



Graduate Medical Education Orientation

2022



erlanger
Health System

We practice what we teach.

2022

**World Class Health Care
in Chattanooga**

Welcome



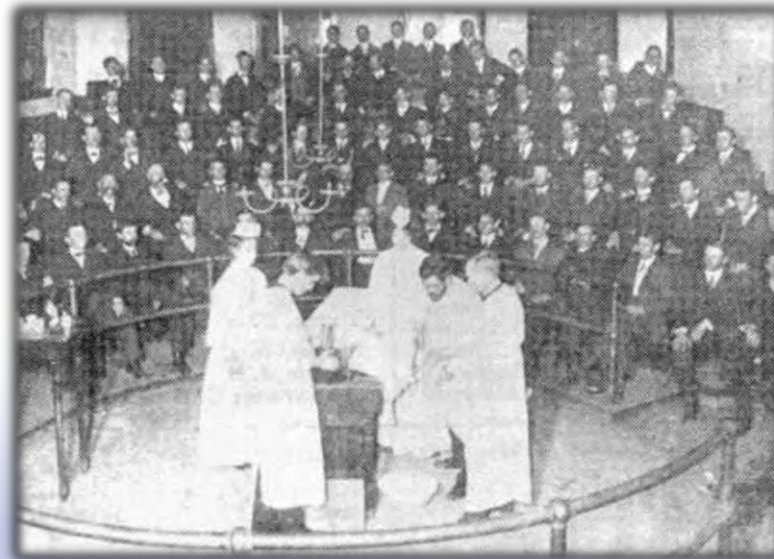
**Erlanger is the University of
Tennessee's major affiliated
partner in Chattanooga & our
Primary Clinical Training
Site.**



For more than a century



Has provided health care for Chattanooga & has been involved in teaching medical students & physicians.



2022

For 48 years



&



**Have worked together to provide excellence
in education for physicians &
in patient care**

Since 1974



2022

Guess How Many GME Orientations ...

- **How many GME Orientations have I attended?**
- **100 (Don't be funny)**
- **10 (No)**
- **My first orientation was on June 30, 1982.**
- **Today marks my 41st GME Orientation!**



Medical Student Education



- 35 – 65 medical students at any given time from UT & other medical schools
- 6 UT PA students at any time
- More than 250 individual students rotating each year

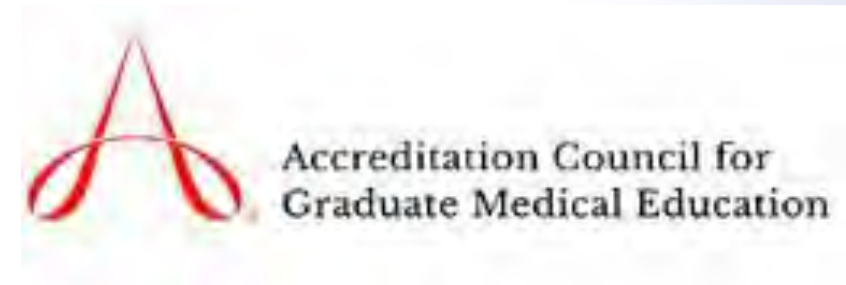


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Graduate Medical Education



- **UT College of Medicine Chattanooga is the Sponsoring Institution for GME training in Chattanooga.**
- **The ACGME has awarded Continued Accreditation to the institution with Commendation & “Zero” citations.**
- **9 ACGME accredited residency programs**
- **6 ACGME accredited fellowship program**
- **6 non-ACGME accredited fellowships**



Residency Programs



- **Emergency Medicine**
- **Family Medicine**
- **Internal Medicine**
- **OB/GYN**
- **Orthopaedic Surgery**
- **Pediatrics**
- **Plastic Surgery**
- **Surgery**
- **Urology**



Accreditation Council for
Graduate Medical Education



2022

ACGME Fellowships



- **Cardiovascular Disease (sponsored by Internal Medicine)**
- **Colon & Rectal Surgery (sponsored by Surgery)**
- **Emergency Medical Services - EMS (sponsored by Emergency Medicine)**
- **Gastroenterology (sponsored by Internal Medicine)**
- **Surgical Critical Care (sponsored by Surgery)**
- **Vascular Surgery (sponsored by Surgery)**



Non-Standard Fellowships



- **Minimally Invasive Gynecologic Surgery (American Association of Gynecologic Laparoscopists-Accredited)**
- **Neuro-Interventional Surgery (no accreditation)**
- **Orthopaedic Trauma Surgery (Orthopaedic Trauma Association-Accredited)**
- **Mastery in General Surgery (American College of Surgeons-Accredited)**
- **Ultrasound (sponsored by our Emergency Medicine Residency and not accredited)**
- **Urology Laparoscopic and Robotic Surgery (Endourological Association-Accredited)**



Accreditation - CLER



Clinical Learning Environment Review (CLER) Visits occur as part of the overall accreditation process for our

- **GME Programs**
- **Our Sponsoring Institution (The University of Tennessee College of Medicine Chattanooga), and**
- **Our primary clinical training site and major affiliated hospital -- Erlanger Health System.**



Faculty



- More than 450 physicians hold faculty appointments & represent most medical & surgical specialties & subspecialties.



