2015 Graduate Medical Education Handbook

THE UNIVERSITY OF CHICAGO MEDICINE
Welcome to University of Chicago Graduate Medical Education. We are honored that you have chosen our medical center to continue your education and look forward to working with you and helping you achieve your professional goals. We hope you find your experience here challenging, satisfying and intellectually stimulating.

Michael Simon, MD, Associate Dean for Graduate Medical Education and Chair of the Graduate Medical Education Committee

Welcome!
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The University of Chicago Medicine has developed an extensive benefits program for residents/fellows and their dependents. In addition to the customary benefits, there are a number of plans that are optional and require separate enrollment. They include dental coverage, flexible spending accounts, life insurance, long-term disability, personal accident insurance, supplemental retirement annuities and tuition remission for spouses and children. To enroll for coverage, please log on to www.uchbenefits.com

Health Insurance (Required)
• As an incoming resident/fellow you will be defaulted into the University of Chicago Medical plan (UCHP) – Single coverage.
• You may opt out; change your medical plan or coverage level within 31 days from your start date of employment. If you opt out of coverage, proof of coverage will be required and must be provided to the benefits office.
• Residents/fellows may choose from three health plans. Enrollment in one of the three plans is permitted only during the open enrollment period, or upon entry to a GME sponsored program. As a new hire,
coverage is effective on the first day of employment provided that enrollment takes place within the first 31 days of employment.

**IMPORTANT NOTE:** If you are enrolled in the University of Chicago Health Plan (UCHP), only services provided at a University of Chicago Medical Center facility are eligible for benefits, unless otherwise approved by your primary care physician. Providers at NorthShore are out-of-network for this plan.

Residents/fellows may **enroll their family members** to their medical plan. Proof of dependent status is required. Newly-eligible dependents may be added within 30 days of marriage, birth or adoption. Otherwise, such additions may only be made during the open enrollment period. Rates are subject to change.

**Opt-out, choose your plan, or add your dependents:** [www.uchbenefits.com](http://www.uchbenefits.com)

**For plan-specific information,** contact the providers directly:
- BCBS PPO [www.bcbsil.com](http://www.bcbsil.com) or 800-828-3116
- Caremark Prescription [www.caremark.com](http://www.caremark.com) or 800-522-8159
- UCHP [http://uchp.uchicago.edu](http://uchp.uchicago.edu) 773-834-0900 *1

### Short-Term Disability Coverage (Required)

- The plan provides a benefit of **30% of biweekly earnings** if a resident/fellow is unable to work due to a non-work related injury or illness for a period of time that is expected to last more than fourteen (14) days.
- Benefits will not be paid during the 14 day waiting period. If the Short term disability (STD) claim is approved, employees are required to exhaust four weeks of medical leave and five sick days in that order before STD payments begin.
- There is no bi-weekly premium for the resident/fellow.
- Coverage begins after the fourteen day waiting period or after your sick and medical paid time is exhausted, whichever comes first.
- Enrollment is automatic, no action is required.

### Long-Term Disability Coverage (Required)

- The plan will provide a benefit of **up to 60 percent of monthly earnings** if, because of disability, a resident/fellow is unable to perform the duties normally associated with the program.
- Benefits begin after the resident/fellow has been unable to work for 90 continuous days and may continue until he or she is age 65 or is no longer disabled.
- There is no bi-weekly premium for the resident/fellow.
- Coverage begins on the first day of the month **after three months** of employment.
- **Pre-existing conditions** have coverage limitations.
- Enrollment is automatic, no action is required.

### Flexible Spending Accounts (Optional)

- A **Health FSA** enables you to use pretax dollars to pay for eligible out-of-pocket health care expenses like prescription drugs, co-pays, and vision and dental costs. Account balance up to $500 remaining will automatically be carried over to the next calendar year. Balances over $500 will be forfeited.
- **Dependent Care Flexible Spending Account:** A dependent care FSA allows you to use pre-tax dollars to pay for eligible dependent care expenses, such as day care, preschool, or after-school care for a qualified individual. Maximum annual contribution is $5000 and if not used by calendar year, remaining funds will be forfeited.
- Money is deposited into the flexible spending account automatically before federal and state taxes and social security are withheld, thereby **reducing taxable income**.
- Resident/Fellow determines how much is taken out of his/her paycheck each pay period.
- **Important:** New federal guidance for Health Care Flexible Spending Accounts permits participants to carry over unused amounts of up to $500 for expenses in the next year and still contribute up to $2,500 annually.
- **To participate, enroll online:** [www.uchbenefits.com](http://www.uchbenefits.com)
Personal Accident Insurance (Optional)

- This insurance provides coverage for an accidental injury that results in the death or dismemberment of a resident/fellow or family member.
- Single or family coverage options are available and the coverage amounts range from $20,000 to $500,000.
- Coverage is effective the first day of the month after completing enrollment.
- Coverage amounts may be changed during open enrollment.
- To participate, enroll online: www.uchbenefits.com

