

RESIDENT SUPPORT SERVICES INCLUDING RESIDENT WELL-BEING

Well-Being

As part of the health care community and in agreement with ACGME requirements for Graduate Medical Education, we recognize the importance of our commitment to providing an environment of optimal health and well-being for our Residents* and Faculty. In the current health care environment, Residents and Faculty are at increased risk for burnout and depression. Psychological, emotional, and physical well-being are critical in the development of the competent, caring, and resilient physician. Self-care is an important component of professionalism; it is also a skill that must be learned and nurtured in the context of other aspects of residency training. Programs have the same responsibility to address well-being as they do to evaluate other aspects of Resident competence. The University and Erlanger are committed to a learning and working environment in which a culture of respect and accountability for physician well-being is recognized as crucial to physicians' ability to deliver the safest, best possible care to patients. The Assistant Dean for Wellness and Medical Student Education, our Wellness Task Force, the GME Department and our Resident Advisory Board are dedicated to fostering a safe clinical learning environment and advocating for appropriate resources to support your education and well-being. Well-Being links to articles and videos are available via our Well-Being webpage (<http://www.comchattanooga.uthsc.edu/wellness>).

The following resources are available to ensure that Residents have access to ongoing and urgent mental health resources -- either through a Resident Assistance Program called the NexGen Total Well-Being Program; through a confidential resource called Life Bridge Chattanooga co-sponsored by the Chattanooga Hamilton County Medical Society; or through insurance benefits provided through the UT Resident Health Insurance Program via their CIGNA Group Health, Behavioral Health, Vision, and Dental Insurance Plan. The first two resources are provided at no cost to Residents.

Counseling and Assistance through the NexGen Total Well-Being Program

The University of Tennessee recognizes the challenges of balancing academics and personal issues. In an effort to help you achieve balance in all aspects of university life, the University offers you a free Resident* Assistance Program called NexGen Total Well-Being Program.

This program is provided to you at no cost to you and is confidential and available 24/7, including:

- Counseling Services
- Legal and Financial Consultations
- Virtual Concierge Services
- Individualized Well-Being Resources
- Health Advocacy
- Online Resources

Professional counseling and guidance is available for a variety of stress issues offering short-term counseling focused on coping strategies or appropriate referrals to long-term counseling or specialized care. Issues include: academics, relationship problems, stress, alcohol and substance abuse, emotional problems, finance issues, depression and anxiety, and adjustment to residency and other life changing experiences.

Legal and Financial Consultations provide no cost legal and financial consultations (half-hour legal consultations via phone or in-person for issues such as divorce, custody disputes, and wills). Discounted legal fees are also available if longer consultations are required. Half-hour financial consultations are provided via phone and can provide assistance with topics such as debt consolidation, tax questions, student loans, and investments. ID Theft resources are also available.

The Virtual Concierge Services (available 24/7) can save you valuable time and help you balance the competing demands of work and life. It features dedicated Personal Assistants that can provide research, referrals, or information on just about any topic.

Your Comprehensive Well-Being Resources encompass all areas of well-being from nutrition and fitness to relaxation and restoration. You can submit a Well-Being request, schedule a call with a Well-Being Coach, or receive individualized Well-Being tools and resources.

NexGen licensed Care Guides are available to provide benefit information and assistance navigating your GME Health, Vision, and Dental plans. You can also access your Total Well-Being Program virtually via a personalized web portal – right from your computer or device.

Accessing your benefit is easy: Dial 1.800.327.2255 and identify yourself as a Resident or Fellow with the UT College of Medicine Chattanooga (Company ID: 8665 if asked). You can also use the website: www.nexgeneap.com, entering your Company ID (8665) to create your online account.

Life Bridge Chattanooga

In September 2018, the UT College of Medicine Chattanooga and the Chattanooga Hamilton County Medical Society launched a new, confidential resource for access to physicians and counselors at no cost to practicing physicians, Residents, Medical Students, and UT PA Students. The new physician well-being initiative is called [Life Bridge Chattanooga](#). Costs are supported by grants and donations to the Medical Society and there are no charges or insurance filings for those utilizing the services.