Research & Scholarly Activity



- **Giuseppe Pizzorno, PhD, PharmD, Associate Dean for Research**
- **Stacey Hendricks, CIM, Institutional Review Board Administrator**
- **Currently more than 200 research projects, studies, & clinical trials on our campus.**
- **Statistical analysis and guidance are available through cooperation between our campus and the local University of Tennessee at Chattanooga campus.**



Research & Scholarly Activity



- **UT College of Chattanooga Institutional Review Board must approve or exempt all research involving human subjects conducted by residents, fellows, students, and faculty at Erlanger or at any of our clinical training sites.**
- **Campus-wide events include**
 - **Annual Research Day in the Spring to encourage research and scholarly activity**
 - **Annual Quality Improvement/Patient Safety Day to encourage patient safety & quality improvement efforts – will be held in conjunction with National Patient Safety Week in March 2023**



Paychecks & Pay Day



- All UT employees, including Residents, must utilize Direct Deposit.
- If you haven't given Jacqueline Hogan your signed UT Direct Deposit Form or your voided check, please do that by Thursday, June 30!
- You will be paid monthly on last working day of each month.
- First paycheck will be Friday, July 29, 2022 for those starting July 1.
- All incoming Residents will receive a \$350 orientation stipend on their first paycheck if they attend all required orientation sessions and complete the required Onboarding Checklists.
- All incoming Residents will also receive a special, one-time \$600 GME Electronic Communication Stipend on your first paycheck. You can use this to buy a new cell phone or just to offset expenses related to paying for your personal cell service or other expenses. You do not have to provide receipts or other justification. This is meant to help you with these expenses as you begin GME training in Chattanooga.



2022

UTCOM Chattanooga Stipend Scale for 2022-2023



PGY Level	Annual Stipend*	Monthly Gross
1	\$ 55,822	\$ 4,652
2	\$ 56,723	\$ 4,727
3	\$ 57,949	\$ 4,829
4	\$ 60,687	\$ 5,057
5	\$ 62,484	\$ 5,207
6	\$ 64,848	\$ 5,404
7	\$ 67,224	\$ 5,602

*These \$ above also include \$660 annual offset for life & disability premiums.



View Pay Statement via the UT Portal



- The University is on a monthly payroll system. Residents in the University of Tennessee Graduate Medical Education Program participate in Social Security. The current FICA deduction is 7.65%. Payday is the last working day of the month. Direct deposit is mandatory for all employees.
- Tennessee does not have a state income tax but federal taxes will be withheld.
- To access your pay statement each month please visit <https://irisweb.tennessee.edu/irj/portal/OnlinePayStatement>.
- You will be asked to enter your UT NetID & password. For more information about online pay statements including information on UT NetID's, passwords, & browser requirements, please visit <http://payroll.tennessee.edu/paystatements.htm>.



2022

Payroll Changes



- Payroll Changes below must be submitted to the GME Department (Jacqueline Hogan) before the 15th of each month to be processed that pay period:
 - Updated W-4
 - Updated Direct Deposit Form (and voided check)
 - Insurance deduction changes
 - 401K/457B deductions
- Changes received after the 15th will be effective on the following pay period.
- Changes may be retroactive to the first of the given month or effective the 1st of the following month depending on the change.



Resident/Fellow Insurance Premiums

- Effective the first day you are placed on payroll – this year, Friday, July 1, 2022, for those beginning July 1.
- Your portion of the premiums is deducted from your monthly paycheck.
- Enrollment in the basic life & disability plans is mandatory since UT adds \$55 per month to your regular salary to offset the cost.
- Life Insurance Premiums are less than \$5 per month for the \$100,000 coverage.
- Disability Insurance Premiums are based on the Resident's/Fellow's age at the time of hire.
- For 2022-2023, the Resident portion of health, dental & vision **monthly** premiums are
 - **\$115 for Individual**
 - **\$230 for Employee & Spouse**
 - **\$210 for Employee & Children**
 - **\$325 for Family**



2022

Clinical Experience & Educational Work Hours ("Duty Hours")



The ACGME Revised Common Program Requirements, Section VI, stipulate the following regarding Clinical Experience & Educational Work Hours ("Duty Hours"):

- No more than 80 hours per week, averaged over a 4-week period (or **per rotation if the rotation is less than 4 weeks**)
- The 80 hour maximum per week includes all in-house call clinical & educational activities, clinical work done from home, & all moonlighting
- Must have 8 hours off between scheduled clinical work & education periods
- Must have at least 14 hours free of clinical work & education after 24 hours of in-house call



