**PHYSICIAN ASSISTANT  
(PA) STUDENT  
ORIENTATION INFORMATION**

**2016  
Revised 11/16/2016**

** **

**University of Tennessee  
College of Medicine**

**Chattanooga**

**and**

**Erlanger**

**UTCOM GME Office: 423-778-7442**

[**MSE@erlanger.org**](mailto: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:

1. 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.

1. 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.
2. 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.
3. 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:

1. **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.
2. **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.
3. **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.

1. **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.

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**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 approximately 170 medical students from UT and other medical schools across the United States elect to participate in clinical rotations at the UT College of Medicine Chattanooga. Medical students in rotations, sponsored by the Chattanooga Campus, train at our primary clinical training site, Erlanger Health System. As of January 2015, the Chattanooga Campus will also provide five PA Students from the new UTHSC PA Program with 11 blocks (four weeks each) of clinical training during their second year of the program.

**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. Ten accredited residency programs are sponsored by the UT College of Medicine Chattanooga are:

Emergency Medicine Obstetrics/Gynecology Plastic Surgery Urology (7/2015)

Family Medicine Orthopaedic Surgery Surgery

Internal Medicine Pediatrics Transitional Year

Six ACGME accredited fellowship programs are also sponsored:

Hospice/Palliative Medicine Vascular Surgery Emergency Medical Services (EMS) (7/2015)

Colon and Rectal Surgery Surgical Critical Care Cardiology (planned for 7/2015)

Five non-ACGME accredited fellowships sponsored include:

Ultrasound (Emergency Medicine) Minimally Invasive Gynecologic Surgery (AAGL Approved)

Neuro-Interventional Surgery Transitions to Practice in General Surgery (ACS Approved)

Orthopaedic Trauma (AO Approved)

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.

Since 2007, the UT College of Medicine Chattanooga has been led by our Dean, R. Bruce Shack, MD and Associate Dean for Academic Affairs, Robert C. Fore, EdD, FACME, CCMEP. Dr. Fore shoulders responsibility for medical student and resident education and faculty and professional development education through continuing medical education. He is the institution’s Designated Institutional Official with the residency accrediting body, the Accreditation Council for Graduate Medical Education.

The Chattanooga Campus has two Assistant Deans:

Louis Lambiase, MD, Assistant Dean for Clinical Affairs, and Interim Chair, Department of Medicine  
 Mukta Panda, MD, Assistant Dean for Medical Student Education, and Program Director, Transitional Year Residency

Dean Seaberg has great vision for the Chattanooga campus as an integral part of the statewide UT Health Science Center. He has built an infrastructure to expand research among our residents and faculty by implementing a Scientific Review Committee to work with the Institutional Review Board (IRB), a Director of Research, IRB Coordinator, and Research Compliance Officer. Two Technical Writers are available to assist in developing proposals and grants, one focusing primarily on nanotechnology research. He and the Director of Research have also identified a more robust statistical service to support research ideas.

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 UT_future_logo.

**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. Chattanoogans 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-wining 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 was held June 10 – 18, 2016, and admission pins were $35 prior to the event and provided admission throughout the festival 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.chattanoogafun.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](http://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.

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**MEDICAL STUDENT ORIENTATION**

Dr. Robert Fore and Dr. Mukta Panda oversee medical student activities in Chattanooga.

Pamela Scott, Director for Graduate and Medical Student Education, and her Assistant, Danielle Dillard, are responsible for administration of medical students rotating at the Chattanooga Campus. Ms. Scott reports directly to Dr. Fore. 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 of the building.

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 PA student, and ask that you be paged to the phone.

PA Students will participate in the main Medical Student Orientation on January 3, 2017, at 8:30 AM in the UT College of Medicine Chattanooga Computer Classroom in the Whitehall Building, 960 East Third Street, Chattanooga, TN 37403, directly behind the Hour Place Restaurant and across from the UT Simulation Center and near the Deans and GME Offices.