Mental Health Benefits through the Resident Health Insurance – CIGNA

The plan also provides for mental health and substance abuse benefits through CIGNA Behavioral Health. Go to www.cignabehavioralhealth.com for details and covered providers. Before going to any behavioral health provider (psychiatrist, psychologist, or counselor), the Resident should contact the CIGNA Behavioral Health service line at 800-274-4573 and have them set up sessions and coordinate benefits. The plan provides:

- The plan provides inpatient and outpatient substance abuse and mental health benefits.
- In network, the co-pay for substance abuse and outpatient mental health counseling and benefits is \$25 per session).
- In network, the plan covers 90% of covered services for mental health and substance abuse inpatient treatment (100% after the out of pocket maximum is met).
- In network the co-pay for group therapy for substance abuse and outpatient mental health counseling and benefits if also \$25 per session.

Resident Health Insurance

Health, Mental Health, Prescription, Vision, and Dental insurance are provided by **CIGNA** Healthcare for Residents and eligible dependents. Coverage is effective on the resident's first recognized day of residency/fellowship program. The CIGNA provider directory is available at <http://www.cigna.com>. You can also access all your personal health data by registering for My CIGNA at <https://mycigna.com>. My CIGNA is also available via download as an app via the Apple Store, Google Play, and Amazon Fire.

Health insurance is mandatory for all trainees – either the UT provided group policy or proof of coverage through another source. Residents are responsible for approximately 20% of the premium of the type of health coverage selected. Residents with existing coverage may decline UT health insurance by completing the required declination form and providing a copy of their current insurance card. For information regarding the health, dental or vision policy you may contact our health insurance agency (Holland Insurance Agency) at (888) 393-9500 or (662) 895-5528. The Meagan Sneed is our primary agent (msneed@hollandinsurancein.com), but any of their staff can assist you. Website: www.hollandinsuranceinc.com for more detailed information about your coverage.

Health and Well-Being offered through Erlanger Work Force

- Initial PPD skin tests and annual flu shots
- Hepatitis B and other immunizations
- Evaluation and initial treatment of work-related injury/exposure if appropriate.
- Work Force is located on the lower level behind the UT Family Practice Center building (1100 East Third Street). Call (423) 778-4800 to schedule an appointment or speak with a Work Force staff member.

RESPOND Psychiatric Help Line

<https://parkridgehealth.com/service/respond-psychiatric-help-line>

(423) 499-2300

A Behavioral and Mental Health Assessment and Resource Service Available in Chattanooga

It is often difficult to know how to respond to people in emotional distress. There are no simple formulas because every situation involves individuals – **RESPOND** is different.

RESPOND immediately connects you with mental health professionals who can provide suggestions for appropriate action and information about community mental health resources when you need it most.

RESPOND is a comprehensive community service designed to help you by providing 24-hour mental health, chemical dependency, crisis intervention, assessment, and information and referral assistance.

24/7 Access to Mental Health Professionals

The **RESPOND** team is available 24 hours a day, seven days a week. Staffed by mental health professionals and psychiatric nurses, the **RESPOND** program offers:

- Confidential assessments and consultation for emotional programs
- Referrals to outpatient, partial or inpatient care based on each individual's treatment needs
- Support for families of those suffering from mental illness
- Information about mental health concerns and community services

RESPOND offers assessments for:

- Depression
- Anxiety
- Grief and loss
- Addictive Disorders
- Aggression
- Acute Stress Reaction
- Suicide Attempt
- Behavioral Problems
- Emotional Problems

For additional information, please contact **RESPOND** at (423) 499-2300 or (800) 542-9600.

Erlanger Workout Facility

Erlanger Workout Facility (Elevator A in the Medical Mall, next to First Tennessee Bank, on the 2nd floor – accessible 24 hours each day.)

The facilities include treadmill, bikes, Stairmaster, and weight equipment.

The code to the keypad will be given at orientation. The rooms are only available for Erlanger employees, Residents, and Medical Students. Do not give out the code to others.