Clinical Experience & Educational Work Hours ("Duty Hours")



- Must be scheduled for a minimum of one day in seven free of clinical work & required education (averaged over four weeks or over a rotation period if less than four weeks). At-home call cannot be assigned on these **free** days.
- Clinical & educational work periods for Residents must not exceed 24 hours of continuous scheduled clinical assignments.
- Up to four hours of additional time may be used for activities related to patient safety such as providing effective transitions of care, charting, and Resident education, **but cannot include any patient care for new patients.**



Clinical Experience & Educational Work Hours

Logging Hours & Reporting Time Off



- You must log your clinical experience & educational work hours in the Duty Hours Module in New Innovations.
- Hours worked should be logged at least once each week – please do not get behind.
- UT also requires that you report time off each month via an appropriate form used by your department.
- Submit that form to your department each month.
- UT permits up to 3 weeks annual leave (vacation) each year (15 days of Monday through Friday) – 21 days if you count a weekend for each week of annual leave.
- Some programs permit only 2 weeks during the first & second years of training.
- As you are considered “special employees,” Residents are not guaranteed to be off on holidays.
- Holiday schedules depend on the rotation to which you are assigned & if that service is closed.



Clinical Experience & Educational Work Hours & Reporting Time Off



- You are permitted up to 3 weeks of paid sick leave (15 days – Monday through Friday -- with a weekend before or after each week) – 21 sick days if you include Saturdays and Sundays.
- University policy does not permit Residents/Fellows to use sick leave for any purposes other than illness, injury, or care of a child or adult family member. Sick leave can be used to attend personal or family visits to doctors, dentists, etc., or may be used for wellness days if that is permitted in your program.
- Your Program Director may require a physician's statement of fitness for duty to return to work for absences beyond 3 days. If you have numerous or sporadic sick days, your Program Director may require a physician's statement before you return to work each time.
- Most programs permit one week of conference each year at the discretion of the Program Director. However, you cannot use conference leave for additional annual or sick leave.
- All leave must be approved by the Program Director or Chair before leave is taken.
- Approved leave -- whether paid or not -- may require extension of training beyond typical dates according to board certification requirements.



2022

Clinical Experience & Educational Work Hours & Reporting Time Off



- Remember that although you may be paid for leave, the individual boards determine the amount of time off you can take each year and still be eligible to sit for board certifications at the end of your training.
- Each trainee is responsible for understanding and confirming board requirements with their Program Director about time off and any potential extension of training.
- You may have to make up time at the end of your training.
- All time off should be reported on the Time Off Forms (Excel) required by the University (link: <https://www.uthsc.edu/comc/gme/residents-fellows/documents/time-off-formula.xls>)
- Submit the Time Off Form to your Coordinator each month.
- Your Coordinator will compile information about the entire program work force and report it to the GME Office on a monthly basis via spreadsheet.



Clinical Experience & Educational Work Hours & Reporting Time Off



- Some departments permit one or more Personal Days (some call them Wellness Days) beyond annual leave & sick leave each year.
- Annual Leave or Personal Days (if your program permits) should be used when interviewing for other residency or fellowship positions, as well as post-training jobs.
- Residents and Fellows may be eligible for qualified family & medical leave (up to 12 weeks) for the birth or adoption of a child or serious health issues effecting the Resident, spouse, child, or parent.
- In accordance with Federal Family Medical Leave regulations, all paid annual leave & sick leave must be exhausted before taking any leave without pay.



Professional Development Reimbursement



- Each Department determine annual reimbursement amounts for professional development activities and resources available to its Residents--
 - Educational books
 - Travel to external CME conferences planned by ACCME-accredited providers, video courses, national specialty meetings of a specialty society (in the continental U.S.), and board review courses (online or in person)
 - Membership fee for specialty organizations and societies
 - UMSLE Step 3 Prep Course or materials
 - USMLE Step 3 (or COMLEX Part 3) registration fee since our institution requires this to promote to the PGY-3 level)
 - Electronic educational resources
 - Smart phones, laptops, iPad or similar tablets, Ear buds or “AirPods”
 - etc. Some programs have set limits on the amount that can be reimbursed for electronic devices.
 - Small medical equipment such as stethoscope, surgical loupes, or neural reflex hammer.



2022

Professional Development Reimbursement



Non-approved expenses that will not be reimbursed by UT (may include but are not limited to the following):

- UT does not reimburse for board certification exam fees
- Medical license fees (paid by the University for UT Residents each year)
- Printers including palmtops
- Digital cameras
- Smart watches
- Travel not related to approved educational conferences.



Professional Development Reimbursement



- Travel related funds must be processed and submitted by Residents through their Coordinators using a new system called “Concur.” Coordinators will provide guidance for the process to their Residents.
- Travel to any external conferences must adhere to all UT travel and financial policies and must be submitted according to guidelines.
- Receipts for reimbursement of professional development resources or travel (except for travel that has not yet occurred before the end of the academic year) must be submitted **by May 1** of the academic year in order to be processed.
- Funds **cannot** be carried over to the next academic year.