Vision Service Plan (Optional)

- The vision plan provides coverage for routine vision needs.
- No claim forms required.
- Receive greater benefits when services are provided by a Superior provider.
- Benefits include:
  - Examination and lenses every 12 months.
  - Frames every 24 months.
- To enroll: www.uchbenefits.com
- Enrollment is permitted only during the open enrollment period, or upon entry to a GME sponsored program. As a new hire, coverage is effective on the first day of employment provided that enrollment takes place within the first 30 days of employment.
- Newly-eligible dependents must be added within 30 days of marriage, birth or adoption. Otherwise, such additions may only be made during the open enrollment period. Rates are subject to change.
- Plan specific information: www.superiorvision.com or 800-507-3800

Dental Plans (Optional)

- This dental plan provides comprehensive dental benefits to residents/fellows through a network of private practice dentists.
- Residents/ fellows have the option of enrolling in a Co-pay or PPO plan.
- Enrollment in one of the two plans is permitted only during the open enrollment period, or upon entry to a GME sponsored program. As a new hire, coverage is effective on the first day of employment provided that enrollment takes place within the first 30 days of employment.
- Newly-eligible dependents may be added within 31 days of marriage, birth or adoption. Otherwise, such additions may only be made during the open enrollment period. Rates are subject to change.
- To enroll: www.uchbenefits.com
- Plan specific information: www.metlife.com/mybenefits.com or 800-GET-MET8

Critical Illness Insurance (CII) (Optional)

- Offers coverage amounts of $15k or $30k.
- Enrollment guaranteed provided you are actively at work.
- CII will also pay additional benefits for a Major Organ Transplant and a Health Screening Benefit.
- Enrollment Information: www.uchbenefits.com

MetLaw Plan (Optional)

- Offers full representation for you and your family for almost all personal legal matters.
- Legal services for a low cost, $8.25 bi-weekly.
- Enrollment Information: www.uchbenefits.com
**Life Insurance** (Primarily optional)
- Residents/fellows may choose from a **variety of coverage options**.
- There is basic $50,000 coverage available **at no cost to the resident/fellow**.
- For other extended options, the cost to residents/fellows is based on age and amount of coverage selected.
- **Enrollment must be completed within the first 30 days of employment**. Coverage is effective on the 1st of the following 30 days of employment and upon completion of the enrollment application.
- Increases in the amount of coverage require insurance company approval, decreases can be made at any time.
- **To participate, enroll online:** [www.uchbenefits.com](http://www.uchbenefits.com)
- *for individual life insurance only: contact AON directly to enroll. Instructions available on Benefits website.*

**Supplemental Retirement Annuities** (Optional)
- Residents/fellows may **invest pre-tax dollars** in a **403(b) program**. These unmatched dollars may be invested in funds available through TIAA/CREF or Vanguard.
- **To participate, enroll online:** [www.uchbenefits.com](http://www.uchbenefits.com)

**Home & Auto Insurance** (Optional)
- A variety of policies are available through the MetLife Home & Auto program.
- Get quality home and auto insurance with group discounts.
- Convenient payment options.
- **Enrollment Information:** [www.uchbenefits.com](http://www.uchbenefits.com)

**Transportation Benefit and Parking**
The Transportation benefit provides the resident/fellow with the opportunity to save money on transportation expenses related to getting to work. The benefit provides two options:
- The **Transportation Flexible Spending Account** which allows residents/fellows to pay for public transportation expenses and commuter parking expenses on a pre-tax basis. **To participate, enroll online at WageWorks website** ([www.wageworks.com](http://www.wageworks.com))
- **Reduced cost parking** at University of Chicago Medicine **Parking A** self-park facilities is available for residents/fellows. Please note: After Orientation, automatic pre-tax parking payroll deductions can be arranged online via the UCM Online Parking Application. This program is located on the UCM Intranet by following this link: [http://ucmpark-web.uchospitals.edu/parkingregistration](http://ucmpark-web.uchospitals.edu/parkingregistration). Completion of the online parking application is required for participation in this program.
- Parking amenity services at the **Parking A** garage include jump start, lock out service (additional fees may apply), windshield washer fluid, tire inflation self-service, and fire assistance for vehicles in the structure.
- **Bicycle Commuter Benefits** – A pretax deduction for eligible bicycle expenses related to your bike commute.
- **Secure bike cages** are available around UCM. Contact Security at 773-702-6262 for access.
- At **NorthShore** parking is available at all sites and will be arranged by the department.

