

**UPMC
POLICY AND PROCEDURE MANUAL**

POLICY: HS-HR0746 *
INDEX TITLE: Human Resources

SUBJECT: Student Externships/Internships & Educational Experiences
DATE: May 5, 2022

Absent conflicting language as contained in a governing legal document or summary plan description, this policy applies to all fully integrated UPMC entities, business units, facilities and assets; as well as employees and individuals acting for or on behalf of UPMC. Without limiting the foregoing, the entities within the Insurance Services Division and the UPMC hospitals and ambulatory surgery facilities indicated on the Human Resources Policy [providers scope checklist](#) are specifically covered by this policy.

I. POLICY/PURPOSE

It is the policy of UPMC to provide guidelines for students, interns and externs engaged in work experience or training opportunities at UPMC's United States facilities. This policy is intended to ensure that consistent practices are followed in conducting background checks, reference checks, medical screening, orientation, training and record keeping and to establish standards for all student experience agreements.

UPMC strives to offer valuable work experience and training opportunities to students in health care careers.

Links to additional UPMC policies referenced within this document can be found in Section V.

II. SCOPE

This policy applies to all individuals gaining experience at UPMC facilities except resident physicians. Resident physicians are to follow the policies and procedures of the Graduate Medical Education Office. This policy may not apply to individuals whose employment is governed by the terms of a collective bargaining agreement unless the policy has been adopted in that agreement.

III. DEFINITIONS

A. In order to be consistent in the application of UPMC policies, the following definitions are being adopted. Some of the terms defined below are defined differently or used interchangeably by other organizations and the general public.

1. **Internship:** A compensated position held by an individual seeking professional growth through independent work which is generally not a required part of an academic curriculum. Interns paid by UPMC are UPMC employees and are subject to human resources policies and procedures. Interns compensated by other parties are subject to the terms and conditions of the agreement between UPMC and the compensating institution. For guidance regarding the use of interns and internship programs, please contact your human resources representative.

Externship/Practicum/Student Clinical Rotation: A component of an academic program which provides a student with practical workplace experience for academic credit under the terms set out in an agreement between UPMC and the educational institution. Externs receive academic credit for their experiences and are not paid. All externs in a UPMC facility must complete the proper forms through the Volunteer Services Department, Human Resources and/or the Education Department. Externs are not employees of UPMC, and are categorized under non-staff classifications. Please refer to HS-HR0709 Employment Classification.

2. **Student Experience Agreement:** An agreement with an accredited educational institution, setting forth the terms and conditions under which UPMC, will permit the school's students to participate in educational activities on UPMC premises for which the students will only receive academic credit required for the completion of their studies.
3. **Job Shadow:** An individual on UPMC premises, intended for a time period of up to 2 weeks, for the purpose of career exploration who performs no work and is only permitted to observe professional activities under the direct supervision of a UPMC staff member. Job shadowing must be approved by management and if on a clinical unit all required paperwork must be completed prior to the shadow experience. This paperwork is typically managed by a UPMC Volunteer Services Office. Requests for job shadowing of current employees of UPMC owned or operated entities should be coordinated through their individual manager or human resources.

IV. GUIDELINES

- A. **Before any individual is permitted to engage in an internship/externship or educational experience at a UPMC owned or operated entity the hosting department must contact their business unit's appropriate administrator. Generally, the administrator will be found in Human Resources, Volunteer**

Services, the Nursing Education Department, Office of Advanced Practice Providers or may be the practice manager.

- B. Student Experience Agreements** - Student experience agreements are required for clinical student experiences and externships. Agreements must be signed by an authorized representative of the accredited institution of learning and the appropriate party within the UPMC Health Professional Education Service Line before students are placed at UPMC facilities for externships or clinical rotations. When possible, master agreements will cover all UPMC facilities and multiple programs at accredited institutions of learning. Agreements will be maintained by the Health Professional Education Service Line. All affiliation agreements must be reviewed by the UPMC legal department, or their designee. Agreements will require background checks, Pennsylvania Act 33/34 and Act 73 clearances when required, TB and applicable additional medical screens which have been completed within the previous year, adherence to UPMC policy and procedure, business unit dress code requirements, a point of contact at the school and waiver of liability, as applicable. When required, Pennsylvania state clearances are mandatory for a student even if the student lives or the educational program is based outside of Pennsylvania. In the event a student is not a Pennsylvania resident or the UPMC facility where the student experience takes place is not located in Pennsylvania, different or additional clearances may be required.
- C. Obtaining required clearances for students and externs** is the responsibility of the accredited institution of learning or the student and these documents must be produced for inspection when requested by UPMC. UPMC may disqualify any individual from an externship or rotation on UPMC premises if the information detailed in the report causes concerns about that individual's trustworthiness or ability. Clearances must have been completed no more than five years prior to the start of the externship or rotation. Clearances must include state and county criminal record checks. Additional background check requirements may be specified in the student experience agreement.
- D. Recordkeeping/forms** – Schools or the student are responsible for keeping all records for any of their students who are placed at UPMC for externships or rotations and must provide UPMC access to those records when requested. Forms the schools must maintain include the student application, required clearances, documentation of TB screens, signed copies of the confidentiality statement, competencies and other forms as may be required by a specific student experience agreement. All documentation obtained by UPMC must be kept for the period of seven years beyond the end of the student experience.
- E. Orientation and mandatory training** [Visitor Confidentiality Agreement](#) must be conducted for all students and externs.

