



Indiana University Health

PROFESSIONAL IMAGE

Policy Number

HR-107

Useful Policy Information

Policy Originator

[Haymaker, Megan L.](#)

Area

[Human Resources](#)

Sub Area

Policy Number

HR-107

Approval Date

3/31/2018

Next Due Date

3/31/2021

Related Documents

I. Purpose

It is incumbent on each individual who wears items with the IU Health logo (i.e. - identification badge, scrubs, logo wear, etc.) or conducts business and services on behalf of IU Health to maintain a professional image as defined by this policy. Team members can represent themselves when wearing the IU Health logo when at work, in the community, and even in personal/social settings – and should be mindful to conduct themselves accordingly.

II. Scope

All full-time, part-time, supplemental, and temporary team members, as well as students, volunteers, contractors, consultants, medical residents, agency personnel, team members, and providers from institutions and individuals providing services at an IU Health facility are covered by this policy.

III. Exceptions

Any exception to this policy requires approval by the Vice President of Human Resources or designee prior to any action being taken.

IV. Definitions

None

V. Policy Statements

- A. All individuals wearing items with the IU Health logo (i.e. - identification badge, scrubs, logo wear, etc.) and those who conduct business or services on behalf of IU Health will exhibit a professional image in appearance and behavior that is consistent with the

organization's vision of delivering on our promise and representative of our mission and values – both inside and outside the walls of the organization. When having contact with patients and/or their families, individuals will introduce themselves and identify their role to help increase the comfort level of patients and their family members.

- B. This policy provides guidelines for the minimal acceptable standard for appearance and conduct which supports high quality, safe patient care. Departments may adopt department-specific guidelines within these parameters which support their specific patient care, safety requirements and/or business needs.
- a. Identification Badges: Individuals should to wear their identification badge at all times while on duty, except those team members restricted from wearing the badge while working in sterile environments. ID badges will be worn at shoulder height so they can be easily read. All team members may wear approved pins (from hospital-sponsored/supported or professional affiliations) on their IU Health uniform or name badge, as long as pertinent information is not covered and the pins do not damage or interfere with bar code scanning.
 - b. Hang Tags: Some team members may be provided with a hang tag that further helps patients and guests identify which role that team member plays on the IU Health team. Hang tags should be worn with their position visible from the bottom of the name badge.
 - c. Personal Hygiene:
 - a. Cosmetics: If worn, will be modest.
 - b. Hair will be clean and neat. When providing direct patient care, hair longer than shoulder length will be contained so that it does not interfere with patient care. Facial hair will be neatly styled and groomed.
 - c. Fragrance will be minimized and may be banned in patient care or other designated areas to avoid allergic reactions. Team members will refrain from smoking at any time while on duty.
 - d. Jewelry: Earrings, ear gauges (no bigger than 10mm) and/or a small nose stud are acceptable (no septum or rings). No other visible pierced jewelry or body adornment. Team members providing direct patient care may not wear dangling jewelry (ex: bracelets, earrings and necklaces), and it may be banned in some areas to safeguard against injury.

- e. Hands and nails will be clean and well groomed. In certain areas, artificial nails may be banned consistent with infection control policy.
- f. Tattoos are permitted while on duty, however if their subject matter is deemed to be offensive, they must be covered.
- g. Personal protective equipment such as gowns, masks, head/foot coverings and other barriers will be removed after completion of task, before leaving the work area and before going to another patient.
- h. Undergarments will be worn and will be covered and not visible.

C. Uniformed Team Members

- a. IU Health uniforms will be governed by five guiding principles.
 - a. Professional & Differentiated: Uniforms will have a professional appearance and consistently differentiate team members' roles by their style & color.
 - b. Consistent: Uniforms will be consistent by role across the system so patients can easily identify team member roles.
 - c. Comfortable: Options will be available to allow choices that best meet preferences on comfort.
 - d. Affordable & Convenient: There will be convenient, flexible and timely purchasing options to allow choices, help manage costs and best meet needs.
 - e. Durable: There will be options that withstand reasonable amounts of regular wear & care.
- b. A complete list of standard uniforms for team members in all departments is available [HERE](#).
- c. IU Health uniforms must be in good repair, clean, not wrinkled and appropriate in size and length. Non-scrub uniform pants may include any kind of dress slacks or khaki-, twill-, or corduroy-style pants. However, uniformed team members may not wear pants that are denim. Scrub gowns may be worn for surgical procedures and isolation/protection purposes only. Where available, hospital-provided scrubs may be worn for emergencies when personal scrubs become soiled or contaminated while on duty. Scrub pants may be purchased from any retail location, from any manufacturer, and must identically match the color of their corresponding

scrub top if required by the designated uniform for each role (see link above for full uniform list).