**ORIENTATION**

1. **Prior to orientation, please complete an online PA Biographical Information Form** on the UTCOM website at:   
   <https://www.utcomchatt.org/subpage.php?pageId=1277> and submit via the website.
2. Complete, sign, and email other forms (Anthelio Computer Logon Request, GE EMR Logon Request, Medical Library Use, and Erlanger Confidentiality Agreement.). Links to these are found on the right hand menu of the PA Students web page:  
   <https://www.utcomchatt.org/subpage.php?pageId=1276>.
3. **ATTIRE** for Orientation and your rotations is Business Casual   
     
    Men: Nice Khakis or dress pants, dress shirt w/tie.

Ladies: Dress pants w/blouse, skirt or dress – please be conservative.

**BRING Your Lab Coat** and Be Prepared to have your Picture taken for an ID Badge

1. **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). You should wear the new ID Badge while you are in Chattanooga. There is a $5 replacement fee if lost.
2. **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.**
3. **Complete Erlanger Health System Security Request** to be issued a Login and Security code for Computer access**. This code and Johnson Control Security Access form will be given to you during Orientation**.
4. **Complete Erlanger Health System GE EMR Logon Request** to be issued a Logon and password to use the outpatient  
   record system at Erlanger and Children’s.
5. **Complete Erlanger Health System Anthelio Computer Logon Request** to be issued a Logon and password to access the Erlanger network, Internet, Erlanger Intranet, and patient care information systems such as Net Access, HPF, Physician Portal, medical records, PACS,etc.
6. **LOGINS**: Your logins and passwords to access the Erlanger patient information systems will hopefully be given to you during your special PA Orientation with Jennifer Odom Coker, MPAS, PA-C, MT Chattanooga PA Student Liaison for your rotations in Chattanooga. Her office phone is (423) 265-2233, and her cell is (318) 584-1503. Email is [jennifer.odom1@gmail.com](mailto:jennifer.odom1@gmail.com).

**If you have problems logging into the system, please call 778-TECH (8324) or 423-778-7194 for assistance**

**from the IT Help Desk. Identify yourself as a new UT PA Student and let Jennifer and Pam know if you have further issues.**

**HOSPITAL MATTERS:**

1. **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 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 anyGrades due to fees owed for Scrubs until the**

**Accounts are settled.**

**\*Erlanger advised us to only accept Check or Money Orders Made Payable to: Xanitos**

1. **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 to come to the hospital, use the following address:

**John Doe, UTHSC PA Student  
 Erlanger Health System**

**975 East Third Street, Box (number assigned)   
Chattanooga, TN 37403**

1. **Security**: Security is located on the main hallway leading to the Tunnel and the Administrative Offices, also this hallway comes out at the end of the cafeteria atrium. If you are walking toward the Tunnel, the office will be on your right before you get to the Atrium entrance. There is a sign at the top the doorway in blue very visibly stating that this is for Security Administration.
2. **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 you access to more than ten (10) PC computers which can access any Erlanger subscription or database as well as your UTHSC Library digital resources.
3. **Activities Fee: UT PA 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.
4. **Activities Available for Additional Cost:** UT PA Students also have an opportunity to access a membership with UTC’s newer 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>
5. **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.). It is best to provide your .edu email issued to you by your school for receiving communication from personnel on our campus.
6. **Erlanger has an exercise room on the 2nd floor** of the Erlanger Plaza (Elevator A, near First Tennessee Bank). The door is secured by a key pad. Employees, residents, medical students, and PA students may use it by punching **code 348** to enter the Exercise area.
7. **PA Student Contacts:**

**Stephanie Storgion, MD  
Chair of Physician Assistant Studies**  
University of Tennessee Health Science Center  
Department of Pediatrics  
50 N Dunlap, 3rd Floor  
Memphis, Tennessee 38103  
Phone: (901) 287-6303   
Email: sstorgio@uthsc.edu

**Jennifer Odom Coker, MPAS, PA-C, MT  
Chattanooga PA Program Liaison**  
Tennessee Academy of Physician Assistants and American Academy of Physician Assistants  
Chattanooga Neurosurgery and Spine

1010 East Third St, Suite 201  
Chattanooga, TN 37403  
Office: (423) 265-2233  
Cell: (318) 584-1503   
email: [jennifer.odom1@gmail.com](mailto:jennifer.odom1@gmail.com)

