



## Welcome letter to our students in practice or internship at the University hospital of North Norway (UNN)

**Welcome** to UNN. The hospital serves as university hospital for Northern Norway as well as a regional and local hospital. We are so excited for you to join us. Your effort and interest in our hospital are essential for good learning outcomes during your stay. Our core values as a hospital are *Quality – Safety – Respect and Teambuilding*. You can find information and learn more about UNN and the actual unit you will visit at [www.unn.no](http://www.unn.no).

As an exchange student you can expect knowledge-based learning and guidance from our excellent hospital staff. You will also get to know our work within patient safety and patient participation. We want all the staff members to contribute to the continuous work of improving the hospital environment. This means the daily improvement of caretaking. It is of importance that you get to know our organization, you can read more about this on our webpage and [intranet](#).

### Students check list!

---

- Necessary documentation**  
Health certificate and or police certificate of conduct, please check the requirements with the university.
- Acquire ID-card or access card in UNN**  
Please bring valid official ID (Passport, EU-driver license) when collecting the card.
- Access IT-system and activate user account**  
Mandatory e-learning courses will be assigned to you in our digital campus-“Kompetanseportalen” provided by Dossier Solutions.
- Retrieve hospital uniform**  
Locate student wardrobe, and where to put dirty laundry after use.
- Learn about local guidelines and procedures**  
There may be important information about the clinic and unit you will be visiting. Please ask your supervisor.

### Health certificate, non-disclosure agreement and police certificate of conduct

During your stay you will have a short-term employment agreement with the hospital. This means that students will subordinate to the same personnel regulations as ordinary employees. It is important to stay informed and follow local and national guidelines regarding vaccine advice to prevent infection. Please visit Norwegian institute of Public Health, [www.fhi.no/en/](http://www.fhi.no/en/) for current information.

You must provide a health certificate of recent date for methicillin resistant staphylococci (MRSA) and tuberculosis at the university of origin. Some medical fields require a recent (less than 3 months) police certificate by students, before practice or intership is granted.

[KVIKK](#) (*Quality – Information – Control – Knowledge*) is our document management system. In KVIKK you will find the latest procedures and guidelines for the hospital.

The universities are in cooperation with different exchange programmes with various requirements when nominating students abroad. Please contact your university in case of validation and safe keeping of documents. The hospital management can request necessary documentation at any time.

UNN has prepared a guideline for social media behaviour in KVIKK, please see [RL5350](#).

*You are bound by a non-disclosure agreement required by law, when you are a student here. The period of confidentiality is indefinite and is legally binding after you have finished the internship.*



### Access card

Every staff member identifies and access doors with an access card. You must carry this card during work hours. This card is linked to your personal user account, which gives you access to UNNs IT-system. You can collect the card at different locations, depends on where in the region you are assigned for the internship.

### Remember to bring official and valid identification (passport or EU-driver license).

Access card can be collected at:

- **UNN Harstad:** «Teknisk avdeling Harstad», K.704.
- **UNN Narvik:** «Teknisk» i U2, or Ansatteservice (office CU2-71).
- **UNN Tromsø, Breivika:** «ID-kortkontoret» in wing E1. E1-402 (entrance to the old patient hotel).
- **UNN Tromsø, Åsgård:** «Nøkkelkontoret», B9-257, building 9 alongside «Teknisk».

For practice/internships at other locations than mentioned above, please check with the university if you can collect the card at campus in advance.

### IT-system and e-learning

The clinic or unit will provide different levels of access to your user account, depending on which health profession you are studying. Our patient- and journal system have strict requirements and documentation regulations when granting access. Mandatory e-learning courses will be assigned to you in *Kompetanseportalen*, portal of e-learning in [Helse Nord](#).

On our intranet site you can read about the latest news and upcoming events in UNN. Intranet will also notify when there are occurring malfunctions and or errors within the systems.

Some areas in the hospital require mandatory training, for example when handling artificial plaster. Please ask your supervisor if this applies to your internship.

### Hospital uniform and student wardrobe

Students shall use appropriate hospital uniforms according to hospital guidelines ([RL11048](#)), please see attached poster. It is important to maintain safety, aesthetic- and ethical considerations by wearing hospital work uniforms. This is also to prevent infection, since there are patients with poor immune system hospitalized at UNN. Keeping a professional appearance provides trust and safety when interacting with patients and their next of kin.

While wearing a hospital uniform, you will not be able to wear jewellery at the same time. Please remove watches, jewellery, bracelets, rings, earrings, visible piercings, collars or key-card chain at work.

Long hair should be in a ponytail or a braid. Beard should be trimmed and clean. Nails should be short and clean. Artificial (acrylic/gel/press-on) nails and nail polish are prohibited.

There are different arrangements regarding to wardrobes for students in the areas within the region.

Student wardrobe is located at:

- **UNN Harstad:** common wardrobe in the basement floor.
- **UNN Narvik:** A- wing, floor 1.
- **UNN Tromsø, Breivika:** E- wing, floor 1.
- **UNN Tromsø, Åsgård:** wardrobe on every unit.

