

New Student Orientation

WELCOME TO THE UNIVERSITY OF TENNESSEE, COLLEGE OF
MEDICINE, CHATTANOOGA AND OUR PARTNER, ERLANGER HEALTH
SYSTEM!

UTCOMC Medical Student Education Office Contacts

Our offices are located in the Whitehall Building, 960 E 3rd Street, Suite 104, Chattanooga, TN 37403

Courtney Orloski, Medical Student Services Specialist

- E-Mail: Courtney.Orloski@Erlanger.org or MSE@Erlanger.org
- Phone: 423.778.7442

Pam Scott, C-TAGME, Director of Graduate and Medical Student Education

- E-Mail: Pam.Scott@Erlanger.org
- Phone: 423.778.7673

Mukta Panda, MD, Assistant Dean of Medical Education and Well-Being

- E-Mail: Mukta.Panda@Erlanger.org
- Phone: 423.834.5222

Robert Fore, EdD, Associate Dean and DIO

- E-Mail: Robert.Fore@Erlanger.org
- Phone: 423.778.6956

Department Contact Listing

Department	Clerkship/Course Director	Coordinator/Admin Staff
Emergency Medicine	Jacob Hennings, MD, FACEP	Velvet Green/Hollie Daugherty 423.778.7628 Velvet.Green@Erlanger.org Hollie.Daugherty@Erlanger.org
Family Medicine	Elizabeth Close, MD (M3s) Stephen Fox, MD (M4s/PAs)	Robbin Williams, C-TAGME 423.778.2957 Robbin.Williams@Erlanger.org
Internal Medicine	Patrick Koo, MD	Joyce Poke, CAP 423.778.6670 or 423.778.2998 Joyce.Poke@Erlanger.org
OB/GYN	Jeanie Dassow, MD	Connie Land 423.778.7515 Connie.Land@Erlanger.org

Department Contact Listing

Department	Clerkship/Course Director	Coordinator/Admin Staff
Orthopaedic Surgery	Jeremy Bruce, MD	Kim Davis 423.778.9008 Kimberly.Davis@Erlanger.org
Neurology	Abdelazim Sirelkhatim, MD 423-778-4660 Dr.Abdelazim.Sirelkhatim@Erlanger.org	Joyce Poke, CAP 423.778.6670 Joyce.Poke@Erlanger.org
Pediatrics	Cathy Stevens, MD (CD for Clerkship-M3s) Cathy.Stevens@Erlanger.org Kathryn Hines, MD (Faculty Liaison for M4s) Kathryn.Hines@Erlanger.org	Courtney Orloski, BA 423.778.7442 Courtney.Orloski@Erlanger.org Jacqueline Hogan, BS 423.778.3899 Jacqueline.Hogan@Erlanger.org
Plastic Surgery	Jason Rehm, MD, FACS Mark Brzezienski, MD, MS, FACS	Tara Lee Gray, MPH 423-778-3512 or 423.763.4526 grayt@theps.org

Department Contact Listing

Department	Clerkship/Course Director	Coordinator
Radiology	Justin Calvert, MD	Heidi Andrus 423.778.7371 Heidi.Andrus@Erlanger.org
Surgery	J. Daniel Stanley, MD, FACS	Holly Rambo 423.778.7695 Holly.Rambo@Erlanger.org
Urology	Amar Singh, MD, FACS	Stacey Blanks, CAP 423.778.4691 Stacey.Blanks@Erlanger.org



ATOS/Anethelio Erlanger IT Help Desk

423.778.TECH (8324)

ANTH-CUSTOMERSUPPORT@ATOS.NET

CALL FOR ANY ERLANGER NETWORK OR LOGIN ISSUES,
INCLUDING EPIC

NOTE: FOR ISSUES WITH YOUR UT NET ID OR UT EMAIL,
PLEASE CONTACT THE UTHSC HELP DESK AT 901.448.2222

OLSEN & COLSEN

OLSEN

Only Link Students Ever Need

<https://www.uthsc.edu/medicine/medical-education/olsen.php>

COLSEN

Chattanooga's Only Link Students Ever Need

<https://www.uthsc.edu/comc/medical-education/colsen.php>

Envelopes

Your Clerkship Directors/Coordinators should be distributing an envelope to you containing the following items:

