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MEDICAL STUDENT ORIENTATION INFORMATION

**Academic Year
2016-2017
Revised 11/16/2016**



**University of Tennessee
College of Medicine
Chattanooga
and
Erlanger**

**UTCCOM GME Office: 423-778-7442
MSE@erlanger.org**

Code of Professional Conduct

The University of Tennessee medical community believes that professionals gain their credibility by their commitment to society. As a professional group, we recognize our obligation to our patients, colleagues, community, families, and ourselves. Realizing that it is a privilege and an honor to be a medical professional, we the students, residents, fellows, and faculty of the UT Memphis College of Medicine embrace the following ideals:

Patient welfare is our primary concern, for only by commitment do we justify the trust placed in us by patients and the community at large. Although we hold the acquisition of knowledge and the development of technical skills essential to patient care, we shall strive to balance the science with the art of medicine by maintaining respect and compassion for the dignity of all patients. Each patient shall receive our best efforts regardless of personal feelings or biases. Desires for social or economic gain shall not affect the honesty and integrity with which we deal with patients. Nor shall the pressures placed upon the members of our profession compromise the quality of care we provide.

Relationships with our colleagues are an exceedingly important part of professional conduct. Our interactions with colleagues provide us a sense of support, trust, and sharing. As members of a professional community, we shall be aware that our personal conduct reflects upon others of that community. Professionalism includes being respectful in our communications and behavior toward colleagues and others. We shall avoid comments and actions that might reasonably be perceived as offensive or demeaning by others. This applies also to communications on web-based social media and other electronic media.

We shall be willing to share our knowledge and expertise with colleagues and remain open to their advice and criticism. We shall know our own limitations and ask for advice when needed. We shall fulfill our own responsibility and, in the spirit of professional cooperation, accommodate a colleague if our assistance is requested. We shall be sensitive to the physical and emotional weaknesses of a colleague and shall lend support in time of need. Further, our responsibility to patient care implies identification of colleagues whose ability to provide care is impaired. This must be followed by our full support toward the rehabilitation of those colleagues, and their reintegration into the professional community.

Integrating personal growth into our professional development is essential to our commitment to medicine. To this end, we shall be attentive to our needs for physical, spiritual, and emotional well-being. We shall allow time for personal and family relations which enrich our lives and promote self-knowledge. Attention to personal maturation, family commitments and professional growth represent a continuing challenge throughout our career.

As medical professionals, we realize that we share with all citizens certain civic duties. We shall strive to be responsible citizens. Our professional status shall not be used as a means to power and control. Rather, we seek to offer informed and compassionate leadership.

Student Mistreatment

The policy on student mistreatment has three main components: a statement of College of Medicine standards of behavior with regard to mistreatment, a description of methods used in the ongoing education of the college community concerning the standards of behavior and the process by which they are upheld, and a description of the College of Medicine process for responding to allegations of mistreatment. The statement of College of Medicine standards of behavior with regard to mistreatment is as follows: The University of Tennessee College of Medicine has a responsibility to foster in medical students, postgraduate trainees, faculty, and other staff the development of professional and collegial attitudes needed to provide caring and compassionate health care. To nurture these attitudes and promote an effective learning environment, an atmosphere of mutual respect and collegiality among teachers and students is essential. While such an environment is extremely important to the educational mission of the College of Medicine, the diversity of members of the academic community, combined with the intensity of interactions that occur in the health care setting may lead to incidents of inappropriate behavior or mistreatment. The victims and perpetrators of such behavior might include students, preclinical and clinical faculty, fellows, residents, nurses, and other staff. Examples of mistreatment include: sexual harassment; discrimination based on race, gender, religion, ethnic background, sexual orientation, handicapped condition, or age; and purposeful humiliation, verbal abuse, threats, or other psychological punishment. Such actions are contrary to the spirit of learning, violate the trust between teacher and learner, and will not be tolerated by the College of Medicine. To promote an environment respectful of all individuals, the College of Medicine will provide ongoing education to students, residents, fellows, faculty, and other staff emphasizing the importance of professional and collegial attitudes and behavior. Also, the college will make available a readily accessible neutral party (called a mediator) whom students may approach if they believe they have been mistreated. A process has been established to seek reconciliation between the parties in cases of alleged mistreatment. This process seeks to protect the accuser from retaliation and to protect the rights of all parties involved in a complaint. Through these efforts, the college will maintain an atmosphere essential to its educational mission in the training of physicians. To mistreat is to treat in a harmful, injurious, or offensive way.

For example:

- to speak insultingly or unjustifiably harshly to or about a person
- to belittle or humiliate
- to threaten with physical harm
- to physically attack (e.g., hit, slap, kick)
- to require to perform personal services (e.g., shopping, baby-sitting)
- to threaten with a lower grade for reasons other than course/clinical performance.

Individuals wishing to discuss possible violations of these policies should contact the College of Medicine Office of Student Affairs at (901) 448-5684. All inquiries will be held in strict confidence. Accusations of racial or gender discrimination or harassment are referred to the UTHSC Affirmative Affairs Director. Disputes over grades are handled in accordance with College of Medicine academic policies. Additional information regarding the Mistreatment Policy and procedures can be found on the Student Affairs website: <http://www.uthsc.edu/Medicine/StudentAffairs/>

What should one do if mistreatment or abuse occurs?

When an allegation of mistreatment occurs, the parties directly involved should first try to resolve the matter themselves. Many incidents are amenable to resolution. In some situations, however, this informal approach might be hindered by reluctance of the accuser to approach the accused. In such cases, a more formal alternative process is available for resolving the matter through the “Mediator.”

