

AT THE FOREFRONT OF MEDICINE ®

Graduate Medical Education Handbook



AT THE FOREFRONT
UChicago
Medicine

Welcome!



Anita Blanchard, 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.

UCMC Mission

Our mission is to provide superior health care in a compassionate manner, ever mindful of each patient's dignity and individuality. To accomplish our mission, we call upon the skills and expertise of all who work together to advance medical innovation, serve the health needs of the community, and further the knowledge of those dedicated to caring.

Medical Education Mission

At the University of Chicago, in an atmosphere of interdisciplinary scholarship and discovery, the Pritzker School of Medicine is dedicated to inspiring diverse students of exceptional promise to become leaders and innovators in science and medicine for the betterment of humanity.

UCMC Vision

On a foundation of mutual respect, we will work together to build the University of Chicago Medicine into one of the finest organizations in the country as measured by the quality of patient care, the satisfaction of patients and their families, and the level of pride among everyone who works here.

UCMC Values

Participation: A spirit of teamwork and sharing

Respect: A consideration and appreciation for others

Integrity: Honesty in our words and actions

Diversity: Honoring the power of different backgrounds and perspectives

Excellence: A commitment to do our best at all times

UCMC Graduate Medical Education Team



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Director GME Operations,
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and Innovation



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Director GME, CME and
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GME Data Integrity Analyst



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GME.Office@uchospitals.edu

773-702-6760

J-141, near the Ellis Ave. entrance to the Brain Research building.



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Room 1304 in Evanston Hospital
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2018

Graduate Medical Education Handbook

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University of Chicago Medicine Office of Graduate Medical Education

Assisting Residents and Fellows with:

- Loan Deferments, PSLF, Forbearances, Postponements
- Certificates of Completion
- Temporary and Permanent License Applications
- ECFMG Applications
- Visas
- Verification of Training
- Information and Referrals
- FreedomPay Cards

Location: J-141
Days: Monday – Friday
Hours: 8:00am – 4:30pm
Phone: 773-702-6760
Fax: 773-702-0861
Email: GME.Office@uchospitals.edu

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: Mitchell Lobby Room TN206
Days: Monday – Friday
Hours: 7:00am-5:00pm
Phone: 773-702-2355
Email: hrrservices@uchospitals.edu

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

The screenshot shows the 'Login to Access Your Benefits' page for UChicago Medicine. It includes a login form with fields for Username and Password, a 'Login' button, and a 'Forgot Password?' link. To the right, there are 'Login Instructions' detailing steps for UCMC and Ingalls employees, including examples of usernames and passwords. At the bottom left, there is a 'Need Help?' section with links for Email, Phone, and Login Help, along with normal hours of operation.

AT THE FOREFRONT
UChicago Medicine

Login to Access Your Benefits

Username
Password
[Login](#)
[Forgot Password?](#)

Need Help?

[Email](#)
[Click here](#)

[Phone](#)
(844) 577-7802

[Login Help](#)
[Click here](#)

Normal hours of operation are 7:30 a.m. to 6:00 p.m. CST.

Login Instructions

Step 1:

If you are a UCMC employee your username is the UCMC + your UChicago #.

You can find your UChicago # on the other side of your ID badge or via Oracle, UCH Employee Self-Service, Personal Information.

Example: If your UChicago # is 12345678A your username would be UCMC12345678A. The username is not case sensitive.

If you are an Ingalls employee (including Medcentrix and Home Care employees) your username is Ingalls + your five digit Employee number (or clock-in number).

Example: If your Ingalls Employee ID number is 12345 your username would be Ingalls12345. The username is not case sensitive.

Step 2:

Your initial password is your full year of birth + the last four numbers of your SSN.

Example: 19741234

Step 3:

Click on the LOGIN button to log in.

You will be asked to change your password for security purposes (minimum of 8 and maximum of 12 characters).

Benefits Overview

(more detailed information available in the sections that follow)