NOTE: There may be additional mandatory trainings depending on the Business Unit.

1. Externs – the training described above will be conducted by the school before the student is placed in a UPMC facility. **NOTE:** School faculty will provide an initial overview of working in a clinical setting and a department specific overview will be conducted when on site.
2. Job Shadowing – brief orientation generally conducted by the Hosting Department, including the signed [Visitor Confidentiality Agreement](#) form.

Other Requirements

All students are required to wear a school picture ID while on UPMC premises. Students who do not have a school ID badge, must obtain and wear a UPMC ID badge. The UPMC badge must be surrendered to UPMC upon request, or at the end of their student experience at UPMC, whichever comes first. Job Shadow participants must obtain and wear a visitor ID badge for the duration of the job shadowing.

- F. Liability Insurance Certificates** – Insurance certificates which demonstrate coverage required under specific student experience agreements must be submitted to Corporate Insurance for all rotations and externships. A person who is job shadowing is not required to provide a liability insurance certificate but will be asked to sign a waiver of liability.
- G. Physical Exams** – The student experience agreement will detail what physical examinations will be required of students and faculty members. Individuals completing a job shadow may be requested to complete a health questionnaire and TB test if they will be shadowing in an area with exposure to patients.
- H. Intellectual Property** - Intellectual property created by all individuals gaining experience at UPMC facilities is property of UPMC. Please refer to UPMC policy HS-LE0015 Intellectual Property.
- I. Health Insurance** - It is recommended that all students carry health insurance.
- J. Bloodborne pathogen exposure** - Students, unless directed otherwise by their schools, should follow the UPMC exposure control practices in the event of a needle-stick or body fluid exposure (HS-IC0604 referenced below; VI. POST-EXPOSURE EVALUATION AND FOLLOW-UP, Attachment E, I, A. After the Exposure).

Follow-Up Care: After the initial evaluation, the student is responsible for arranging all follow-up care with his/her own PCP. The student is responsible for any outstanding balance not covered by the individual's health insurance.

V. POLICIES REFERENCED WITHIN THIS POLICY

[HS-HR0709 Employment Classification](#)

[HS-LE0015 Intellectual Property](#)

SIGNED: John L. Galley
Senior Vice President and Chief Human Resources Officer

ORIGINAL: April 1, 2009

APPROVALS:
Policy Review Subcommittee: April 14, 2022
Executive Staff: May 5, 2022

PRECEDE: April 30, 2021

SPONSOR: Senior Vice President and Chief Human Resources Officer

Attachment

*** With respect to UPMC business units described in the Scope section, this policy is intended to replace individual business unit policies covering the same subject matter. In-Scope business unit policies covering the same subject matter should be pulled from all manuals.**

Attachment A: Student Externships/Internships & Educational Experiences Matrix

	Extern	Intern	Job Shadow
Student Experience Agreement	Yes, if accredited learning institution	No	No
Orientation	Volunteer Services or Education or Human Resources	UPMC Beginnings	Hosting Department
Confidentiality Agreement	Student/ Visitor Confidentiality Agreement per Student Experience Agreement. If computer access is needed, system confidentiality agreement in addition.	System confidentiality agreement	Student/ Visitor Confidentiality Agreement
Health Screening	Health questionnaire unless otherwise specified in student experience agreement	Post offer, pre-employment physical	Health questionnaire if in clinical area
TB Screening	Yes, through school	Part of post offer, pre-employment physical	No, health questionnaire in lieu of
Background Clearances	Yes	Yes, part of employee recruitment process	No
Liability Insurance Certificate	Yes	No	Will be asked to sign a waiver of liability in lieu of a liability insurance certificate

	Extern	Intern	Job Shadow
Parental/Guardian and/or School Consent	If minor, yes	No	If minor, yes
ID Badge	Yes	Yes	Visitor badge
Student Application	Yes	No, employment Application	No
Coordinating Department	Volunteer Services/HR	HR	Hosting Department
Where records are maintained	Volunteer Services	HR	Hosting Department
Mandatory Training: HIPAA training, OSHA/Infection Control/Fire Safety/Bloodborne Pathogens, and Patient Rights NOTE: There may be additional mandatory trainings depending on the Business Unit	Yes	Yes	Yes

Not all business units have a volunteer services department. Processes may vary by business unit, contact HR Department with questions.