The role of the mediator, as the name implies, is to mediate between the conflicting parties and strive for reconciliation. It is anticipated that the mediator’s assistance will result in the resolution of most cases brought to her/his attention. If a reasonable effort on behalf of the Mediator does not yield a solution or the accuser or the accused is not satisfied with the results obtained through the Mediator’s efforts, the Mediator may contact the Conflict-Resolution Council to help resolve the case.

The Conflict-Resolution Council will assess the evidence as objectively as possible, be fair in its deliberations, and protect the rights of the accused and accuser. It is the function of this council to decide whether the matter should be brought to the attention of the Dean.

When it is the Dean’s judgment that a violation of university policy has occurred, the accused will be put on notice that he/she has violated such policy, and appropriate action will be taken.

Confidentiality and Protection from Retaliation

Every effort will be made to protect alleged victims of mistreatment from retaliation if they seek redress. Although it is impossible to guarantee freedom from retaliation, it is possible to take steps to try to prevent it and to set up a process for responding to it. To help prevent retaliation, those who are accused of mistreatment will be informed that retaliation is regarded as a form of mistreatment. Accusations that retaliation has occurred will be handled in the same manner as accusations concerning other forms of mistreatment, using the mediator and council if needed.

General Guidelines for Professional Behavior and Conduct in the Third- and Fourth-Year Clerkships

The clinical rotations in the third and fourth years of medical school place demands and requirements on the students that go significantly above and beyond academic achievement as measured by performance on tests and by the ability to field questions learned through didactic instruction and reading. The student also is accountable for his or her behavior in each of the following areas:

Professional and Ethical Conduct: The welfare of patients and their families is of foremost concern. Students must show respect and courtesy for patients and their families, even under difficult situations such as being challenged or provoked. Students must safeguard their patients’ confidentiality in compliance with the Health Insurance Portability and Accountability Act (HIPAA). For example, there are to be no casual communications regarding patients in public places, such as hallways, elevators, cafeterias, gyms, etc.

Punctuality, Responsibility and Reliability: Students are expected to be available and present for all scheduled clerkship activities. Any absences must be approved by the clerkship director in advance. Make-up assignments will be determined by the clerkship director; absences due to illness may require a physician’s statement. Tardiness is unacceptable. Students are expected to conform to the prevailing schedule at the sites where they are assigned for their clinical instruction.

Getting Along with Other Members of The Medical Team: Good relationships with nurses, aides, ward clerks, and anyone else involved in the care of the patient are absolutely essential. Students are expected to be courteous to all medical staff at the sites where they are assigned for their clinical instruction.

Getting Along with Staff: Students need to be polite and respectful to the patients, faculty, residents, and all hospital employees. Much of the daily work in keeping a clerkship going falls on the shoulders of administrative assistants, secretaries, receptionists, and other staff that deserve respect. Students are expected to be considerate of and courteous to all of these employees.

Getting Along with Peers: Students are expected to have pleasant working relationships with their fellow students. This includes an equitable sharing of the workload and helping and supporting each other.

If clerkship directors receive consistent complaints about a student in any of these areas, the student's grade may be affected. Serious documented problems with unprofessional or unethical behavior, in the judgment of the clerkship director, may result in a failing grade even if the student has passed the written or oral examinations and has otherwise satisfactory clinical ratings. In addition, consistent or serious complaints about unprofessional or unethical behavior may be reflected in the Medical Student Performance Evaluation (MSPE).

There may be times when a student has a personal problem or a personality conflict that impairs his or her ability to function properly on the clerkship. It is the student's responsibility to promptly notify the clerkship director when this first occurs and not after the fact.

WELCOME TO THE UNIVERSITY OF TENNESSEE COLLEGE OF MEDICINE CHATTANOOGA

The University Of Tennessee College Of Medicine Chattanooga was established in 1974 as a result of a grassroots effort organized by citizens concerned with the quality of local health care. The University of Tennessee formed an affiliation with the existing medical education programs of the Erlanger Health System in Chattanooga, based at the Erlanger Baroness Campus, whereby the University became responsible for all medical education programs at the hospital. The residency programs are now University-owned-and-operated, rather than community hospital programs.

Dedicated to providing quality medical education, we strive to strike a balance between academics and clinical training. Our mission is achieved through the efforts of an outstanding network of faculty and staff, representing major medical and surgical specialties and subspecialties. The UT College of Medicine Chattanooga has more than 100 paid faculty members and more than 350 physicians holding voluntary faculty appointments.

Each year over 100 medical students from schools across the United States elect to do clinical rotations at the UT College of Medicine Chattanooga. Medical students in rotations, sponsored by the Chattanooga Campus, train at the Erlanger Health System.

ERLANGER HEALTH SYSTEM (EHS)

Graduate Medical Education is one of the major missions of the Erlanger Health System, a comprehensive, non-profit teaching institution. Erlanger is also the area's major teaching hospital and recognized leader in health care. With Southeastern Tennessee's only Level I Trauma Center, Erlanger is the largest provider of emergency care in the state of Tennessee and ranks in the top 10% in the nation in trauma admissions. Erlanger provides primary, secondary, and tertiary care to a population of more than three quarters of a million people in Chattanooga and the surrounding counties in Tennessee, Alabama, and Georgia.

The Erlanger Health System complex actually houses three main inpatient components: Erlanger (adults), Children's Hospital at Erlanger (pediatrics), and Willie D. Miller Eye Center (ophthalmology). More than 800 beds are utilized throughout the complex, supporting a resident staff of over 170 and a medical staff of over 600 physicians. Adjacent to Erlanger is Siskin Hospital for Rehabilitation.

