipulations will result in termination.

Positive results from any drug screen or unethical behavior that places the health of patients at risk or insubordination will be grounds for immediate termination. Failure to report for intern duties without notification will be grounds for immediate termination.

The process for action plans and subsequent termination is as follows:

1. Verbal Discussion
2. Written Discussion
3. Written Final Notice
4. Termination

Intern Appeals Process / Problem-solving Procedures

The program strives to maintain excellent relationships between interns and AHODI providers. A dietetic intern who attempts to resolve a problem will not be subjected to any form of adverse action, reprimand, retaliation, or negative treatment.

A dietetic intern who has a disagreement related to an academic matter should first attempt to resolve the issue through the chain of command, beginning with a discussion with the preceptor or internship Instructor. If the issue is not resolved to the intern's satisfaction, the intern should address the complaint in writing to the internship manager. The complaint will be kept on file with the internship program manager that will review the complaint and consult with the preceptor and internship Instructor. The dietetic internship program manager will make a decision regarding the complaint and communicate such in writing to the intern within 30 days. If the intern is dissatisfied with the decision, she/he has 7 business days to appeal in writing to the Nutritional Services System Clinical Director. The intern should submit all related correspondences with the written appeal. The System Nutritional Services Clinical Director will respond in writing to the intern and the Program Manager within 30 days regarding the decision of the appeal. The decision of the System Nutritional Services Clinical Director will be kept on file. The decision of the System Nutritional Services Clinical Director is final.

After all steps in the appeals process have been exhausted, if the intern remains dissatisfied with the outcome, she/he may contact the Accreditation Council for Education in Nutrition and Dietetics (ACEND). Contact information for ACEND:

120 South Riverside Plaza, Suite 2190, Chicago, IL 60606-6995
312-899-0040 ext. 5400, 1-800-877-1600 ext. 5400
ACEND@eatright.org, www.eatright.org/ACEND

ACEND will review complaints that relate to a program's compliance with the accreditation standards. ACEND is concerned about the quality and continued improvement of the dietetics education programs but does not intervene on behalf of individuals or act as a court of appeal. A copy of the 2017 Standards for Internship Programs in Nutrition and Dietetics can be accessed by following this link: <http://www.eatright.org/ACEND>

Student Travel and Transportation

The AHODI is not responsible for intern safety in travel to campuses or other supervised practice sites. The intern is responsible and assumes liability for transportation.

Written Assignments

All written papers for the Dietetic Internship are required to be in the American Medical Association (AMA) style.

Professional Meetings and Associations

Interns are required to attend meetings sponsored by the Academy of Nutrition & Dietetics, whether local, state, or national. Interns may also have the opportunity to attend other professional presentations. Attendance at a professional presentation that interferes with scheduled supervised practice hours must be approved by the Program Manager and Supervising Practice Preceptor before enrolling. Any tuition or fees for the seminar is the intern's responsibility.

The Academy of Nutrition and Dietetics

Interns must become members of the Academy for Nutrition and Dietetics (A.N.D.) Information is available at the A.N.D. website at <http://www.eatright.org/> or call 1-800-877-1600 ext. 4841 to request a membership application.

Verification Statement and Certificate

Upon successful completion of all internship requirements, the Program Manager will provide the graduates with the required registration eligibility paperwork. The Program Manager will also provide each graduate with six signed copies for the verification statement. Another original is placed in the graduate's file. The

verification statement assures that the intern has completed all work in a satisfactory manner. Upon successful completion of all rubrics, exams, and practice hours, all interns will receive an AHODI Certificate signed by the Program Manager.

Registration Examination and Examination Preparation

The AHODI provides an approved RDN Review Course in order to help the intern successfully prepare for the Dietetic Registration exam. The graduate should submit the application to take the Dietetic Registration exam to CDR in a timely fashion.

The AHODI is neither responsible for nor liable for a graduate's failure to pass the Dietetic Registration exam.

HIPAA / Confidentially Statement

The Health Insurance Portability and Accountability Act (HIPAA) dictates how interns maintain patient, client, and resident confidentiality. The intern orientation includes a review of HIPAA. The intern must sign a confidentiality agreement to indicate their agreement and understanding. Interns are expected to maintain confidentiality regarding each rotation and facility, the Nutritional Services department, employees, patients, clients, peers, mentors, preceptors, and faculty.

HIPAA Minimum Necessary Rule. In terms of access to information, this means employee/intern must **not** access:

- The employee's own medical record
- Information on a friend, family member, or coworker
- Information out of curiosity

Violation of HIPAA is grounds for immediate dismissal and enforcement per AdventHealth Orlando policies.

