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
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<tr>
<th>Department</th>
<th>Clerkship/Course Director</th>
<th>Coordinator/Admin Staff</th>
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<tbody>
<tr>
<td>Emergency Medicine</td>
<td>Jacob Hennings, MD</td>
<td>Velvet Green/Hollie Daugherty 423.778.7628&lt;br&gt;<a href="mailto:Velvet.Green@Erlanger.org">Velvet.Green@Erlanger.org</a>&lt;br&gt;<a href="mailto:Hollie.Daugherty@Erlanger.org">Hollie.Daugherty@Erlanger.org</a></td>
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<tr>
<td>Family Medicine</td>
<td>Elizabeth Close, MD (M3s)&lt;br&gt;Stephen Fox, MD (M4s/PAs)</td>
<td>Robbin Williams, C-TAGME 423.778.2957&lt;br&gt;<a href="mailto:Robbin.Williams@Erlanger.org">Robbin.Williams@Erlanger.org</a></td>
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<tr>
<td>Internal Medicine</td>
<td>Patrick Koo, MD</td>
<td>Joyce Poke 423.778.6670 or 423.778.2998&lt;br&gt;<a href="mailto:Joyce.Poke@Erlanger.org">Joyce.Poke@Erlanger.org</a></td>
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<tr>
<td>OB/GYN</td>
<td>Jeanie Dassow, MD</td>
<td>Connie Land 423.778.7515&lt;br&gt;<a href="mailto:Connie.Land@Erlanger.org">Connie.Land@Erlanger.org</a></td>
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## Department Contact Listing

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<tr>
<td>Orthopaedic Surgery</td>
<td>Jeremy Bruce, MD</td>
<td>Kim Davis 423.778.9008</td>
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<td><a href="mailto:Kimberly.Davis@Erlanger.org">Kimberly.Davis@Erlanger.org</a></td>
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<tr>
<td>Neurology</td>
<td>Abdelazim Sirelkhatim, MD</td>
<td>Joyce Poke 423.778.6670</td>
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<td>423-778-4660</td>
<td><a href="mailto:Joyce.Poke@Erlanger.org">Joyce.Poke@Erlanger.org</a></td>
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<td><a href="mailto:Dr.Abdelazim.Sirelkhatim@Erlanger.org">Dr.Abdelazim.Sirelkhatim@Erlanger.org</a></td>
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<tr>
<td>Pediatrics</td>
<td>Cathy Stevens, MD (CD for Clerkship-M3s)</td>
<td>Ashley Thurston 423.778.6217</td>
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<tr>
<td></td>
<td>Kathryn Hines, MD (Faculty Liaison for M4s)</td>
<td><a href="mailto:Ashley.Thurston@Erlanger.org">Ashley.Thurston@Erlanger.org</a></td>
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<td><a href="mailto:Kathryn.Hines@Erlanger.org">Kathryn.Hines@Erlanger.org</a></td>
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<tr>
<td>Plastic Surgery</td>
<td>Jason Rehm, MD</td>
<td>Tara Lee Gray 423-778-3512 or 423.763.4526</td>
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<td>Mark Brzezienski, MD</td>
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<tr>
<td>Radiology</td>
<td>Justin Calvert, MD</td>
<td>Heidi Andrus</td>
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<td><a href="mailto:Heidi.Andrus@Erlanger.org">Heidi.Andrus@Erlanger.org</a></td>
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<tr>
<td>Surgery</td>
<td>J. Daniel Stanley, MD</td>
<td>Holly Rambo</td>
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<td>423.778.7695</td>
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<td><a href="mailto:Holly.Rambo@Erlanger.org">Holly.Rambo@Erlanger.org</a></td>
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<tr>
<td>Urology</td>
<td>Amar Singh, MD</td>
<td>Stacey Blanks</td>
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<td><a href="mailto:Stacey.Blanks@Erlanger.org">Stacey.Blanks@Erlanger.org</a></td>
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ATOS IT Help Desk

423.778.TECH (8324)
ANTH-CUSTOMERSUPPORT@ATOS.NET
CALL FOR ANY ERLANGER NETWORK OR LOGIN ISSUES, INCLUDING EPIC
COLSEN & OLSEN

**OLSEN**
Only Link Students Ever Need

[https://www.uthsc.edu/medicine/medical-education/olsen.php](https://www.uthsc.edu/medicine/medical-education/olsen.php)

**COLSEN**
Chattanooga’s Only Link Students Ever Need

[https://www.uthsc.edu/comc/colsen](https://www.uthsc.edu/comc/colsen)
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)
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

Scrub
- 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 [here](#).

Please confirm with your Clerkship or Course Director on their department’s preferred attire.
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 pre-loaded with $30.00 and are reloaded every 2 weeks.
- 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 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 Medical Library

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?pagId=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

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)
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.
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/Body Fluid - Protocol for Medical Students

The Medical Student or UT PA Student should:

1. Ask the Head Nurse in the area where the exposure occurred to assist in completing an Erlanger Exposure Form for Non-Employees.

2. Notify the Chief Resident or supervising Faculty Member of the service or case to which the Medical Student is assigned.

3. The Student should report to Erlanger Work Force (located on the back, lower side of the UT Family Practice Center, 1100 East Third Street) if the exposure occurs during Erlanger Work Force hours (7 AM - 4 PM, Monday - Friday). The Erlanger Work Force offices may be contacted at (423) 778-4800. Please bring a copy of the Erlanger Exposure Form when you report to Work Force.

4. If Erlanger Work Force is closed after regular Monday - Friday hours, 7 AM - 4 PM, or on weekends or holidays, the Student should notify the Erlanger Administrator On-Call or Nursing Supervisor at (423) 778-6188. If there is no answer, please call the Erlanger Operator (423) 778-7000 so the operator can page the supervisor. The Administrator On-Call or Nursing Supervisor is authorized to order baseline testing on the source at no charge to the student or the source patient. Lab reports will be sent to the Employee Work Force when completed. The Student should report to Erlanger Work Force at the next available time the office is open. 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.

5. Work Force may order baseline tests (e.g., HIV and HBsAg) on the Student as well as the source patient at no charge to the Student or patient.

6. Recommendations for any additional follow-up will be given to the Medical Student by Work Force once all lab reports are reviewed. The Student will be responsible for any necessary follow-up, but that will be coordinated between UTHSC Student Health Services in Memphis, Work Force, Erlanger Infection Prevention, and the UT College of Medicine Chattanooga administrative offices.

Again, the Student should notify the UT College of Medicine Chattanooga Office of Graduate and Medical Student Education as soon the Student reports the exposure to Erlanger Work Force. If the exposure occurs after regular office hours (Monday - Friday, 8:00 AM - 5:00 PM), the Student should notify the operator and Erlanger Administrator On-Call or Nursing Supervisor (423) 778-7000 or (423) 778-6188 immediately, and then the Office of Graduate and Medical Student Education on the next working day (423) 778-7442.
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 as 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](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.
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 W/ THE UTCOM MEDICAL EDUCATION OFFICE ON THE LAST DAY OF YOUR 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 to the Medical Education Office 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.