Resident/Fellow Confidential Comments



- The Associate Dean/DIO (Dr. Robert Fore) and the Director of Graduate & Medical Student Education (Pamela Scott) are available anytime to discuss problems or concerns.
- Residents and Fellows are able to submit comments and concerns electronically and can submit them anonymously or include their names.
- Below is a QRCode to access the Confidential Comment Form from your tablet or phone camera:



[You can also click on this link to go directly to the form if you have issues with the QRCode.](#)

- The link is also available from our website as well as your New Innovations Information System you will use for evaluations.
- No one else sees these comments except for the DIO and Director of GME.
- We encourage Residents and Fellows to identify themselves in order that we can provide feedback and effect positive change.



2022

Resident Support Services



- Erlanger Workout Facility, 2nd Floor of the Medical Mall, off the A Elevator just above the First Horizon Bank. There is no charge to use the facilities for hospital employees or our Residents.
 - Facilities include weight equipment, treadmills, & stair masters
 - Your UT Erlanger ID badge will give you access to the entry pad.
- The ARC (Aquatic & Recreation Center) at the local UTC campus, located at East 4th & Mable Streets & across from the McKenzie Arena
 - Fee based membership is \$150 for 6 months (plus a \$10 access card fee)
 - Basketball, volleyball, badminton, & soccer courts
 - Indoor track
 - 43' 7" indoor climbing tower & 13' rock climbing wall
 - Pool, lazy river, & water slide
 - Workout equipment & rooms





Resident Support Services



- Siskin Fitness Center (located at Siskin Rehabilitation Hospital connected by an enclosed sky walkway)
- Monthly fee
- Lap pool, exercise pool, spa, exercise equipment, & classes



2022

Resident Support Services



- Behavioral Health Insurance Benefits as part of the UT GME Resident Health Insurance Plan (CIGNA)
- An Employee Assistance Program (EAP) also from CIGNA (available 24/7) at no cost to our Residents:



Let us help you

CIGNA EAP

Call 877.622.4327 or log into

myCigna.com

Employer ID: UTGME

(Needed for initial registration only)

- 3 face to face counseling sessions for each problem or issue for each person living in your household – whether they are covered by your health insurance or not
- Additional unlimited phone or video conferences for problems
- 30 minute legal consultation (face to face or phone)
- 30-minute phone consultation with a qualified specialist on topics such as debt counseling or planning for retirement
- Resources and referrals for childcare providers, before and after school programs, camps, adoption organizations, child development, prenatal care and more
- Resources and referrals for home health agencies, assisted living facilities, social and recreational programs and long-distance caregiving
- Resources and referrals for pet sitting, obedience training, veterinarians and pet stores
- 60-minute consultation with a fraud resolution specialist



2022

Resident Support Services



- LifeBridge Chattanooga Physician Well-Being Initiative – also available at no cost to Residents – offering confidential resources at no cost and encouraging physicians before they are in crisis:

<https://www.lifebridgechattanooga.org/> or call 423.591.9830.

- Mayo Clinic Well-Being Index – self screening tools with recommendations for resources: <https://app.mywellbeingindex.org/login>



- UT GME Advocate/Counselor will soon be available on our campus to provide education how to develop wellness skills, structure personal self-care plans, listen to your concerns and needs, and provide confidential counseling and recommend options for addressing issues at no cost to our trainees (Medical Students and Residents), Faculty, Coordinators, and Department Staff.



2022

Licensure Requirements (USMLE and COMLEX)



- Incoming Residents must have passed USMLE Steps 1, 2 CK, & 2 CS.
- Some programs will accept comparable passing scores on COMLEX 1 & 2.
- Residents must pass USMLE Step 3 (or COMLEX 3 if applicable) before being promoted to a PGY-3 level position.
- Incoming Fellows must have passed USMLE Step 3 (or COMLEX 3 if applicable).
- Residents must be registered for USMLE Step 3 by February 28 of the PGY-2 level of training.
- Failure to pass Step 3 before beginning the PGY-3 training level may result in termination since the Resident would not meet the requirements for continuation in the program.



Erlanger Phones



- To dial an Erlanger extension, dial the last four digits of an Erlanger # if calling from within Erlanger or Children's at Erlanger.
- To dial an outside number from an Erlanger phone, dial 19 and then the number.
- If calling an Erlanger office from outside, dial 778.xxxx.
- You are each assigned a unique five-digit “long distance authorization code” so you can make long distance calls about your patients or in regard to your educational program (transcripts, fellowships, licenses, conferences, etc.).
- If you make personal calls, you may be sent a statement asking you to identify personal calls & reimburse Erlanger.