**Tuition Remission**
Resident/fellow spouses/same sex domestic partners and unmarried dependent children qualify for **tuition remission** at the **University of Chicago schools***. Tuition remission will be 50% of actual tuition cost to the employee minus any grants, scholarships and gifts. Admissions to classes are subject to approval by the office of admissions and to meeting prerequisites for specific courses. The applicant must apply and be admitted as a student before he or she becomes eligible for tuition remission. Spouses/Same Sex Domestic Partners of Residents or Fellows will be granted remission of one-half of the full tuition less applicable taxes for graduate level courses only*. Tuition remission to residents/fellows for their dependent children at the University of Chicago Laboratory School (nursery school through 12th grade) and the undergraduate college, will be granted at one-half the full tuition each quarter. All applications submitted for children must either include a birth
certificate or proof of custody. Application for tuition remission must be made by completing a "Request for Tuition Remission" form from the HR Shared Services Office, 773-702-2355. This form must be completed at the beginning of each quarter to obtain a tuition remission voucher.

* Certain restrictions apply. All University of Chicago schools are not eligible for the Tuition Remission Benefit. Please refer to the Tuition Remission Policy HR402. Contact the HR Shared Services Office, 773-702-2355 for additional questions.

**GME Leave Benefits**

**Sick Leave**

Sick leave is available to residents/fellows who are absent from work and unable to perform their assigned duties due to personal illness. Each resident/fellow is allowed five paid sick days each contract year. Absences due to sickness or injury should be reported to the program director and chief resident. Sick leave may not be used for vacation time. Sick time not used during a given year cannot be carried over to the following year. Sick leave does not accrue during a leave of absence.

**Vacation**

Residents/fellows are eligible for 20 days of paid vacation each contract year. Vacation time not used during a given year cannot be carried over to the following year. Requests should be scheduled between the resident/fellow and the program. Vacation requests should be made within the time frame established by the respective program. Vacation time does not accrue during a leave of absence. For other restrictions, please consult your program director.

**Leave of Absence – Medical and Other**

In all cases of Leave of Absence, a leave agreement must be formalized in writing between the resident/fellow and the program director prior to the beginning of the leave. Copies of the leave agreement should be forwarded to the GME Office J-141.

In order to satisfy ACGME or specialty board training requirements, a resident/fellow may be required to extend the training period for any dates of absence in excess of allowable vacation time. FMLA It is the policy of the University of Chicago Medical Center to grant family and medical leave in accordance with the Family and Medical Leave Act of 1993. Short-term medical leave runs concurrent with eligible FMLA.

If you are going to be off for more than three calendar days, request Family Medical Leave (FML)/Short Term Disability (STD):

- call the Total Absence Management Center at (877)638-8269
- identify yourself as a resident or fellow
- ask to be put on FML and STD.

**Paid Medical Leave** Residents/fellows are provided a four-week (20 days) paid leave for medical, including pregnancy, purposes. Thereafter, if the resident/fellow has any remaining paid time off, they have the option to use those allowances for their medical leave. In most cases, maternity leave for residents/fellows should not exceed eight weeks. Benefits, except for vacation allowance accrual, are continued during this leave.

**Personal Leave of Absence** Residents/fellows may request a personal leave of absence through the program director in conjunction with the Office of Graduate Medical Education. Such a request should be predicated on some unusual and substantial personal situation including, but not limited to, the illness or
death of a family member, or civil or military obligation. In most cases, a leave of absence should not exceed eight weeks. During a given leave, a resident/fellow must first use any available vacation allowance. Once the vacation allowance is exhausted, subsequent leave will be unpaid.

**Bereavement Leave**
Bereavement leave is granted at the discretion of the program director. The amount of time off is based on the resident/fellow's relationship to the deceased.

**Civil Leave**
When a resident/fellow is selected for jury duty, he or she should notify the program director immediately. Jury duty does not affect continuous stipends or benefits, and resident/fellows retain any check issued by the court for expenses.

### Other Benefits

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<td>UCM and NorthShore University HealthSystem provide residents/fellows with a safe alternative to driving home for reasons associated with clinical duties. Any resident/fellow who feels it would be unsafe for him/her to drive, may be reimbursed for post-call transportation home. Reimbursement is coordinated through each department at UCM.</td>
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At NorthShore, taxi vouchers are available in Public Safety at Evanston Hospital (Room B908, in the basement, off the B elevator to the right) and in Public Safety at Glenbrook Hospital. A NorthShore ID is required. If residents feel unsafe to drive between NorthShore sites, taxi vouchers that are reimbursed through the Office of Academic Affairs may be used. An inter-hospital shuttle is provided for routine travel between NorthShore sites.

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<td>Meal allowances, for use in various UCM locations, are coordinated through each department. FreedomPay cards will be loaded with your meal credits according to the schedule provided by your department. Meal allowances are to be used in the same academic year that the credit is issued. Please treat this new card as cash, as the University of Chicago is not responsible for balances lost. If the card is lost or stolen, please call the 24/7 service line at 1-866-943-1645 to have the card immediately deactivated. Each resident is responsible for his/her card and is liable for the cost of replacement.</td>
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**NorthShore University HealthSystem**
Meal allowances are coordinated through each department at their discretion. Tickets are to be used in the same academic year that they are issued.

