



New Student Orientation Chattanooga

Welcome to the University of Tennessee Health Science Center College of Medicine-Chattanooga and our major partner, Erlanger Health!

UTHSC College of Medicine-Chattanooga Medical Student Education Contacts

Our offices are located in the Whitehall Building, Suite 104, Chattanooga, TN 37403

Tiffany Nabors, BS, CMA (AAMA), CAP: Medical Student Campus Coordinator

- Email: tiffany.nabors@erlangers.org or mse@erlangers.org
- Phone: 423.778.7442

Eli Kwak, BA: Medical Student Services Specialist

- Email: eli.kwak@erlangers.org
- Phone: 423.778.4886

Karen S. Rogers, MD: Assistant Dean, Undergraduate Medical Education

- Email: karenrogers14@gmail.com or karen.rogers@erlangers.org
- Phone: 423.778.7442

Department Contact Listing

Department	Clerkship/Course Director	Coordinator/Admin Staff
Emergency Medicine	Jacob Hennings, MD, FACEP	Hollie Daugherty 423.778.7628 Hollie.Daugherty@erlanger.org
Family Medicine	Sara Conway, MD (M3/M4s) Sara.Conway@Erlanger.org	Charity Ross 423.778.2957 Charity.Ross@erlanger.org
Internal Medicine & Geri/Palli	Patrick Koo, MD Patrick.Koo@Erlanger.org	Joyce Poke 423.778.6670 Joyce.Poke@erlanger.org
Neurology	Jake McKay, MD 423-778-9001 Jake.McKay@Erlanger.org	Stacey Blanks, C-TAGME 423.778.3546 Stacey.Blanks@erlanger.org

Department Contact Listing

Department	Clerkship/Course Director	Coordinator/Admen Staff
OB/GYN	Jeanie Dassow, MD Jeanie.Dassow@erlanger.org	Connie Land 423.778.7515 Connie.Land@erlanger.org
Orthopaedic Surgery	Dirk Kiner, MD	Artnita Paris 423.778.9008 Artnita.Paris@erlanger.org
Pediatrics	Kathryn Hines, MD Kathryn.Hines@erlanger.org	Tammy Elliott 423-778-6696 Tammy.Elliott@erlanger.org
Plastic Surgery	Jason Rehm, MD, FACS Mark Brzezienski, MD, MS, FACS	Allison Ellis 423.763.4549 Allison.Ellis@erlanger.org

Department Contact Listing

Department	Clerkship/Course Director	Coordinator
Psychiatry	Audrey Hime, MD Audrey.Hime@tn.gov	Joyce Poke 423.778.6670 Joyce.Poke@erlanger.org
Radiology	Andrew Hill, MD	Annette Vickrey 423.778.7371 Annette.Vickrey@erlanger.org
Surgery	J. Daniel Stanley, MD, FACS, FASCRS jdanstanley@gmail.com	Kimberly Crawford 423.778.7695 Kimberly.Crawford@universitysurgical.com
Urology	Jessica Lange, MD Jessica.Lange@erlanger.org	Elizabeth “Beth” Brinn 423.778.4691 Elizabeth.Brinn@erlanger.org

Dress Code

In order to help you prepare for your rotation in Chattanooga, we wanted to provide with the dress code you will need to follow.

All departments require either professional dress or scrubs. Some rotations will require you to wear Erlanger scrubs. Please arrive to the hospital in professional attire and change into Erlanger scrubs upon arrival. Acquiring Erlanger scrubs will be addressed at orientation to Chattanooga.

Professional attire includes:

- Ladies: Dress pants, shirts, blouses, dresses, & close toed shoes
- Men: Dress pants, khaki's, collared shirt, & close toed shoes. Please ensure you have ties with you as some departments may require them.

Each department will go over their specific dress code during orientation to the department. If you have any questions, please reach out.



Elizabeth Appling
Diversity Officer

“Companies that embrace diversity and inclusion in all aspects of their business statistically outperform their peers.” – Josh Bersin.

Diversity Mission

Erlanger strives to create an environment that promotes diversity to where everyone is treated with dignity and respect without regard to race, gender, age, national origin, ethnic background, disability, religion, culture, or sexual orientation.