2022

Erlanger Wireless Paging System and Pagers



- Residents in some departments are assigned a wireless alpha/numeric pager provided by Erlanger (OB/GYN, Plastic Surgery, and Surgery).
- Several Programs use “Service” pagers that are passed from team members depending on call assignments.
- If pagers are used in your program, they will be assigned and distributed by your Coordinators.
- Erlanger utilizes a Wireless Paging System that is available at each Nursing Station and in most of your departments.
- The names of all Residents and Fellows are loaded into the Wireless Paging System and will automatically send messages to your individual pager or cell phone. Your cell phone #s are blinded to any user.
- Users only see your names in the system and not the pager or cell # attached to your names.



Erlanger Pagers and Communication



- Erlanger administration and UT are working a project to improve communication and hopefully eliminate pagers to identify a more efficient and HIPAA compliant solution for communication between physicians. Secure Chat is available for all physicians within Erlanger's EPIC (eChart) health information system for HIPAA compliant communication about patients.
- Residents assigned pagers are responsible for replacing if lost or stolen (about \$100 each).
- Support for Erlanger wireless pagers is provided by the Erlanger Communication Services Office at 423.778.2077.
- For Residents, during regular business hours (Mon - Friday, 8:30 AM – 5 PM) the GME Department will maintain loaner pagers and will handle pagers that need repair.
- After hours (Mon - Fri) & on weekends, Residents with pager problems will need to call 2077 and follow the instructions for after hours service.



2022

Erlanger Pagers



- Erlanger pagers require AA batteries so please keep spare batteries at home or in call rooms.
- If you do not have a replacement battery and need one:
 - Get batteries from Jacqueline Hogan, Robbin Williams, or someone else in the GME Department (Suite 104 Whitehall), Monday – Friday, 8:30 am – 5 pm.
 - Call Marquisa Hardwick at 423.778.2077 and you will be advised where you can pick up a battery.
 - After hours (nights) and on weekends, call the Erlanger Communications Office at 2077 and follow phone instructions for problems with pagers.



2022

Erlanger Pagers



- If you need to page or contact another Resident from within Erlanger – and you know the Resident's pager #, dial 2121 from an Erlanger extension (or 423.778.2121 from your own phone), then the pager #, then the extension you need the Resident to call.
- If you need to page another Resident from outside Erlanger – dial 423.778.2121, the pager #, then the phone number you need the Resident to call.
- Your department will be able to type alpha messages to you via the Erlanger Wireless Paging System.
- Some nursing unit computers may have access to the Wireless Paging System so you may sent messages from Nursing and you may be able to send a message from a Nursing Station computer.
- If you don't know a Resident's pager #, call the operator at 423.778.7000 and ask the operator to contact the Resident to call you back.



2022

Erlanger Secure Chat through eChart



- Since the Erlanger pagers are not HIPAA compliant, Erlanger currently utilizes Secure Chat through EPIC (Erlanger calls its EPIC version “eChart”).
- Check with your department, particularly your Program Director and Chief Resident(s) to determine if this is something you want to use.
- You should have received instructions about Secure Chat as part of your Erlanger eChart training.



2022

Erlanger Post Office & Resident Mail



- Erlanger operates a full service US Post Office within the main hospital complex (end of the 1st floor near the E elevator).
- Go soon to the Post Office (Erlanger 1st Floor & request a PO box for your mail).
- Exceptions are:
 - Family Medicine Residents (all mail goes to the UTFP Center and Elissa McCoy)
 - Pediatrics (all mail goes to Ashley Thurston in the Massoud Building at Children's)
 - Plastic Surgery (all mail goes to Rosalyn Stewart-Kalaukoa in the Plastic Surgery Office on Riverside Drive)
 - Surgery (all mail goes to Cindy Rudolph or Maggie Hamblen in the Department of Surgery & then into mailboxes in the 7th Floor Resident Call area)
 - Urology (all mail goes to Stacey Blanks in the Urology Office)
- Erlanger Address: Resident's Name, Resident/Fellow
Erlanger Health System
975 East Third Street
Chattanooga, TN 37403



Erlanger Meal Benefits & Meal Cards



- Erlanger provides Resident access to food on a 24 hour basis within the hospital in accordance with ACGME requirements.
- Meal funds are not intended to provide for all meals and snacks you eat when on duty but are meant to help offset some of your costs – particularly when you are on call.
- Erlanger Food Services is managed by a third party called Sodexo.
- Each Resident is issued a personalized swipe card from Sodexo.
- Two meal plans have been set up for Residents and Fellows –
 - Plan #1: \$1560 annually -- Surgical Disciplines (OB/GYN, Orthopaedic Surgery, Surgery, Urology, Colon & Rectal Surgery, Surgical Critical Care, & Vascular Surgery)
 - Plan #2: \$1200 annually – Cardiovascular Disease, Emergency Medicine, EMS, Family Medicine, Gastroenterology, Internal Medicine, & Pediatrics



