



New Student Orientation

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

UTCOM-C Medical Student Education Office Contacts

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

Tiffany Nabors, CMA, AAMA, Medical Student Services Specialist

- E-Mail: Tiffany.Nabors@Erlanger.org or mse@Erlanger.org
- Phone: 423.778.7442

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

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

Mukta Panda, MD, Assistant Dean, Undergraduate Medical Education & Well-Being

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

Department Contact Listing

Department	Clerkship/Course Director	Coordinator/Admin Staff
Emergency Medicine	Jacob Hennings, MD, FACEP	Velvet Green and Hollie Daugherty 423.778.7628 Velvet.Green@Erlanger.org Hollie.Daugherty@Erlanger.org
Family Medicine	Sara Conway, MD (M3/M4s) Sara.Conway@Erlanger.org Stephen Fox, MD (PAs)	Elissa McCoy and Charity Ross 423.778.2957 Elissa.McCoy@Erlanger.org and Charity.Ross@Erlanger.org
Internal Medicine & Geri/Palli	Patrick Koo, MD Patrick.Koo@Erlanger.org	Joyce Poke 423.778.6670 or 423.778.2998 Joyce.Poke@Erlanger.org
Neurology	Jake McKay, MD 423-778-9001 Jake.McKay@Erlanger.org	Joyce Poke 423.778.6670 Joyce.Poke@Erlanger.org

Department Contact Listing

Department	Clerkship/Course Director	Coordinator/Admin Staff
OB/GYN	Jeanie Dassow, MD Jeanie.Dassow@Erlanger.org	Connie Land 423.778.7515 Connie.Land@Erlanger.org
Orthopaedic Surgery	Jeremy Bruce, MD	Artnita Paris 423.778.9008 Artnita.Paris@Erlanger.org
Pediatrics	Cathy Stevens, MD (CD for Clerkship-M3s) Cathy.Stevens@Erlanger.org Kathryn Hines, MD (Assistant Clerkship Director) Kathryn.Hines@Erlanger.org	Tammy Elliott 423-778-6696 Tammy.Elliott@Erlanger.org
Plastic Surgery	Jason Rehm, MD, FACS Mark Brzezienski, MD, MS, FACS	Rosalyn Stewart-Kalaukoa 423.763.4549 stewartkalaukoar@refinedlooks.com

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	Justin Calvert, MD and Andrew Hill, MD	Heidi Andrus 423.778.7371 Heidi.Andrus@Erlanger.org
Surgery	J. Daniel Stanley, MD, FACS Daniel.Stanley@universitysurgical.com	Breanna Lomnick 423.778.7695 breanna.lomnick@universitysurgical.com
Urology	Benjamin Waldorf, MD	Stacey Blanks, CAP, C-TAGME 423.778.4691 Stacey.Blanks@Erlanger.org

ATOS Erlanger IT Help Desk



423.778.TECH (8324)

SERVICE@ERLANGER.ORG

CALL FOR ANY ERLANGER NETWORK OR LOGIN ISSUES,
INCLUDING EPIC

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 from your department on your first day of rotation.
- You must login with your information on the sheet you receive from a computer connected to the Erlanger network. Then you can change your password and access patient information you need or access the Erlanger intranet and Internet as needed.
- Remember – call the Erlanger Service Desk for IT help (423.778.TECH or 8324)
email: Service@Erlanger.org

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



Envelopes

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

- UTCOM-C ID Badge and Badge Reel
- Proxy Card for entry into Erlanger areas
- Meal Card
- UTCOM-C Ballpoint Pen
- Personal Information Sheet (Includes your Erlanger Network/Epic login, ScrubEx code, etc.)
- Yellow or Blue Parking Permit (hang from your rearview mirror or leave on your car's dashboard)
- PPE (N95 mask and eye goggles)

