



THE UNIVERSITY OF  
TENNESSEE  
HEALTH SCIENCE CENTER.

# New Student Orientation



UTHSC College of Medicine - Chattanooga

# Chattanooga Contacts

- *Karen Rogers, MD* Assistant Dean of Undergraduate Medical Education (UME)
- *Michael Greer, MD* Interim UME Consultant
- *Tiffany Nabors, BS, CMA (AAMA), CAP* Medical Student Campus Coordinator

# 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 other than the assigned roommate.

## **General Apartment Maintenance**

- Students are expected to maintain day-to-day apartment cleanliness.
- UTCOM-C has a no pet policy in the apartments.
- Should your apartment require maintenance, please **report the issue to the Hayden Place Office Staff and Ms. Nabors as soon as possible.**
  - 24 hour maintenance is available by calling the office.
- 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.

# What's in my envelope?

- **ID Badge Reel**

- Picture ID
- Proxy badge
- Meal card
- Exposure QR code
- UTHSC Medical Student badge buddy

- **Parking Tag**

- Do NOT write on the parking tag. This will be reused for other students

- **Information Sheet**

- Log on information
- Scrub pin code – You cannot swipe your badge for the scrub machine
- Additional information regarding scrub machines and meal cards

# Appropriate Clothes & Attire

All departments require either professional dress or scrubs.

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.

**Scrubs:** You are permitted to wear your school scrubs or Erlanger scrubs. The scrub machines for students are located on the 2<sup>nd</sup> floor in the surgery suite.

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

# Erlanger Computer and EPIC Access

- You **must** have completed your Erlanger EOL EPIC (eChart) modules before you can log into an Erlanger computer.
- 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 on your personal device. We will walk through SailPoint at the end of the PowerPoint.
- Instructions for use on personal devices are included in the PowerPoint that will be emailed to you.
- Please make sure you close all students notes in EPIC **before** your last day on rotation.

# ATOS Erlanger IT Help Desk



423.778.TECH (8324)

**\*\*IF YOU NEED A PASSWORD RESET, PLEASE USE SAILPOINT TO  
RESET YOUR PASSWORD.**

# HIPAA

Need to know ONLY

You may not look up information on family, friends, co-workers, or others unless you are working with the patient or are on the patient's case.

Violating HIPAA has penalties of fines and/or jail time

Do NOT take pictures of patients, charts, PHI, etc. unless it is for the chart

The UME department is made aware if you violate HIPAA and you will be investigated.



# Parking

- Students are expected to **park on the 2<sup>nd</sup> Floor of the Main Erlanger Parking Garage on the Medical Mall Side.**

## Parking Ticket Validation

- Take the ticket you receive upon entering the Parking Garage with you.
- You **MUST** get your parking ticket validated **DAILY** at one of the information desks

## Erlanger Security Escort

If you are leaving late at night, you can contact the Erlanger Security Office and request someone accompany you to your car.

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
- Lockers and linens are available in those areas
- 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

- Lockers are available to store personal belongings. You will need to supply your own padlock. A refrigerator and microwave are available for student use.
- A study/workstation area is inside the lounge and set up with 4 desktop computers.

# Mail

- There is a USPS Post Office on the main floor of the hospital that students are welcome to utilize. The post office can also issue you a temporary PO Box, free of charge
- Students housed at Hayden Place can not receive mail at Hayden Place.
- If you are in need of a PO Box, please email Ms. Nabors.

# Medical Library

- ❖ **Students have 24/7 access to our UT Medical Library .**
  - ❖ 3<sup>rd</sup> Floor of the Whitehall Building
  - ❖ Computers, printers and copiers are available.
  - ❖ The textbooks are available for check out with proper ID – Please speak with library staff
  - ❖ All materials must be returned prior to check-out and departure
- ❖ **You have UpToDate access via UTCOM**
  - ❖ Instructions will be emailed to you.

# Student Health Services – UTHSC students only.



**The University of  
Tennessee at  
Chattanooga University  
Health Services (UTC  
UHS)**



[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 identify yourself as a  
Medical Student. Bring  
your UT ID and insurance  
card to each visit.

# Behavioral Health and Well-Being

- Lucy White, MEd, LPC-MHSP, is a full time counselor and available to all students at no charge. Lucy's contact information is 423.778.9420 and/or [Lucy.white@Erlanger.org](mailto:Lucy.white@Erlanger.org).
- LifeBridge: All Medical and PA Students rotating in Chattanooga can access LifeBridge Behavioral Health services at 423-591-9830. They provide up to 6 free sessions per year with a licensed therapist. This is provided through the Chattanooga Hamilton County Medical Society Physician WellBeing Initiative.
- 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



# 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 close, 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.

# Exposure to Blood or Bodily Fluid

For any Exposure to Blood or Bodily Fluid, the Medical Student or UT PA Student should:

1. Notify his/her Supervising Resident and/or Faculty Member
2. Ask the Head Nurse or Erlanger House Supervisor in the area where the exposure occurred to assist in completing an Erlanger Exposure Form for Non-Employees
  - The student should also notify the UT College of Medicine Chattanooga Office of Undergraduate Medical Education as soon as the student reports the exposure by emailing [tiffany.nabors@Erlanger.org](mailto:tiffany.nabors@Erlanger.org) and [mse@erlanger.org](mailto:mse@erlanger.org).
  - UTHSC students must also complete the Exposure form on OLSEN.
3. The Administrator On-Call, Nursing Supervisor, or Erlanger Employee Health 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 the patient.
4. Recommendations for any additional follow-up will be given to the Medical or PA Student by Erlanger Employee Health once all lab reports are reviewed.
5. If the exposure happens after regular Mon – Fri hours, 8 AM – 4 PM, or on weekends or holidays, the Student should notify the Office of Undergraduate Medical Education via email ([tiffany.nabors@Erlanger.org](mailto:tiffany.nabors@Erlanger.org) and [mse@erlanger.org](mailto:mse@erlanger.org)) and phone the office 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 or Erlanger Administrator On-Call.
6. Erlanger ExpressCare - Downtown and its Employee Health Office is located at:  
325 Market Street, Suite 102  
Chattanooga, TN 37402  
Phone: 423.778.4800 or the main ExpressCare number 423.541.5122.

# SailPoint

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

You will need your current username and password – this is one the information sheet in your envelope

- 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.