2022

Erlanger Meal Benefits & Meal Cards



- Meal cards can be used in the Erlanger Employee Cafeteria (called the Erlanger Baroness Bistro), located on the Erlanger 1st floor in the main hospital. Chick-Fil-A and Subway have stations in the Erlanger Cafeteria.
- Starbucks is also located in the Erlanger in the Medical Mall lobby. Starbucks accepts the meal card from our Residents and Fellows.
- Hour Place Restaurant, and Vibrant Meals are also located in the same area; however, they are privately owned and cannot accept your meal cards. Barbeque Chef is another privately owned restaurant located in the Medical Mall near Hour Place and Vibrant Meals.
- Meal cards can be used to purchase only food items in the main Cafeteria & Starbucks. You cannot purchase gift cards or merchandise from the Sodexo vender with your meal card funds.



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Erlanger Meal Benefits & Meal Cards



- Recently Erlanger has added a new On-Spot Dining section of vending machines with fresh food, snacks, and Starbucks coffee located at the entrance to the cafeteria.
- Another location has added two of the On-Spot Dining refrigerators in the adult Erlanger Emergency Department waiting area.
- Sodexo and Erlanger are working to permit the On-Spot dining machines to accept your meal cards. The chip reader will accept debit and credit cards from you, Erlanger employees, and visitors.
- When using your meal card, please only buy food for yourself – not other Residents, hospital employees, or family.
- Immediately report a lost card so it can be deactivated.
- Jacqueline Hogan can issue you a new meal card with your available balance.



Erlanger Parking for Residents



- Residents will have access to the main Erlanger garage with the special Erlanger Photo ID and Proximity badge issued at orientation. The settings on the proximity badge are programmed to permit them to access approved Resident parking areas in the main Erlanger parking garage.
- PGY-1 and PGY-2 Residents park on the 3rd and 4th levels of the Erlanger main parking garage (no charge). Please don't enter through the main visitor's entrance and gate. Instead, enter through the entrance labeled as "Staff."
- PGY-1 and PGY-2 Residents must drive up to at least the 3rd level, or the system will not permit the Resident to leave the garage. You will park in the section of the garage nearest the Erlanger Medical Mall and Central Avenue.
- PGY-3+ Residents and Fellows are permitted to park in the basement level of the garage with Medical Staff physicians. Enter via a Physician parking entrance located just down from the e-Kids walkway (marked with a small sign) on Blackford Street.
- If you need an escort to your car in the late or early hours, call 423.778.7614 to request a Security escort.



2022

Erlanger Intranet



- Most computers located on the floors, in lounges, and in the Medical Library use the Erlanger Intranet as their Home Page (<http://ehsintranet>).
- The Intranet home page includes many Erlanger standard policies and order sets such as those for Infection Prevention.
- You can access the Erlanger Electronic Health Record System via the Intranet, through Erlanger's version of EPIC called eChart and other systems such as PACS for imaging studies).
- You can also easily access our UT Medical Library's online resources via the Intranet by finding the EDUCATION & DEVELOPMENT menu item at the top center of the Home page. Or follow this link to directly access the page if you are already on the Erlanger Intranet: http://ehsintranet/medicla_library



Virtual Physician Connection via the Erlanger Internet



- From outside Erlanger, you can access the Erlanger computer system through a Virtual Physician Connection
- It provides easier access to Erlanger PACS, Physician Portal, Erlanger intranet, the Wireless Office Messenger Paging System, and Secure Chat



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Physician Portal



- Instructions are provided in a separate document to install VPN client software and the 2-Factor authentication used by Erlanger called Mobile Pass.
- Through the secure VPN and Physician access, you can: Access your hospital patient information, demographics, transcription, test results, & documentation.
- You can also access the Erlanger Intranet & Medical Library Services.
- You can access the Clinical Lab (providing information about lab services).



2022

- As a UT Resident, you will have a UTHSC email account provided by UT.
- Since official payroll information, travel reimbursements, W2 statements, etc. are sent from UT to that email, please set up & forward that email to one you check frequently.
- UTHSC uses Microsoft 365 and the Cloud for its UT webmail. Your UT webmail account will permit you to forward messages to any other email, including your Erlanger email account.
- Unfortunately, Erlanger's network & firewall will not permit you to access anything using "the Cloud" (Microsoft 365, Google Docs, etc.).
- You cannot forward Erlanger email to another account.
- The UTHSC Help Desk is 901.448.2222.
- UT utilizes a 2-Factor Authentication system (Duo Mobile) to access any UT Microsoft applications, including UT webmail, and UT Payroll information such as travel approvals, pay stubs, etc. You will receive more detailed information when your UT NetID and UT email accounts are established.