- **Health Insurance** - Every resident is required to carry health insurance, either by selecting a plan offered by the Medical Center, or by certifying in writing that they are covered under another plan. If you do not complete the certification that you are covered by health insurance plan outside of UCMC, and/or do not select a health insurance plan, you will be enrolled into the University of Chicago Health Plan (UCHP). Premiums associated with this coverage may be deducted from your pay.
- **Life Insurance** - Is provided at no cost to the resident/fellow. Other coverage options are available at extra cost and require a separate enrollment process.
- **Other Insurance** - The resident/fellow may acquire dental insurance. Premiums associated with this coverage may be deducted from your pay. Coverage under a vision service plan and personal accident insurance of the type and at the charges and under the terms and conditions customarily offered to UCMC staff are available.
- **Long-Term Disability Insurance** - Is provided for you. Coverage begins on the first day of the month after three months of employment. Pre-existing conditions have coverage limitations.
- **Short Term Disability (STD)** – Non-work related illness or injury may qualify for Short term disability. Coverage is available at 30% of base pay for a maximum period of 13 weeks. Paid medical leave, vacation and sick days must be exhausted prior to receiving short term disability benefits. Other paid leave may count towards the 13 week STD period.
- **Paid Leave**– Vacation and sick leave benefits are set forth in Graduate Medical Education Policy 05, Salary, Vacation, and Sick Days
- **Personal Leave of Absence** – Graduate Medical Education Policy 06, Leave of Absence sets forth the policy and procedure for such leaves.
- **Paid Medical Leave** – (including pregnancy) is up to four weeks paid may be available to the resident/fellow and requires prior written approval by the program director. Paid medical leave runs concurrent with FMLA leave, where applicable.
- **FMLA** - Eligible residents/fellows may receive approval up to a maximum 12 weeks leave under the Family Medical Leave Act. FMLA leave runs concurrently with short term disability, where applicable.
- **Residents/Fellows with Disabilities** - May request and receive accommodation for disabilities pursuant to UCMC policy “Equal Employment Opportunity for Individuals with Disabilities”. UCMC will provide a reasonable accommodation to the known physical or mental limitations of an otherwise qualified applicant or employee with a disability, unless doing so would impose an undue hardship on UCMC.
- **Confidential Counseling, Medical and Psychological Support Services** - Access to appropriate and confidential counseling, medical and psychological support services are available through the confidential Employee Assistance Program (EAP), the Physician’s Assistance Committee (PAC), and other programs recommended by the EAP and the PAC. The PAC has the responsibility to receive, verify and evaluate reports related to the health, well-being and impairment of physicians, including all members of the Medical Staff, UCMC Residents, Clinical Fellows and medical students on occasion (referred to herein as “practitioners”), and to provide recommendations to Chairs and Program Directors about their practitioners. It is agreed that mandatory referral for evaluation as a condition of performance evaluation may be imposed by the Program Director.
- Some benefits provided under this Agreement are in lieu of benefits ordinarily provided to UCMC employees.
- **Library Privileges**

HR Shared Services Benefits

Health Insurance (Required)

- As an incoming resident/fellow you will be defaulted into the **University of Chicago Health Plan (UCHP) – Single coverage**.
- You may opt out; change your medical plan or coverage level **within 30 days** from your start date of employment. If you opt out of coverage, proof of coverage will be required and must be submitted in one of two ways: Upload it to www.uchbenefits.com OR Fax it to 212-948-4526.
- Residents/fellows may choose from **four health plans**. Enrollment in one of the four plans is permitted only during the open enrollment period, within 30 days of a Qualifying life event, 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. Medical Plans Include:
 - University of Chicago Health Plan
 - BCBS PPO Premier
 - BCBS PPO Advantage
 - BCBS PPO Standard
- **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.
- **To Opt-out, choose your plan, or add your dependents: login to 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.
- Changes in coverage can be made during Annual Enrollment or within 30 days of a Qualifying Life Event. Increases in **Supplemental and Spousal Life** coverage require insurance company approval.
- **To participate, enroll online: 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.
- 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 or 800-GET-MET8**

Vision Service Plan (Optional)

- The vision plans provide coverage for routine vision needs.
- Residents/fellows have the option of enrolling in a **Basic** or **Enhanced** plan.
- **No claim forms** required.
- Receive greater benefits when services are provided by EyeMed.
- **Basic plan benefits include:**
 - **Examination and lenses** every 12 months.
 - **Frames** every 24 months.
 - **To enroll:** www.uchbenefits.com

Flexible Spending Accounts (Optional)

An FSA lets you set aside pre-tax dollars to pay for eligible health care and dependent care expenses. This means you can pay for eligible expenses with tax-free money while reducing your taxable income, saving on taxes and increasing your take-home pay. You can contribute up to the annual IRS limit as listed for each FSA, but be sure to calculate your contributions carefully as the plan is based on a calendar year. You can carry over up to \$500 in unused Medical FSA funds to the next calendar year, but you'll forfeit any other remaining funds.

- **Medical FSA**- can be used to pay for eligible out-of-pocket health care expenses like prescription drugs, co-pays, and vision and dental costs. Not available if enrolled in PPO Advantage Plan. Contribution limit is \$2,650 for 2018.
- **Limited Purpose FSA** can be used only for eligible dental and vision expenses if enrolled in PPO Advantage Plan. Medical expenses would be covered by your HSA. Contribution limit is \$2,650 for 2018.
- **Dependent Care FSA:** A dependent care FSA allows you to use pre-tax dollars to pay for eligible dependent care expenses like day care for your child, elderly parent or disabled spouse. Contribution limits \$2,500 (married and file separately) or \$5,000 (married and file jointly).

Health Savings Account (if enrolled in BCBS PPO Advantage Plan)

A health savings account (HSA) offers tax advantages and lets you save money to pay for health care expenses now and in the future. After you open an HSA, UCMC will contribute to your account:

- \$400 for individual coverage
- \$800 if you also cover family members

You decide how much you want to contribute to your HSA, up to IRS limits. Contribution limits \$3,400 for individual coverage and \$6,900 for family coverage.