- d. ID Badge Display: For infection control and safety reasons, team members may not wear their name badge on a lanyard or any other badge holder deemed unsanitary for the patient care environment.
- e. Layers: Shirt layers under uniform tops may be black or white long-sleeved or short-sleeved t-shirts, mock turtlenecks or turtlenecks. Uniformed team members may wear their approved cold weather garment while providing direct patient care. Scrub wearers may layer a scrub jacket, approved cardigan, approved fleece or approved cold-weather-option jacket as long as an approved scrub top is underneath.
- f. Footwear: Socks and hosiery will be worn in patient care areas. All uniformed team members will wear black, closed-toe, non-skid-sole shoes that are clean. (Shoelaces and visible soles must be black, but logos on or embedded in the shoes may be any color.)
- g. Maternity Wear: The following options are appropriate for maternity wear:
 - a. Scrub wearers –Black maternity pants, a black or white maternity top and the appropriate colored logoed scrub jacket or logoed scrub top
- h. Work in Multiple Facilities and Roles: Uniformed team members working in multiple facilities will wear the uniform appropriate for each facility. When unexpected scheduling changes occur, uniformed team members will change uniforms whenever possible. Uniformed team members who work in multiple roles will work with their manager to determine the appropriate uniform.
- i. Travel to and From Work: Uniformed team members who are required to wear hospital-provided scrubs may not wear those scrubs to or from work. Team members who change into hospital-provided scrubs once they arrive at work may dress in professional wear, approved uniforms or appropriate casual attire when entering and leaving IU Health facilities. Team members who choose to wear casual attire will not wear name badges.
- j. Attire While Attending Educational Offerings or Meetings: Team members who are being paid for attending educational offerings and off-site meetings should dress in a manner appropriate for the setting.

- k. Contractors & Students: Contractors in patient-facing roles will follow the uniform guidelines for that role; Contractors' uniforms should not contain the IU Health logo. Students without school-specified scrubs or other uniform should wear their discipline's specified uniform, without the IU Health logo.
 - l. New Team Members: To attempt to receive their uniform as quickly as possible, we recommend new team members place their order within the first three (3) work days of the new role, and ideally, begin wearing their uniforms within two weeks. If team members do not receive their uniform within this two week timeframe, they should wear 1) hospital-issued scrubs for scrub wearers or 2) professional wear for other uniformed team members. Team members should also provide their manager with a confirmation of the uniform order.
- D. Non-Uniformed Team Members/Department Dress Code: Individuals not designated to wear uniforms should be dressed in clean and neat attire consistent with their role within the department. Attire guidelines for non-uniformed individuals include (but not limited to) dress shirts, ties, button-down blouses, blazers, sweaters, cardigans, skirts, dresses, collared polo shirts, IU Health logo shirts, khaki, corduroy, and cotton pants. Appropriate shoes for business will be worn in all areas; closed toe shoes and appropriate stockings/leg wear will be worn in patient care and food service areas at all times.

For holidays and other occasions such as spirit days, the department director may permit other dress provided it is appropriate for the area and work being performed.

- E. Potential Exceptions:
- a. When working in a patient-facing role or workspace, team members may not wear jeans or denim of any color or style. If team members perform roles in areas with no direct patient contact, jeans or denim may be permitted with director approval. For team members working in patient care facilities but without direct patient contact, they can wear jeans or denim but should remove their ID badge when navigating the facility on personal time.
 - b. Sunglasses, head coverings, footwear, or other attire may be approved for wear with a medical or religious exception. If you have any questions or concerns about medical or religious exceptions, please follow up with your direct leader or consult Human Resources for further assistance.

- F. Accountability: This policy has been established by IU Health and may be changed at any time to ensure it is accurate and relative to the current environment. Failure of any team member to adhere to this policy will be addressed under the Corrective Action policy of the applicable entity. In addition, team members who do not follow this policy may be sent home without pay to change their attire, provided that patient care is not compromised. If patient care would be compromised by sending a team member home, the team member will be required to change into hospital-provided scrubs.

If a team member has questions or concerns about attire, he/she should address with their direct leader prior to wearing that attire. If an issue cannot be resolved at that level, it will be taken to the next level of leadership or to Human Resources for further assistance.

VI. Procedures

A. Team members must obtain an ID badge from the Department of Safety and Security upon employment or after a job change transfer or name change.

VII. Cross References

System HR-100 Corrective Action

VIII. References/Citations

None

IX. Forms/Appendices

None

X. Responsibility

The leader is responsible for consistent application of this policy within a department. The local Vice President of Human Resources is responsible for consistent application of this policy throughout their Hospital/Region/Business Unit/Facility.

XI. Approval

Policy Oversight Committee

XII. Approval Signatures

- Approval Signatures
- Pickett, Neil C - System CEO - Dennis Murphy - MHA - 3/28/2018 4:26:03 PM - Approved
- Haymaker, Megan L. - Director - HR Operations - Megan Haymaker for Liz Dunlap - MHA - 3/29/2018 12:14:36 PM - Approved

XIII. Dates

Approval Date: January 1997

Effective Date: January 1997

Review/Revision Dates: March 1998, May 2001, January 2004, January 2007, January 2010, November 2012

- Effective Date: 1/31/2017
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