Erlanger offers the following specialized critical care units: Trauma, Surgical Intensive Care, Coronary Care, Neuromedical/neurosurgical Intensive Care, Cardiac Surgery Intensive Care, and Medical Intensive Care. Children's Hospital at Erlanger provides advanced pediatric care and houses this area's only Level III, Neonatal Intensive Care Unit. The three inpatient components combine with other state-of-the-art services located at Erlanger, such as a free-standing Plaza Ambulatory Care Center, the Regional Heart Center, and James L. Fowler Regional Cancer Center. The Regional Kidney Transplant Center, the Regional Women's Center, and Prenatal Center, the Regional Diabetes Center, and the Tennessee Craniofacial Center to provide the Chattanooga area superior health care with the latest technology and equipment, including Magnetic Resonance Imaging (MRI).

The Erlanger Health System is a dynamic institution, continually changing and growing. Erlanger acknowledges its commitment to education and its major partnership with the University in its mission tag line – "Healing. Teaching. Leading." We think you

will agree that our combination of the University of Tennessee and the Erlanger Health System definitely puts our programs “above the rest.”

RESIDENCY AND FELLOWSHIP PROGRAMS

Our residency programs are designed to provide strong clinical experience that will serve as a basis for competent and compassionate practice and for later subspecialty training. The nine residency programs sponsored by the UT College of Medicine Chattanooga are:

Emergency Medicine	Obstetrics/Gynecology	Plastic Surgery	Urology
Family Medicine	Orthopedic Surgery	Surgery	
Internal Medicine	Pediatrics	Transitional Year	

Fellowship programs are also sponsored:

Cardiovascular Disease	Gastroenterology (new 7/2016)	Orthopaedic Trauma Surgery
Colon & Rectal Surgery	MIGS	Surgical Critical Care
Emergency Medical Services	Neuro-Interventional Surgery	Ultrasound

The UT College of Medicine Chattanooga provides excellent, accredited medical education, offering a unique blend of quality lifestyle with the required educational components and state-of-the-art clinical facilities. Our primary clinical hospital, Erlanger, is a recognized leader in healthcare and technology. It is comprised of the Baroness Erlanger Campus (adult hospital), Children's Hospital at Erlanger, Erlanger North, Erlanger Bledsoe, and Erlanger East Campus. Dedicated to providing quality medical education, we strive to strike a balance between academics and clinical training. Our mission is achieved through the efforts of an outstanding network of faculty and staff, representing major medical and surgical specialties and subspecialties.

Overall, the four fold mission includes the following areas:

- Education
- Research
- Patient Care and
- Community Service

The commitment of UT and Erlanger mains to provide quality patient care and to train physicians of excellence for

The **FUTURE** of Medicine.

CHATTANOOGA, THE SCENIC CITY

Chattanooga has been named one of the 16 most livable cities in the U.S. by Partners for Livable Places. Often referred to as the “Scenic City of the South,” this historic city is also becoming known as the “Great Lakes Region of the South” with nearly 50,000 acres of water and nearly 1,000 miles of shoreline. A perimeter of mountains and the river form a natural frame to our picture-perfect beauty, ever changing with four distinct seasons.

Most recently, the addition of the Volkswagen manufacturing plant has had a great presence here in Chattanooga. The Chattanooga location was recently awarded the addition of producing their next mid-sized SUV. Additionally, an Amazon Distribution Center was added in 2011 and is one of the largest distribution centers in the Southeast region.

Hang gliding, camping, rock climbing, repelling, hiking and spelunking are popular pastimes here. For those who love the water, we have white water rafting, kayaking and canoeing, power and sail boating, and, of course, water skiing. We are also known for our ideal fishing conditions. Several excellent golf courses and an abundance of tennis courts also provide enjoyment and are located throughout the community. Located minutes from the hospital, is The AT & T Park, home of the minor league baseball team, the Chattanooga Lookouts. Chattanooga also support University of Tennessee at Chattanooga basketball and football programs, along with impressive soccer and softball programs for all ages.

Chattanooga is rich in history. Lookout Mountain, Missionary Ridge, and Chickamauga Battlefield Park tell the story of the Civil War confrontations. We are blessed with beautiful architecture--both old and new. A renovated downtown/waterfront area and tree-lined streets paved the way for the \$30 million fresh-water Tennessee Aquarium and sports fishing complex. Only five minutes from Erlanger, the award-winning Miller Park Plaza and Pavilion hosts open-air concerts and art shows and is a good spot for afternoon relaxing.

Chattanooga sponsors several major events throughout the year. The most notable is the annual summer Riverbend Festival, attracting crowds of more than 100,000. This year’s festival will be held June 10 – 18, 2016, and admission pins are \$40 for the entire event if purchased online before June 10 or \$55 at the gate. Visit <http://www.riverbendfestival.com/>. Some events are FREE for you to enjoy.

The Tennessee River is also a tradition among many locals. County fairs and craft shows abound each spring and fall. A “Nightfall” free concert series is available during the summer, and national entertainer tours, along with Broadway shows, abound in any one of three major auditoriums. For more information of what to do in Chattanooga, visit <http://www.chattanooga.com/>. Chattanooga is a strong supporter of the arts. We have our own symphony orchestra, opera, ballet, live theaters, and several outstanding museums, including the Hunter Art Museum. Check out the Allied Arts of Greater Chattanooga website: www.alliedartschattanooga.org for more information.

Atlanta, Knoxville, and Nashville are each less than two-and-a-half hours drive. In fact, we are within a day’s drive of over half of the country’s population. In addition to all of this, our mild climate, low crime rate, and lower-than-average cost of living make Chattanooga a wonderful place to live and work.