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- The DIO and the GME Department **require** that you utilize your **Erlanger email address** for official communication with your program, the GME Office, and Erlanger departments.
- With almost 200 Residents and Fellows, the GME Office does not text your personal phone.
- Due to Erlanger Privacy & Security concerns, you can no longer access your Erlanger email/webmail on your personal devices (smartphones and tablets) without enabling Bitglass on your personal devices.
- After discussion with Erlanger IT (ATOS) Access Control Staff, you will be able to enable Bitglass on your phone after you first log into an Erlanger computer with your Erlanger network account credentials.
- There is a Network Password Reset Tool that should be helpful located on the Erlanger Intranet (when using a connected computer within Erlanger):
 - EHSIntranet >Employee Links >Network Password Reset, <http://ehs-mswsiis01/PassCore/>
- Instructions have been provided for enabling Bitglass as part of the pre-orientation information from Erlanger.
- If you have problems with your Erlanger network or your EPIC access, contact the IT Physician Support Line that is especially for physician providers – including Residents: Cell 423.582.9977, M-F, 8 am til 5 PM or 1.844.ITDOCTOR (toll free 24/7). You can also email them at IT.Doctor@erlanger.org
- When connected to the Erlanger public wireless network (ehs-pub), you should be able to access the Cloud, gmail, etc.



- You can log into an Erlanger computer with your Erlanger network credentials & access your Erlanger email as long as Microsoft Office and Outlook are installed on the computer you are using at Erlanger (such as at Nursing Stations, call or work areas, or in the Medical Library).
- Please discuss with your Coordinator to confirm the email address your program requires you to use for most communications.
- The GME Department strongly encourages you to use your Erlanger email as your Primary email, particularly since you may receive emails about patient care, medical records, etc., that would be encrypted if we were to communicate via your Gmail or other personal email account.



2022

Software Download



- As a UT Resident, you have access to download several software packages from the UT Knoxville software distribution website at small costs or no cost (Windows & Mac computers) – including Microsoft Office 365 for your personal computers or devices. You cannot download these on an Erlanger computer. We advise you do this at home.
- <https://oit.utk.edu/hardware-software/software-purchases/Pages/default.aspx>
- To login & download, you will need to enter your UT Net ID – the one you use for UTHSC email, UT online modules, & UT payroll.
- Contact the UT Help Desk if you have problems at 901.448.2222.



Erlanger Computer Support – Erlanger Service Desk



- Some Erlanger IT Support is outsourced to a company known as ATOS.
- You can contact the Erlanger Service Desk by email for assistance at Service@Erlanger.org.
- You can also call the Erlanger Service Desk (or “Help Desk”) at 423.778.TECH (8324). You will be contacted back by an Erlanger IT technician if the Service Desk cannot address your problem.
- As a physician, you have a special, dedicated support team at Erlanger that is for Providers Only which includes our Residents and Fellows:
 - 423.582.9977 cell phone (call or text) (Business hours are M – F)
 - Email: IT.Doctor@erlanger.org
 - Toll Free: 1-844-ITDOCTOR (available 24x7 specifically for physicians!)



2022

Special Resources



- Financial aid counseling from Janice Maddox at the main Memphis campus at jmaddox9@uthsc.edu or call 901.448.1601.
- AAMC (Financial Information, Resources, Services, & Tools (FIRST))
<https://students-residents.aamc.org/financial-aid/>
- Student Loan Repayment Information (Doctors without Quarters)
www.dwoq.com/videos.html
- UT Student Financial Services
<https://www.uthsc.edu/financial-aid/flight/loan-repayment.php>



2022

Special Resources



- Tax deferred compensation plans – contact Jacqueline Hogan for details.
 - Tax Deferred Annuities available to Residents: 401(k) plans without matching funds), 457 plans, and 403(b) plans are available. Review information at
 - <https://www.uthsc.edu/hr/benefits/retirement/tax-deferred-annuities.php>
 - Contact Allan Landstreet for 401(k) and 457 Plans at allan.landstreet@employer-retirement.com or via cell at 901.550.4549.
 - Note that as special employees, UT Residents are not eligible for matching funds for 401(k) plans.
 - You can also visit the RetireReady TN website: <https://retirereadytn.empower-retirement.com/participant/#/login?accu=TennesseeWR>
 - 403(b) providers include Ameriprise Financial, Fidelity Investments, TIAA, Valic (now AIG), and VOYA. Contact information is on the Tax Deferred Annuities page linked above.
- For information about Workers Compensation protection for exposures and on the job injuries, contact Jacqueline Hogan at 423.778.3899.