**Pamela D. Scott  
Director, Graduate and Medical Student Education**  
UT College of Medicine Chattanooga  
960 East Third Street, Suite 104  
Chattanooga, TN 37403  
Office: (423) 778-7673. Fax: (423) 778-3673  
email: [pscott1@uthsc.edu](mailto:pscott1@uthsc.edu) or [pam.scott@erlanger.org](mailto:pam.scott@erlanger.org)   
web: [www.utcomchatt.org](http://www.utcomchatt.org)

**Danielle Dillard  
Administrative Assistant, Medical Student Education**  
UT College of Medicine Chattanooga  
960 East Third Street, Suite 104  
Chattanooga, TN 37403  
Office: (423) 778-7442. Fax: (423) 778-3673  
email: [mse@erlanger.org](mailto:mse@erlanger.org) or [Danielle.dillard@erlanger.org](mailto:Danielle.dillard@erlanger.org)   
web: [www.utcomchatt.org](http://www.utcomchatt.org)

**DICTATING INSTRUCTIONS (INVISION – ERLANGER’S COMPUPTERIZED PATIENT INFORMATION SYSTEM)**

1. Dial 3901 for in-house dictation.
2. The 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 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 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 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. The student should identify himself/herself as a PA Student in the dictation or signed notes in patient charts.
11. Instructions for using the dictating system are posted throughout the hospital.

**OTHER INFORMATION:**

1. **HOSPITAL TELEPHONES**: In-house calls at Erlanger can be made by dialing the last 4 digits of the number.
2. **LOCAL CALLS:** Outside local calls can be made by dialing 19 from any Erlanger phone:  
    Example: 19– 629-7323 (Rite Aid Pharmacy in Chattanooga, Germantown and Brainerd Road)   
    Local Area Code for Chattanooga – (423)
3. **LONG DISTANCE**: Long distance calls pertaining to PA Student matters may be made by coming to the Medical Education Office (Suite 104 Whitehall Building).
4. **LONG DISTANCE - PERSONAL**: Personal long distance calls will need to be made from your personal cell phone.
5. **Invision/Login Problems:**

PA Students should receive your Erlanger network and computer logins at the orientation with Jennifer Odom Coker, your PA Liaison on 1/5/2015 after you get your new photo ID badges made. If you have problems with your login, please contact IT (Anthelio Help Desk at 423-778-TECH), or the Anthelio staff who set up your access -- Jeannine Davenport: 423-778-7194 or Zac Fox: 423-778-5513.

1. For issues with the GE EMR outpatient system and logins, contact Nancy Anderson at [nancy.anderson2@antheliohealth.com](mailto:nancy.anderson2@antheliohealth.com)
2. **ROTATION CHECK-OUT**: PA STUDENTS CHECK OUT W/THE UTCOM GME OFFICE ON THE LAST DAY OF YOUR ROTATION (will be 11/10/2017). You will receive a Departing email, which includes instructions, **Clearance and Evaluation form, which must be completed and turned in to the Medical Education Office by 4 PM on the last day of your rotation.**
3. **QUESTIONS:** Call Ms. Dillard (Danielle) or Ms. Scott (Pam) @ 423-778-7442 within the hospital, or come by our offices if you have any questions. You may also email our office at [GME@erlanger.org](mailto:GME@erlanger.org). We are pleased that you have elected to receive your PA clinical education training in Chattanooga.

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**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.
* Residents, Fellows, and Medical Students are issued Erlanger Pagers and can be reached from the Wireless paging system icon on most computer desktops on nursing units within the hospital or by called the Erlanger operators and asking that they be paged.
* Note: We have been told that PA Students will use cell phones for communication and will not be issued Erlanger pagers. 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)**

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**PROTOCOL**

**BLOOD/BODY FLUID EXPOSURES TO PA 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.

1. Notify the Chief Resident of the service to which PA Student are assigned that the exposure has occurred.
2. 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 PA Student to the Emergency Department if AZT prophylaxis is warranted.
3. Recommendations for any additional follow-up will be given to the PA Student once all lab reports are reviewed. The PA Student will be responsible for any necessary follow-up.
4. 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 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 United Health Insurance, 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.

