

**RESIDENT SUPPORT SERVICES**

**NOTE:** If you are currently in in the midst of a mental health crisis, please call the National Suicide Prevention Lifeline at 988, or the Tennessee Statewide Crisis Line at 855-274-7471, or 911.

**Well-Being Information and Resources via our Website**

In agreement with ACGME requirements for Graduate Medical Education, and our GME Policy #222 Institutional Well-Being, the University of Tennessee College of Medicine Chattanooga affirms that it recognizes the importance of our commitment to providing an environment of optimal health and well-being for our Residents\*, Faculty, and administrative staff. Well-Being information and links to resources are available on our Well-Being webpages:

<https://www.uthsc.edu/comc/well-being>

The following resources are available to ensure that Residents have access to ongoing and urgent behavioral and mental health resources:

- **FT GME Counselor, Lucy White, MEd, LPC-MHSP**, is available at no cost to provide confidential counseling, listen to, and guide our Residents, Fellows, Medical and PA Students, Faculty, and UT Department Staff. She is available for individual counseling and group didactics and discussions Monday's through Friday's and maintains later hours on Tuesday's and Thursday's. You can contact her at 423.778.9420 or via email at [lucy.white@erlangers.org](mailto:lucy.white@erlangers.org). Lucy is located in the Dean's Office (Whitehall Building, across from Erlanger, Suite 104) but provides counseling in a special location (Whitehall Building Suite 516).
- **Well-Being Champions** are available in most programs and work in cooperation with Program Directors and Chief Residents to provide wellness activities within the overall education curriculum and promote wellness and health in their trainees and faculty.
- Our **Employee Assistance Program (EAP)** for our UT GME Residents and Fellows is provided through the **UT GME Resident Health Insurance by United Health Care OTPUM Emotional Wellbeing Solutions**.
  - Residents and Fellows are provided **up to seven (7) counseling sessions for each issue or problem at no cost to our trainees**.
  - Services can be contacted by phone at 866.374.6061, or
  - Online at [www.liveandworkwell.com](http://www.liveandworkwell.com) (Access code UTGME).
  - Services also include assistance for issues that create difficulty in achieving work-life balance.
  - Services include assistance with:
    - Financial Well-Being and Coaching
    - A Money Coach powered by My Secure Advantage
    - Identity Theft and Fraud Resolution
    - A Personal OPTUM Assistant to find solutions for a multitude of issues
    - Virtual Counseling outside your insurance
    - TalkSpace, available 24/7 – no appointments necessary
    - Online access to Critical Support when you need it for unexpected and traumatic events through [www.optumwellbeing.com](http://www.optumwellbeing.com)
- The Chattanooga Hamilton County Medical Society offers its confidential **Life Bridge Chattanooga Program**, a Physician Initiative co-sponsored by the Chattanooga Hamilton County Medical Society, to our UT Residents, Fellows, Medical Students, PA Students, or Physician Faculty at no cost.

- **Health and behavioral health benefits** through the UT GME insurance benefits by United Health Care include Health, Behavioral Health, Vision, and Dental Insurance, as well as Prescription Drug coverage. UT pays 80% of premiums for individual, employee/spouse, employee/dependent children, and family coverage.

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### Self-Screening Tools

- [Alcohol Intake](#)
- [Anxiety](#)
- [Burnout](#)
- [Depression](#)
- [Self-Compassion](#)
- [Stress](#)
- [Work Life Balance](#)

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### Helpful Apps and Links for Well-Being

- [Calm](#) (Android)
- [Calm](#) (Apple)
- [Headspace](#)
- [YogaGlo](#)
- [Naturespace](#) (Apple)
- [iBreathe – Relax and Breathe](#) (Apple)
- [Lightning Bug Sleep App](#) (Android)
- [Sleepytime](#) (Android)
- [Sleepytime](#) (Apple)
- [Well-Being and Burnout](#)

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### Tennessee Professional Screening Questionnaire (TN-PSQ)

The **Tennessee Professional Screening Questionnaire**, or, TN-PSQ, is a free voluntary, confidential, completely anonymous mental health self-screening tool.

This is a NON-crisis service that will result in referrals to appropriate mental health resources and optional interaction with a program counselor.