- UTCOMC/Erlanger Medical Student ID Badge and Badge Reel
- Meal Card
- UTCOMC Ballpoint Pen
- Personal Information Sheet
- Yellow Parking Permit
- Pager, if needed
- PPE (N95 mask and eye goggles)

Parking

Upon arriving to Erlanger Baroness Hospital, students are expected to park on the 2nd Floor or above of the Main 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 E 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
- Ticket Validations can be done at the Info Desk inside the Medical Mall (across from the C elevators) or in the Hospital (across from the Gift Shop)

Attire

The general expectation for attire is business casual and we ask that you dress conservatively.

- Men: nice khaki's or dress pants, dress shirt with tie
- Ladies: dress pants with blouse, skirt or dress
- Lab Coat

Scrubs

- Do **NOT** wear scrubs to the hospital. Scrubs will be provided via the ScrubEx vending system inside the hospital
- You **MUST** wear your own clothing in and out of the hospital.
- The ScrubEx Machines are located in the Surgery Hallway on the 2nd Floor near the L elevator entrance.
- Any student having problems or concerns while obtaining Scrubs from the ScrubEx Machines should contact **LeKisha White** at **423.994.0355** or **lwhite@xanitos.com**.
- Please review additional ScrubEx information by [clicking on this link to our scrubs policy](#).

Please confirm with your Clerkship or Course Director on their department's preferred attire.

Meal Cards

Students are provided with a white meal card with magnetic strip, 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 pre-loaded with \$30.00 and are reloaded every 2 weeks after 9am.

- Please note that balances do not roll over.

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.

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 Erlanger Security Access PIN code (issued to you at orientation).

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.

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.

- **Be sure to adhere to social distancing if studying or using computers in the library**

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

<https://www.comchattanooga.uthsc.edu/subpage.php?pageId=793>

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

http://ehsintranet/medicla_library/SitePages/Home.aspx

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

Student Mistreatment Policy

The Student Mistreatment Policy can be found at the following link

<https://uthsc.policymedical.net/policymed/anonymous/docViewer?token=de47aa28-16aa-408b-9c96-cb04f232964f&dtoken=cee2a25e-3362-4134-ba62-62213492f7b8>

UTCOMC/Erlanger Protocol for Students Return to Clinical Rotations

All Medical Students and UTHSC PA Students rotating in Chattanooga will be provided with PPE consistent with Erlanger policy at the time (N95, KN95, surgical masks and/or eye goggles) by the hospital.

- These items will be housed in the Materials Distribution Room

Clerkship Coordinators will need to collect these items from the Materials Distribution Room on behalf of their students before their arrival and return the goggles for sterilization upon departure.

Students will be reminded at orientation that they will be responsible for completing the Wellness Screening Form daily prior to arriving to their clinical site

- **If students are experiencing any symptoms, they should inform their Clerkship/Course Director or Supervising Faculty member and Dr. Panda and Courtney Orloski in the Dean's Office.**

If students are exposed during their clinical rotation, they will follow the **Blood and Bodily Fluid Protocol** which is included in their orientation packets and on our website.

Students will not have any direct interaction or care of COVID positive patients.