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

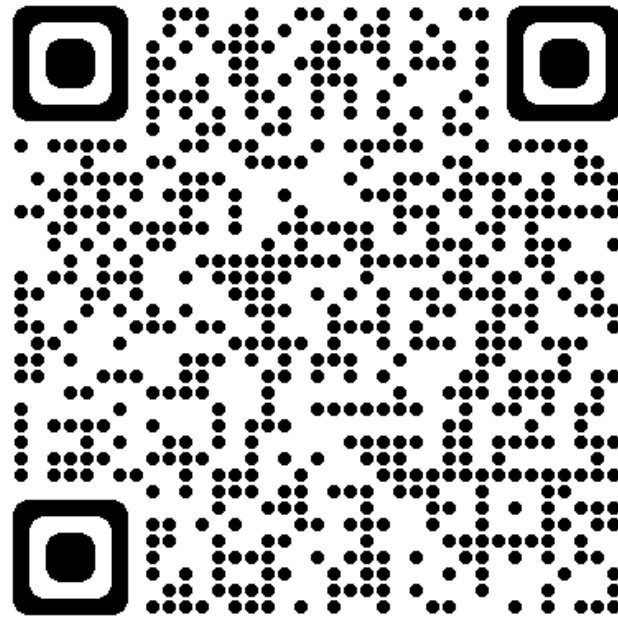
- Take the ticket you receive upon entering the Parking Garage with you.
- You **MUST** get your parking ticket validated **DAILY** or you will be subject to pay the \$2 daily parking fee
 - If you lose your ticket, you will have to press the lost ticket button when exiting the garage and pay the lost 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.

QR Code for Requesting Erlanger Security Escort to your Car in the Garage at Night

Follow the QR Code on this slide to get to the COLSEN Page. Then Click on the link for Erlanger Security Escort to view the information.



Appropriate Clothes & 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
- Short Student Lab Coat/Jacket

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. Turn right off elevator to enter Surgical Services, then turn left and machines will be on the right.
- Students are authorized to use ScrubEx Machines labeled N & O (one for dispensing & one for returning). Refer to the policy linked below or contact Victoria Chubbs by email or Amy Morgan, by email or phone.
- You can scan your badge barcode or enter the ScrubEx Pin Code listed on your student information sheet to obtain scrubs from the machine.
- Any student having problems or concerns while obtaining Scrubs from the ScrubEx Machines should contact **Victoria Chubbs at vchubbs@xanitos.com** or Amy Morgan (Erlanger Surgery Administration) at amy.morgan@Erlanger.org (423.778.8032).
- Please review additional ScrubEx information by [clicking on this link to our scrubs policy](#).

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

For more information on Erlanger's Dress Code Policy, [click here](#).

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

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 Erlanger Security Access PIN code (issued to you at orientation) 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 pre-loaded with \$30.00 and are reloaded every 2 weeks.

- Reloads are tentatively scheduled every other Monday around 9 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 (or MSE@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:

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

OLSEN & COLSEN

OLSEN

Only Link Students Ever Need

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



OLSEN QR CODE

COLSEN

Chattanooga's Only Link Students Ever Need

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



COLSEN QR CODE:

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

COVID-19 Vaccinations are Required by Erlanger UT Students unless they have been granted exemptions (Medical or Religious) by UTHSC



Based on the Federal CMS Vaccine Mandate, Erlanger now requires all employees, volunteers, residents and students to be fully vaccinated against COVID-19. Full vaccination is defined as one J & J vaccine dose, two Pfizer vaccine doses, or two Moderna vaccine doses. It does not require boosters at this time.

Documentation of vaccination must be supplied to MSE@Erlanger.org before your first day in order to begin your rotation.

UT Students: If you have been granted a Medical or Religious Exemption from the COVID vaccination by UTHSC, you must present a copy of your approved exemption by emailing it to Tiffany.Nabors@Erlanger.org before you begin your rotation.

Also, if you have an approved exemption from UTHSC, you must provide documentation of a negative COVID test (may be home test taken within 72 hours) before you begin your rotation. Send that to Tiffany.Nabors@Erlanger.org. Then every other Monday, you will also need to provide a negative COVID test to Ms. Nabors.

Finally, if you have an exemption, Erlanger requires that you also complete the Daily Wellness Screening Form available on the internet at the beginning of your work schedule when on duty within Erlanger. A QR Code is available on the next slide for quick access.

Note: Moccasin Bend does not require proof of documentation for the Psychiatry Clerkship students.

Erlanger Daily Wellness Screening QR Code



COVID-19 UTC/MC/Erlanger Policies and Protocols

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.

- Clerkship Coordinators should collect these items from the Materials Distribution Room on behalf of their students before their arrival.
- If replacements are needed, students can obtain new PPE from the nursing stations or by asking a supervising physician/resident.

If students are experiencing any symptoms related to COVID-19, they should inform their Clerkship/Course Director or Supervising Faculty member, and Dr. Panda and Tiffany Nabors in the Dean's Office. They should stay home to prevent exposure to others.