Links:

- [About the TPSQ tool](#)
- [Frequently Asked Questions about the TN-PSQ](#)
- [Complete the Questionnaire](#)

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**Physician Health Support Program**  
**Tennessee Medical Foundation Physician's Health Program (PHP)**

- Full description of the program is available via our GME Policy #320.
- Confidential program that functions in cooperation with the Tennessee Medical Foundation Physician's Health Program
- Designed to assess psychological or substance abuse problem(s) that may be affecting a Resident's health or academic performance
- Residency positions of individuals entering the TMF PHP Program are protected for no more than six months until the Resident receives the advocacy of TMF PHP and is ready to continue training.
- The GME Program works with the Resident and the hospital to maintain financial support through payroll benefits for up to 90 days during the Resident's absence, at which time long term disability insurance benefits are available.
- A Resident who resumes training after completing TMF PHP treatment will be subject to immediate termination if there is a recurrence of distressed behavior or if the Resident fails to maintain ongoing progress.
- Health insurance benefits are available to assist with treatment costs through the regular UT Resident Insurance Program.
- Referrals may be made confidentially by a health care provider, co-worker, family member, friend, or the Resident. To make a referral or obtain more information, you can contact Associate Dean and DIO, Paul M. Schwartzberg, DO, MBA, FAAP, at 423.778.6956, [paul.schwartzberg@erlangers.org](mailto:paul.schwartzberg@erlangers.org).
- Residents and Fellows may also contact the Tennessee Medical Foundation Physician's Health Program online at <http://www.e-tmf.org> or with the following information:  
5141 Virginia Way Suite 110  
Brentwood, TN 37027  
Phone: (615) 467-6411  
Email using the form at <https://e-tmf.org/contact/>
- Once the resident or fellow is referred to the TMF, four (4) individuals must be notified / involved in the process:
  - Michael Baron, MD, MPH – TMF Medical Director
  - Paul M. Schwartzberg, DO, MBA, FAAP, Associate Dean and DIO
  - Resident's or Fellow's Program Director
  - Rosalyn Stewart-Kalaukoa, BS, AS, UT GME Lead Residency Coordinator, at 423.778.3894, [rosalyn.stewart-kalaukoa@erlangers.org](mailto:rosalyn.stewart-kalaukoa@erlangers.org).
- Click on this link to view a brief video about the TMF PHP and its mission:  
[https://youtu.be/A87cK9z\\_7KE](https://youtu.be/A87cK9z_7KE).

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**Mental Health Benefits through the Resident Health Insurance – United Health Care Choice**

The plan also provides for mental health and substance abuse benefits as part of the health insurance plan. To maximize benefits, you should contact United Health Care (via the number on your insurance card) or our agent, Holland Insurance at 662.895.5528, Mon – Fri, 8 am – 5 pm CT, with questions about in-network providers and covered institutions. The plan provides:

- The plan provides inpatient and outpatient substance abuse and mental health benefits.

- In network, the co-pay for substance abuse and outpatient mental health counseling and benefits is \$25 per session.
- In network, the plan covers 90% of covered services for mental health and substance abuse inpatient treatment after the plan's deductible has been met (100% after the out of pocket maximum is met). Pre-authorization is needed for any out of network facility or provider.

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**RESPOND Psychiatric Help Line**  
**Sponsored by Parkridge Valley Hospital (Adult & Senior Behavioral Health Care)**

<https://parkridgehealth.com/service/adult-senior-behavioral-health-care>  
**(423) 499.2300**

**A Behavioral and Mental Health Assessment and Resource Service Available in Chattanooga:** It is often difficult to know how to respond to people in emotional distress. There are no simple formulas because every situation involves individuals – **RESPOND** is different.

**RESPOND** immediately connects you with mental health professionals who can provide suggestions for appropriate action and information about community mental health resources when you need it most.

**RESPOND** is a comprehensive community service designed to help you by providing 24-hour mental health, chemical dependency, crisis intervention, assessment, and information and referral assistance.