AHODI ensures the intern's privacy related to the internship experience and education including performance, evaluation, student records, tuition payment and fee, etc. and will not disclose information to parent or family members. For this reason, all communication and documents related to the intern's experience in the internship will be between intern and AHODI leadership.

Intellectual Property and Intern Work

Any work created by an intern as part of the required supervised practice rotation experience is considered the intellectual property of the intern. However, as this work is being generated explicitly for use by AdventHealth Orlando or other intern rotations site as part of the intern's educational experience, the AdventHealth Orlando Internship Program or site will also retain the right to use and/or adapt these materials at their facilities at any time.

Personal Hygiene Program and Image Standards

Interns are expected to maintain a personal appearance and dress appropriate for the professional setting whether completing supervised practice rotations or taking exams. Interns are required to follow the AHODI image standards. The AdventHealth Orlando image standards will be provided to interns upon acceptance.

Acceptable attire includes a lab coat, comfortable non-slip shoes that always agree with AdventHealth Orlando and Nutritional Services Image Standards (for safety) and an intern ID badge provided by AdventHealth Orlando worn on the upper left-hand collar. Interns may use approved scrub per clinical dietitian standards.

General Standards for all Workforce Members

1. 1. Condition of attire, both uniform and non-uniform, must be:

- Clean and in good repair,
 - Pressed and free of wrinkles,
 - Properly hemmed, and
 - Free of rips, holes, stains, fading, or any other blemishes.
2. Hair should be clean and groomed so as not to interfere with a workforce member's work responsibilities. Workforce members in direct patient care must have hair pinned back or styled so that it does not fall over patients. Some departments may require that hair nets or caps be worn. Unnatural hair colors (blue, green, pink, etc.) are not permitted.
 3. Facial hair must be trimmed and neatly maintained in a way that is professional. For workforce members in clinical settings, facial hair must not interfere with the fit, seal, or function of a respiratory mask as mandated by the Occupational Safety and Health Administration (OSHA). Interference is defined as any hair growth between the skin and the facepiece sealing surface, such as stubble beard growth, beard, mustache, or sideburns which cross the respirator sealing surface. Adornments and rubber bands in beards are not permitted. Some departments may require that hair nets be worn over beards.
 4. Tattoos must not contain vulgar or offensive images/language, and must be kept covered as much as possible.
 5. Workforce members should be conscientious of wearing strong scents and be sensitive to the effects of scents/odors on patients, visitors, and fellow workforce members, as they could aggravate allergies.
 6. Cosmetics, when worn, should not be excessive, should enhance natural features, and project a professional image.
 7. Jewelry may be worn if it does not present a safety hazard.
 - Conventional earrings that present a professional image are allowed.
 - Visible body piercing(s) are not allowed.
 - Facial piercings, such as nose, lip, and eyebrow piercings should be removed.
 - Gauges larger than natural earlobe size are not permitted and must be replaced with skin colored plugs. An acceptable gauge should have the same appearance as a small post earring. If skin dangles from gauge removal, earlobes must be taped back.
 - Determining appropriateness of workforce member jewelry is the discretion of the manager and must comply with all safety standards, as well as facility/department expectations of professionalism.
 8. Hats and caps are not permitted unless part of a department uniform and/or used for safety in performing certain jobs. Hats and caps required for work purposes must be plain in color and free of logos, emblems, insignias, etc., unless it is an item issued by AdventHealth.
 9. Fingernails must be kept clean, neat, and a reasonable length for good job performance. For clinical areas, nails should not exceed ¼ inch in length. Acrylics, artificial nails/nail extenders, and silk overlays are also not permitted in clinical areas. There are certain departments that prohibit all nail polish products. Workforce members should adhere to the protocols for their department.

Interns not following appearance standards and dress code will be sent home to change immediately. Any amount of time missed will need to be made-up at the end of the internship as scheduled by the internship director. This may result in extending the duration of completion and delaying the DI verification statement.

Electronic Communications / Social Media

Electronic communications systems provided by AdventHealth Orlando are intended to be used as a business tool to facilitate communication and the exchange of information needed to perform intern tasks. AdventHealth Orlando monitors electronic communications for the purpose of ensuring the protection of legitimate business interests, confidentiality, and integrity. Interns may not use the electronic communications provided for personal use.

Electronic communications using the AdventHealth Orlando name, logo, or reference is strictly prohibited.

To ensure the privacy and confidentiality of our patients, when interns use electronic communications to share confidential information including, but not limited to, PHI across public networks, they must be protected using an AdventHealth Orlando approved method of encryption.