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<th>Professional Liability Insurance Coverage</th>
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<td>Medical malpractice liability coverage is provided without charge to residents/fellows.</td>
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Please contact Legal Affairs at 773-702-1057 for questions regarding claims and coverage. The Medical Legal Office is located in G-104
**Pagers**

Pagers are issued to residents/fellows through their departments. Each resident/fellow is responsible for his/her pager and, if lost, is liable for the cost of a replacement.

**Communications**

The University of Chicago Medicine provides all residents/fellows with an e-mail address that is Internet accessible.

The Hospitals Outlook E-mail System is the preferred means of communicating with residents/fellows.

A newsletter from the GME Office with information of interest to residents/fellows and program directors is issued periodically.

**Recreational Facilities**

Residents/fellows can join the **Gerald Ratner Athletics Center** and the **Henry Crown Field House** at a discounted rate.

The **Ratner Center** features a gigantic swimming pool that measures 50 meters by 25 feet, a fitness center with weight training equipment and cardiovascular equipment, such as elliptical trainers, treadmills, rowers, upright and recumbent bicycles; a gym with two recreational basketball courts; an auxiliary gym with a multi-purpose court; dance/martial arts studio; and sauna.

In the **Field House** you will find a 200m indoor track, squash and racquetball courts, a fitness center, 4 basketball courts, and more cardio-equipment.

To become a member of the athletic facilities you must register at the Ratner Center located at 5530 South Ellis. **A University of Chicago Medicine ID is required**.

Membership services can be reached by phone at 773-702-3846.

Ratner building hours are 6:00am to midnight, M-F and 9am to 9pm, Saturday and Sunday.

Henry Crown opens one hour later most days.

Additional information regarding building hours, pool hours, wellness classes, and more can be found on-line at: [http://athletics.uchicago.edu/facilities/facilities.html](http://athletics.uchicago.edu/facilities/facilities.html)

For questions, please contact Membership Services, Dept. of Physical Education and Athletics, 773-702-3846.

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**Resident Support Services**

**EMPLOYEE ASSISTANCE PROGRAM (EAP)**

The Employee Assistance Program services, through *Perspectives Ltd.*, is a benefit offered by the Medical Center available to residents/fellows and their family members. It is a no-cost, confidential resource to assist in addressing issues such as stress, change, communication, family matters, financial matters, addiction, etc. Assessment, referral, short-term counseling (when indicated) and follow-up are available through in-person appointments or telephone counseling. To schedule an appointment or to talk with a counselor, call (800) 456-6327. Licensed counselors are available 24 hours a day. In addition, the program offers assistance in finding
child/eldercare and an online website with a wealth of information on parenting, aging, thriving, living and working. To access Work life Online, simply go to www.perspectivesltd.com and the User Name is UCH001 and password is perspectives. Child/eldercare assistance can be accessed by calling the telephone number listed above or through Live Connect online.

### Library Services

**John Crerar Library – Medical Research Library**
Location: 5730 S. Ellis Avenue  
Phone: 773-702-7715  
Building Hours:  
- Sunday – Thursday: 8:00am – 1:00am  
- Friday – Saturday: 8:00am – 10:00pm  
*Hours may vary during summer, interim (the period between academic quarters), and holidays.*  
E-mail address: crerar-reference@lib.uchicago.edu  
Website: [http://www.lib.uchicago.edu/e/crerar/index.html](http://www.lib.uchicago.edu/e/crerar/index.html)

**Webster Library (Evanston Hospital)**
Location: Room 6311  
Days: Monday - Friday  
Hours: 8:30am – 5:00pm  
*At off-hours physicians can ask for admittance from Public Safety’s 24-hour office or ask their hospital ID badge to be activated.*  
Contact: Linda Feinberg  
Phone: 847-570-2665  
Fax: 847-570-2926  
E-mail Address: Webster@northshore.org

**The Glenbrook Hospital – Medical Library**
Location: Library is located in the basement in the Main Building, Room B212  
Phone: 847-657-5618  
Fax: 847-657-5995  
Contact: Hailan Wang, MLIS, Librarian at Hwang@northshore.org  
Days: Monday - Friday  
Hours: Part time staff – for access when door is locked call Public Safety.

**Carl Davis Jr., MD – Medical Library**
Location: Library is located at Skokie Hospital in the basement of the Professional Office Building, Room B720  
Phone: 847-933-6236  
Days: Monday-Friday (Staffed Tuesday & Thursday)  
Hours: 2:00-5:00pm

### Security Services

UCM Hospital Security Escort Services  
- To request escort services to the parking structures, contact 773-702-6262  
- To request escort service to other locations, contact 773-702-8181 or 123  

Escorts to the following locations:  
- UCM campus locations (24 hours daily)  
- Parking Structure (24 hours daily)  
- Off-site parking facilities (5:00am – 9:00pm)  
- Hyde Park or Kenwood locations (24 hours daily)  

At NorthShore  
- For an escort to your vehicle call 8906 from a hospital phone.
### The Physician's Assistance Committee

The Physician’s Assistance Committee is available to assist physicians whose ability to practice medicine may be impaired due to alcohol or substance abuse, emotional or physical conditions. Members of the committee include concerned physicians, Legal Counsel, and Employee Assistance Program Counselor. The committee will assist the impaired physician to enter into treatment voluntarily without legal recourse and help the physician return to active patient care. All information is kept strictly confidential (including the referring source). Contact Dr. Lawrence Gottlieb, the Chair of the Physician’s Assistance Committee at 773-702-6302 or Perspectives at 800-456-6327 for assistance.

