



Health Services

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www.dhs.lacounty.gov

To ensure access to high-quality, patient-centered, cost-effective health care to Los Angeles County residents through direct services at DHS facilities and through collaboration with community and university partners.



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TO: New Workforce Members

FROM: Alice Aragonéz
Chief, Personnel Services

SUBJECT: **MANDATORY POLICY HANDBOOKS, TRAINING AND ATTESTATIONS**

Attached for your review is the Department of Health Services' (DHS) Code of Conduct Fact Sheet. To provide you with a better understanding of the Code of Conduct and your role in the DHS Compliance Program, all workforce members are required to receive and/or complete the following information and training online at your worksite:

- Privacy and Security Survival Training: Protecting Patient Information Handbook (Survival Handbook) and on-line Post-Test
- Code of Conduct (Handbook) and Attestation
- Compliance Awareness Training and Post-Test/Certificate of Completion
- DHS Discipline Guidelines (Handbook) and Attestation

You must review all handbooks and complete related Training, Post-Tests and Attestations online within 30 days of your start of employment. This will take you approximately 2 hours to complete. At the end of each training, you must complete the related Post-Test and Attestation indicating that you have completed the training and agree to abide by these policies, rules and regulations.

To receive credit for completion, you will be accessing the DHS Intranet from a County computer at the following link:

<http://hrwebdev.dhs.lacounty.gov/attestation/Default.aspx>

Also attached are instructions to access the link and complete the tests and attestations.

1. At the end of your review of each handbook, training and related post-test, you will be instructed to complete the Acknowledgement, Attestation or Certificate. After you have printed the Acknowledgement, close the screen and exit by clicking on the **x** in the top right corner of the screen.
2. Acknowledgements/Attestations and Certificates: **1) keep a copy for your training records, 2) give a copy to your supervisor/manager who will file a copy in the area file, and 3) send the original certificate to your facility Human Resources Operations Manager for inclusion in your official personnel file.**

Important points to note when using the computer-based training:

- The course includes a book-marking feature, which means if you exit the course and return later, it will automatically take you to where you left off.
- The training is narrated so you need to turn up the volume on your computer speakers. If you prefer to read the narrative, click on the "CC" (Closed Caption) button on the bottom left side of the training screen.
- Be sure to maximize the training so you can see the entire training screen.

If you have problems with the computer-based training, please contact your facility Help Desk.

During your hiring process, you electronically signed an Agreement of Understanding attesting to your online review of all required DHS Policies and Procedures. These materials are available to you in a digital format, for easy printing, on the DHS Intranet Sharepoint website: <http://myladhs.lacounty.gov/SitePages/Home.aspx> under Forms - Human Resources – Performance Evaluation - DHS PE Policy Packet 102113 VOL I and DHS PE Policy Packet 102113 VOL 2.

Thank you for ensuring that this important training is completed within the required timeframe. A listing of facility Human Resources Operations Managers is attached for your reference.

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Attachments (9)

**DEPARTMENT OF HEALTH SERVICES
HUMAN RESOURCES OPERATIONS MANAGERS**

Health Services Administration Office of Managed Care Pat Aviles 5555 Ferguson Drive, West Lobby Commerce, CA 90022	Phone Number (323) 869-7125 Fax Number (323) 890-8372
High Desert Regional Health Center Latania Vernon Human Resources – 1st Floor Room 13A 335 E. Avenue I Lancaster, CA 93535	Phone Number (661) 471-4456 Fax Number (661) 524-2383
LAC+USC Healthcare Network Monique Ortega 2010 Zonal Avenue OPD - 4P41 Los Angeles, CA 90033	Phone Number (323) 226-8207
Metrocare Healthcare Network Karyl Smith Harbor-UCLA Medical Center 1000 West Carson Street Torrance, CA 90509 Regina Pierre MLK-MACC 12021 S. Wilmington Avenue Los Angeles, CA 90059	Phone Number (310) 222-3235 Phone Number (310) 668-4988
Olive View – UCLA Medical Center Thomas Beggane 14445 Olive View Drive Sylmar, CA 91342	Phone Number (818) 364-3313
Rancho Los Amigos National Rehabilitation Center Anna Carpena 7601 E. Imperial Hwy. Downey, CA 90242	Phone Number: (562) 401-7511

