



Manual:	Patient Care
Section:	Administration
Policy #:	NADM 1.31 AP
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PROFESSIONAL IMAGE: NURSING AND PATIENT CARE SERVICES

See also related policies: *ADM 1.08 Hospital Laundered Scrub Attire Utilization and Distribution*
 EC 6.12 Identification Badges
 HR-105 Corrective Action
 HR-107 Professional Image
 IC 1.14 Hand Hygiene
 POS 1.07 Dress Code

I. PURPOSE

Indiana University Health sets expectations for dress while at work as part of creating a favorable impression for those we serve. Each team member's appearance, grooming and attire should create a feeling of confidence and respect; delivering on our promise of assurance. It is incumbent upon each team member wearing an IU Health identification badge to maintain a professional image in terms of both conduct and appearance. Therefore, this policy defines acceptable appearance and working attire, with consideration given to safety and infection control issues.

II. SCOPE

- A. This policy applies to all direct and indirect patient care providers working as members of the IU Health Nursing and Patient Care Services Academic Health Center staff. All full-time, part-time, supplemental, and temporary employees, as well as agency personnel are covered by this policy.
- B. This policy applies to all Registered Nurses working in Riley Hospital for Children at IU Health hospital-based ambulatory clinics regardless of their employer. This includes RNs working in the Riley Outpatient Center (ROC).

III. EXCEPTIONS

- A. Except as indicated above:
 - Individuals not employed by IU Health who work in ambulatory care areas/clinics located within IU Health facilities.
 - Individuals employed in ambulatory care areas/clinics located within IU Health facilities that are not part of the IU Health system.

- B. Team members with documented medical or religious exceptions may be exempted from the applicable portion of this policy.

IV. DEFINITIONS

Patient Care Area: any inpatient or outpatient area, physician office or other area where patient contact occurs.

Professional Wear: includes dresses, suits, jackets, blazers, dress slacks, twill or khaki-type casual slacks, skirts, split skirts (skorts), dress shirts, blouses, collared shirts, turtlenecks, mock turtlenecks and sweaters.

V. POLICY STATEMENTS

A. Responsibility

It is the responsibility of all team members to uphold the image standards defined in this policy.

B. General Guideline

In general, if a team member's apparel/appearance draws attention to them rather than our patients, it is probably not appropriate.

C. Questions and Concerns

Questions and concerns regarding appropriate attire including those concerns related to medical or religious exceptions should be resolved with the Clinical Manager prior to wearing the attire. If an issue cannot be resolved at this level, it should be taken to the Clinical Director.

D. Accountability

The Clinical Manager, under the direction of the Clinical Director, will be held accountable for consistent application of this policy on his/her unit. Failure to address team member violations of the dress code will result in a performance improvement plan for the Clinical Manager. Clinical Managers will exercise their best judgment to determine if an employee is not dressed according to this policy.

E. Violations

Violations of this policy are addressed under HR-105 *Corrective Action* and may lead to discipline up to and including termination of employment.

1. Team members who do not follow the standards outlined in this policy while on hospital grounds will be placed on a performance improvement plan.
2. Provided patient care is not compromised, team members who do not follow the standards outlined in this policy will be sent home to change their attire to meet compliance and are expected to return to work. The time allowed to change attire will not be paid.
3. If patient care would be compromised by sending the team member home, the team member will be required to change into hospital issued scrubs for the scheduled shift.

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4. More than one (1) occurrence in a year will initiate progressive disciplinary action.

F. Behavior and Conduct

Employees will exhibit courteous, conscientious and business-like behavior in the workplace consistent with IU Health's Standards of Service as noted in the Employee Handbook and provided in Service Excellence training. When having contact with patients and/or their families, team members introduce themselves and identify their role to help increase the comfort level of patients and their family members.

G. Badges

1. In order to assist patients, family members, physicians, visitors, and other team members in identifying persons affiliated with IU Health, team members are required to wear their identification badges at all times while on duty, except those team members restricted from wearing the badge while working in a sterile environments.
2. For infection control and safety reasons, team members in a direct care role may not wear an ID badge on a lanyard. The ID badge must be attached to the uniform, using a plain silver, black, white or IU Health logo/Riley badge clip.
3. For team members in uniform, ID badges are worn at shoulder height. The ID badge should be on the outermost layer of clothing and not obscure the IU Health logo emblem on the team member's uniform.
4. For team members in Professional Wear, ID badges are worn above the waist so they can be easily read.
5. Registered Nurses (RN) must wear a red with white lettering "RN" tag under their ID badge with the "RN" visible from the bottom of the ID badge. The "RN" tag is provided in orientation or by the manager.
6. As long as the logo and pertinent information are not covered; a maximum of two stickers, emblems, and/or pins may be attached to the uniform, ID badge or RN hang tag. Items must be management-approved and represent professional or academic affiliations (as in nursing school pin) or hospital sponsored or supported affiliations. No other adornments are permitted.
7. Where the technology is available, locator badges must be worn by all direct care providers on inpatient units. Non-direct care providers may be required to wear locator badges by the nursing unit's clinical manager.
8. Radiation monitoring devices, where applicable, are worn to measure radiation exposure.