1. 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](http://www.ucsf.edu/hivcntr) 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](http://www.ccohs.ca/oshanswers/diseases/needlestick_injuries.html)
* 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](http://www.fda.gov/medwatch) report unusual or severe toxicity to antiretroviral agents. Phone: (800) 332-1088 Internet:
* [HIV/AIDS](http://www.hivatis.org) treatment Information Services Internet:
* [Hepatitis Hotline](http://www.cdc.gov/hepatitis) phone: (888) 443-7232 Internet:
* [University of Tennessee Policies/Safety Policies](http://www.uthsc.edu/policies/w932_document_list.php?app=SAFE)and Procedures for Faculty and Staff on the UTCHS campus to help with exposure procedures.
* [UT Centerscope--Student Handbook](http://www.uthsc.edu/centerscope) 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 United Healthcare) 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.

For more information, visit the University Health Services website at:   
<https://www.uthsc.edu/univheal/UTHSC%20employee%20health/injuriesexposures.php>.

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**We have been advised that PA Students role within Erlanger Patient are Areas will follow Erlanger policies for Medical Students. See below:**

**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.

1. All invasive procedures performed (except routine venipuncture) must be supervised by the responsible

resident and/or attending physician.

1. 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.

1. Policy and Procedure information will be provided to the medical student as needed.

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**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.

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**Financial Aid Information**

**for UTHSC Students**

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

UT Memphis Financial Aid information –

**Website:** <http://www.uthsc.edu/finaid/> **Email for UT Financial Aid:** [fao@uthsc.edu](mailto: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.

**UT College of Medicine**

**960 E. Third Street**

**Suite #104**

**Chattanooga, TN 37403**

**423-778-6956**

**FROM MEMPHIS**

|  |  |
| --- | --- |
| **Driving directions to 960 E 3rd St, Chattanooga, TN 37403** | [**3D2Dhttps://maps.gstatic.com/intl/en_us/mapfiles/transparent.png**](javascript:void(0)) |

- more info »

|  |  |  |
| --- | --- | --- |
| https://maps.gstatic.com/mapfiles/markers2/marker_greenA.png | 910 Madison Ave  Memphis, TN 38103 | **https://maps.gstatic.com/mapfiles/transparent.png** |
|  | **1.** Head **east** on **Madison Ave** toward **Dudley St** | **0.3 mi** |
|  | **2.** Merge onto **I-240 N/​I-69 N** via the ramp to **I-40 W** | **1.8 mi** |
|  | **3.** Merge onto **I-40 E** | **10.8 mi** |
|  | **4.** Take exit **12C** on the left to merge onto **I-40 E** toward **Nashville** | **195 mi** |
|  | **5.** Take exit **206** to merge onto **I-440 E** toward **Knoxville** | **https://maps.gstatic.com/mapfiles/transparent.png7.4 mi** |
|  | **6.** Keep right at the fork, follow signs for **I-24 E/​Chattanooga** and merge onto **I-24 E**  Passing through GeorgiaEntering Tennessee | **126 mi** |
|  | **7.** Take exit **178** for **US-11/​US-41/​US-64** toward **Lookout Mt/​Broad St** | **https://maps.gstatic.com/mapfiles/transparent.png433 ft** |
|  | **8.** Keep left at the fork, follow signs for **US-27 N/​Downtown/​Chattanooga** and merge onto **US-27 N** | **1.5 mi** |
|  | **9.** Take exit **1C** for **4th Street N** toward **Downtown N** | **https://maps.gstatic.com/mapfiles/transparent.png0.2 mi** |
|  | **10.** Merge onto **W 4th St** | **0.9 mi** |
|  | **11.** Slight right onto **E 3rd St**  Destination will be on the left | **0.4 mi** |

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| https://maps.gstatic.com/mapfiles/markers2/marker_greenB.png | 960 E 3rd St  Chattanooga, TN 37403 | https://maps.gstatic.com/mapfiles/transparent.png |

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| --- | --- |
| **From**  **ALL**  **Directions** | \*\*When you reach the intersection of:  3rd Street &Hampton Street   * Our Building is on the RIGHT before the next Light. * Turn Right into the parking entrance * Yellow sign on Building-“Parking” sign above entrance   + The entrance is between two buildings * Enter the Parking Garage & Park on any level.   + To enter our Building, you will walk out of the Parking Garage from the 1st floor   + Enter the Building - Under the Blue Awning. * Follow the Hallway to the Elevator * Go to the 1st floor * When you exit the Elevator, turn left and follow the hallway beside “Hour Place” restaurant. * The Computer Classroom is all the way at the end of the hallway * Last door on your RIGHT |