- However, they will be allowed to be involved in peripheral care of COVID positive patients (ie. presentation of patient, and discussion of treatment/care plan)

Erlanger COVID Update (as of 8/31/2020)

- b. (REMINDER) EHS is still limiting in-person meetings to no more than 10 persons in a room with PPE and 6ft physical distancing between participants. Exceptions are made for large conference rooms (ie. Probasco Auditorium)
5. **Personal Protective Equipment:**
- a. Universal masking policy for patients and providers in all clinical areas started 5/1/2020. Providers should wear an N95 or surgical mask and EYE PROTECTION in all non-COVID isolation clinical areas. Continue current measures for PPE in COVID units. Many employees are having exposures requiring 14-day furloughs for quarantine because of a lack of MASKS and EYE PROTECTION during clinical encounters.
6. **Healthcare Worker Exposure:**
- a. (NEW HOURS) If you are concerned about an exposure at work, please call Employee Health: 423-778-4800 (8 AM to 4 PM), or notify your manager after hours.
 - b. WorkForce is experiencing a high volume of calls and asks people not to call multiple times and not to leave multiple voicemails. Please direct all questions about pay, STD and PTO to Human Resources 778-7969
 - c. Multiple healthcare worker exposures have occurred during lunch breaks in the cafeteria. Please make sure to maintain a distance of at least 6 feet and remain masked when not eating or drinking.
 - d. If you are concerned about a community exposure, please contact your primary care physician for direction.
 - e. See [Exposure of Healthcare Provider](#) for Erlanger's Policy for exposure management.



Erlanger Daily Wellness Screening

Erlanger currently requires the daily completion of the [Wellness Screening Form](#).

A QR Code can also be scanned to access the form, shown left.

You will need to complete and submit this form prior to arriving for your scheduled clinical duties/shifts within the Erlanger campus.

Erlanger Daily Wellness Screening

Below are instructions for completing the wellness screening form.

- The date & time automatically populate.
- Enter your first and last name.
- Enter Medical Student or PA Student for your Job Title/Position.
- Enter Medical Student or PA Student in the field for Employee ID or type.
- Enter your cell #.
- Enter your personal email address.
- Enter the name Pam Scott under Manager Name and enter UT College of Medicine Chattanooga in the field for Department Name.
- Click on Baroness for the Erlanger Campus in which you are rotating.
- Then answer the Wellness Screening Questions.
- Finally click "Submit" at the bottom of the form.

Exposure to Blood or Bodily Fluid

Exposure to Blood or Body Fluids Protocol for Medical and PA Students

The Medical Student or UT PA Student should:

1. Notify your Supervising Resident and/or Faculty Member.
2. Ask the Head Nurse (Charge Nurse) or House Supervisor in the area where the exposure occurred to assist in completing an **Erlanger Exposure Form for Non-Employees** so it can be reported to Erlanger Infection Prevention and Erlanger WorkForce.
 - A. To reach the Erlanger Administrator On-Call or the Nursing Supervisor, call 423.778.6168. If there is no answer, please call the Erlanger Operator at 423.778.7000 so the Operator can page the supervisor.
 - B. The student should also notify the UT College of Medicine Chattanooga Office of Graduate and Medical Student Education as soon as the student reports the exposure by emailing mse@erlanger.org.
3. The Administrator On-Call, Nursing Supervisor, or Erlanger's WorkForce Corporate Health Office is authorized to order baseline tests (e.g., HIV and HBSAB) on the student as well as the source patient at no charge to either the student or patient.
 - A. The student may be directed to report to the Emergency Department for screening or treatment. If the patient is positive, immediate treatment may be authorized.
 - B. Lab reports will be sent to the Erlanger WorkForce when completed.
 - C. Students do not have to report to Erlanger WorkForce until the source labs are aback unless the source is a known HIV or HepC+ patient.
 - D. If you are directed to report to Erlanger WorkForce, please bring a copy of the Erlanger Exposure with you.
4. Recommendations for any additional follow-up will be given to the Medical or PA Student by WorkForce once all lab reports are reviewed.
 - A. The UT Medical or PA Student will be responsible for any necessary follow-up, which will be coordinated between UTHSC Student Health Services in Memphis, WorkForce, Erlanger Infection Prevention, and the UT College of Medicine administrative offices.
5. If the exposure happens after regular Monday - Friday hours, 8:30 AM - 4 PM, or on weekends or holidays, the Student should notify the Office of Graduate and Medical Student Education via email (mse@erlanger.org) and a phone call the next business day (423.778.7442). If the patient is known to be positive, immediate treatment may be authorized. This decision would be made by the Nursing Supervisor.
6. Erlanger WorkForce Corporate Health Office is located at:
1100 East Third Street, Suite G-150 (located on the back lower side of the UT Family Practice Center building and across from historic Engel Stadium)
Phone: 423.778.4800
Hours of Operation: Monday - Friday, 8 AM - 4 PM

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.