### Mail Services

Residents/fellows are assigned mailboxes located in their departments.

**UCM Mail Room**

| Location: | Room AMB WSB 057 |
| Days: | Monday – Friday |
| Hours: | 8:30am – 5:00pm |
| Phone: | 773-702-1889 |

### Occupational Medicine

**Occupational Medicine (UCOM)**

| Location: | 5841 S. Maryland Avenue, Room D-136 |
| Days: | Monday – Friday (Closed on Saturdays, Sundays, and holidays) |
| Hours: | 7:15 am - 4:00 pm |
| Phone: | 773-702-6757 |

### All Work Related Injuries (Including needle sticks and all other injuries)

**Process if injury occurs on site at UC Medicine:**

1. If due to blood borne pathogen exposure material (needle stick or sharps injury, splash or contact with potentially infectious blood or body fluid), page the Needle-Stick hotline at 188-9990 immediately. Follow instructions of the on-call clinician.
2. For other work related injuries, employees are required to immediately obtain medical evaluation in Occupational Medicine, Room D-135 during regular business hours – Monday through Friday 7:15 a.m. – 4:00 p.m.
3. If UCOM is closed and immediate medical attention is required the employee may report to the Mitchell Emergency Department and then follow-up in UCOM during clinic hours the next day of operation.
4. UCMC employees presenting to the Emergency Department triage should only be seen for life, limb or organ threatening injuries. All other cases should be referred to Occupational Medicine the same or the following day.
5. Identify yourself as a University of Chicago resident/fellow seeking treatment for an on the job injury.
6. All injuries, including blood borne pathogen exposures must be reported to the work injury reporting line (Corvel) at 877-441-3845. If the injury is not reported, benefits and/or payment of bill may be delayed or denied.
Process if injury occurs at NorthShore:
1. If due to blood borne pathogen exposure of potentially infectious material report to the ER. Identify yourself as a University of Chicago resident/fellow.
2. If other injury, report to the ER and identify yourself as a University of Chicago resident/fellow seeking treatment for an on the job injury
3. Call 847-570-1060 to schedule a follow up appointment in 2-3 days with Employee Health.
5. Report the occurrence to the UCM injury reporting line at 877-441-3845 (available 24/7). If the injury is not reported, benefits and/or payment of bill may be delayed or denied.

Healthcare Integrity Program

The University of Chicago Medicine, through the Office of Corporate Compliance, maintains a Health Care Integrity Program that is designed to ensure accurate billing, coding, and documentation for claims submitted to all payers, including federal health care programs such as Medicare and Medicaid; compliance with privacy and security laws; and adherence to policy and laws governing interaction with industry.

The complete Healthcare Integrity Program, including compliance program policies, and information about False Claims Laws and Whistleblower Protection is available to all employees via the Medical Center’s intranet website: [http://home.uchospitals.edu](http://home.uchospitals.edu) or, the Office of Corporate Compliance website at: [http://compliance.bsd.uchicago.edu](http://compliance.bsd.uchicago.edu). Contact your supervisor or the Associate Compliance Officer at 773-834-4733 if you need assistance. You may also call the toll-free, confidential Compliance Resource Line with any questions or concerns that you have at 1-877-440-5480.

HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPAA)
The University of Chicago Medicine is subject to state and federal privacy and security laws, and all Residents/Fellows must receive training about HIPAA and our privacy and security practices. The University of Chicago Medicine’s HIPAA Privacy Program provides information and tools to staff and faculty to support your efforts to keep patient health information private and secure. You can reach the privacy program staff at 773-834-9716. UCM HIPAA policies are located on the UCM intranet website: [http://home.uchospitals.edu](http://home.uchospitals.edu) or the Privacy Program website: [http://hipaa.bsd.uchicago.edu](http://hipaa.bsd.uchicago.edu).

HIPAA Essentials

HIPAA not only requires that we protect our patients’ privacy, but also requires that we ensure the security of their health information when it is created, maintained, and transmitted within and outside our organization. You should familiarize yourself with the information below in order to maintain HIPAA compliance.

- **Minimum Necessary Standard**
  - This standard requires that you limit your access, use, disclosure or request for Protected Health Information (PHI) to the smallest amount required to accomplish your purpose. You should only access PHI that is necessary to perform your job.
  - This includes when you are looking in medical records, discussing patient information, or collecting, displaying, or releasing PHI.

