

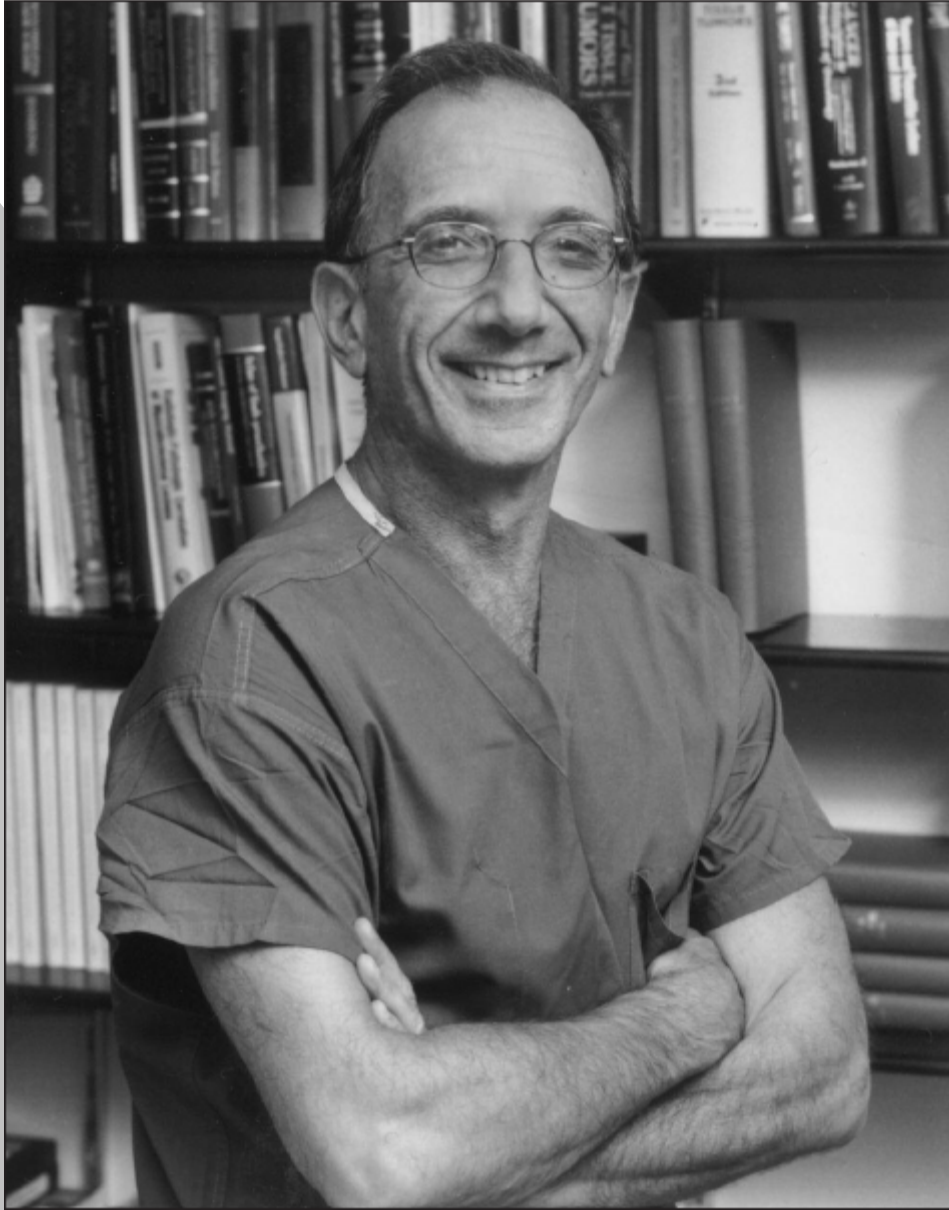
AT THE FOREFRONT OF MEDICINE®

2014 Graduate Medical Education Handbook



THE UNIVERSITY OF
CHICAGO MEDICINE

Welcome!



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

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.

2014 Graduate Medical Education Handbook

TABLE OF CONTENTS

When viewing this document electronically, click on a topic of interest to directly access related information. At the bottom of each page, there is a button to return to the Table of Contents.