We have a responsibility to foster an environment of mutual respect and inclusion for our employees, physicians, patients and their families, visitors, volunteers, trainees, and board members.

Diversity, Equity and Inclusion Council

- Integrating into all sectors and facet of the organization. It touches all areas of the organization
- Influences the organization to become more inclusive
- Hiring Practices
- Part of an overall, long term, organizational strategy
- Inclusive and effective mechanism for managing changes
- Celebrate cultural holidays.

EHS Diversity Initiatives

Workforce

Language
Services

Supplier
Diversity

ATOS Erlanger IT Help Desk



423.778.TECH (8324)

SERVICE@ERLANGER.ORG

IF YOU NEED TO RESET YOUR PASSWORD, PLEASE GO THROUGH SAILPOINT.

Erlanger Computer and EPIC Access

- You must have completed your Erlanger EOL EPIC (eChart) modules before you can log into an Erlanger computer.
- Your Login information will be on an individualized information sheet that you will receive on your first day of rotation.
- In order to access Epic, you must first login to SailPoint and update your password. Once this is completed, you should be able to access EPIC via Canto or Haiku.

Epic Access on Personal Devices

Haiku for iPhone, iPod Touch, or Android Smartphones

Haiku installation steps:

- 1) **Perform the following steps with your mobile device.**
This is required to complete the setup
- 2) From your device, download the Haiku app from the Apple App store or Google Play
- 3) After the download is complete close the app.
- 4) Once downloaded, Click the link [Haiku](#).
- 5) Choose the link labeled “Click here to install Haiku production environment”.
- 6) Haiku will open. Insert the password: **2lrWecf354** at the first prompt.
- 7) Login using your normal Epic username and password.

Canto for iPad

Canto installation steps:

- 1) Perform the following steps with your mobile device. *This is required to complete the setup.*
- 2) From your device, download the Canto app from the Apple App store.
- 3) After the download is complete close the app.
- 4) Once downloaded, Click the link [Canto](#).
- 5) Choose the link labeled “Click here to install Canto production environment”.
- 6) Canto will open. Insert the password: **2lrWecf354** at the first prompt.
- 7) Login using your normal Epic username and password.

IMPORTANT REMINDER!

11 Rules for HIPAA Privacy and Information Security

1. **DO NOT share, transfer, or pass on your password or credentials to anyone.** If someone needs access and does not already have it, they must apply for their own.
2. **DO NOT leave your workstation unattended while logged on.** You are responsible for anything that takes place under your log in, even if you know someone else did it.
3. **DO NOT access patient information using anyone else's credentials.**
4. **DO NOT access ANY patient information without a work-related reason for it.** This includes yourself, your family, your coworkers, and people you read about in the news. It also includes people for whom you are an emergency contact or have a POA; those do not permit you to use your work access to view their charts. Patient information includes all clinical information; it ALSO includes the address, phone number, email address, and everything else that comes up in Patient Lookup.
5. **DO NOT hand paperwork, AVS, lab results, or anything else to a patient before verifying that it has the correct patient's name on it.**
6. **DO NOT print anything other than the current After Visit Summary (AVS) without a proper ROI (Release of Information) on file.** If a patient needs a copy of their records, refer them to [MyChart](#) or HIM. When in doubt, contact Erlanger's ROI Customer Service at 423-778-4185
7. **DO NOT post ANY patient information on any social media platform, even if you think it doesn't identify the patient.** Diagnoses, dates of treatment, and unique details are all patient identifiers, even if you don't include a name or picture.
8. **DO NOT take pictures of patients, PHI, or EHS proprietary information for any purpose other than as an addition to the chart.**
9. **DO NOT send PHI to your personal email or store it on your personal device.**
10. **DO NOT store any PHI/PII or any other confidential information related to the organization in any cloud storage unless approved by the IT Information Security and Privacy offices.** If you have not been granted access and permissions to our limited secure cloud storage, you should store it on your assigned shared drive.
11. **DO NOT send any email containing PHI or confidential employee information (in the body or an attachment) to an address outside of EHS, even if it's being sent to one of our sister or partner organizations, without adding "Confidential" in the subject line.**

Questions? We're here to help. Call Privacy and Compliance at 423-778-7703 or email Privacy@erlanger.org



Parking

Upon arriving to Erlanger Baroness Hospital, students are expected to **park on the 2nd Floor of the Main Erlanger Parking Garage on the Medical Mall Side**. The Parking Garage is located on Central Avenue, across from the Ronald McDonald House, just past the traffic light for East 3rd Street.