- **Snooping**
  - Snooping is when a workforce member looks in the record of a patient for a non-job related reason.
There is **zero tolerance** for intentional snooping. If you are caught snooping, you are subject to disciplinary action, up to and including termination.

This zero tolerance applies to the records of your spouse, domestic partner, siblings, children, grandchildren, parents/grandparents, co-workers, friends, neighbors, public figures and celebrities.

- **Accessing your own medical record**
  - You may access, view, and print your own electronic medical record if you already have work-related access to UCMC medical record systems.
  - However, you may not edit or make changes to your information.

- **For Verbal Information,**
  - Do not discuss patient information in public areas such as hallways, the cafeteria, or elevators.
  - Do not leave messages concerning confidential patient information on answering machines.
  - Obtain the patient’s verbal permission before discussing any information in front of family and friends.

- **For Electronic Information**
  - Do not download and store patient information on your personal electronic devices. This includes PHI maintained on all computers, flash drives, smart phones, ipads, pagers or other electronic devices. Store PHI on UCMC secure servers and use encryption methodologies.
  - Never share your password or store it on your laptop, phone, or in any other unsecure location.
  - Log-off your computer when away from your workstation and lock laptop computers and other portable devices in secure location when not in use.

- **For E-mail**
  - Only use your UCHospitals, BSD e-mail address when conducting University of Chicago business - **NEVER** use your Hotmail, Yahoo, Gmail or other personal e-mail accounts.
  - Do not put PHI in the subject line of emails and limit the PHI in the body to the minimum necessary.
  - Do not access e-mail from unencrypted portable devices.

- **For Hard Copy Information**
  - Do not take PHI off the premises. If you do, you are responsible for securing the records from unauthorized access (i.e., do not leave it unattended in your car, bag, home, public transportation, etc.) Keep it secured and on you at all times.
  - When faxing or mailing documents with PHI, verify that you are sending the correct documents to the right recipient. Double check documents handed to patients.
  - Discard documents or electronic media containing patient information in a HIPAA approved shredding container. Do not place it in the recycle or trash bins.

- **For Social Media**
  - Social Media (i.e., Facebook, Twitter, YouTube, Instagram, etc.) is not the place for UCMC information, images or comments. Only those individuals who have been approved may post to UCMC social media sites.
Work Environment

Residents/fellows may raise concerns regarding their education and/or professional environment either in writing or verbally with their Program Director, Chief Resident, Section Chief or Department Chair.

If a resident/fellow does not feel comfortable raising such a concern with any of the above, he/she may utilize the UCM Ombudsmen. The Ombudsmen serve as advocates and provide a mechanism for residents/fellows to raise and resolve issues without fear of intimidation or retaliation. They may also investigate complaints of mistreatment or other issues and abuses. All interactions with the Ombudsmen are completely confidential. Alternatively, a resident/fellow may contact Barry Kamin, MS, Executive Director for GME and CME, or Michael Simon, MD, Associate Dean for Graduate Medical Education at 773-834-1828.

Resident/Fellow Help Line – 4 DOCS (4-3627)

This is an answering service set up at UCM through the Call Center to assist residents/fellows in reaching needed services (e.g., linen, food service, transportation, etc.) The Operator will page the needed service with a 5-minute reminder and repeat x2. If no response, the operator will reach the administrator-on-call to inform that a particular service is not responding.

At NorthShore

The NorthShore Customer Service number is 8989 for transport, facilities maintenance, patient room cleaning, patient interpretive services, clinical engineering and biomask.

Medical Student Treatment

The Pritzker School of Medicine at the University of Chicago is committed to maintaining an academic and clinical environment in which faculty, fellows, residents and students work together freely to further education and research and provide the highest level of patient care, whether in the classroom, the laboratory, or the hospital, and clinics. The School’s goal is to train physicians to meet high standards of professionalism and practice in an environment where effective, humane, and compassionate patient care is demanded and expected.

To this end, the School recognizes that each member of the medical school community should be accepted as an autonomous individual and treated civilly, without regard to his or her race, color, religion, sex, sexual orientation, sexual identity, national or ethnic origin, age, disability or any other class protected by law. Diversity in background, outlook and interest among faculty, fellows, residents, students and patients inherent in the practice of medicine, and appreciation and understanding of such diversity, is an important aspect of medical training. As part of that training, the School strives to inculcate values of professional and collegial attitudes and behaviors in interactions among members of the School community, and between these members and patients and their families.

The School has appointed two faculty members to serve as Ombudsmen to facilitate confidential reporting of potential mistreatment and to raise awareness of appropriate standards of behavior among the members of the medical school community.
Every member of the University community makes a commitment to strive for personal and academic integrity, to treat others with dignity and respect, and to honor the rights and property of others. From time to time, issues may arise that are not in keeping with our commitment to this goal. When this happens, it is important that you, as residents and students, know what resources are available to you.