Graduate Medical Education Office.....	2
Resident/Fellow Benefits (www.uchbenefits.com)	2-5
Flexible Spending Accounts	2
Health Insurance	3
Personal Accident Insurance	3
Long-Term Disability Coverage	3
Short Term Disability.....	3
Vision Service Plan.....	4
Dental Plan	4
Critical Illness Insurance	4
MetLaw.....	4
Life Insurance.....	4
Supplemental Retirement Annuities	5
Home & Auto Insurance.....	5
Transportation Benefit and Parking	5
Tuition Remission	5
GME Leave Benefits.....	6
Sick Leave	6
Vacation	6
Leave of Absence – Medical and Other	6
Bereavement	6
Civil Leave	6
Other Benefits.....	7-8
Transportation Service	7
Meal Allowance	7
Lab Coats	7
Professional Liability Insurance Coverage	7
Pagers	7
Communications.....	7
Recreational Facilities	8
Resident Support Services.....	8-11
Employee Assistance Program	9
Library Services	9
Security Services	10
The Physician’s Assistance Committee	10
Occupational Medicine	10
All Work Related Injuries	10
Mail Services	11
Healthcare Integrity Program	11
Health Insurance Portability and Accountability Act (HIPAA)	11
Work Environment.....	12-14
Resident/Fellow Help Line	12
Medical Student Treatment	12
Resident Forum	12
Patient Safety Hotline	13
Duty Hours Resource Hotline	13
Grievance Procedure	13
Harassment	14
Workplace Civility	14
Professional Requirements.....	15
Licensure	15
Drug Enforcement Agency (DEA) Registration.....	15
Visas	15
NPI Number.....	15
Contacts.....	16

University of Chicago Medicine Office of Graduate Medical Education

Assisting Residents and Fellows with:

- Loan Deferments
- Certificates of Completion
- Temporary and Permanent License Applications
- ECFMG Applications
- USMLE Step 3 Applications
- Verification of Training
- Information and Referrals

Location: J-141
Days: Monday – Friday
Hours: 8:00am – 4:30pm
Phone: 773-702-6760
Fax: 773-702-0861

NorthShore Office of Academic Affairs
Location: Evanston Hospital, Room # 1304
Days: Monday – Friday
Hours: 9:00am – 5:00pm
Phone: 847-570-1478

Resident/Fellow Benefits

Location: B-112
Days: Monday – Friday
Hours: 7:30am – 5:30pm
Phone: 773-702-6364
Website: www.uchbenefits.com

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

Quick Reference:

Available Benefits:

- 5 days of paid sick leave per year • 4 weeks paid vacation each year • Leave of Absence – Family Medical, Bereavement, & Civil
- Health Insurance • Long-Term Disability Coverage • Short Term Disability • Vision Service Plan • Dental Coverage • Flexible Spending Accounts
- Life Insurance • Supplemental Retirement Annuities • Personal Accident Insurance • Home & Auto Insurance • Personal Legal Assistance • Critical Illness Insurance • Transportation Flexible Spending Account • Reduced Cost Parking • Bicycle Commuter Benefits • Tuition Remission for spouses and children

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

Return to Table of Contents

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

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

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 biweekly 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.**

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 on the first day of the month after the fourteen day waiting period.
- Enrollment is automatic, no action is required.

Return to Table of Contents

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 31 days of employment.
- 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.
- **Plan specific information:**
www.superiorvision.com or 800-507-3800

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

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 31 days of employment.
- 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.
- **To enroll:** www.uchbenefits.com
- **Plan specific information:**
www.metlife.com/mybenefits.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** and coverage is effective 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
- *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

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

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)
- **Reduced cost parking** at University of Chicago Medicine self-park facilities is available for residents/fellows. Automatic pre-tax parking payroll deductions can be arranged through the Parking Services Office, located at 5840 S. Maryland Ave. Completion of the parking enrollment form is required for participation in this program.
- Parking services include **jump start and fire assistance for vehicles in the structure**.
- **Bicycle Commuter Benefits** – A pretax deduction for eligible bicycle expenses related to your bike commute.
- A **secure bike cage** is available in the parking garage. 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 **Benefits Office**. 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 Benefits Office 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 days of paid sick leave per 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 **four weeks paid vacation each 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

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**.

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.

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.

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.

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.

Transportation Service

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.

At NorthShore, taxi vouchers are available in Public Safety at Evanston Hospital (Room B908, in the basement, off the B elevator to the right). 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.

Meal Allowance

University of Chicago Medicine

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.

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.

Lab Coats will be coordinated through each program.

Professional Liability Insurance Coverage

Medical malpractice liability coverage is provided without charge to residents/fellows.

Please contact Legal Affairs at 773-702-1057 for questions regarding claims and coverage.

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.

Other Benefits

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>

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

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>

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.