**FROM KNOXVILLE**

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| --- | --- | --- | --- |
| http://www.google.com/chart?chst=d_dir_us_i&chld=75|2&chf=bg,s,EEEEEE | 1. | Slight left onto **I-75 S** (signs for **Chattanooga**) | go 83.4 mi  total 104 mi |

Show: [**Text only**](javascript:void(0)) | [Map](javascript:void(0)) | [Street View](javascript:void(0))

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| --- | --- | --- | --- |
| http://www.google.com/chart?chst=d_dir_us_i&chld=24|2&chf=bg,s,FFFFFF | 2. | Slight right onto **I-24 W** (signs for **Chattanooga/​Birmingham**)  About 7 mins | go 6.2 mi  total 110 mi |

Show: [**Text only**](javascript:void(0)) | [Map](javascript:void(0)) | [Street View](javascript:void(0))

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| --- | --- | --- | --- |
| http://www.google.com/chart?chst=d_dir_us_f&chld=27|2&chf=bg,s,EEEEEE | 3. | Slight right onto **US-27 N**  About 3 mins | go 2.2 mi  total 112 mi |

Show: [**Text only**](javascript:void(0)) | [Map](javascript:void(0)) | [Street View](javascript:void(0))

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| http://maps.gstatic.com/intl/en_us/mapfiles/turn-rsl.png | 4. | Take exit **1C** for **4th Street N** toward **Downtown N** | go 0.2 mi  total 112 mi |

Show: [**Text only**](javascript:void(0)) | [Map](javascript:void(0)) | [Street View](javascript:void(0))

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| http://maps.gstatic.com/intl/en_us/mapfiles/gray.png | 5. | Merge onto **W 4th St**  About 3 mins | go 0.9 mi  total 113 mi |

Show: [**Text only**](javascript:void(0)) | [Map](javascript:void(0)) | [Street View](javascript:void(0))

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| http://maps.gstatic.com/intl/en_us/mapfiles/turn-rsl.png | 6. | Slight right onto **E 3rd St**  Destination will be on the left - About 1 min | go 0.5 mi  total 114 mi |

Show: [**Text only**](javascript:void(0)) | [Map](javascript:void(0)) | [Street View](javascript:void(0))

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| http://maps.gstatic.com/mapfiles/markers2/marker_greenB.png | 975 E 3rd St, Chattanooga, TN 37403‎ | http://maps.gstatic.com/mapfiles/transparent.png |  |

**FROM NASHVILLE**

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| --- | --- | --- | --- |
| http://www.google.com/chart?chst=d_dir_us_i&chld=24|2&chf=bg,s,EEEEEE | 6. | Slight right to stay on **I-24 E** (signs for **Chattanooga**)  Passing through Georgia - Entering Tennessee | go 127 mi  total 131 mi |

Show: [**Text only**](javascript:void(0)) | [Map](javascript:void(0)) | [Street View](javascript:void(0))

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| --- | --- | --- | --- |
| http://maps.gstatic.com/intl/en_us/mapfiles/turn-rsl.png | 7. | Take exit **178** for **US-11/​US-41/​US-64** toward **Lookout Mt/​Broad St** | go 433 ft  total 131 mi |

Show: [**Text only**](javascript:void(0)) | [Map](javascript:void(0)) | [Street View](javascript:void(0))

|  |  |  |  |
| --- | --- | --- | --- |
| http://www.google.com/chart?chst=d_dir_us_f&chld=27|2&chf=bg,s,EEEEEE | 8. | Keep left at the fork, follow signs for **US-27 N/​Downtown/​Chattanooga** and merge onto **US-27 N** - About 2 mins | go 1.5 mi  total 133 mi |

Show: [**Text only**](javascript:void(0)) | [Map](javascript:void(0)) | [Street View](javascript:void(0))

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| http://maps.gstatic.com/intl/en_us/mapfiles/turn-rsl.png | 9. | Take exit **1C** for **4th Street N** toward **Downtown N** | go 0.2 mi  total 133 mi |