**24/7 Access to Mental Health Professionals**

The **RESPOND** team is available 24 hours a day, seven days a week. Staffed by mental health professionals and psychiatric nurses, the **RESPOND** program offers:

- Confidential assessments and consultation for emotional programs
- Referrals to outpatient, partial or inpatient care based on each individual's treatment needs
- Support for families of those suffering from mental illness
- Information about mental health concerns and community services

**RESPOND** offers assessments for:

- Depression
- Anxiety
- Grief and loss
- Addictive Disorders
- Aggression
- Acute Stress Reaction
- Suicide Attempt
- Behavioral Problems
- Emotional Problems

For additional information, please contact **RESPOND** at (423) 499.2300 or (800) 542.9600.

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## Financial Basics for Residents

Financial specialists will be available during orientation to provide an overview of various financial principles that will be helpful as you are in Graduate Medical Education. In addition, your GME Employee Assistance Program (for Residents and Fellows) through UHC Optum, offers a “Money Coach,” help for Identity Theft, and Fraud Resolution.

Finally, as UT Special Employees, **Residents are Fellows are not eligible for 401-K matching funds;** however, you can still participate in other UTHSC tax deferred contributions (401-K without matching or 403-B plans, etc.). [Visit the UTHSC website for more information about tax deferred income.](#) The contact person for tax deferred income is **Charlton Gutierrez, Retirement Advisor with Empower** (phone: 901.623.6917 or [Charlton.gutierrez@empower.com](mailto:Charlton.gutierrez@empower.com)).

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## Erlanger Workout Facility

Erlanger Workout Facility (Glass Elevator A in the Medical Mall, next to First Horizon Bank, on the 2nd floor – accessible 24 hours each day.)

The facilities include treadmill, bikes, Stairmaster, and weight equipment.

Your Erlanger Proxy Badge will give you access to the area. The rooms are only available for Erlanger employees, Residents, and Medical Students.

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## "The ARC" - Aquatic Recreation Center at the University of Tennessee Chattanooga

The University of Tennessee Chattanooga has an outstanding activities facility located directly across from The McKenzie Arena at East 4<sup>th</sup> Street and Mable. You can access information about this new state of the art facility: <https://uthsc.edu/comc/gme/utc-arc.php>. UT Faculty, Residents, Medical Students, and staff have an opportunity to access a membership to "The ARC." **Access to The ARC is not available to visiting Medical Students from outside the UT system.**

This facility is a state of the art facility, which includes several options those who wish to maintain active lifestyles. However, this membership is a fee based membership. A discounted monthly membership is available for our Residents, Fellows, and Medical Students at a cost of \$20 per month plus a one-time \$10 card fee. The membership fee must be set up to be deducted monthly from your bank **account**.

[Complete this form from UTC to secure your discounted rate.](#) You may contact the ARC Office at 423.425.4213 for membership information.

## Features of the Aquatic and Recreation Center (ARC)

Safe and accessible welcoming entrance

Centralized Locker Room

One Large multi-sport court that can be converted into two basketball courts, four volleyball courts, eight badminton courts or two indoor soccer courts

1,400 sq. ft. suite for UTC Outdoors and its programs

43' 7" foot indoor rock climbing tower, Indoor 13 ft. boulder, 13 ft. indoor training wall

1/8 mile indoor track with 360 view of the community

14,000 sq. ft. exercise space for state-of-the-art exercise for any and all workouts.

Small and Large aerobic room

A relaxing Wi-Fi lobby featuring the Campus Recreation Hall of Fame which showcases student successes and UTC's Recreational History.  
 Equipment check out room that meets all your indoor and outdoor recreational needs.  
 5 Lap lane swim area ranging from 4ft. and 10 ft. depths  
 Lazy River with kayak plunge pool.  
 25 person cool water spa  
 30 person hot water spa  
 2 story high, 156 foot long water slide  
 Water basketball and water volleyball courts  
 Zero depth beach entry  
 Natatorium is fully ADA compliant with accessible lift as well as water wheelchairs.