Special Resources



- Workers Compensation protection for exposures & on the job injuries
 - We have a badge buddy (for behind your ID badge) with a QR Code to take you to our online protocol regarding exposures, reporting, and Workers Compensation Claims.
 - If you have an exposure (TB, needle stick, etc.), make sure that the nurse manager in that area where the exposure occurred has completed an exposure report for a non-Erlanger employee.
 - Follow the recommendations of your supervising physician or Erlanger managers regarding seeking screening from Erlanger Express Care (M-F, 7:30AM – 4 PM, 423.778.4800), or via the Emergency Department after hours & on weekends. Check with the Erlanger Nursing Supervisor before getting treatment (423.778.6168 or 423.778.7000 to have the operator page the supervisor).
 - **Within 24 hours of the exposure, the Resident must contact Jacqueline Hogan in the GME Department at 423.778.3899 or email her at GME@Erlanger.org** so she can help you to report the exposure to Corvel, the company that manages Workers Comp for the University of Tennessee. Jacqueline will help you navigate getting prescriptions needed & approval for medical appointments if needed.
 - You can view information about the UT Workers Comp reporting process at: http://www.uthsc.edu/hr/benefits/workers_compensation.php



2021

Special Resources



- Instructions for accessing the resources below are part of the orientation presentation materials that must be reviewed before you begin training:
- ePocrates -- online and mobile medical reference application for clinical decision making, drug information, herbal supplement information, etc.
- Up-To-Date -- the premier evidence-based clinical decision support resource
- Visual DX -- web-based clinical decision support system proven to enhance diagnostic accuracy, aid therapeutic decisions, and improve patient safety.
- IHI Open School Online Courses for patient safety and quality improvement education – you will soon receive access instructions from Robbin Williams, GME Lead Coordinator, via one of the new onboarding checklists. Some departments require Residents to complete IHI modules as part of that program's requirements. Just verify with your Chief Resident, Program Director, and Coordinator.



Special Resources



- Access Medicine -- full e-formatted textbooks accessible from computers within Erlanger or outside via the Physician Portal from the Medical Library intranet, including but not limited to:
 - Harrison's Principles of Internal Medicine
 - The Atlas of Emergency Medicine
 - Current Medical Diagnosis and Treatment
 - Fitzpatrick's Color Atlas and Synopsis of Clinical Dermatology
 - Hurst's The Heart
 - Schwartz's Principles of Surgery
 - Williams Obstetrics and Gynecology



UTC Online Professional MBA Program



- The University of Tennessee Chattanooga College of Business offers a special program for our Residents in which you can pursue a Professional MBA degree online during residency.
- 15 – 24 months for 36 credit hours
- <https://new.utc.edu/gary-w-rollins-college-of-business/departments/graduate-programs/master-of-business-administration>

Professional Master of Business Administration

THE UNIVERSITY OF TENNESSEE CHATTANOOGA
COLLEGE OF BUSINESS



Online Professional Master of Business Administration for UT Erlanger Residents

About the Program:

- 36 Credit Hours delivered 100% online and completed in 15-24 months
- 6 Transfer Credit Hours could potentially be accepted if medical school capstone was completed in partnership with UT Erlanger Medical Program in Chattanooga
- 7-Week Mini Terms for the online coursework
- Affordable, Respected MBA that is AACSB Accredited

What you need to be admitted...

Required Application Materials:

- Online two-part application (www.utc.edu/pmba)
- \$35.00 one-time, non-refundable application fee
- Official transcripts from each university previously attended
- A complete resume of work experience
- Names/emails of two professional references from current or past employers

Admission Requirements for the UTC Online Professional MBA Program for UT Erlanger Residents

Admission to the PMBA for UT Erlanger Residents program is based on the following:

- A minimum cumulative undergraduate GPA of 2.7 or a GPA of 3.0 in the last 60 hours.

The UTC Online Professional Master of Business Administration Curriculum for UT Erlanger Residents

- 36 credit hours delivered through UTC's online Professional MBA program

See next page for course descriptions. Current pricing is listed at www.utc.edu/pmba. Curriculum and pricing are subject to change.



For more information:

The College of Business Graduate Programs Offices are located in Fletcher Hall, Suite 207 in downtown Chattanooga at the corner of Douglas Street and McCallie Avenue.

For more information contact Christine Estoye, MBA Program Manager,
via email at Christine-Estoye@utc.edu or phone at 423.425.1730

- Program goal to incentivize primary care physicians to work in rural areas or with underserved populations in Tennessee.
- Eligible primary care specialties include: **Family Medicine, Pediatrics, Internal Medicine, Internal Medicine/Pediatrics, Obstetrics/Gynecology, and Psychiatry.**
- Other specialties, such as **General Surgery** or hospitalist, may be considered depending upon the need in the community in which the clinician will practice.
- The Residency Incentive Programs offers \$105,000 to primary care residents in a 3-year residency and \$140,000 to those in a 4-year residency program, in exchange for an equal length commitment to serve in a rural area or with an underserved population in Tennessee.
- Residents may find their own practice location or ask TCWD staff for assistance, but TCWD must always approve sites.
- Visit www.tncwd.com to see more about the program and the resident incentive program: <https://vimeo.com/259232789> and <https://vimeo.com/258709382>
- Contact Mary Ann Watson at mwatson@tha.com or 901.569.0172.



2022

Welcome to our GME Program & Chattanooga



**Welcome again to Chattanooga!
See you soon, and enjoy your training as
you begin a new year!**

