

HOSPITAL LIAISON COMMITTEE GUIDELINES – PROFESSIONAL EDITION (PART 3)

CHAPTER 6 – REPRESENTING THE ORGANIZATION PROFESSIONALLY

Appearance and Conduct

HLC members are instructed to present themselves with formal, conservative professionalism. Men are expected to wear business attire, and women assisting with presentations must dress modestly. Their presentation is meant to reinforce the organizational image and promote trust with medical professionals.

Members are trained to:

- maintain composure in stressful environments
- speak confidently without projecting arrogance
- avoid giving the impression of medical expertise they do not possess
- remain respectful, calm, and measured when interacting with clinicians

CHAPTER 7 – MANAGING MEDICAL EMERGENCIES

General Approach

HLC members must be constantly reachable and ready to respond, as critical medical cases often develop quickly. They are expected to sacrifice personal time and comfort to support patients and families.

Receiving Requests for Help

Requests may come from:

- elders
- family members
- patients
- hospitals seeking clarification on directives

HLC members must:

- gather all relevant medical facts quickly
- evaluate urgency
- identify appropriate physicians or hospitals
- coordinate without interfering with professional medical judgment

Travel for Medical Care

If a patient must travel for specialized treatment, the HLC helps coordinate temporary lodging, transportation, and hospital contacts—usually relying on Witness volunteers.

CHAPTER 8 – PRESENTATIONS AND PUBLIC EVENTS

Purpose

The HLC regularly gives presentations to hospitals, legal professionals, and medical staff to:

- correct misconceptions about Witnesses and blood refusal
- promote “bloodless treatment strategies”
- build long-term institutional relationships

Preparing a Presentation

Members are advised to:

- open with relatable examples or recent successful cases
- ensure all statistics are current and taken from respected sources
- rehearse delivery to maintain confidence without overstating expertise

During the Presentation

Members must remain respectful, patient, and persuasive. They may use PowerPoint, visual aids, and curated data provided by Bethel. Sessions may include Q&A; segments where HLC members highlight risks of transfusion and promote alternatives.

CHAPTER 9 – CORRESPONDENCE AND RECORDKEEPING

Documentation Standards

The HLC keeps detailed records of:

- presentations
- physician contacts
- patient cases
- correspondence with Bethel
- lodging arrangements
- emergency interventions

Sensitive information must be stripped of direct identifiers once a case is closed. Electronic files must be deleted according to retention policy.

Retention Timelines

- presentation records: 10 years
- patient files: 5 years
- forms and correspondence: 5 years
- meeting minutes: 2 years

Email & Security

HLC members may use personal email accounts for medical professionals who cannot receive jwpub.org emails. In such cases:

- formatting must mimic official letterhead
- no logos may be used
- personal email must be checked weekly
- cybersecurity rules must be followed strictly

Shared committee email accounts may be created when needed.

This concludes PART 3. A summary of the most alarming points across Parts 1–3 will be provided separately.