Per UTHSC COM, students are permitted to see COVID+ patients and PUIs IF they are vaccinated and ONLY IF the clinical facility allows this.

- If students are exposed to COVID-19 during their clinical rotation, they will follow the **Blood and Bodily Fluid Protocol** and **UT College of Medicine's COVID Guidelines for M3/M4/PA-2s**.

Students not vaccinated or uncomfortable seeing COVID+ patients, will not have any direct interaction or care of COVID positive patients.

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



Based on the Federal CMS Vaccine Mandate, Erlanger now requires all employees, volunteers, residents and students to be fully vaccinated against COVID-19. Documentation must be supplied to MSE@Erlanger.org before your first day in order to begin your rotation.

Erlanger PPE Policy (posted on the EHS Intranet)

Masking Guidance Update Effective December 22, 2022:

Hamilton County is currently in the **ORANGE** category based on local Health Department statistics for positive COVID cases. Additionally, our inpatient COVID rates have continued to climb and remain consistently above the threshold used to determine the previous discontinuing of our masking requirement. In a healthcare facility, wearing a face mask can help protect from pre-symptomatic transmission of COVID to patients, visitors, and healthcare staff.

Face masks and eye protections (face shield or goggles) must be worn by all Erlanger Associates when involved in clinical patient care (including contracted staff, Residents, Fellows, Medical Students and UT PA Students as follows:

- Providers caring for COVID-19 patients (or those being ruled out for COVID) must wear N-95 face mask, eye protection as denoted above, and gown).
- Providers caring for non-COVID patients must wear hospital-issued surgical or N-95 face mask, face shield or goggles.
- **All patients and visitors** should be **screened for COVID symptoms** and instructed to **wear a face mask** during their visit at any Erlanger facility while **in clinical areas**. Face masks will be provided during check-in at entry points for Erlanger hospitals.
- Per CDC recommendations, face masks should not be placed on the following:
 1. Young children under age 2
 2. Anyone who has trouble breathing
 3. Anyone who is unconscious, incapacitated or otherwise unable to remove the mask without assistance.
- Please note that Infection Prevention Medical Director and Staff will continue to monitor community transmission rates. The Face Mask Mandate is subject to change based on community transmission rates.

Update: Employee Wellness Survey/Reporting to Supervisor as of 1/6/2022

The guidance below has been updated regarding **ONLY** ill employees filling out the Employee Wellness Survey/reporting to EWCH Supervisor as well as clarification for employees who have asymptomatic exposures.

Due to concerns about increased transmissibility of the COVID-19 Omicron variant, the CDC recently issued "new guidance to enhance protection for healthcare personnel, patients, and visitors and to address concerns about potential impacts on the healthcare system given a surge of SARS-CoV-2 infections."

Depending on how COVID-19 is impacting Erlanger Health System, Erlanger's Command Center and Administration will evaluate staffing needs and patient numbers to determine which CDC guidance Erlanger will use for employees to return to work should an employee have on-the-job or community infection of COVID-19.

There is no daily action needed for employees who are well or do not have symptoms.

The protocol for an Erlanger employee **feeling ill** is to first fill out the Employee Wellness Survey https://lifeforce.proteanhub.com/public/show_form.php?form_id=36320. Employees at Erlanger Western Carolina Hospital and area facilities will need to report their illness to their supervisor instead of filling out the Survey.

When an Erlanger employee reports their symptoms on the survey or to their EWCH supervisor, he/she will then be contacted and evaluated by an Employee Health representative (EWCH Employee Health or Erlanger Express Care for all other employees). Depending on Erlanger's status for the new CDC guidance, Employee Health will determine and communicate with the employee the process for following guidelines for wellness as well as returning to work.

If an Erlanger employee has been exposed to COVID-19 and does not have any symptoms of illness, the employee will work without restriction or isolation and monitor for any development of any symptoms. Reporting the development of symptoms in the Employee Wellness Survey or to your EWCH Supervisor will trigger contact from Employee Health for further direction.