H. Personal Hygiene

All team members are required to be clean and maintain appropriate personal hygiene with regard to their body, hair and nails.

1. Hair must be a natural color and style (not, for example, fluorescent colors or stripes), neatly combed/brushed and not interfere with the team member's ability to provide safe patient care in any way. Braids and dreadlocks are acceptable, provided they are clean, neat and do not obstruct the team

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member's face. When providing direct patient care, hair longer than shoulder length must be contained so it will not interfere with patient care or customer service. Beards, sideburns and mustaches will be neatly trimmed.

2. Hands and nails must be well groomed, with nails trimmed not to exceed 1/4 inch from the tip of the fingers. Nails may be polished with clear or modest colored polish only. If worn, the polish must be free of chips. Team members with direct patient contact may not wear artificial nails of any kind, including nail art.
 3. Jewelry must be kept to a minimum (e.g., no more than 2 earrings in one ear) and may be banned in some areas to safeguard against injury or transmission of infection. Non-traditional body and facial jewelry (e.g., tongue, eyebrow, lips, and nose piercings, gauges, bars, ear-to-ear chains, etc.) may not be worn while on duty and any resulting piercings should be covered by a flesh-colored plug. Jewelry should be conservative in style and free of edges that might scratch a patient. For team members providing direct patient care, dangling jewelry is not to be worn (bracelets, earrings, and necklaces).
 4. Cosmetics, if worn, must be modest.
 5. While on duty, tattoos must be covered by modest flesh colored make up or with clothing or flesh colored self-adhesive dressings provided *by the employee*.
 6. Scented body lotions, fragrances and colognes should not be used to excess and may not be worn in Patient Care areas.
- I. IU Health Uniform Standards
1. Team members are responsible for purchasing their own uniforms.
 2. Team members must follow the uniform requirements specific to their role in patient care and must not wear a combination similar to what is established for other patient care roles. For example: the RN uniform is established in part to help distinguish RNs from other providers. No other clinical care providers may wear a combination similar to what is in the RN uniform.
 3. In cases where IU Health has contracted with a vendor to insure consistency of color, style and branding, team members must purchase their uniforms from the contracted vendor.
 4. Clothing and other items containing old logos (anything other than IU Health or Riley logos) may not be worn.
 5. Team members not designated to wear scrubs or lab coats may not elect to do so and should be dressed in attire consistent with their role within the department.
 6. IU Health uniforms are expected to be in good repair, clean, not wrinkled, and appropriate in size and length. The uniform hem line of pants should not touch the floor.
 7. Where available, hospital scrubs may be worn for emergencies when personal uniform/scrubs become soiled or contaminated while on duty.
 8. Scrub gowns are worn for surgical procedures and isolation/protection purposes only.
 9. Undergarments and underwear must be worn, covered and not visible. If the fit of a uniform may reveal undergarments, underwear or skin when

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performing routine job functions, an approved color and style of shirt must be worn under the uniform top.

10. Outer-layer button-down shirts must be tucked in. Tucking in polo shirts is preferred.

J. Meetings and Educational Offerings

Team members who are being paid for attending on-site or off-site meetings or educational offerings including, but not limited to, General Orientation, Central Nursing Orientation and CPR must be dressed in Professional Wear or an appropriate IU Health uniform.

K. Holiday, Sports Team or Fund-Raising Attire

1. IU Health facilities are open to patients and families 24/7/365. Therefore, no holiday-themed attire may be substituted for an IU Health approved uniform and no “jeans days” or similar events will be approved for any purpose, including supporting a local sports team or participating in fund raising.
2. Tasteful holiday attire may be incorporated into Professional Wear to the extent that it does not interfere with the other requirements of this policy.

L. Uniform Requirements by Role

1. Approved uniforms for all roles are found on the Look of Assurance Pulse page.
2. Standards applicable to all direct patient care roles when wearing uniforms:
 - a. When patient-facing, the IU Health or Riley logo must be visible (unless working in a sterile or isolation environment)
 - b. Shoes are black, closed-toe, non-skid soles, clean and free of obvious colors or logos
 - c. The preferred color for socks and hosiery is black. Skin tone or white items may be worn with pants. Skin tone hosiery may be worn with skirts. No other colors of socks or hosiery are permitted.
 - d. Shirt layers under uniform tops may be black or white long sleeve or short sleeve t-shirts, mock turtlenecks or turtlenecks. Layers must be tucked in and not visible below the uniform top.
3. For Direct Care Team RNs
 - a. Except when wearing a scrub/isolation gown, the exterior top garment must be red and have the IU Health or Riley logo on the top left area.
 - b. The exterior top garment may be an approved scrub jacket, approved cardigan, approved fleece or approved cold-weather-option jacket.
 - c. When worn, scrub jackets must have an approved scrub top underneath or be fully snapped. Cardigans, fleeces and cold-weather-option jackets must be worn with an approved scrub top underneath.
 - d. When worn, the snap-front, short-sleeved uniform top must be fully snapped unless it is being used for maternity wear.
4. RNs Working in Multiple Facilities
 - a. Nurses working in multiple facilities must wear the uniform appropriate for each individual facility.