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### **Sports Barn Fitness Centers**

<https://sportsbarn.net>

- “Fun and Fitness in a medical based facility”
- Classes, yoga, cycling, and training
- Must sign a 12-month commitment
- Three convenient locations –
  - Downtown Chattanooga (301 Market Street, Chattanooga, TN 37402, 423-266-1125)
  - East Brainerd (6148 Lee Highway, Chattanooga, TN 37421, 423-855-0091)
  - Hixson (1790 Hamill Road, Hixson, TN 37343, 423-870-2582)
  - Call for rates and more information,

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### **Siskin Fitness Center Fitness Center**

<https://www.siskinrehab.org/fitness-center>

**Located in Siskin Hospital just across from the Erlanger Emergency Department and offers the following to Residents and Fellows:**

- Accessible from within Erlanger via a glass and steel walkway (3<sup>rd</sup> Floor just off the F Elevators)
- Special Pricing is available via automatic bank drafts. Please contact the Siskin Fitness Center at 423.634.1234 for details and rates.
- Hours: Monday – Friday, 5 am – 7 pm; Saturday, 9 am – 3 pm; Sunday: Closed
- Also closed on major holidays (New Year’s Day, Memorial Day, July 4<sup>th</sup>, Labor Day, Thanksgiving and the following day, Christmas Eve, and Christmas Day).
- No children under 16 unless they have a specific disability.
- Aquatics: The aquatics area at the Fitness Center at Siskin Hospital has a variety of pools that are specifically designed to meet the many needs associated with fitness.
  - The **Lap Pool** can be used for swimming or walking. Underwater treadmills allow you to walk or run with little stress to your joints.
  - The **Exercise Pool** features several levels to allow members of different heights to exercise at the optimal water depth.
  - The large **Whirlpool** is perfect for loosening up or relaxing after a good workout.
  - Fitness Center members have access to the Siskin Hospital **Therapeutic Pool** during posted hours. This pool's warmer temperature relaxes the body and eases joint pain.
- Aerobics, Groups, and Classes

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## Other Fitness Centers

- **Chattanooga Fitness Center-The PowerHouse**  
<https://chattanooga.gov/parks/recreation/fitness-center>. Phone: 423.643.7866  
Located at Warner Park off East Third Street. **Absolutely free with no membership.** Limited classes.
- **Golds Gym-Downtown** (group exercise and personal training)  
<https://www.goldsgym.com/downtown-chattanooga/>
- **Golds Gym-Hixson** (group exercise and personal training)  
<https://www.goldsgym.com/hixson/>
- **Golds Gym-Lee Highway** (group exercise and personal training)  
<https://www.goldsgym.com/lee-highway/>
- **Planet Fitness-Hixson** (open 24 hours/7 days per week)  
<https://www.planetfitness.com/gyms/hixson-tn>
- **Planet Fitness-Perimeter Drive** (open 24 hours/7 days per week)  
<https://www.planetfitness.com/gyms/chattanooga-perimeter-drive-tn>
- **PureBarre - Chattanooga, Northshore**  
<http://purebarre.com/tn-chattanooga-northshore/>
- **Workout Anytime-Hixson**  
<https://workoutanytime.com/hixson/>  
Open 24 hours/7 days per week -- special rates for Residents, Fellows, Medical Students, Faculty, and UT Staff
- **Workout Anytime-Northshore**  
<https://workoutanytime.com/north-shore/>  
Open 24 hours/7 days per week -- special rates for Residents, Fellows, Medical Students, Faculty, and UT Staff)
- **Workout Anytime-East Ridge, TN**  
<https://workoutanytime.com/east-ridge-tn/>  
Open 24 hours/7 days per week -- special rates for Residents, Fellows, Medical Students, Faculty, and UT Staff)
- **Workout Anytime-Ooltewah**  
<https://workoutanytime.com/ooltewah/>  
Open 24 hours/7 days per week -- special rates for Residents, Fellows, Medical Students, Faculty, and UT Staff)
- **YMCA Downtown** (classes, yoga, cycling, training)  
<https://www.ymcachattanooga.org/locations/downtown-family-ymca>
- **YMCA Hamilton Place** (classes, yoga, cycling, training)  
<https://www.ymcachattanooga.org/locations/hamilton-family-ymca>
- **YMCA North River (Hixson)** (classes, yoga, cycling, training)  
<https://www.ymcachattanooga.org/locations/ymca-healthy-living-center-north-river>