"The ARC" - Aquatic Recreation Center at the University of Tennessee Chattanooga (UTC)

The University of Tennessee Chattanooga has an outstanding activities facility located directly across from The McKenzie Arena at East 4th Street and Mable. You can access information about this new state of the art facility either by going to www.utc.edu and clicking on "Campus Life" and "Campus Recreation" or by the direct link at: <http://www.utc.edu/arc>. UT Faculty, Residents, Medical Students, and staff have an opportunity to access a membership to "The ARC." **Access to The ARC is not available to visiting Medical Students from outside the UT system.**

This facility is a state of the art facility, which includes several options those who wish to maintain active lifestyles. However, this membership is a fee based membership. The basic membership for The ARC is six (6) months for \$150 plus a one-time \$10 card fee. This membership must be paid before you can access the facility. You may contact the ARC Office at (423) 425-4213 for membership information. Spouses cannot join and childcare is not provided. No one under 16 is permitted in the ARC.

Features of the Aquatic and Recreation Center (ARC)

Safe and accessible welcoming entrance

Centralized Locker Room

One Large multi-sport court that can be converted into two basketball courts, four volleyball courts, eight badminton courts or two indoor soccer courts

1,400 sq. ft. suite for UTC Outdoors and its programs

43' 7" foot indoor rock climbing tower, Indoor 13 ft. boulder, 13 ft. indoor training wall

1/8 mile indoor track with 360 view of the community

14,000 sq. ft. exercise space for state-of-the-art exercise for any and all workouts.

Small and Large aerobic room
 A relaxing Wi-Fi lobby featuring the Campus Recreation Hall of Fame which showcases student successes and UTC's Recreational History.
 Equipment check out room that meets all your indoor and outdoor recreational needs.
 5 Lap lane swim area ranging from 4ft. and 10 ft. depths
 Lazy River with kayak plunge pool.
 25 person cool water spa
 30 person hot water spa
 2 story high, 156 foot long water slide
 Water basketball and water volleyball courts
 Zero depth beach entry
 Natatorium is fully ADA compliant with accessible lift as well as water wheelchairs.

Sports Barn Fitness Centers

<https://sportsbarn.net>

- “Fun and Fitness in a medical based facility”
- Classes, yoga, cycling, and training
- Must sign a 12-month commitment
- Three convenient locations –
 - Downtown Chattanooga (301 Market Street, Chattanooga, TN 37402, 423-266-1125)
<https://sportsbarn.net/location/downtown/>
 - East Brainerd (6148 Lee Highway, Chattanooga, TN 37421, 423-855-0091)
<https://sportsbarn.net/location/east/>
 - Hixson (1790 Hamill Road, Hixson, TN 37343, 423-870-2582)
<https://sportsbarn.net/location/north/>
- Free passes are available so you can visit the facilities – call for rates.

Siskin Fitness Center

www.siskinrehab.org/the-fitness-center

Located in Siskin Hospital just across from the Erlanger Emergency Department and offers the following to Residents:

- Accessible from within Erlanger via a glass and steel walkway (3rd Floor just off the F Elevators)
- Special Pricing is available via automatic bank drafts:
 Individual \$29 per month
 Family \$54 per month
- Hours: Monday – Friday, 5 AM – 9 PM; Saturday, 8 AM – 6 PM Sunday: 1 – 6 PM
- No children under 16 unless they have a specific disability.
- Aquatics: The aquatics area at the Fitness Center at Siskin Hospital has a variety of pools that are specifically designed to meet the many needs associated with fitness.
 - The **Lap Pool** can be used for swimming or walking. Underwater treadmills allow you to walk or run with little stress to your joints.
 - The **Exercise Pool** features several levels to allow members of different heights to exercise at the optimal water depth.
 - The large **Whirlpool** is perfect for loosening up or relaxing after a good workout.
 - Fitness Center members have access to the Siskin Hospital **Therapeutic Pool** during posted hours. This pool's warmer temperature relaxes the body and eases joint pain.
- Aerobics, Groups, and Classes

- Click here for a Free One-Week Pass for you and a guest:
https://www.siskinrehab.org/Fitness_Center_ONLINE_coupon_OTL.pdf

Contact the Siskin Fitness Center at (423) 634-1234 or email info@SiskinRehab.org

Other Fitness Centers

Chattanooga Fitness Center-The PowerHouse

<http://www.chattanooga.gov/youthandfamily/recreation/fitness-center> (423) 643-6600

Located at Warner Park off East Third Street. Fee is \$1 per visit with no membership. Limited classes.