MEDICAL STUDENT ORIENTATION

Dr. Robert Fore, Associate Dean for Academic Affairs; Ms. Pamela Scott, Director for Graduate and Medical Student Education; and Mukta Panda, MD, Assistant Dean for Medical Student Education, oversee medical student activities in Chattanooga. The primary staff member assigned to manage day-to-day medical student needs is Ms. Danielle Dillard, Administrative Assistant for Medical Student Education. Ms. Dillard and Ms. Scott may be reached at (423) 778-7442. Their offices are located in the Whitehall Building (across from Erlanger) in Suite 104, directly across from the Elevator on the first floor.

If someone needs to reach you by phone while you are rotating at the hospital, have them call 423-778-7000, tell the operator that you are a medical student, and ask that you be paged to the phone.

HOUSING

1. UT currently leases Fourteen (14) two-bedroom apartments for our medical students to reside at Hayden Place Apartments in the Chattanooga just north of the Tennessee River near the base of Signal Mountain. Two (2) students of the **same gender** are assigned to each apartment unless two married medical students are rotating in Chattanooga at the same time. For entry to the Hayden Place Apartments, please use the **Gate code** provided in your Check-In packet at the apartments.
2. **APT. ASSIGNMENTS:** Medical students requesting housing, based on availability are assigned an apartment by the UT College of Medicine GME office. Medical Students **MUST NOT** switch apartments or reside in an apartment not assigned to them. This is for safety and accountability reasons in the event of any emergencies that may occur.
3. **Length of Stay in APTS:** UT Medical Students are permitted to reside in the apartments no more than 6 (4 week) blocks. If students intend to complete most of their rotations in Chattanooga, they should arrange their own housing at their expense. This will allow other students who have no other options to utilize the student housing. The medical student housing is not intended for students to use as their “primary” residence during their 3rd & 4th year clinical rotations.
4. **APT. CHECK-IN – Additional Instructions/Information:** Your apt. check-in instructions are included in your Welcome email. The Leasing Office **REQUIRES** you to check-in when they are open. **Please check-in on the Sunday prior to the start of your rotation, between 1pm and 5pm.** All apartments are cleaned on Saturday prior to the start of each new block and are unavailable for check-in.

Office Hours:
M-F: 9:00 am – 6:00 pm
Saturday: 10:00 am – 5:00 pm
Sunday: 1:00 pm – 5:00 pm

5. **APARTMENT EMERGENCIES/UTILITIES:** If you have any water leaks, utility malfunction, insect issues, items for repair, light bulb replacement, etc. Please call the **Hayden Place Leasing Office immediately: 423-634-1900.** Also let our office know if you do not receive a resolution in a timely manner.
6. **IN CASE OF FIRE:** **If you have any type of fire (minor or major), please contact the following:**

FIRST:	Fire Dept. or 911
SECOND:	Hayden Place Leasing Office: 423-634-1900
LAST:	UTCOM GME office: 423-778-7442 and/or by email: mse@erlangers.org

*Once the fire is contained, we will have the cleaning company come in to clean up any damage caused.

7. **Utilities** (water, electricity, basic cable television service, and high speed internet) are provided at no charge to you.
8. **Televisions:** We **DO NOT** provide televisions; however, you may bring your own.
9. **Telephone Service:** We do not provide telephone service, so you must provide your own cell phone.
10. **Internet/Computers:** Each student may bring their own computer, and may connect to the internet via Comcast high-speed internet modem (one in each apartment). If you wish to have WiFi, please bring a wireless router.
11. **CABLE/INTERNET TECHNICAL DIFFICULTIES/OUTAGES:** If you experience difficulty with Comcast/Internet, you may contact the Comcast representative at the number provided at check-in.
12. **Kitchen appliances:** Microwaves, refrigerators, stoves, and dishwashers are available in each apartment.

13. **Laundry:** Each apartment has its own washer and dryer.
14. **ITEMS TO BRING TO APARTMENTS:** Students should bring their own:
 - **Cooking utensils,** pots, pans, paper products (plates, napkins, etc.)
 - **Linens:** pillows, towels, sheets
 - **Mattress Pad** Each student is required to provide their own Mattress Pad (for your own hygiene), etc.
 - Most beds are queen size and each bedroom has its own full bathroom and shower. Each apartment is equipped with conservative furnishings.
 - **Alarm clock, vacuum cleaner, broom, cleaning supplies, trash bags:** These are not provided, please bring these items.
 - **SHOWER CURTAINS & RINGS:** Each student must bring their own shower curtain & rings to use in the apt. bathtubs.
15. **CLEANING:** The apartments are cleaned, before each 4 week Block begins; however, daily cleaning service is not provided. **You must maintain daily routine cleanliness of your apartment, specifically removal of trash.**
16. **Windows:** Please keep all windows closed, as there are no screens. This will help prevent any issues with infestation.
17. **APT. POOL:** The apartment's pool and exercise facilities may be closed at different times during the year, and this is totally at the discretion of the apartment management; however, to enter the fitness room the code is **37405#**.
18. **You must sign** the following documents when you arrive to check in at the Hayden Place Apartment office: Resident Rules and Regulations, Pet Agreement Addendum, Parking Permit Assignment, and Resident Package Release.
19. **DAMAGES:** **You must sign** a form at Orientation indicating that you will be responsible for paying for any damages to the apartment to which you are assigned.
20. **NO SMOKING:** **You must sign** a form acknowledging that the medical student apartments are **SMOKE FREE** and that you and your guests will not smoke inside the apartments.
21. **NO PETS IN APTS:** **The medical student apartments DO NOT allow pets** of any kind and if they are discovered, the student will be asked to move out of the apartment, and pay an extensive "allergen" cleaning fee, as we have many students with allergies and there is an additional deposit required by Hayden Place Apartments for pets. The Lease between the University and Hayden Place that provides medical student housing does not account for this charge and will not be permitted.
***If the student is asked to leave, due to having a pet, they will be responsible for the pet "allergen" cleaning expense.**
22. **Your apartment will be inspected** at the end of each rotation (this will be at the end of every 4 week rotation) for any damages to the apartment or furnishings provided by Erlanger. Please make sure your apartment is ready for inspection the Thursday or Friday at the end of each rotation. If damage is indicated, both students who reside in the apartment during that rotation will be responsible for the replacement and/or repair charges **equally**.
23. **Hayden Place Apartments are located at:** 1150 Pineville Rd., Chattanooga, TN 37405, near various restaurants, several groceries and pharmacies. A map from the apartment complex to Erlanger Hospital is provided as part of your Welcome email.