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## **OTHER EDUCATIONAL RESOURCES AND SERVICES**

### **Erlanger Computer Graphics Services**

- John Stroud, Erlanger AV Specialist and Computer Graphics
- 423-778-4183 or 7815
- [john.stroud@erlanger.org](mailto:john.stroud@erlanger.org)

- Located on the Erlanger 2<sup>nd</sup> Floor between the Staff and E elevators, across from Erlanger Audiovisual Services
- Office hours (7 AM – 3 PM, Monday through Friday)
- Services include – Photography for presentations and publications and poster layout and printing for research presentations

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### **Computer Access within Erlanger**

- Workstations available in the UT Medical Library (in the Whitehall Building, 3<sup>rd</sup> Floor, across from the main hospital)
- Internet access via Erlanger network computers in the library and throughout the hospital
- Resident call areas have computer access to the Erlanger network and the internet
- Electronic access to the library and its services from outside computers

### **New Innovations Residency Management Suite (web-based transfer)**

Online access to rotations, call schedules, duty hours, and anonymous Resident completed evaluations for rotations, Faculty and the overall New Innovations web-based Resident Information System –

Website: [www.new-innov.com/login](http://www.new-innov.com/login)

Institution login: UTC

User name and Password are supplied to new Residents and Fellows individually prior to orientation.

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### **UT Medical Library Services at Erlanger**

- Located in the Whitehall Building directly across from the main Erlanger campus (960 East Third Street) on the third floor
- After-hours access for physicians and Medical Students
- Medical databases, electronic journals, and literature searches
  - UpToDate
  - PubMed with linked full text
  - Cochrane Library
  - Ovid Search Gateway
- ACCESS MEDICINE
  - Access from home or an external computer at: <http://www.erlanger.org>. (You can also access all Erlanger Library Services from the Erlanger Intranet when inside the hospital or via the Erlanger Physician Virtual Desktop link)
  - Copying at no charge
  - Interlibrary loans
  - One-on-one assistance from library staff in preparing PowerPoint presentations, locating and scanning images, etc.
  - Chattanooga Residents, Medical Students, and Faculty also have access to the electronic databases and products of the both our local UTHSC College of Medicine - Chattanooga Medical Library as well as additional electronic resources through the main medical school library in Memphis (UTHSC)
  - As a UT Resident, you also have access to all the electronic resources of the UTHSC Medical Library in Memphis, registering with your UT Net ID and password. Go to the UTHSC Library website to access the registration form and to view resources available (<http://www.uthsc.edu/library>).



- For any GME-related issues, you may Rosalyn Stewart-Kalaukoa, UT GME Lead Residency Coordinator, at (423) 778-3894, [rosalyn.stewart-kalaukoa@erlanger.org](mailto:rosalyn.stewart-kalaukoa@erlanger.org), Nolan English, GME Financial Coordinator, at 423.778.3899, [Nolan.english@erlanger.org](mailto:Nolan.english@erlanger.org); or our Associate Dean/DIO, Dr. Paul Schwartzberg, at 423.778.6956, [Paul.Schwartzberg@erlanger.org](mailto:Paul.Schwartzberg@erlanger.org).

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**Resident/Fellow Support Organizations**

**Resident Town Hall Leaders and Representatives**

Our Associate Dean and Designated Institutional Official, Dr. Paul Schwartzberg, has established a Resident-Led Town Hall, with peer-selected Resident and Fellow representatives from each program. The purpose is to ensure that Residents and Fellows have input into their education, including discussion of salary and benefits, availability of food, and call areas. Quarterly Resident/Fellow Town Hall Sessions will be scheduled and dates distributed. t which these voices and concerns can be addressed. We offer at least two sessions for each Quarterly session to allow flexibility of two different times. Food is provided for those who attend in person. We offer Zoom options but encourage in-person representation from all programs. All Residents and Fellows are invited to participate and part of the meeting needs to be for discussion without University leadership. and we will continue these during 2024 – 2025. We will discuss dates soon and ask each program to have Residents and Fellows select at least two representatives.