Parking Ticket Validation

- Take the ticket you receive upon entering the Parking Garage with you.
- You **MUST** get your parking ticket validated **DAILY** or you will be subject to pay the \$2 daily parking fee
 - If you lose your ticket, you will have to press the lost ticket button when exiting the garage and pay the lost ticket fee.
- Ticket Validations can be done at the Info Desk inside the Medical Mall (across from the C elevators) or in the main Hospital entrance from the Parking Garage (across from the Gift Shop)

Erlanger Security Escort

- If you are leaving late at night, you can contact the Erlanger Security Office at 423.778.7614 and ask to speak with the Security Supervisor to request someone accompany you to your car. The Security Office is on the 1st floor of Erlanger just before the Erlanger Post Office. If there is no answer, call the Operator at 423.778.7000 and ask that the Security Supervisor be paged.

Showers

Male and Female Shower Areas are provided for medical students

Directions:

- Use the L or M Elevators between Erlanger and Children's Hospital (1st Floor)
- Exit Elevator on the 2nd Floor, turn right when exiting elevators
- Doors Labeled "Male Dressing Area" and "Female Dressing Area"
 - On the right side of the hallway
- Use your proxy badge to gain access to the area (issued with your ID badge and reel).

Lockers are available in those areas to store personal belongings while showering

Linens are also provided in this area

Refer to your departments regarding their specific call spaces, lounges, storage for personal belongings during your clinical shifts.

Student Lounge, Study Space, & Lockers for Personal Storage

Directions:

- Take the H Elevators in the Massoud Building to the Ground Floor. When exiting the elevator, you will see the frosted glass windows to the right.
- Lounge shares lobby entry area with UT Emergency Medicine Academic Offices
- Use your Proxy Badge to enter the sliding glass doors to the area
- Door to student lounge is towards the right whereas the door to the Emergency Medicine offices are on the left upon entering the area.

Lockers are available to store personal belongings. You will need to supply your own padlock and remember to take it with you when you leave Chattanooga.

A refrigerator and microwave are also available for student use if needed.

A study/workstation area is inside the lounge and set up with 4 desktop computers.

For pictures of our Student Lounge as well as the areas students have access to within each specialty department, visit our [website](#)!

Meal Cards

Students are provided with a meal card, which can be used in the following locations:

- Starbucks (located in the Medical Mall)
- Baroness Bistro Cafeteria
 - Chick-Fil-A
 - Subway
 - Salad Bar
 - Hot Stations
 - Convenience Items

Meal cards are loaded with \$15.00 every week.

- Reloads are tentatively scheduled every Monday around 10 AM but can vary based on Sodexo staff schedules or holidays.
- Please note that balances do not roll over.
- Contact Tiffany Nabors at tiffany.nabors@erlanger.org regarding any meal card issues that may arise.

Mail

There is a USPS Post Office on the main floor of the hospital that students are welcome to utilize.

If you need a local forwarding address, the post office can also issue you a temporary PO Box, free of charge.

- Your address would be:

Name, Medical Student

Box# (assigned by Post Office)

Erlanger Health System

975 East Third Street

Chattanooga, TN 37403

Students housed at Hayden Place can not receive mail there during your stay.

Medical Library

Students have 24/7 access to our UT Medical Library here at Erlanger

The Library is located on the 3rd Floor of the Whitehall Building, directly across from the elevators

Computers with Microsoft Office and Epic, printers and copiers are available for student's use.