Show: [**Text only**](javascript:void(0)) | [Map](javascript:void(0)) | [Street View](javascript:void(0))

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| --- | --- | --- | --- |
| http://maps.gstatic.com/intl/en_us/mapfiles/gray.png | 10. | Merge onto **W 4th St**  About 3 mins | go 0.9 mi  total 134 mi |

Show: [**Text only**](javascript:void(0)) | [Map](javascript:void(0)) | [Street View](javascript:void(0))

|  |  |  |  |
| --- | --- | --- | --- |
| http://maps.gstatic.com/intl/en_us/mapfiles/turn-rsl.png | 11. | Slight right onto **E 3rd St**  Destination will be on the left - About 1 min | go 0.5 mi  total 134 mi |

Show: [**Text only**](javascript:void(0)) | [Map](javascript:void(0)) | [Street View](javascript:void(0))

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| --- | --- | --- | --- |
| http://maps.gstatic.com/mapfiles/markers2/marker_greenB.png | 975 E 3rd St, Chattanooga, TN 37403‎ | http://maps.gstatic.com/mapfiles/transparent.png |  |

**SCRUBX SYSTEM USE**

**IT IS AN INFECTION CONTROL VIOLATION FOR**

**ANYONE TO REPORT TO THE HOSPITAL OR LEAVE THE HOSPITAL IN SCRUBS**

***UNDER NO CIRCUMSTANCES SHOULD STUDENTS OR RESIDENTS***

***ARRIVE OR LEAVE ERLANGER’S CAMPUS IN SCRUBS***

**\*\*\*Medical Students, PA Student, & Residents may obtain scrubs from Erlanger’s SCRUBX Vending Machines, with their Erlanger ID Badge;**

**(Emergency Medicine-**SCRUBX does not apply to Emergency Medicine “Residents”

As they maintain their own Scrub System. However, “Students” are to comply.

* The SCRUBEX machines post detailed instructions for use.
* 2-3 sets of scrubs may be obtained at one time from the machines by each user;
* Soiled Scrubs must be deposited to receive a clean set of Scrubs & to receive credit in the system.

**GUIDELINES & VIOLATIONS**:

1. Residents, Medical Students, & PA Students MUST arrive at the hospital in their street clothes

AND change back into their own clothes before leaving the hospital.

1. No student, resident or employee of Erlanger are to use their own Scrubs, as this in an

Infection Control Violation.

1. Scrubs obtained from Erlanger are the property of the hospital and will be treated as such.

**LOCATIONS OF MACHINES**:

We have been advised that the SCRUBX Machines are located in the following areas:

1. Female Staff Locker Room (Machine B), 2nd floor just off the F Elevators
2. Male Staff Locker Room (Machine E), 2nd floor down the hall from the D elevators
3. L&D Staff break room by E elevators, 5th floor

**TRACKING & CHARGES**:

* The SCRUBX machines keep record of Scrubs received & the number of Scrubs deposited by each user.
* At the end or completion of a Student Rotation or Residency, if all Scrubs have not been returned, the user will be required to pay for any Scrubs that are outstanding.

The UTCOM GME office has the ability to check the system to verify the status of each user’s status.

\*\*The charge for each set of Scrubs is **$20.00** per set.

The hospital only accepts Checks or Money Orders made payable to:  **Xanitos**.

**BEFORE DEPARTING**:

UT COM GME is authorized to HOLD any grades, Certificates or pay checks, if ALL Scrubs are not turned in

or if payment is not received for Scrubs that are not returned or are missing.

Erlanger is very strict about the Scrub System in place and we are required to comply with their procedures.

**PROBLEMS WHEN USING SCRUBEX MACHINES**:

\*\*If there are any problems with the machines, it is helpful to be in front of a machine when calling:

              6439  **John Doub (Material Services Manager)** 7189  Dianna Leun (L&D)

423-994-0355 **Teo Cardenas** 7709  Brandy Staszewski (L&D)

\*Or your departmental Coordinator

If you continue to experience problems with the SCRUBX machines (after exhausting the instructions), please call the UT COM GME office: 423-778-7442

Rev 12/15/2014 (pds)