Golds Gym-Downtown (group exercise and personal training)

<https://www.goldsgym.com/downtown-chattanooga/>

Golds Gym-Hixson (group exercise and personal training)

<https://www.goldsgym.com/hixson/>

Golds Gym-Lee Highway (group exercise and personal training)

<https://www.goldsgym.com/lee-highway/>

Planet Fitness-Hixson (open 24 hours/7 days per week)

<https://www.planetfitness.com/gyms/hixson-tn>

Planet Fitness-Perimeter Drive (open 24 hours/7 days per week)

<https://www.planetfitness.com/gyms/chattanooga-perimeter-drive-tn>

PureBarre - Chattanooga, Northshore

<http://purebarre.com/tn-chattanooga-northshore/>

Workout Anytime-Hixson

<https://workoutanytime.com/hixson/>

Open 24 hours/7 days per week -- special rates for Residents, Fellows, Medical Students, Faculty, and UT Staff

Workout Anytime-Northshore

<https://workoutanytime.com/north-shore/>

Open 24 hours/7 days per week -- special rates for Residents, Fellows, Medical Students, Faculty, and UT Staff

YMCA Downtown (classes, yoga, cycling, training)

<https://www.ymcachattanooga.org/locations/downtown-family-ymca>

YMCA Hamilton Place (classes, yoga, cycling, training)

<https://www.ymcachattanooga.org/locations/hamilton-family-ymca>

YMCA North River (Hixson) (classes, yoga, cycling, training)

<https://www.ymcachattanooga.org/locations/ymca-healthy-living-center-north-river>

Aid to Impaired Residents Program (AIRS)

- Full description of the AIRS program is available via the AIRS Policy.
- Confidential program that functions in cooperation with the Tennessee Medical Foundation's Physical Health Program
- Designed to assess psychological or substance abuse problem(s) that may be affecting a Resident's health or academic performance
- Residency positions of individuals entering the AIRS program are protected (for a period not to exceed one year) until the Resident receives the advocacy of TMF PHP and is ready to continue training
- The GME Program works with the Resident and the hospital to maintain financial support through payroll benefits during the Resident's absence
- A Resident who resumes training after completing TMF PHP treatment will be subject to immediate termination if there is a recurrence of distressed behavior or if the Resident fails to maintain ongoing progress.
- Health insurance benefits are available to assist with treatment costs through the regular UT Resident Insurance Program.
- Referrals may be made confidentially by a health care provider, co-worker, family member, friend, or the Resident.
- Chair of the local AIRS Committee: Dr. Robert Fore (423-778-6956) or Robert.Fore@erlangers.org
- Other committee members –
 - Dr. Jon Cohen, Psychiatry Faculty, Department of Medicine (423-899-0024 or pager 423-550-0655)
 - Pam Scott (423-778-7442 or pam.scott@erlangers.org)
 - Dr. Michael Baron (615-467-6411 or michaelb@e-tmf.org)
web: www.e-tmf.org

Dr. Baron is the Medical Director of the Tennessee Medical Foundation Physician's Health Program for impaired physicians. His address is:

Michael Baron, MD, MPH
5141 Virginia Way, Suite 110
Brentwood, TN 37027

Residents and Program Directors can contact him by email or phone.

Click on this link to view a link about the TMF PHP and its mission: https://youtu.be/A87cK9z_7KE
Residents also can contact Dr. Jon Cohen for initial evaluation or referral to another psychiatrist/psychologist for evaluation or counseling (423-899-0024 office or 423-550-0655 pager)

OTHER EDUCATIONAL RESOURCES AND SERVICES

Erlanger Computer Graphics Services

- John Stroud, Erlanger AV Specialist and Computer Graphics
- 423-778-4183 or 7815
- john.stroud@erlangers.org
- Located on the Erlanger 2nd Floor between the Staff and E elevators, across from Erlanger Audiovisual Services