Student Assistant Program

The **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*.

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://uthsc.edu/sassi/sap.php>

Behavioral Health and Well-Being

Behavioral Health: Students should call about their student health insurance benefits through United Healthcare Student Resources, the main member line is **800-767-0700**



Life Bridge: CHCMS provides up to 6 free sessions per year with a therapist to our members.

Inclement Weather Policy

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

The administrative offices of the University of Tennessee College of Medicine Chattanooga follow the delay or closing decisions made by our local University of Tennessee at Chattanooga (UTC) campus.

Faculty and students with clinical responsibilities are professionally obligated to provide care even during inclement weather.

Students on clinical services are expected to continue to provide care for their patients, provided traveling would not place the student at serious risk of injury.

- Students should consult with their resident and physician supervisors (ie. Clerkship Directors) to determine the risks/benefits involving travel during these periods

Rotation Check-Out & Departure

STUDENTS MUST CHECK OUT WITH THEIR CLERKSHIP/COURSE COORDINATOR ON 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 residing at the Hayden Place Apartments are not required to check out of their apt. prior to checking out at the UTCOM 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 10:15 am).

Pre-Rotation COVID Testing

For those of you going back to Memphis for your next rotation that will need to be COVID-19 tested as a requirement to begin your rotation, Dr. Jameson has provided the following rules to prevent potential exposure to your classmates, roommates, and clinical teams.

Students should travel back to Memphis on Friday Afternoon.

Students should then go to the SAC on Saturday between 1-3 PM to be tested. Results should be back on Monday

Students should adhere to the PPE Rules:

- Wear masks and face shields OR eye goggles at ALL times with anyone not wearing a mask. (anyone = patient, resident, faculty, staff, friends, etc.)
- Only a mask may be worn with anyone who is also wearing a mask
- If these rules are followed, students should still be able to meet with their teams for final evaluations on Thursday and there should be no further concern for exposure, regardless of the test result.
- If these rules are not followed, then students should NOT have any contact with ANYONE from Thursday until they receive their test result back.

Pre-Rotation COVID Testing

For those of you going back to Memphis for your next rotation that will need to be COVID-19 tested as a requirement to begin your rotation, we have arranged locally for Clinica Medicos to assist us with providing arrangements to get this done.

To schedule your test, please follow these steps:

1. Call Clinica Medicos at 423.760.4000 for an appointment and identify yourself as a UT medical or PA student in need of pre-rotation COVID-testing.
 - Clinica Medicos is open 7 days a week. Mon-Sat 8:00am-5:00pm; Sun 1:00pm-4:00pm
 - It is located at 1300 E. 23rd Street, Chattanooga, TN 37404
 - Please plan to schedule your appointment in advance, as early as possible.
2. Fill out a consent form (found on COLSEN) and either fax it with a copy of your insurance card to 423.760.4051 or bring these documents with you to your appointment.
3. Results are typically returned within 48 hours via phone call.
 - To receive a hard copy of your results, you will need to request the copy be e-mailed or faxed to you. Alternatively, you can pick up the hard copy from the clinic.
4. E-mail Dr. Panda and Courtney Orloski to make us aware you have made an appointment.

FINAL REMINDER!



For any issues, concerns or needs during your time in Chattanooga, you are always welcome to reach out to Dr. Panda.



Dr. Panda's email: Mukta.Panda@Erlanger.org



Dr. Panda's phone number: **423.834.5222**

Thank you!

WE HOPE YOU ENJOY YOUR TIME IN CHATTANOOGA.