The textbooks utilized for the clerkship courses, as well as other books and resources, are available for check out

- To access these materials, please ask for assistance from a Library staff member on duty

Identification is required in order to check out library resources

All materials must be returned prior to check-out and departure

Erlanger's intranet link to the Medical Library and resources:

<https://erlangerorg.sharepoint.com/sites/ehsintranet-MedicalLibrary>

UpToDate via UTCOM/Erlanger

This will need to be done from any Erlanger workstation:

- Click the UpToDate link on the Medical Library's intranet page (found under the Education tab on the Erlanger intranet home page)
- In the upper right hand corner of the UpToDate page, you will see the link to create your account.
- Set up your own account using any username and password you choose.
- Use your new account info to login to the app on your phone or device.
- This account will need to be accessed once a month from an Erlanger workstation within campus in order to stay active.
- If you have any questions, please reach out to Rachel Bohannon (Rachel.cox@Erlanger.org or 423-778-7498)

Links to Important Policies

UT College of Medicine Policies:

- [Work Hours Policy](#)
- [Grading for the MD Curriculum Policy](#)
- [Student Mistreatment Policy](#)
- [Professionalism Policy](#)
- [Student Substance Abuse Policy](#)

Erlanger Health System Policies:

- [Professional Dress Code Policy](#)
- [Social Media Policy](#)
- [Solicitation and Literature Distribution Policy](#)
- [Return to Work Policy](#)

These policies, along with others, can be found on the [COLSEN](#), [OLSEN](#) or [MERL](#) websites.

Excused Absences, Wellness Days and Limited Leave Request Forms



Please review the [Excused Absence and Wellness Day Policy](#)



Please submit the [Limited Leave Request Form](#) to your Clerkship Director for approval

Exposure to Blood or Bodily Fluid

UTHSC-COM-Chattanooga Exposure/Needle Stick Protocol for Medical and PA Students

If an exposure/needle stick occurs, the student must notify his/her Supervising Faculty Member and/or Clerkship/Course Director immediately.

Secondarily, the student will seek assistance from the Head Nurse in the area where the exposure occurred or the Erlanger House Supervisor (423-778-6168) to assist in completing an Erlanger Exposure Form for Non-Employees. This form must be sent/given to the Erlanger Infection Prevention and Erlanger ExpressCare/Employee Health.

To reach the House Supervisor/Erlanger Administrator On-Call, call 423.778.6168. If there is no answer, please call the Erlanger Operator at 423.778.7000 and ask the operator to the House Supervisor.

The student should also notify the UT College of Medicine Chattanooga Office of Undergraduate (Student) Medical Education as soon as the student reports the exposure by calling 423-778-7442 (leave message if after hours) AND emailing Tiffany.Nabors@erlanger.com and mse@erlanger.org .

UTHSC students must complete the [UT Incident Report Form](#) and email the form to riskmanagement@tennessee.edu

The Nursing Supervisor, Administrator On-Call, or Erlanger Employee Health personnel is authorized to order baseline tests per Erlanger Health protocol (e.g., HIV, Hepatitis panel, etc.) on the student as well as the source patient at no charge to either the student or the patient. Erlanger Health will cover all initial evaluation (lab draw, lab processing/resulting, etc.) costs related to the exposure.

The student may be directed to report to the Emergency Department for screening or treatment if the exposure event occurs between 4:00 PM and 8:30 AM. Erlanger Employee Health Office opens at 9:00 AM. If the source patient is known to be positive for HIV, Hepatitis the Nursing Supervisor may direct immediate treatment as per Erlanger Health Exposure Protocol.

Lab reports will be sent to the Erlanger Employee Health Office when resulted.

If source patient is known HIV or HepB/C positive, the student must report to either Erlanger Employee Health or Erlanger ED immediately. If the source patient is not known to be positive for HIV/HepB/C, the student does not have to report to Employee Health or Erlanger ED until source labs are resulted. If the student is directed to report to Erlanger Employee Health or the Emergency Department, the student should bring a copy of the Erlanger Exposure form with them.

Follow-up care recommendations will be given to the Student by Erlanger Employee Health once all lab reports are reviewed.