Confidential information is defined as any information owned or managed by any AdventHealth Orlando entity which is not publicly available. This includes, but is not limited to, all patient related information, confidential or proprietary technical, and business or personnel information:

- a. Financial statements and other financial information
- b. Marketing and business plans
- c. Intellectual property
- d. User data such as user IDs and passwords
- e. The terms of any business agreement

Personal use of cell phones while on duty is prohibited.

Compliance with this policy is mandatory for all AdventHealth Orlando staff and AHODI interns. Violation of this policy and its standards will be subject to disciplinary action up to, and including, termination.

AHODI reserves the right to monitor the intern's use of any social media and take appropriate action with respect to inappropriate or unlawful postings.

Harassment-Free Workplace

AdventHealth Orlando maintains a policy to ensure a workplace free of all types of verbal and nonverbal harassment including but not limited to discrimination, intimidation, and sexual harassment.

All staff, regardless of their job position, and all interns are covered by and are expected to comply with this policy; and must take appropriate measures to ensure that this prohibited and unlawful conduct does not occur.

Appropriate disciplinary action will be taken against any staff member or intern who violates this policy. Based upon the seriousness of the offense, disciplinary action may include verbal or written reprimand, suspension or termination of [the internship](#). ~~employment~~. AH maintains a strict zero tolerance policy regarding harassment, which creates a hostile, intimidating or offensive work environment.

The following are types of harassment prohibited under this policy:

Discrimination

It is a violation of this policy to discriminate against a staff member or intern based on their race, color, national origin, age, religion, disability, gender, sexual orientation, gender identity, pregnancy, genetic information or marital status.

Intimidation

It is a violation of this policy to discriminate against anyone by creating a "hostile work environment" where the harassment creates an offensive and unpleasant working environment.

Sexual Harassment:

There are two types of sexual harassment, physical/offensive and Quid pro quo.

- a) **Physical/offensive** is unwelcome, unwanted sexual harassment includes but is not limited to touching, tickling, pinching, patting, brushing up against, hugging, blocking, teasing, fondling; touching a person's body, clothing, or hair with a body part or with an object, or assault.

- b) **Quid pro quo** sexual harassment occurs in the workplace when a manager or other authority figure offers or merely hints that he or she will give the staff member or intern something, such as but not limited to raises, promotions or better working hours in return for that staff members or intern's satisfaction of a sexual demand.

Program Evaluations

Intern competency evaluations are completed at the end of each rotation. The program will be evaluated by each intern on a weekly basis and several times throughout the internship. Preceptor effectiveness will be evaluated by the intern. Dietetic Internship graduates and their future employers will evaluate the internship program when completing AHODI surveys.

Access to Personal Files

Intern files are maintained by the Internship leadership. These files include intern evaluations from supervised experiences, rubric scores, projects, and exam scores. Interns may see any/all of their file by making an appointment with the Internship Manager, excluding references. The intern files are confidential and are made available only to the intern or faculty required to evaluate the intern.

Support Services

Interns have access to AdventHealth Orlando support services. These services include: Technological support services (AIT), Chaplin, Spiritual Ambassadors, and free parking. For technical support contact AIT 407-303-8000.

Alternative Practice Experience

Alternative Practice Experience are scheduled within the program curriculum by AHODI Director/Manager. Alternative Practice Experience follow ACEND guidelines and are designed to simulate supervised practice experience. These are used by the program to enhance program competencies by providing an alternative learning experience. The program reserves the right to adjust practice experiences as needed.

Severe Weather

If threat of severe weather affects intern's rotation experience, AHODI leadership will provide communication based on Advent Health contingent worker guidelines. Interns' activity will be suspended, and interns will not be allowed on campus. Remote learning experience may be scheduled.

Remote Learning Experience

Remote learning experience are reserved for unexpected, unplanned circumstances. Interns may not request remote learning experiences to replace schedule supervised practice experiences. During remote learning experiences, interns are expected to be available to AHODI leadership and preceptors during business hours and will be considered unsatisfactory if not. Interns are expected to communicate via email, Team chat or phone call and return communication within an appropriate time frame (within 1 hour). Intern will be required to work 8 hours shift from beginning anytime between 7am - 9am and ending 3:30pm – 5:30pm. Daily assignments are expected to be completed by end of day. Unsatisfactory performance may result in disciplinary action.

Supervised Practice Facilities Policies

The following AHODI Preceptor Policies will inform and guide the selection of intern experience facilities and dietetic intern preceptors.