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- b. When advance scheduling indicates the nurse will staff multiple facilities in the same shift, the nurse must change uniforms to match each facility's approved uniform.
 - c. When unexpected scheduling changes occur, nurses will change uniforms whenever possible. However, as long as the nurse is wearing an IU Health or Riley branded uniform, the nurse will not be penalized as "being out of uniform".
5. Surgical and Procedural Areas
- a. Team members who are required to wear hospital provided scrubs may not wear those scrubs to or from work.
 - b. Team members who change into hospital provided scrubs once they arrive at work are expected to dress in Professional Wear or the appropriate IU Health uniform when entering and leaving the building.
 - c. Approved color scrub jackets with an IU Health or Riley logo are required when leaving the surgical/procedural area and entering public or patient-facing areas. Examples include:
 - i. RN – Red
 - ii. LPN – Khaki
 - iii. OR Surgical Tech – Royal blue
 - iv. PCA– Olive
 - v. Sterile Processing – Royal Blue
6. RNs working in roles where Professional Wear is acceptable:
- a. The Lab Coat Guidelines on the Look of Assurance Pulse page indicate what roles may wear lab coats.
 - b. When interacting with patients, a lab coat from an approved vendor including the IU Health or Riley logo and role will be worn.
 - c. The approved RN uniform with a lab coat from an approved vendor including the IU Health or Riley logo and role is an acceptable alternative.
7. Nursing Leadership (Vice President, Director, Manager, Clinical Educator, Clinical Nurse Specialist, Outcome Specialist, etc.) will follow policy HR-107 *Professional Image* when wearing Professional Wear.
- a. Nursing Leadership roles will wear a lab coat from an approved vendor including the IU Health or Riley logo and leadership role when interacting with patients.
 - b. Nursing Leadership may wear the approved RN uniform (with approved white lab coat) when supporting staff through direct patient care activities.

M. Inappropriate Attire

The following items are examples of inappropriate attire. However, this list is not all inclusive:

- 1. Clothing that is soiled, wrinkled, torn, noticeably worn, frayed, too tight, too loose, or too long.
- 2. Scuffed, dirty, unpolished, untied, visibly worn shoes, slippers, or flip flops.
- 3. Open toed shoes by personnel working in positions requiring universal precautions (example: patient bedside, clinic office personnel placing patients in a room, etc.)

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4. Shorts (except when worn during an outdoor health fair or other similar event), Capri pants, , leggings, stretch pants, tight slacks or scrub pants with the waists rolled down
5. Bare back tops, halter-style tops, midriff length tops, or form-fitting materials
6. T-shirts without a scrub top or cover-up jacket
7. Sweat shirts, sweat pants and sweat suits (includes, but is not limited to, silk and nylon materials)
8. Thermal underwear, Henley's, any clothing with waffle-type material or any "see-through" material worn as the outer/visible layer
9. T-shirts, turtlenecks and all other layers under scrub tops must be tucked in and not visible below the uniform top.
10. Undershirts with visible logos, sleeveless fashions that expose underwear, exposed midriff, tying shirrtail or arms at the waist.
11. Plunging necklines or shirts which expose chest hair or cleavage.
12. Painter/carpenter or bib overalls
13. Underwear garments visible outside of the uniform or through the uniform
14. Any color of any denim apparel including skirts, dresses, jumpers, shirts, pants, vests and jackets
15. Sunglasses (without medical reason or for outdoor work)
16. Any attire which would be worn for sports activities
17. Any reflective clothing (i.e. shiny garments with a liquid appearance)
18. Clothing or accessories bearing pictures or writing that states or implies nonprofessional, illegal, distasteful, or suggestive language/activities
19. Clothing which advertises a service, business, non-health related association or other enterprise
20. Head coverings except when associated with professional, medical, or religious rationale or are required for reasons related to practice or State Board of Health Regulations; nursing school cap is optional. Note: appropriate head coverings may be worn for outdoor health fair or other similar events.

VI. PROCEDURES

None

VII. CROSS REFERENCES

ADM 1.08 *Hospital Laundered Scrub Attire Utilization and Distribution*

EC 6.12 *Identification Badges*

HR-105 *Corrective Action*

HR-107 *Professional Image*

IC 1.14 *Hand Hygiene*

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POS 1.07 *Dress Code*

VIII. REFERENCES/CITATIONS

None

IX. FORMS/APPENDICES

None

X. RESPONSIBILITY

Nursing and Patient Care Services

XI. APPROVAL BODY

Nursing and Patient Care Services

XII. APPROVAL SIGNATURES

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Date

XIII. DATES

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