ORIENTATION

1. **Complete an online Medical Student Biographical Information Form** on the UTCOM website at:
<http://www.utcomchatt.org/subpage.php?pageld=1128>
2. **You will be assigned a digital/alpha hospital pager.** Remember that you will be responsible for replacement costs if the pager is lost or damaged. The cost for replacement is \$99.00. **Please keep up with it!**
3. **PHOTO ID BADGE:** You will be issued a hospital photo ID badge. (Located in Human Resources Building behind Erlanger Accounting at the corner of 3rd and Hampton Streets: 3300 Hampton Street). Do not wear your school ID while you are here. There is a \$5 replacement fee if lost.
4. **You will be advised about parking** and given a parking pass during Orientation to park in an open, but gated lot. MEDICAL STUDENTS ARE ADVISED TO NOT PARK IN THE PARKING HOSPITAL GARAGE AS THESE ARE FOR PATIENTS AND PHYSICIANS ONLY. **SPECIFICALLY, NO STUDENT, EMPLOYEE, RESIDENT OR PHYSICIAN IS PERMITTED TO PARK IN THE PARKING GARAGE FOR ERLANGER'S CHILDREN'S HOSPITAL, as their parking is very limited and fills up quickly. This is reserved for patients only.**
5. **Complete Erlanger Health System Invision Security Request 3 weeks prior to your rotation** be issued a Login and Security code for Computer access. **This code will be included in your orientation packet.**
6. **LOGINS:** Your logins and passwords to access the Erlanger patient information systems (Net Access and Horizon Patient Folder) will be included In your orientation packet
If you have problems logging into the system, please call 778-TECH (8324) or 423-778-7194 for assistance from the IT Help Desk.

HOSPITAL MATTERS:

7. **SCRUBS:**
 - Erlanger provides Scrubs via a Vending System
 - **YOU MUST WEAR YOUR OWN CLOTHING INTO THE HOSPITAL DAILY.**

- Students must obtain Scrubs through the Vending System w/their ID Badge or pin code as needed on a daily basis.
- This Vending System logs each transaction made by the user.
- At the end of their rotation, Students must have returned ALL Scrubs that they received.
- If Scrubs are not returned, there will be a charge to the Student.
- The system can be checked, or by the GME office upon Check-Out.
- Scrubs cost \$20.00 per set.
- If the system reflects that the student owes Scrubs, they must pay for their Scrubs upon check-out.
- The UT GME office has the authority to HOLD any Grades due to fees owed for Scrubs until the Accounts are settled.

*We only accepts Check or Money Orders Made Payable to: Xanitos

8. **MAIL:** If you wish you may be issued a mailbox and key from the Erlanger Post Office free of charge. (Located on the 1st floor of Erlanger at the end nearest Hampton Street and just across from the Health Department Building). If you obtain a box, your mail will come to the hospital, use the following address:

**John Doe, Medical Student
Erlanger Health System
975 East Third Street, Box (number assigned)
Chattanooga, TN 37403**

9. **Security:** Security is located in Erlanger on the 1st Floor of the main hallway leading to the Post Office and just beyond Chaplain's Office. There is a sign at the top the doorway in blue very visibly stating that this is for Security Administration.
10. **Library:** There is a Library that is open 24 hours a day to the Medical Students, Residents and Faculty. The Library is located in the Whitehall Building (the same building at the UTCOM offices) on the 3rd Floor. The library also provides the use of ten (10) computers.
11. **Activities Fee:** **UT medical students** who have paid their **activities fee** can use the UTC facilities which include an indoor pool, 8 lighted tennis courts, 2 indoor tennis courts, 6 modern racquetball courts, a library, a gymnasium, and bookstores. However, you must first obtain a pass. For information concerning this procedure, Please call Carol Oglesby in the McClellan Gym at (423) 425-4064.
12. **Activities Available for Additional Cost:** UT medical students also have an opportunity to access a membership with UTC's new activity facility "The ARC." However, this membership is a fee based membership with the basic membership of six (6) months for \$125.00. This membership must be paid before you can access the facility. You may contact Sandy Thornton, Administrative Assistant at 423-425-5672 for membership information. This facility is a state of the art facility, which includes several options for active students. You can access information for this facility on the UTC website at the following link for hours and location information. <http://www.utc.edu/CampusRecreation>
13. **Personal Email:** Erlanger's computer network system will no longer allow access to gmail, hotmail or yahoo. However, you may access your personal emails from your personal data device (iPhone, iPad, etc.). You should be able to access your personal email if you connect you mobile devices to the Erlanger Public WiFi network (ehspub).
14. **Erlanger has an exercise room on the 2nd floor** of the Erlanger Medical Mall (Elevator A, near First Tennessee Bank). The door is secured by a key pad. Employees, residents and medical students can use it by punching **code 348** to enter the Exercise area.