*Dirty clothes must be placed in designated laundry basket/ trolley. Remember to empty pockets for hair ties, pens etc. beforehand! If you have been carrying patient lists, these must be shredded in administration before leaving.*

### Lunch facilities

Every hospital in the region has its own cafeteria, where you can buy hot and cold food. In Norway it is common practice to bring your own lunch box to work, there are designated areas for you to enjoy your meal in peace.



### The practice period or internship

UNN has many guidelines, regulations and procedures within the organization. Please browse in KVIKK and ask your supervisor which rules apply to you and the unit for internship.

UNN has zero tolerance policy for harassment and bullying in the workplace. If you should experience such, please contact your supervisor, manager, or safety representative at the unit as soon as possible.

Unwanted incidents and improvement suggestions can be registered in [KVIKK](#), please see [“Hva skal meldes hvor?”](#)

If you are involved in an accident or suffers an injury, you should contact your supervisor or a manager at the unit as soon as possible. In case of possible blood contamination, please call the following number: **+47 77 66 97 70**.

*It is important for us that you take the time to evaluate the internship. Your feedback is invaluable in our continuous improvement of practical studies at UNN.*

### Computer facilities, data lab

Tromsø (Breivika) offers a facility where students can freely use the data lab during opening hours. Here, you can activate your user account/ID access card, complete e-learning courses, and/or practice DIPS Arena training courses on a UNN computer – or simply browse the intranet in a quiet environment. Students who will undertake practical training outside Tromsø and wants to visit the data lab before the start of their placement are welcome.

**Data lab location:** E4.224

**Opening hours:** Thursday and Friday, 08:00–15:30.

**Note:** In Harstad, students may use the computer stations belonging to LIS-1. For other locations, please ask your supervisor.

### Ready for attendance

Good learning outcomes and guidance are important to us in your internship. You have a personal responsibility for your own learning. It is important that you are taking the part as an active student and ask questions along the way.

In some units you must follow your supervisor shift/rotation plan. You will receive more information from the student coordinator at the university before arriving the hospital.

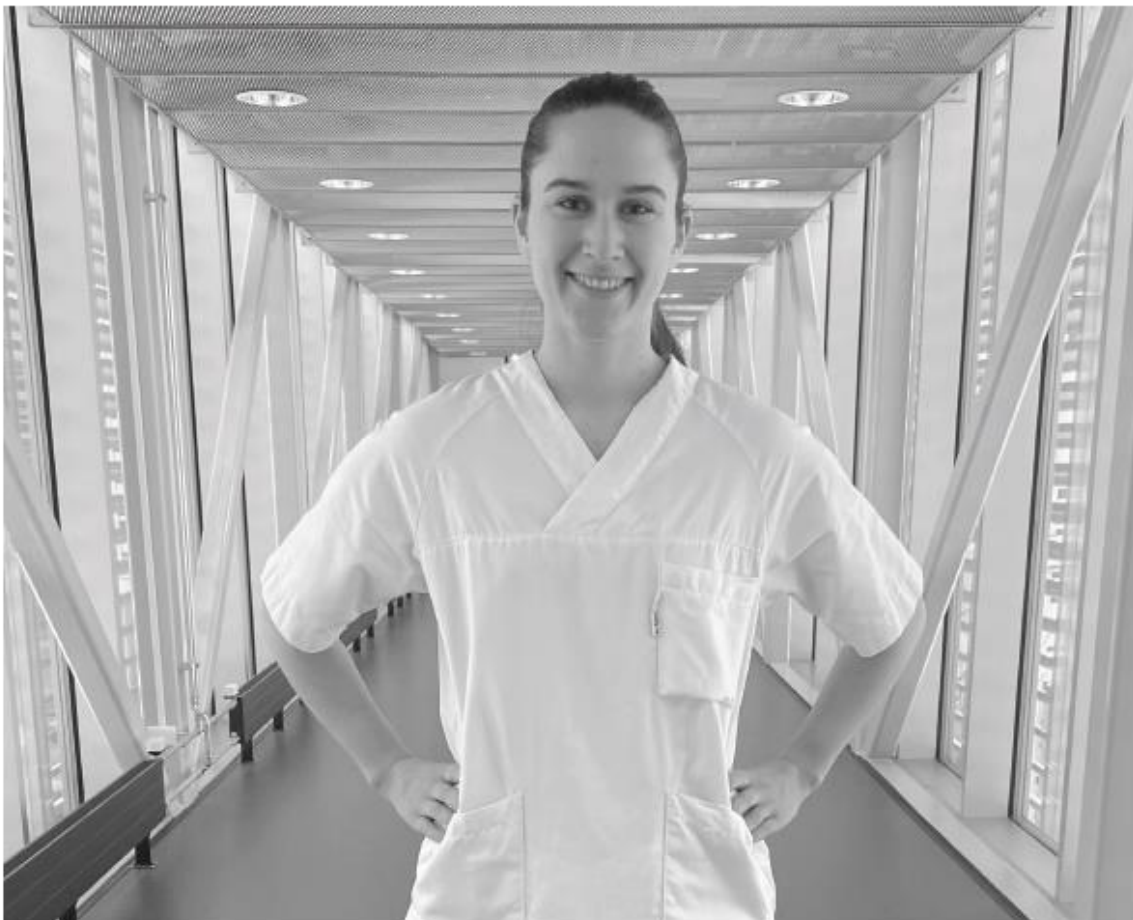
Please inform your designated supervisor or person of contact if you are prevented to meet upon the agreed time on your first day of practice.