The UTHSC-COM-Chattanooga Student will be financially responsible for any necessary follow-up care resulting from the exposure event once initial lab evaluation is completed. This care will be coordinated between UTHSC Student Health Services in Memphis, Erlanger Employee Health, Erlanger Infection Prevention, and the UTHSC College of Medicine administrative offices.

The UTHSC-COM-Chattanooga student will need to email jonathan.moore@erlanger.org for HEPC results 3 – 5 days post exposure.

Important Contact Numbers and Locations:

Erlanger ExpressCare - Downtown and Employee Health Office is located at:

325 Market Street, Suite 102

Chattanooga, TN 37402

Phone: 423.541.5122 or 423.778.4800

Student Health Services



The University of Tennessee at Chattanooga University Health Services (UTC UHS) is also available to accept UT Medical and PA students for student health related issues.



[University Health Services](#) is located in the MacLellan Gym on the UTC Campus.

615 McCallie Ave, Dept 6856,
Chattanooga, TN 37403



Hours of Operation:
M-F 8:00 am – 5:00 pm ET



If you are in need of medical attention please call **423.425.2266** to schedule an appointment and kindly identify yourself as a Medical Student. Please bring your UT ID and insurance card to each visit.

Student Health Services



Academic Internal Medicine (AIM) is available for student health related issues



AIM is located in the Medical Mall on Elevator B Suite 601



Scheduled Clinic Appointment hours are:
M-Th 8:30 am – 3:30 pm ET
F 8:30 am – 12:00 pm ET



If you are in need of medical attention please call **423.778.8179** and kindly identify yourself as a Medical Student and the scheduling department will work toward accommodating your needs. Services at AIM do not include COVID testing or blood borne exposures or needle sticks.

Behavioral Health and Well-Being



LifeBridge: All Medical and PA Students rotating in Chattanooga (not just UT) can access LifeBridge Behavioral Health services (**up to 6 free sessions per year with a licensed therapist**). This is provided through the Chattanooga Hamilton County Medical Society Physician Well-Being Initiative.

Lucy White, MEd, LPC-MHSP, is a Full-Time Counselor with our Dean's Office. She is available for consultation, didactics, and confidential counseling for all Medical and PA Students (not just UT), Residents, Fellows, Faculty, and UT Administrative Staff. These services are provided by the University at no charge. Lucy's office phone is **423.778.9420** and her email is lucy.white@erlanger.org. She works with clients in Whitehall, Suite 516, to ensure your privacy and the confidentiality of your discussions with her.

Behavioral Health: UTHSC students can also utilize their student health insurance benefits through United Healthcare Student Resources, the main member line is **800.767.0700**

Student Assistance Program

The **ENI NexGen Student Assistance** Program (SAP) is available for UTHSC students.

SAP is a **confidential program** that motivates students experiencing difficult personal situations to seek or accept professional assistance thus preventing personal concerns from undermining their well-being and academic performance.

SAP offers brief, short term, professional counseling for academic troubles, marital and family concerns, substance and alcohol abuse, stress, anxiety, and depression.

It also identifies referrals for assistance with other problems encountered in daily living such child care and eldercare needs.

The services of the SAP are confidential and are delivered by a professional organization by the name of ***ENI NexGen Total Well-Being Program***.

Eni provides personal consultation 24/7 for situations that can affect your well-being or academic performance.

As a registered UTHSC student, you pay a small assessment for SAP services each semester. You will incur no additional out of pocket expenses and are entitled to be referred for up to 6 counseling sessions per year. Spouses and partners may also be included in the counseling sessions. Although you may opt for phone counseling, you will find that you have a convenient choice of ENI's network of counselors located on or near campus or in any area of the U.S.

To call the Student Assistance Program call: 1.800.327.2255

<https://www.uthsc.edu/health-services/behavioral-health/sap.php>

Inclement Weather Policy

In the event of severe weather or hazardous road conditions, please note the following information:

The UTHSC College of Medicine - Chattanooga follow the delay or closing decisions made by *University of Tennessee at Chattanooga (UTC)*.

If the College of Medicine – Chattanooga is closed, then clinical rotations and classes will be cancelled, unless they can take place virtually.

Students should monitor communications regarding the availability of virtual educational activities.