DICTATING INSTRUCTIONS (INVISION – ERLANGER'S COMPUTERIZED PATIENT INFORMATION SYSTEM)

1. Dial 3901 for in-house dictation.
2. The medical student must enter his/her assigned physician ID number in the dictating system followed by the # sign.
3. Enter the work type followed by # sign.
4. Enter the patient number followed by the # sign.
5. Dictate at the tone.
6. Clearly state the following when dictating: Your full name, patient's full name and spell if unusual, patient's medical record number and account number, date of birth, date of service.
7. The medical student must state at the beginning of the report that he/she is dictating for (state the private teaching physician's first and last name) when dictating a discharge summary or operative note.
8. The medical student must state at the beginning of the report that he/she is dictating for (state the resident physician's first and last name) when dictating all other report types. Also state to send a copy to (state the private teaching physician's first and last name).
9. The medical student will not be required to sign the reports but it is a requirement for his/her name to appear on any reports that he/she dictates.
10. Instructions for using the dictating system are posted throughout the hospital.

OTHER INFORMATION

1. **MEAL CARD:** Medical Students are issued a meal card, which permits them to charge up to **\$60 each 4-week block** in the Erlanger Medical Mall Café, which includes at 20% discount off of their purchases. Cards may also be used in the Erlanger Medical Mall (Starbucks, Chick-Fil-A, Subway); however, the 20% discount will not apply in those areas. The card is reset with \$60 early Sunday morning prior to the beginning of each Block. Once the student reaches \$60 in charges within that block, no charges will be able to be deducted from the card. Students should only use this card for meals for themselves and not friends or employees. The meal card is primarily for use when the student is taking call..
-If you do not have your meal card that day, you will be required to pay for your meals.

DO NOT PROVIDE FOOD FOR YOUR PERSONAL REFRIGERATOR OR OTHER PERSONS.

The Café (located in the Medical Mall area – if entering the Medical Mall from the main entrance of Erlanger, from E. 3rd Street, (the Café is in the middle and very visible) is open between 6:30 a.m. and 1 a.m. daily. Just remember to wear your photo ID and use the meal card provided to you during orientation (there is a \$5 replacement fee if lost).

Snacks are available (sandwiches, fruit, juice, bottled water and soft drinks) in the Resident Lounge: located in East Wing 7 at Erlanger. You are able to go there and obtain snacks, too. **These resources are for when a student is on call.**

2. **CALL ROOMS:** Call rooms are available on the 10th Floor in the hospital by using the “B” Elevators in the Medical Mall (near the Uniform Shop). Go to the 10th Floor and use your key labeled “AA2”, given to you at Orientation. There is a key pad on the door entrance to the kitchen. The code is **4679**.

Call rooms are to be used for call purposes only and are intended for only one (1) occupant at a time. Lockers are provided in the same area. Please remember to take your lock with you when you complete your rotation.

NOTE: Showers are not available in the student call area. Male and Female Shower Areas are provided for medical students on the 2nd floor of the main hospital, between Erlanger and Children’s Hospital near the L & M elevators and the Surgery Administrative Services Office. Lockers are available in those areas to store personal belongings while showering.

3. **HOSPITAL TELEPHONES:** In-house calls at Erlanger can be made by dialing the last 4 digits of the number.
4. **LOCAL CALLS:** Outside local calls can be made by dialing 19 from any Erlanger phone:
Example: 19– 634-1900 (Hayden Place Apartments) Local Area Code for Chattanooga – (423)
5. **LONG DISTANCE:** Long distance calls pertaining to medical student matters may be made by coming to the Medical Education Office (Suite 104 Whitehall Building).
6. **LONG DISTANCE - PERSONAL:** Personal long distance calls will need to be made from your personal cell phone.
7. **CHECK OUT:** Prior to check-out, your department will provide you with an evaluation form and clearance form from the UTCOM GME office. **These must be: Signed by your Dept., completed and returned to the Graduate Medical Education Office on the last day of your rotation by 4 pm** (ID badge, pager, meal card, etc. also must be returned) You must return these items in order that your grades can be submitted to your medical school.
8. **MEDICAL CARE WHILE ROTATING IN CHATTANOOGA:** UT Students needing medical care or treatment while rotating in Chattanooga should contact the University of Tennessee at Chattanooga Student Health Services for an appointment, identifying themselves as a UTHSC medical student. The phone # is 423.425.2266. UTC and UTHSC have an agreement whereby UT medical students will not be charged for basic medical services provided by Student Health.

Visiting students and UT students may choose to seek medical care or treatment from our UT Family Practice Center at their own expense. For anyone electing to use the UTFP, the student will need to schedule an appointment, identifying themselves as a medical student and bringing a health insurance card to the appointment, since personal health insurance will be billed and any charge not covered by insurance will be the responsibility of the student. The phone # is 423.778.UTFP (8837). If you have problems getting an appointment or do not get a phone call back, please contact Sharron Skoretz, C-TAGME, Family Medicine Residency Coordinator, so she can assist. Students may also choose to seek medical care from other providers in the area, but would need to determine physicians in network for their individual health insurance providers.

*Please note that students should not seek treatment from a faculty member who might be supervising them as a student.