As always, the key to help prevent the spread of the virus whether during your professional or personal life and if you are well, are asymptomatic or have symptoms is to avoid large gatherings where risk is higher, utilize hand hygiene practices, be fully vaccinated, receive your booster, wear a mask, and wear appropriate PPE when providing services to patients. Please click the following link for more information regarding Erlanger's mask and PPE protocol. <http://ehsintranet/Pages/Interim-Guidance-Memo--Universal-Masking-Update--.aspx>

Employee Wellness Monitoring Procedure for Symptomatic Individuals

Procedure:

1. All staff with symptomatic illness should document the following **prior to starting work each day**:
 - New cough
 - New shortness of breath
 - New sore throat
 - New loss of taste or smell
 - Fever greater than or equal to 37.8°C/100.0°F without taking fever-reducing medications, i.e. Tylenol, Ibuprofen, etc.
2. If documentation includes a "Yes" to any of the screening criteria:
 - Do not come to work sick.
 - Notify your supervisor (and Staffing Office if applicable)
3. If symptoms develop while at work:
 - Notify your supervisor immediately so your duties can be reassigned
 - Leave the facility to take care of yourself
 - Follow-up with WorkForce/Employee Health as directed by your supervisor

Documentation:

Please use the following link to submit your Screening prior to the start of your shift.

https://lifeforce.proteanhub.com/public/show_form.php?form_id=36320

Erlanger Daily Wellness Screening QR Code



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 of your Clerkship/Course Director under Manager Name and enter UT College of Medicine Chattanooga in the field for Department Name.
- Click on the appropriate option for the Erlanger Campus in which you are rotating. (Baroness, East, etc.)
- Then answer the Wellness Screening Questions.
- Finally click "Submit" at the bottom of the form.

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 so it can be reported to Erlanger Infection Prevention and Erlanger ExpressCare/Employee Health.
 - To reach the Erlanger Administrator/House Supervisor 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.
 - 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@erlangers.org.
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.
 - 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.
 - Lab reports will be sent to the Erlanger Employee Health Office when completed.
 - Students do not have to report to Erlanger Employee Health until the source labs are back unless the source is a known HIV or HepC+ patient.
 - If the student is directed to report to Erlanger Employee Health, the student should bring a copy of the Erlanger Exposure form to that office.
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.
 - The UT Medical Student or PA Student will be responsible for any necessary follow-up, which will be coordinated between UTHSC Student Health Services in Memphis, Erlanger Employee Health, Erlanger Infection Prevention, and the UT College of Medicine administrative offices.
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 Graduate and Medical Student Education via email (mse@erlangers.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.

COVID Testing @ Erlanger Employee Health

1. For symptomatic work exposures, ExpressCare will perform either a rapid or PCR test on these individuals. There will be no cost to the individual for this visit if it is a work place exposure. Requirements:
 - a. Work related exposures must go through Employee Health at the Market Street ExpressCare location via appointment
 - b. Notification to Employee Health must be completed through Erlanger's Wellness Form so appropriate questionnaire is completed
2. For asymptomatic testing or symptomatic community exposures, ExpressCare bills insurance for these services so co-pay and card authorization are required
 - a. Non-work related exposures are not required to go through Employee Health. Any of the 7 ExpressCare locations can handle this.
 - b. You can also be tested elsewhere (ie. Clinica Medicos, CVS, etc.) as long as Erlanger's [Return to Work policy](#) is followed.
3. Please note that a breach of PPE while on service (ie. having discussion with family), in break room/cafeteria exposures while eating or drinking or in other non-patient care related areas is considered a community exposure.

COVID Testing @ Clinica Medicos

If you are in need of a COVID test (ie. pre-rotation requirement, non-work related exposure, etc.), [Clinica Medicos](#) is an affiliated Hamilton County Health Department Free COVID Testing site where you can be tested.

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 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 Tiffany Nabors to make us aware you have made an appointment and to request the Consent Form.

For more information regarding Hamilton County Free COVID Testing Sites, please visit:

[https://health.hamiltontn.org/AllServices/Coronavirus\(COVID-19\)/HealthDepartmentAffiliatedFREETestingSitesinHamiltonCounty.aspx](https://health.hamiltontn.org/AllServices/Coronavirus(COVID-19)/HealthDepartmentAffiliatedFREETestingSitesinHamiltonCounty.aspx)

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.

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>

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.



We are pleased to announce that Lucy White, MEd, LPC-MHSP, has joined the Deans Office Administrative Staff as a **Full-Time Counselor**. 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.



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 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 (*i.e.*, 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 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 10:15 am**).

Chattanooga Rotation Evaluation Form



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 UTCOM-C Office of Graduate & Undergraduate Medical Education.

General Apartment Maintenance

- Students are expected to maintain day-to-day apartment cleanliness throughout the duration of stay.
- UTCOM-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.

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 AND AT ERLANGER.