- Office hours (7 AM – 3 PM, Monday through Friday)
- Services include – Photography for presentations and publications and poster layout and printing for research presentations
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Computer Access within Erlanger

- Workstations available in the UT Medical Library (in the Whitehall Building, 3rd Floor, across from the main hospital)
- Internet access via Erlanger network computers in the library and throughout the hospital
- Resident call areas have computer access to the Erlanger network and the internet
- Electronic access to the library and its services from outside computers
- Online access to rotations, call schedules, duty hours, and anonymous Resident completed evaluations for rotations, Faculty and the overall New Innovations web-based Resident Information System–
www.new-innov.com/login
 Institution login: UTC
 User name and Password is supplied to new Residents individually prior to orientation.

UT Medical Library Services at Erlanger

- Located in the Whitehall Building directly across from the main Erlanger campus (960 East Third Street) on the third floor
- After-hours access for physicians and Medical Students
- Medical databases, electronic journals, and literature searches
 UpToDate
 PubMed with linked full text
 Cochrane Library
 Ovid Search Gateway
 ACCESS MEDICINE
- Access from home via a Physician Virtual Desktop link from the Erlanger internet website:
<http://www.erlanger.org>
- Copying at no charge
- Interlibrary loans
- One-on-one assistance from library staff in preparing PowerPoint presentations, locating and scanning images, etc.
- Chattanooga Residents, Medical Students, and Faculty also have access to the electronic databases and products of the both our local UT College of Medicine Chattanooga Medical Library as well as additional electronic resources through the main medical school library in Memphis (UTHSC)
- As a UT Resident, you also have access to all the electronic resources of the UTHSC Medical Library in Memphis, registering with your UT Net ID and password. Go to the UTHSC Library website to access the registration form and to view resources available (<http://www.uthsc.edu/library>). Also, contact Pamela Scott, C-TAGME, Director of GME, at (432) 778-7442, pam.scott@erlanger.org, or Jacqueline Hogan, GME Financial Specialist, at (423) 778-3899, GME@erlanger.org, for assistance.

Support Organizations

House Staff Association

- Non-profit organization for Residents
- Provides camaraderie and support for Residents
- Annual social events
- Annual philanthropic work for charities
- Advocacy organizations for Residents with the institutions and Office of GME
- Annual dues (\$65) are used to support the House Staff Association activities allow Residents and families to participate in all social functions (*e.g.*, Welcome Riverboat party, Christmas Dance and Awards Dinner, *etc.*)
- Plans for Well-Being sessions and activities in conjunction with the House Staff Association officers and Resident department representatives
- House Staff Alliance for spouses and significant others

Resident Advisory Board (established in 2017)

The Resident Advisory Board (RAB) was established as part of the Well-Being Initiatives for the Chattanooga Campus with representation from each department. The RAB has worked with the Assistant Dean for Medical Student Education and Well-Being to establish Town Hall sessions that are part of our monthly institutional curriculum series called Healthcare Principles in Practice (HPP). Each academic year, four Town Hall discussions are held as part of the HPP series as well as a special two-hour interactive orientation session to introduce our Well-Being program to incoming Residents. The RAB is committed to identifying Well-Being needs and working with University and Erlanger leadership to secure solutions. Quarterly meetings are held to continue working on these issues and to encourage more interaction at the program level. Concepts being discussed include well-being days for physician or personal appointments, healthy food options and snacks available—particularly during the 1 – 6 AM period when the Erlanger cafeteria is not open, improved gym or workout/walking area within the Erlanger complex, security issues within the hospital and external parking areas, and needed improvement in physician-staff communication and a best practice system of communicating call schedules and assignments.