University of Chicago faculty members are appointed as Ombudsmen to serve as advocates and facilitators for students and residents at the University of Chicago. Ombudsmen are chosen because they are neutral, third party physicians who are not otherwise involved with the academic promotion or evaluation of Pritzker students or University of Chicago residents. All interactions with the Ombudsmen are confidential. Ombudsmen play an important role by providing a mechanism for medical students and residents to raise and resolve issues without fear of intimidation or retaliation.

The Ombudsmen are available to serve as a confidential and private sounding board for students and residents regarding their experiences at the University of Chicago. They will also investigate and resolve complaints of mistreatment or other issues and abuses. These incidents may occur in the classroom, hospital setting or at school-sponsored events, and may involve students, residents, staff, or faculty. The Ombudsmen will work with each medical student or resident to explore options, suggest resources and call attention to the appropriate faculty members and administrators.

**Resident Forum**

The Resident Forum is a forum for the hospital administration and residents/fellows to come together to discuss and resolve issues of patient care and the physical environment relating to the ease with which residents/fellows are able to carry out their patient care responsibilities.

The meetings are open to all residents/fellows and are held bimonthly on Tuesdays at 5:00pm in J-103. A calendar of dates is available by contacting the GME office.
Patient Safety

The UCM Patient Safety Department’s mission is based on a philosophy of proactive risk assessment to identify threats to patient safety prior to the occurrence of an adverse event. You are encouraged to report all occurrences – regardless of whether or not the occurrence resulted in harm to a patient. Alternate methods of reporting an occurrence include calling a risk manager at 773-834-0473, paging a risk manager at 188-01241, or filing a Patient Safety Report.

Event Reporting at UCMC (Patient Safety)

Standards for reporting patient safety events are printed on the back of every resident/fellow’s supplemental ID badge. These standards are also listed below:

Sentinel Event = Immediately
- Page Risk Manager On Call: 1241 Available 24/7
Adverse or Near Miss Event = 72 hrs
- Event Reporting System from intranet home.uchospitals.edu
- Patient Safety Hotline: 773-702-5544
- Risk Management Office 773-834-0473
- For infectious exposure, please contact infection control on-call 7025
- E-mail: safetyriskmanagement@uchospitals.edu

NorthShore Patient Safety

NorthShore has an on-line event reporting site, accessible through the Pulse site under Quick Links – Event Reporting. Submissions can be anonymous.

Duty Hours Resource Hotline – 877-440-5480

The Resource Line provides a toll-free anonymous way for you to ask a question or report a concern about the ACGME resident duty hours requirement. The Resource Line is available 24/7 and is managed by the Office of Medical Center Compliance. The line is not equipped with caller ID and calls cannot be traced. Messages may be left in a private voicemail box if the Chief Compliance Office is not available to answer the phone.

By submitting your questions and concerns to the Resource Line you will help the Office of Graduate Medical Education and the Graduate Medical Education Committee monitor compliance with the Duty Hours requirement.

Grievance Procedure

Certain actions by a program are reviewable under the GMEC policy “Grievance Procedure.” If a Resident/Fellow chooses to pursue a grievance, the procedure to be followed is outlined in GMEC policy titled “Grievance Procedure” which is available on the GME intranet website or can be obtained from the Graduate Medical Education Office J-141.
**Harassment**

The University of Chicago and University of Chicago Medicine and all teaching affiliates strive to maintain a work environment free from prohibited forms of harassment, including sexual harassment.

The Medical Center has established policies and procedures for investigating and responding to claims of harassment without fear of retaliation. A copy of the policies can be found in the policy and procedure manuals of the institution, from the Program Directors, or from the GME Office. Any resident/fellow who believes that he or she has been subject to harassment should report the alleged act immediately to his/her immediate, or next non-involved supervisor, to their Program Director, or to the Vice President & Chief Human Resource Officer, or designee. The response to such concerns or complaints will be handled in a confidential and protected manner in accordance with the institutional policies and as permitted by law.

**Workplace Civility**

It is the goal of the University of Chicago Medicine to promote and support a medical center community where all people will work together in an environment free of abusive or demeaning treatment.

UCM is committed to achieving quality patient care delivery in an environment of professionalism, respect, tolerance, understanding and goodwill among all members of our diverse community. Conduct, whether verbal or physical, that interferes with the ability of others to effectively carry out their duties or that undermines patient care or the patient’s confidence in UCM or another member of the health care team may constitute disruptive behavior.

Any resident/fellow who believes that he or she has witnessed or been subject to disruptive behavior should report the alleged incident as described above in the section on Harassment.

Any resident/fellow who has engaged in disruptive behavior may be subject to disciplinary action under the terms of their Contract and the policies and procedures of the Graduate Medical Education Office.

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**Professional Requirements**

**Licensure**

A physician may not participate in patient care, attend rounds, or be identified as a physician until he/she hold a valid Illinois medical license.