**UTHSC Student Academic Support Services and Inclusion (SASSI)**

<https://uthsc.edu/sassi/about/appointments.php>

The mission of the UTHSC Office of Student Academic Support Services and Inclusion (SASSI) is to facilitate all students in becoming mastery learners through quality interactions, theory-driven strategies, and ongoing experiences. Through SASSI methods, resources, and techniques applied to curricula, the academic environment is enriched in order to impact learning and performance of self-directed students in the health sciences. SASSI services target accessibility, engagement, learning, prevention, and connection to promote a diverse and inclusive environment for all students.

SASSI has a primary goal of promoting student progress in the various programs offered by UTHSC. We provide a variety of services and resources to help enhance learning and student performance. SASSI services are available to all UTHSC students free of charge and consultations in SASSI are completely confidential.

Although the SASSI Office is located in Memphis, its staff are available for UT Medical Students, Residents, and Fellows via phone or SKYPE resources. A SASSI Educational Specialist can help to develop personalized learning strategies and discern areas of strengths and weaknesses to enhance success. Students can meet with the specialist online (SKYPE) or via phone during the hours of 8am-5pm CST, Monday-Friday. Appointments for Educational Coaching/Consultation, Disability Services, and Study Skills can be scheduled via phone 901.448.5056 or email at [sassi@uthsc.edu](mailto:sassi@uthsc.edu). Residents or Fellows interested in pursuing these sessions may also contact the UT GME Lead Residency Coordinator (Rosalyn Stewart-Kalaukoa, [rosalyn.stewart-kalauko@erlanger.org](mailto:rosalyn.stewart-kalauko@erlanger.org) at 423.778.3894).

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## **UT Employee Discounts available to UT Residents, Fellows, Paid Faculty, and Staff**

Partnerships with several national companies allow UT to offer an employee discount program. Listed below are some of the statewide discounts offered to UT employees. Be sure to check with each campus/institute for any additional entity-specific discounts.

- **Lodging and camping discounts at Tennessee state parks**  
UT employees receive discounts of up to 50 percent on lodging and camping fees at more than 50 state parks in Tennessee. View a list of state park discounts [here](#).
- **Discounts with major wireless phone providers**  
UT employees may receive discounts on monthly recurring charges and accessories. Please contact your carrier regarding discount
- **Rental car discounts**  
UT employees are eligible for discounts with Enterprise Rent-A-Car and National Car Rental by accessing the Concur booking tool at <https://finance.tennessee.edu/travel>. Please note: If you are traveling officially as a UT employee (e.g., to an approved educational conference), you cannot be reimbursed for rental cars unless you request and receive prior approval from the UTHSC College of Medicine - Chattanooga Assistant Dean for Finance and Administration, Crystal Maddox, MPA, 423.778.6956, [crystal.maddox@erlanger.org](mailto:crystal.maddox@erlanger.org).
- **Discounts on floral arrangements**  
UT employees can save 20 percent on all regular-priced floral and gift items with [From You Flowers](#). To receive the discount, use code 36B at checkout.
- **Discounts on office supplies**  
UT employees can register personal credit cards with [Staples](#) to automatically receive discounts in retail stores across the county for personal purchases. Additional questions can be directed to UT's contact, Heather Walker, at (865) 247-7226, [heather.walker@staples.com](mailto:heather.walker@staples.com).
- **Deals on admission to Orlando theme parks**  
[Affordable Travel of Orlando](#) offers UT employees discounts on tickets and travel packages at Disney World, Universal Studios, Sea World, Discovery Bay and Aquatica. Employees should use registration code TENNESSEE to receive discounts. Additional questions can be directed to (888) 632-1103
- **Software downloads for students, faculty, and employees (including Residents) at no charge or at discounted rates from a download site via the UTK website, depending on the software:**  
<https://webapps.utk.edu/oit/softwaredistribution/>
- **Other computer and software discounts**  
All UT employees can receive discounts on computers, software and accessories ordered through the [VolTech shop](#), UT Knoxville's official campus store

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### **Erlanger Security**

- Erlanger provides on-site Erlanger Police on a 24-hour basis, seven days a week.
- Erlanger Police Dispatch #: 423.778.7614
- Erlanger Security Administration #: 423.778.7648
- Erlanger Security Emergency Line #: 423.778.6911.

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