The Resident Advisory Board includes peer-selected representatives from each department and/or program. The House Staff Association officers are also members of the RAB. The RAB is chaired by the House Staff Association President. The RAB meets quarterly with the Assistant Dean for Medical Students and Well-Being, the Dean, the Associate Dean/DIO, the Director of Graduate and Medical Student Education, and the GME Financial Specialist. The 2019-2020 Resident Advisory Board representatives include:

House Staff Association: Olivia Morin, MD, HSA President & PGY-5, 5th Year Surgery Resident

House Staff Association: F. Enrico “Nico” Domingo, MD, HSA Vice President & PGY-8, 2nd Year Plastic Surgery Resident

House Staff Association: Secretary (TBD)

House Staff Association: Dresden Melton, Soderstrom, MD, HSA Treasurer & PGY-3, 3rd Year Surgery Resident

Cardiology: Abdul-Razaq Adeniyi, MD, PGY-5, 2nd Year Fellow

Emergency Medicine: Jessica Smith, MD, PGY-2, 2nd Year Resident

Emergency Medicine: John Keller, MD, PGY-3, 3rd Year Resident

Family Medicine: Nicholas Cobb, MD, PGY-2, 2nd Year Resident
 Internal Medicine: Jamie Jones, MD, MD, PGY-3, 3rd Year Resident
 Internal Medicine: Moustafa Massoud, MD, PGY-3, 3rd Year Resident
 Internal Medicine: Yazan Saba, DO, PGY-3, 3rd Year Resident
 Internal Medicine: Jetina Okereke, MD, PGY-2 2nd Year Resident (also Vice Chair of the Resident Wellness Committee)
 OB/GYN: Brad Leath, MD, PGY-4, 4th Year Chief Resident
 Orthopaedic Surgery: Franklin Davis, MD, PGY-4 4th Year Resident
 Urology: Amanda Carter, MD, PGY-3 2nd Year Resident

Well-Being Task Force (UT and Erlanger)

In partnership with our affiliate hospital, Erlanger Health System (EHS), our campus has appointed a Well-Being Task Force that is dedicated to:

- Understanding and promoting physician and trainee engagement and well-being
- Providing resources for physicians and trainees that help them promote their own wellness
- Discovering personal and organizational approaches to prevent and address physician and trainee distress
- Creating a workplace culture that is energy replenishing

Well-Being Task Force Chair:

Mukta Panda, MD, MACP, FRCP-London

Professor and Assistant Dean for Medical Student Education and Well-Being

2019 – 2020 Well-Being Task Force Members:

R. Bruce Shack, MD, FACS, Professor and Dean (also Chair, Plastic Surgery)

Robert C. Fore, EdD, FACEHP, CHCP, Professor and Associate Dean for Academic Affairs/DIO

William L. Jackson, Jr, MD, MBA, Executive Vice President and Chief Medical Officer (Erlanger)

Jan Keys, DNP, RN, FACHE, Senior Vice President and Chief Nursing Executive (Erlanger)

James Sizemore, MD, Erlanger Medical Staff Representative and Faculty, Department of Medicine

W. Heath Giles, MD, FACS, Program Director, Surgery Residency

Janara J. Huff, MD, Clinical Assistant Professor and former Program Director, Pediatrics Residency

Travis Kerr, MD, PGY-3 Emergency Medicine Resident

Sudave Mendiratta, MD, FACEP, Chair, Emergency Medicine

Olivia Morin, MD, PGY-5 Surgery Resident, House Staff Association President, and Resident Advisory Board Chair

Jetina Okereke, MD, PGY-2 Internal Medicine Resident, Vice Chair of the Resident Wellness Subcommittee and Member of the Resident Advisory Board

Robert (Bob) Zylstra, EdD, LCSW, Professor and Assistant Program Director, and Director of Behavioral Science, Family Medicine Residency

Allen Bible, DPT, FACHE Vice President, Erlanger Orthopaedic Institute and Heart Lung Institute

Floyd Chasse, MS, MPHR, Vice President, Erlanger Human Resources

Anthony Falzone, FP-C, CCP, NRP, Erlanger Paramedic, Emergency Department

Matthew Gibbs, PhD, FACHE, Vice President, and Erlanger Chief Strategy Officer

Pamela Gordon, MBA, CPHQ, Vice President of Patient Safety and Quality (Erlanger)

Jeremy Lambert, Erlanger Chaplain
Jacqueline Hogan, GME Financial Specialist
Pamela D. Scott, C-TAGME, Director, Graduate & Medical Student Education

UTHSC Student Academic Support Services and Inclusion (SASSI)
<https://uthsc.edu/sassi/about/appointments.php>

The mission of the UTHSC Office of Student Academic Support Services and Inclusion (SASSI) is to facilitate all students in becoming mastery learners through quality interactions, theory-driven strategies, and ongoing experiences. Through SASSI methods, resources, and techniques applied to curricula, the academic environment is enriched in order to impact learning and performance of self-directed students in the health sciences. SASSI services target accessibility, engagement, learning, prevention, and connection to promote a diverse and inclusive environment for all students.