AHODI will select external facilities for intern experiences based on the following criteria:

1. Ability to provide intern experiences in accordance with program requirements.
2. Ability to provide a competent registered dietitian preceptor who meets state and federal regulations.
3. The facility is located within a 90-mile radius of the intern hospital assignment.
4. The facility meets state and federal regulatory requirements.
5. Facilities selection will be reviewed annually
6. Approved external practice facilities shall have an approved affiliation agreement with AdventHealth Orlando dietetic internship.

The process for writing and approving Affiliation Agreements occurs in the following order. Affiliation Agreements:

1. Are written by the Legal Department of AdventHealth Orlando.
2. Are approved by the Human Resources department of AdventHealth Orlando.
3. Are sent to the external experience facilities for approval.
4. Any changes made by the external experience facility must be approved by the Legal department and Human Resources department.
5. Are reviewed annually and revised as needed.
6. Are maintained in the Legal department of AdventHealth Orlando and in the AdventHealth Orlando dietetic internship (AHODI).

Preceptor Policy

The preceptor policy information applies to both external and internal dietetic intern preceptors of the AdventHealth Orlando Dietetic Internship.

AHODI preceptors are invited to participate in the Preceptor Education Program which is offered annually. The Preceptor Orientation Program may also be reviewed as self-study. The AHODI Instructor or Manager will be pleased to share the information with you.

Preceptor Policies

AHODI will select preceptors based on the following criteria:

1. The preceptor will provide verification of Commission on Dietetic Registration (CDR) and licensure, if applicable, to meet state and federal regulations.
2. New preceptors must complete the AHODI preceptor education which reviews the Preceptor Handbook contents and the AHODI curricula.
3. All AHODI preceptors will be required to demonstrate evidence of continued competency for their teaching responsibilities, including:
 - a. The preceptor will provide verification of Commission on Dietetic Registration (CDR) and licensure, if applicable, to meet state and federal regulations.
 - b. The preceptor will provide verification of competency by the signature of the preceptor's supervisor.
 - c. The preceptor CDR documentation must reflect the completion of required professional continued education.

- d. New preceptors must complete the AHODI preceptor orientation.
- e. Annually, the preceptor will attend the AHODI annual preceptor education.
- f. Participation in professional development webinars will be offered by the AdventHealth Orlando System. Attendance will be highly encouraged. Preceptors will be provided the opportunity to participate free of charge as a token of appreciation for their service.
- g. CDR modules – Preceptor Training Program: The AHODI Manager and Instructor encourage all AHODI preceptors to complete these modules which are available through the Academy at no charge.
- h. Intern evaluations of the rotation experience, including the preceptor and facility evaluations, will be reviewed with the preceptor at the conclusion of each intern class. Discussion will include expectations, outcomes, and process improvement based on the intern’s evaluation.
- i. The AHODI Instructor will retain the above documentation and review with the AHODI Manager prior to the beginning of each intern class.

The following guidelines outline the responsibility of all AHODI preceptors:

1. The preceptor will review intern progress and performance at regular intervals.
2. The preceptor will review the written evaluation face to face with the intern at the end of each intern rotation experience.
3. The completed evaluation forms will be provided to the AHODI Instructor upon conclusion of the rotation and no longer than 1 week after.
4. The preceptor will be responsible for providing supervised training based on the curricula developed for use by the AHODI.
5. The preceptor will communicate intern progress, and any questions or concerns, with the AHODI Manager and Instructor.

New and Ongoing Preceptor Education Will Include:

- An annual preceptor education
- Communication and collaboration between the AHODI Manager and Instructor and the Dietetic Intern Preceptor related to intern curriculum, evaluations, and scheduling
- Discussion of the AHODI intern evaluation related to their rotation and preceptor experience
- CDR modules offered by the Academy of Nutrition and Dietetics. The AHODI recommends all Dietetic Intern Preceptors complete these modules.
- Review of the Intern Handbook which is updated each cohort

Assessment of Intern Learning Policy:

The AHODI intern learning and performance will be assessed based the ACEND core competencies as aligned for each rotation. The competencies are derived from the ACEND Accreditation Standards 2017.

The following serve as means of intern evaluation:

- Preceptor and intern evaluations at the end of each rotation, or more frequently

- Assignments and exams per rotation

The AdventHealth Orlando Dietetic Internship recognizes the key role you play and the value you bring to each intern. We are grateful for your contribution to future registered dietitian nutritionists.

Preceptor Form

All new preceptors will be required to review the Handbook and complete the following education:

<https://forms.office.com/Pages/ResponsePage.aspx?id=eGbDaoV3b0e-A7aLQDc0wkNnZHeQxIhOlebDXJhaEyZUMEtERFVLSU1HWIFDWjZKOURHUUFTU1ZMTy4u>.