Occupational Medicine (UCOM)

Location: 5841 S. Maryland Avenue, Room L-156 (CLI)
Days: Monday – Friday
(Closed on Saturday and Sunday)
Hours: 7:15 am - 4:00 pm
Phone: 773-702-6757

- Treatment for on the job injuries or exposures
- Health screenings for new employees
- Annual health risk assessments
- Annual TB and fit testing

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 of potentially infectious material call the Needle-Stick hotline at 188-9990.
2. Employees are required to immediately obtain medical evaluation in Occupational Medicine, Room L-156 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. Report the occurrence to the injury reporting line 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.
4. Complete an Event Reporting Application form found on Pulse website under Quick Links – Event Reporting.
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.

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

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>, or, the Office of Corporate Compliance website at: <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> or the Privacy Program website: <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. This includes, patient health information maintained on all computers, flash drives, smart phones, ipads, and pagers.
 - A. Never share your password or store it on your laptop, phone, or any other unsecure device or location.
 - B. Log-off your computer when away from your workstation and lock laptop computers and other portable devices in secure location when not in use.
 - C. Discard documents or electronic media containing patient information in a HIPAA approved shredding container.
- Only use your UCHospitals, BSD or Departmental e-mail address when conducting University of Chicago business - **NEVER** use your Hotmail, Yahoo, Gmail or other personal e-mail accounts.
- Do not discuss patient information in cafeterias, elevators, or other public places. Do not leave messages concerning confidential patient information on answering machines. Obtain patient verbal permission before discussing any information in front of family and friends.
- Only access patient health information that is necessary to perform your job. The HIPAA Minimum Necessary standard requires us to take reasonable steps to limit the use or disclosure of, and requests for protected health information to the minimum necessary to accomplish the intended purpose.
- Do not access the records of family, friends, coworkers, celebrities or public figures out of curiosity. There is **zero tolerance** for intentional snooping.
- Social Media is not the place for University of Chicago Medicine information, images or comments. Only those individuals who have been approved may post to UCM social media sites.

Work Environment

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.

The school expects civil behavior in an educational and clinical setting as set forth by the University in the Student Manual of the University Policies and Regulations and the University of Chicago Medical Center's Professionalism and Disruptive Behavior policy. Consistent with these policies, the University of Chicago Pritzker School of Medicine regards all acts of physical harm, threats of physical harm, imposition of physical punishments and evaluation of students on grounds other than those relevant and material to the course or clinical activity as violations of these standards.

Upon entering medical school, medical students ascribe to the Guiding Principles of Professionalism. Students who demonstrate a significant lapse in professionalism may be reported using the Professionalism Concern Reporting Form. These guidelines and the reporting form can be downloaded at <http://pritzker.uchicago.edu/current/students/studprofessional.shtml>



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.

UCMC Patient Safety Hotline – 773-702-5544

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. The Patient Safety Hotline offers anonymous occurrence reporting 24/7. 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.

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

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.

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.



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

Drug Enforcement Agency (DEA) Registration

Trainee DEA number issued by UCH Pharmacy, 773-702-6242

For further information contact mandy.velligan@uchospitals.edu

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) 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.

The website link is <https://nppes.cms.hhs.gov/NPPES/StaticForward.do?forward=static.npistart>

There is no charge and the process takes about 20 minutes. You will need your State License number for the application (your program coordinator has your license number information). When providing your work contact information, please enter your appropriate clinical information. NPPES will send you an e-mail notice in about a week with the assigned NPI. Please be sure to share your NPI number with your program coordinator.

Contact Information

Contacts

UCM Graduate Medical Education Office	773-702-6760
NorthShore Office of Academic Affairs	847-570-1478
Benefit Department (www.uchbenefits.com)	773-702-6364
Carl Davis, Jr., MD – Medical Library	847-933-6236
Duty Hours Resource Hotline	877-440-5480
Employee Assistance Program	800-456-6327
The Glenbrook Hospital – Medical Library	847-657-5618
Injury Reporting Line	877-441-3845
John Crerar Library – Medical Research Library	773-702-7715
Lost FreedomPay cards	866-943-1645
Needle Stick Hotline (Pager)	188-9990
Physician’s Assistance Committee	773-702-6302
UC Ratner Athletics Center Membership Services	773-702-3846
UCH Pharmacy	773-702-6242
UCM Associate Compliance Officer	773-834-4733
UCM Compliance Resource Line	877-440-5480
UCM Privacy Program Office	773-834-9716
UCM Mail Room	773-702-1889
UCM Occupational Medicine	773-702-6757
UCM Patient Safety Hotline	773-702-5544
UCM Resident/Fellow Help Line	4-DOCS (773-834-3627)
UCM Security	773-702-6262
UCM Scrubs	773-702-1887
	(Pager 188-1500)

