

Learners on Campus/Shadowing: Frequently Asked Questions and Information

How do I go about setting up a shadowing experience?

- Experiences for shadowing are set up between the person who would like to shadow and a Cleveland Clinic Akron General (CCAG) Caregiver.

What is the Medical Education Department's role in my shadowing experience?

- Shadowing experiences are sought out by the person requesting to shadow.
- Medical Education manages the non-employee/employee shadowing onboarding process, to ensure all CCAG requirements are met prior to arrival on campus.

Is there an age requirement for Learners on Campus/Shadowing?

- The age requirement for shadowing is 15 years or older.
- For operating rooms: students under the age of 16 may be allowed to tour but will not be allowed access to operating rooms or patient care areas. **Approval from the care area nurse manager is required for this.**
- Students under the age of 18 will have certain tasks in SilkRoad (non-employee onboarding) that will require both the student and a guardian to complete.

How does the Visa process work for a shadowing experience?

- Observers will have to follow the guidelines set for their Visa.
- Medical Education department is unable to assist in obtaining a Visa, nor are we able to serve as a sponsor organization.

What does shadowing look like at CCAG?

- Shadowing experiences can be an hour up to a maximum of 4 weeks.
- Learners on Campus is a visual and verbal experience only. No hands on training may occur.
- Observers must maintain HIPPA policies and refrain from accessing any CCF systems using caregiver credentials.
- For shadowing experiences, CCF employees must identify as an observer during the shadowing experience.

Who do I contact if I need directions of where to meet a CCAG Caregiver on my first day?

- Observers are to reach out to the CCAG caregiver or coordinator who set up the shadowing experience.

Who acquires scrubs for OR experiences?

- Observers are to reach out to the CCAG caregiver or coordinator who set up the shadowing experience to obtain scrubs.

Onboarding Requirements:

- **Current Cleveland Clinic Employee** follow the below steps:
 - At least **7 days** prior to the shadowing experience, complete the online request form. [Click here](#).
 - Once onboarding is completed, a confirmation email will be sent to the observer, designated coordinator and shadowing provider that shadowing can take place.
 - All Learners on Campus must wear a Cleveland Clinic issued badge while on campus.
 - Must adhere to the following protocols throughout the shadowing experience:
 - Maintain HIPPA and refrain from accessing any CCF systems using the caregiver credentials.
 - Remain hands-off, visual and verbal experiences only.
 - Must identify as an observer during the experience.

- **Non-Employee** follow the below steps:
 - Complete the online request form. [Click here](#).
 - This must be submitted to Medical Education a minimum of **30 days before the first day of the shadowing experience**.
 - **During flu season (November - March)**, observers must provide influenza documentation with their online request.
 - Between 1-3 business days after receiving the completed online request, observers will receive an email from SilkRoad which is an online system used to onboard all non-employees at CCAG.
 - Observers will complete the following onboarding modules:
 - Finish Profile Set-Up
 - Complete Background Check
 - Upload vaccines: COVID-19, Tdap, Measles (Rubeola), Mumps, German Measles (Rubella), Chicken Pox (Varicella), Hepatitis B, and Influenza (November-March)
 - Complete MyLearning Modules including required policy sign off
 - Report to badging office to obtain badge
 - 100% of Silkroad tasks, including obtaining a badge, must be completed a minimum of **7 days prior to the experience**.
 - Once onboarding is completed, a confirmation email will be sent to the observer, designated coordinator and shadowing provider that shadowing can take place.

- **Virtual Shadowing Experience** follow the below steps:
 - At least **one week** prior to shadowing, review the virtual shadowing guidelines, sign/submit virtual waiver form and complete the online request form. [Click here](#).
 - Once onboarding is completed, a confirmation email will be sent to the observer, designated coordinator and shadowing provider that shadowing can take place.