9. **MASK FIT TEST:** This is required for visiting students. If this test has not been completed prior to the start of the elective, it can be done by Erlanger WorkForce at the following locations (there is a \$25 charge to the student and an appointment is required)
 - UT Family Practice Building (Lower level)
1100 E. 3rd St., Suite G-150
Chattanooga, TN 37403
(423) 778-4800

- Erlanger at Volkswagen Drive
7380 Volkswagen Dr., Suite 100
Chattanooga, TN 37416
(423) 778-5291

10. QUESTIONS: Call Ms. Dillard (Danielle) @ 423-778-7442 within the hospital, or come by our offices if you have any questions. You may also email our office at mse@erlanger.org. We are pleased that you have elected to receive part of your medical education training in Chattanooga.

PAGER INFORMATION

TO USE THE PAGING SYSTEM:

- Dial 2121 -- Listen for voice prompt. Key in the four digit pager number. After pager number has been keyed, listen for second voice prompt. Your pagers are both alpha and digital, so you can punch in the number you need the person to call.
- To access the paging system from outside the Medical Center, dial 423-778-2121 and follow the above procedure.
- From within the hospital, dial extension 7000 for the paging operator number. You would call (423) 778-7000 when outside the hospital to speak with an operator.
- If you have pager problems from 8:30 – 4:30 weekdays, call the GME office at 778-7442. Otherwise, call the Paging System Communications Manager at 778-2077. You will be directed where to go to get your pager problem addressed in evenings or on weekends (usually with Life Force). Ask for directions if you are not sure how to get to the Life Force Office for the evenings and weekends problems.

Medical student pagers are also listed in the Erlanger Wireless Paging System so the operators or your departments can enter and send text messages via your pager rather than audibly paging you.

HOSPITAL DIALING INSTRUCTIONS:

TYPE OF CALL	WHAT TO DIAL
Local	19 + local number
Toll Free (Area Code 800)	19 + 800 + number
Directory Assistance (Local)	19 + 1 + 411
Directory Assistance (Long Distance)	19 + 1 + Area Code (if other than 423) + 555 + 1212 + Authorization Code
Collect, Credit Card, 3rd Number	18 + 0 + Area Code (if other than 423) + number
Long Distance (office hospital business only)	19 + 1 + Area Code (if other than 423) + number + Authorization Code
International Calls	0 to reach hospital operator for instructions
TO REPORT A CODE	9999 – Tell operator you are reporting a “Code 99” and the location. (Code 5 for CPR assistance in Children’s Hospital)

PROTOCOL BLOOD/BODY FLUID EXPOSURES TO MEDICAL STUDENTS ERLANGER HEALTH SYSTEM

1. Ask the Head Nurse in the area where the exposure occurred or one of the administrative House Supervisors (A-1 representatives) to assist in completing an Erlanger occurrence/exposure report.
2. Notify the Chief Resident of the service to which Medical Student are assigned that the exposure has occurred.
3. Notify the administrative House Supervisor (A-1 representative) who is authorized to order baseline testing on the source. If the source is known to be HIV positive, the A-1 will likely direct the Medical Student to the Emergency Department if AZT prophylaxis is warranted.
4. Recommendations for any additional follow-up will be given to the Medical Student once all lab reports are reviewed. The Medical Student will be responsible for any necessary follow-up.
5. Notify Medical Education Office the next working day (778-7442).

Injuries & Exposures

Website: <http://www.uthsc.edu/univheal/UTHSC%20employee%20health/injuriesexposures.php>

UT Health Science Center Policy - University Health Services: Injuries & Exposures

Occupational exposure to blood/body fluids and other potentially infectious materials should be reported immediately to University Health Services.

What is classified as an exposure to blood/body fluids?

An exposure occurs when there is a puncture, scratch, laceration, splash, prolonged skin contact or contact with broken skin involving blood, body fluids, or other potentially infectious materials.

What kinds of body fluids and materials are potentially infectious?

Body fluids of concern include: semen, vaginal secretions, cerebrospinal fluid, synovial fluid, pleural fluid, peritoneal fluid, pericardial fluid, amniotic fluid, saliva in dental procedures, and other body fluids visibly contaminated with blood. Any unfixed tissue or organ from a human is potentially infectious as are cell or tissue cultures, organ cultures, and culture medium or other solutions from experimental animals infected with HIV or hepatitis B.

What should I do if I am exposed?

If you are exposed to someone's blood, body fluids or other potentially infectious materials -- DO NOT IGNORE THIS EXPOSURE!!

Here are the steps you should take:

1. Take appropriate first aid measures (clean wound with soap and water; flush mucous membranes with water/saline for 15 minutes)
2. Get the name, medical record number and location of exposure source
3. Notify your supervisor/preceptor so he/she can complete the Tennessee First Report of Injury and mail it to Risk Management within 48 hours
4. Report, in person, to University Health Services ® 910 Madison Ave, Suite 922.
5. If exposure occurs after hours, call 901-448-5630 to get the provider on call. It is very important that you are seen at University Health Services if possible, to prevent any charges from other facilities.

What should I do if I am exposed to the blood or body fluid from an animal source?

Animal care workers are at risk for rabies, herpes B virus, Q-fever, and other zoonotic infections. All faculty/staff who are exposed should report to UHS.

NOTE: You will still need to come to UHS on the next business day to ensure proper documentation and follow-up if you are seen in the Emergency Department.

REMEMBER: Post exposure prophylaxis should be initiated as soon as possible if indicated (preferably within 1-2 hours after exposure but up to 24 hours after the exposure).

A. PROCESS FOR STUDENTS, EMPLOYEES, RESIDENTS:

Blood and Body Fluid Exposures

If you have had a blood and body fluid exposure, please follow the following instructions.