UTHSC Students can access UTHSC Inclement Weather Policy on OLSEN.

www.uthsc.edu/medicine/medical-education/documents/com-116-inclement-weather-rev-1-22-24.pdf

Rotation Check-Out & Departure

STUDENTS MUST CHECK OUT WITH THEIR CLERKSHIP/COURSE COORDINATOR ON OR BEFORE THE LAST DAY OF THEIR ROTATION!

Your Clearance Forms & Instructions, will be sent to you and your department coordinators prior to your scheduled last day of rotation.

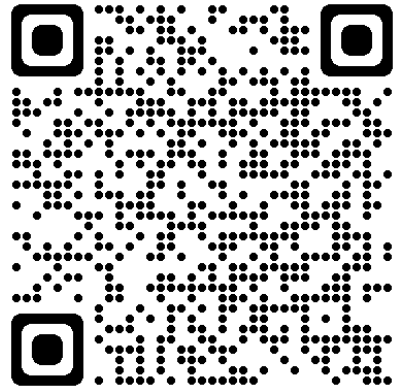
- **Clearance and Evaluation forms, must be completed and turned in by 4 PM on the last day of your rotation.**
- Students enrolled exclusively in Chattanooga and/or enrolled in option blocks must comply with this process and return their forms and items as well per Erlanger Security.

Students residing at the Hayden Place Apartments are not required to check out of their apt. prior to checking out at the UTCOM-C office.

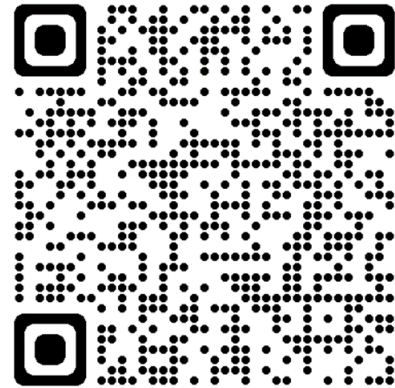
- The last day of a rotation is generally on a Friday - check out from the apartments is the next day (**Saturday, no later than 9:15 am**).

Useful QR codes

OLSEN



COLSEN



UT Medical Student Housing at Hayden Place

Safety Reminder: **DO NOT** reside in an apartment not assigned to you or allow anyone else to stay in your assigned apartment that has not been assigned to it by the UTHSC College of Medicine – Chattanooga Department of Undergraduate Medical Education.

General Apartment Maintenance

- Students are expected to maintain day-to-day apartment cleanliness throughout the duration of stay.
- UTHSC COM-C has a **no pet policy** in the apartments due to the short term, transient nature of the clinical schedule.
 - If a pet is discovered to have been in an apartment, the potential result is immediate removal from the premises, loss of future housing privileges and/or the payment of any related fees.
- Should the apartment you have been assigned to require maintenance, please report the issue to the Hayden Place Office Staff as soon as possible so they can submit a work order to address it.
 - Potential issues include but are not limited to: broken fixtures, clogged drains, A/C issues, burnt light bulbs, etc.
 - If pest control is needed in or outside of your unit, please request this service from the HP Office ASAP as Pest Control is onsite every Wednesday.
 - After office hours, 24 hour maintenance is available by calling the office (423-634-1900) and either paging maintenance or leaving a message.
- For any issues with internet, please call EPB at 423-648-1372 and provide them with the full address including apartment number as well as the issue you are experiencing.
 - Please DO NOT reset the router or change the router password information on your own.
- If you move any furniture, please make sure you move it back where it belongs before check out.
 - Any furniture brought outside on the balcony should be brought back indoors **daily** when not in use.

Erlanger SailPoint

Go to:

- <https://Erlanger.identitynow.com>

You will need your current username and password – this is one the information sheet in your envelope or sent to you prior to orientation.

- Follow step-by-step directions.
- Please let us know if you are having trouble logging into SailPoint.



Thank you!

WE HOPE YOU ENJOY YOUR TIME IN CHATTANOOGA AND AT
ERLANGER.

HEALTHY TENNESSEANS. THRIVING COMMUNITIES.