We wish you a pleasant and educational stay in UNN. Best of luck!

***Sincerely the University hospital of North Norway***



### Hospital uniform poster:



## Bar fra albuen og ned!

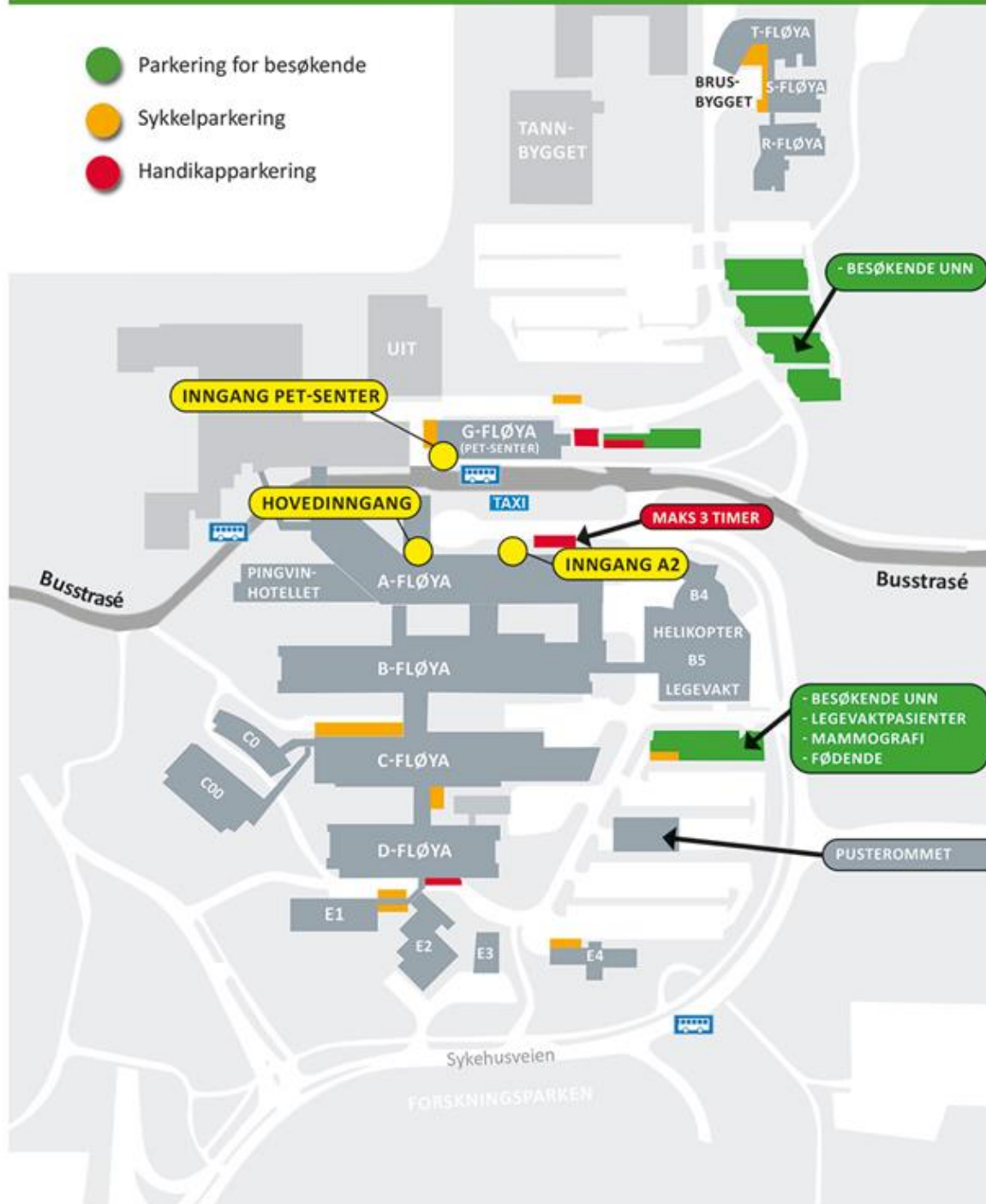
- ✓ Rent arbeidsantrekk med korte ermer
- ✓ Ingen ringer, armbåndsur eller armbånd
- ✓ Korte og naturlige negler



UNN Tromsø (Breivika) map:



OMRÅDEKART UNN TROMSØ  
 FOR BESØKENDE





### UNN Åsgård map:



Kart over området til UNN Åsgård

### UNN Harstad map:



Oversikt over Harstad



UNN Narvik map:



OMRÅDEKART UNN NARVIK  
 STASJONSVEIEN 61