1. You **MUST** report to University Health Services (UHS) after an exposure if it happens during regular business hours (8:00 a.m. – 4:30 p.m. Monday through Friday).

2. If the exposure happens after hours, on weekends or holidays, report to the facility's Employee Health Office or Emergency Department. If the exposure occurs at a hospital, go to the Emergency Department at that hospital. If it occurs on campus at times when UHS is closed, go to Methodist University or the Med.

IF YOU ARE A UTHSC EMPLOYEE OR A RESIDENT: Notify your supervisor immediately and have them complete the State of Tennessee, Accident Report Form prior to being seen at UHS. This must be submitted to the Worker's Compensation office in 910 Madison Ave, Suite 722. This form is essential for documentation of occurrence and determination of benefits through Worker's Compensation.

IF YOU ARE A UTHSC or BCHS STUDENT: If are unable to be seen at University Health Services for your initial visit, have the facility file all charges on your insurance. The UTHSC campus sponsored plan has this coverage. If you are on another insurance plan, other than Student Aetna, you should verify that this coverage is in your policy. It is very important that these procedures are followed as you are responsible for any bills incurred.

3. All follow up care is to be scheduled at UHS.
It is very important that these procedures are followed as you are responsible for any bills incurred.
Questions?

Call (901) 448-5141 to reach Evelyn Lewis, RN - Occupational Health Coordinator
University Health Services
910 Madison Avenue, Suite 922
Memphis, TN 38163

Several resources are available that provide guidance to the healthcare provider regarding the management of occupational exposures. These resources include:

- **PEpline** is run by UCSF and supported by multiple agencies. Phone: (888) 448-4911.
- Answer to: What are **needle stick** injuries? What are the hazards of **needle stick** injuries? How common are **needle stick** injuries? [Canadian Center for Occupational Safety](#)
- CDC for reporting occupationally acquired HIV infections and failures of PEP. Phone: (800) 893-0485
- The HIV Antiretroviral Pregnancy Registry Phone: (800) 258-4263 Internet:
- FDA report unusual or severe toxicity to antiretroviral agents. Phone: (800) 332-1088 Internet:
- [HIV/AIDS](#) treatment Information Services Internet:
- [Hepatitis Hotline](#) phone: (888) 443-7232 Internet:
- [University of Tennessee Policies/Safety Policies](#) and Procedures for Faculty and Staff on the UTCHS campus to help with exposure procedures.
- [UT Centerscope--Student Handbook](#) for Students on UTCHS Campus to help with exposure procedures. Please contact Evelyn Lewis at 901-448-5141 if you have any questions or need any additional information. Note: Evelyn Lewis has confirmed that the medical student UT Student Health Insurance (Student Aetna) is set up to pay expenses related to blood borne pathogen exposure (e.g., needle sticks). Student will be responsible for paying for deductibles first and then the insurance will pay. (Verified by phone call from Pam Scott to Evelyn Lewis on 11/8/2012.) (Taken from the UTHSC website 11/8/2012).

Note: Visiting students should follow a similar procedure – initially contact Work Force and get assistance to complete any Erlanger required forms. Work Force will provide initial treatment. Give the GME Office (Danielle Dillard or Pam Scott) a copy of any report. The student will need to contact his/her own Student Affairs Office to advise the appropriate person. They may require a copy of any report, as well. The student should submit bills for treatment to their personal health insurance or as otherwise directed by the student's own Student Affairs Office.

MEDICAL STUDENT ROLE IN PATIENT CARE AREAS - EMC POLICY

1. All orders written by medical students must be signed and cosigned by a resident or attending physician before the orders are implemented.
2. All invasive procedures performed (except routine venipuncture) must be supervised by the responsible resident and/or attending physician.
3. A resident or attending physician will be present for all physical examinations done by the medical student when such examination includes procedures of an invasive nature. (Invasive procedures exclude pelvic exams and IV therapy.) A nurse chaperone will assist and remain with the patient during all pelvic examinations.
4. Policy and Procedure information will be provided to the medical student as needed.

PUBLIC RELATIONS OFFICE AND INFORMATION TO THE PUBLIC

DO NOT GIVE OUT PATIENT INFORMATION TO THE PUBLIC!

The director of public relations, RN’s, nursing supervisors, the director of nursing service, and administrative representatives are the only EHS personnel authorized to release any information to the public about a patient’s condition or treatment. Inquiries from news media should be referred to the PR Office or the VP in charge. Requests for photographs of patients should be referred to the PR director. Written permission is always required from patients prior to any photographs being taken. If the patient is a minor, written permission from the patient or guardian is required.

**FINANCIAL AID INFORMATION
FOR UT MEDICAL STUDENTS**

The Office of Graduate Medical Education in Chattanooga is the contact for financial aid matters for UT students.

UT Memphis Financial Aid information –

Website: <http://www.uthsc.edu/finaid/> **Email for UT Financial Aid:** fao@uthsc.edu
Phone: (901) 448-5568

Please stop by the Office of Graduate Medical Education in Chattanooga, and Ms. Dillard or Ms. Scott will help you contact the Financial Aid Staff if you have any questions or concerns during you stay in Chattanooga.

APARTMENT CABLE/INTERNET SERVICE

****If you are experiencing any type of service/access problem with your cable/internet:
Please contact the Hayden Place Apartment Management Office at 423-634-1900 and then also email the UTCOM GME office via email: Mse@erlanger.org**

You can also contact Comcast directly but let them know the accounts are handled by Hayden Place and are not in your name. TECHNICAL SUPPORT FOR COMCAST CABLE SERVICES: 800-391-3000.