Residents/fellows are required to hold a temporary (training) or permanent license. Applications are processed at the UCM GME Office. For information, e-mail mandy.velligan@uchospitals.edu

**Illinois Controlled Substance License and Federal Drug Enforcement Agency (DEA) Registration**

As required by their specialty, residents and fellows apply for and maintain an Illinois Controlled Substance License; residents and fellows in certain specialties will be required to apply for and maintain a Federal DEA License. All residents and fellows can get a hospital-based DEA license number to use during residency training.

**Illinois Controlled Substance License**

Applications for IL Controlled Substance Licenses are processed through the GME at the time of your license application or renewal. The application fee for an IL Controlled Substance License is $5. For further information contact mandy.velligan@uchospitals.edu
Federal Drug Enforcement Agency (DEA) License
If required by their specialty, residents and fellows are responsible for applying for and maintaining a Federal DEA License. The application cost in 2015 is $731 and requires a valid, active state controlled substance license. GME does not assist with this application process. You can find more information on this application process on the DEA website: [http://www.deadiversion.usdoj.gov/drugreg/](http://www.deadiversion.usdoj.gov/drugreg/)

Hospital-Based DEA License
UCH Pharmacy issues hospital-based DEA license numbers so that trainees can prescribe controlled substances. The permissions granted through the hospital-based DEA license numbers are more limited than the full Federal DEA License obtained by an individual physician. For further information, contact the UCH Pharmacy, 773-702-6242.

Visas
International Medical Graduates
(Graduates of medical schools outside the United States and Canada)

Visa Requirements:
J1 Visa sponsored by the Educational Commission for Foreign Medical Graduates
(Preferred)

H-1B Visa sponsored by the University of Chicago Medicine

Programs assume all financial costs related to the H-1B visa.

Email Pam Urbanczyk ([Pamela.urbanczyk@uchospitals.edu](mailto:Pamela.urbanczyk@uchospitals.edu)) with questions.

NPI Number
The National Provider Identifier (NPI) is a 10-digit identifier that resulted from a HIPAA mandate that a standard, unique identifier be adopted for health care providers. Once assigned, a provider’s NPI will not change and will remain with them regardless of location or employer changes. All health care providers who bill for services will need to use their NPI in filing and processing of health care claims covered under HIPAA.

NPI numbers are required for all residents/fellows. Residents/Fellows register for their NPI number prior to the start of their training program.

Each resident/fellow is responsible for keeping their NPI profile up-to-date. Updates are required when there are changes in license number - such as when a resident/fellow transitions from a temporary to a permanent license or obtains a license in a different state - contact information, or taxonomy code.

The website link to update your NPI profile is [https://nppes.cms.hhs.gov/](https://nppes.cms.hhs.gov/)
## Helpful Contact Information

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>UCM Graduate Medical Education Office</td>
<td>773-702-6760</td>
</tr>
<tr>
<td>NorthShore Office of Academic Affairs</td>
<td>847-570-1478</td>
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<tr>
<td>Benefit Department (<a href="http://www.uchbenefits.com">www.uchbenefits.com</a>)</td>
<td>773-702-2355</td>
</tr>
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<td>Carl Davis, Jr., MD – Medical Library</td>
<td>847-933-6236</td>
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<tr>
<td>Duty Hours Resource Hotline</td>
<td>877-440-5480</td>
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<tr>
<td>Employee Assistance Program</td>
<td>800-456-6327</td>
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<td>The Glenbrook Hospital – Medical Library</td>
<td>847-657-5618</td>
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<tr>
<td>Injury Reporting Line</td>
<td>877-441-3845</td>
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<tr>
<td>John Crerar Library – Medical Research Library</td>
<td>773-702-7715</td>
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<tr>
<td>Legal Affairs Office</td>
<td>773-702-1057</td>
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<td>Lost FreedomPay cards</td>
<td>866-943-1645</td>
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<tr>
<td>Needle Stick Hotline (Pager)</td>
<td>188-9990</td>
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<tr>
<td>Public Notary (see Legal Affairs)</td>
<td>773-702-1057</td>
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<td>Physician’s Assistance Committee</td>
<td>773-702-6302</td>
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<td>UC Ratner Athletics Center Membership Services</td>
<td>773-702-3846</td>
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<tr>
<td>UCH Pharmacy</td>
<td>773-702-6242</td>
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<tr>
<td>UCM Associate Compliance Officer</td>
<td>773-834-4733</td>
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<tr>
<td>UCM Compliance Resource Line</td>
<td>877-440-5480</td>
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<tr>
<td>UCM Privacy Program Office</td>
<td>773-834-9716</td>
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<td>UCM Mail Room</td>
<td>773-702-1889</td>
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<tr>
<td>UCM Occupational Medicine</td>
<td>773-702-6757</td>
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<tr>
<td>UCM Patient Safety Hotline</td>
<td>773-702-5544</td>
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<tr>
<td>UCM Resident/Fellow Help Line</td>
<td>4-DOCS</td>
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<td>(773-834-3627)</td>
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UCM Security ............................................................. 773-702-6262
UCM Scrubs ............................................................. 773-702-1887
(Pager 188-1500)