SASSI has a primary goal of promoting student progress in the various programs offered by UTHSC. We provide a variety of services and resources to help enhance learning and student performance. SASSI services are available to all UTHSC students free of charge and consultations in SASSI are completely confidential.

Although the SASSI Office is located in Memphis, its staff is available for UT Medical Students, Residents, and Fellows via phone or SKYPE resources. A SASSI Educational Specialist can help to develop personalized learning strategies and discern areas of strengths and weaknesses to enhance success. Students can meet with the specialist online (SKYPE) or via phone during the hours of 8am-5pm CST, Monday-Friday. Appointments for Educational Coaching/Consultation, Disability Services, and Study Skills can be scheduled via phone (901) 448-5056 or email at sassi@uthsc.edu. Residents or Fellows interested in pursuing these sessions may also contact the Director of GME (Pamela Scott, C-TAGME, Pam.Scott@erlanger.org) or GME Financial Specialist (Jacqueline Hogan, GME@erlanger.org) at (423) 778-7442 or 3899.

UT Employee Discounts available to UT Residents, Fellows, Paid Faculty, and Staff

Partnerships with several national companies allow UT to offer an employee discount program. Listed below are some of the statewide discounts offered to UT employees. Be sure to check with each campus/institute for any additional entity-specific discounts.

- **Lodging and camping discounts at Tennessee state parks**
UT employees receive discounts of up to 50 percent on lodging and camping fees at more than 50 state parks in Tennessee. View a list of state park discounts [here](#).
- **Discounts with major wireless phone providers**
UT employees may receive discounts on monthly recurring charges and accessories. Please contact your carrier regarding discounts

- **Rental car discounts**
UT employees are eligible for discounts with Enterprise Rent-A-Car and National Car Rental by accessing the Concur booking tool at <https://finance.tennessee.edu/travel>. Please note: If you are traveling officially as a UT employee (e.g., to an approved educational conference), you cannot be reimbursed for rental cars unless it is approved ahead of time by the UT College of Medicine Chattanooga Director of Administration and Finance, Jane Clay.
- **Discounts on floral arrangements**
UT employees can save 20 percent on all regular-priced floral and gift items with [From You Flowers](#). To receive the discount, use code 36B at checkout.
- **Discounts on office supplies**
UT employees can register personal credit cards with [Staples](#) to automatically receive discounts in retail stores across the county for personal purchases. Additional questions can be directed to UT's contact, Debbie Spurgeon, at (865) 932-7940
- **Discounts on tickets to Biltmore Estate in Asheville**
[Biltmore Estate](#) in Asheville, N.C. offers UT employees discounts on admission tickets. Discounts vary depending on dates and ticket types.
- **Deals on admission to Orlando theme parks**
[Affordable Travel of Orlando](#) offers UT employees discounts on tickets and travel packages at Disney World, Universal Studios, Sea World, Discovery Bay and Aquatica. Employees should use registration code TENNESSEE to receive discounts. Additional questions can be directed to (888) 632-1103.
- **Computer and software discounts**
All UT employees receive discounts on computers, software and accessories ordered through the [VolTech shop](#), UT Knoxville's official campus store.

Erlanger Security

- Erlanger provides on-site Erlanger Police on a 24-hour basis, seven days a week.
- Erlanger Police Dispatch #: 423-778-7614
- Erlanger Security Administration #: 423-778-7648
- **Erlanger Security Emergency Line #: 423-778-6911.**

*The term “Resident” refers to both Resident and Fellow trainees.

Revised and Approved by the GMEC 5/16/2017, and 6/28/2018. Administrative edits 5/9/2019.