Personal Accident Insurance & Accidental Death & Dismemberment Insurance (Optional)

- **Personal Accident Insurance** - provides a lump sum benefit to you for an **accidental injury** that causes fractures, dislocations, loss of limbs, burns, hospital and ambulance expenses, accident-related disabilities or death.
- **Accidental Death & Dismemberment Insurance** – provides financial protection if you die or are seriously injured (e.g. coma or dismemberment) in an accident.
 - **Individual 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% 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, residents/fellows 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 you're sick and medical paid time is exhausted, whichever comes first.
- Enrollment is automatic, no action is required.
- Residents/Fellows have the option of purchasing supplemental **Voluntary Short-term Disability** coverage. Resident/Fellow pays the full cost.

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

Legal Plan through ARAG (Optional)

- Offers full representation for you and your family for almost all personal legal matters.
- **Enrollment Information:** www.uchbenefits.com

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.
- **To participate, enroll online:** www.uchbenefits.com

Home & Auto Insurance (Optional)

- A variety of policies are available through a choice platform.
- 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:

- **Reduced cost parking** at University of Chicago Medicine **Parking A** self-park facilities is available for residents/fellows. Please note: After Orientation, automatic 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>. (Note: this link will not work unless you are already on a hospital network.) 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.
- **Parking and Transportation (Optional) Parking and Transportation** taxable deduction for eligible parking and transportation expenses.
- **Bicycle Commuter Benefits** – A taxable deduction for eligible bicycle expenses related to your bike commute.
- **To participate, enroll online:** www.uchbenefits.com
- **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, civil union partners and dependent children up to the age of 26 qualify for **tuition remission** at the **University of Chicago schools***. Tuition remission will be **50% of actual tuition cost** (max 2 courses per quarter) 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/Civil Union 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. For employees, the Tuition Remission is taxable after the first \$5250 per calendar year. Contact the HR Shared Services Office, 773-702-2355 for additional questions.

GME Leave Benefits

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.

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 leave **does not accrue** during a leave of absence. Please see Graduate Medical Education Policy 05, Salary, Vacation, and Sick Days for more information.

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 submitted 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. Please see Graduate Medical Education Policy 05, Salary, Vacation, and Sick Days and Graduate Medical Education Policy 06, Leave of Absence, for more information.

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 typically be predicated on unusual and/or extenuating circumstances including, but not limited to, the illness or death of a family member or civil or military obligation. In most cases, a personal 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.

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. Benefits, except for vacation allowance accrual, are continued during this leave. Please see Graduate Medical Education Policy 05, Salary, Vacation, and Sick Days and Graduate Medical Education Policy 06, Leave of Absence, for more information.

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 for an FMLA or STD qualifying reason, please 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**.

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.

Additional Benefits

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.

If Residents feel unsafe to drive home due to clinical duties 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.

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.

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. The Medical Legal Office is located in G-104

Pagers

Pagers for residents/fellows are issued and managed through the department.

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 a web-based e-mail address. Instructions for accessing email are provided by your program.

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.

Building hours, pool hours, wellness classes, and more can be found on-line at:
<http://athletics.uchicago.edu/facilities/index>

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 is provided by *Perspectives Ltd.* This is a benefit offered by the Medical Center for residents/fellows and their family members. It is a no-cost, confidential resource designed to help people with the challenges of daily living, such as stress, conflict, relationships, financial issues, child/elder care needs, legal assistance, etc. Assessment, referral, short-term counseling (when indicated) and follow-up are available through in-person appointments or telephone counseling. Licensed professional counselors are available 24 /7 at 800-456-6327. Self-directed information and resources are also available on Perspectives mobile friendly website. To access Perspectives Online, go to www.perspectivesltd.com and enter Username:UCH001/Password: perspectives.

The Physician's Assistance Committee (PAC)

The PAC has the responsibility to receive, verify and evaluate reports related to the health, well-being and impairment of physicians. The PAC is composed of physicians and representatives from the dean's office, Graduate Medical Education, Medical Center administration, as well as counselors from the Employee Assistance Program. After evaluation, the committee will work closely with the physician to facilitate treatment, aftercare, licensing issues and return to work plans. In all cases, confidentiality is protected to the greatest extent feasible, and everyone works together to facilitate a complete recovery for the physician. Contact Dr. Steven Montner, Chair of the Physician's Assistance Committee, at smontner@radiology.bsd.uchicago.edu or

773-702-3654, Iris Romero, Co-Chair, at iromero@bsd.uchicago.edu, or *Perspectives* at 800-456-6327 for assistance.

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.

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: 773-702-1328



Library Services at UCMC

** All residents and fellows in UCMC-sponsored programs at either UCMC or at NorthShore are eligible to use UCMC library resources*

John Crerar Library – Medical Research Library

Location: 5730 S. Ellis Avenue

Phone: 773-702-7715

E-mail address: crerar-reference@lib.uchicago.edu

Website: <https://www.lib.uchicago.edu/crerar/>

Building Hours:

Sunday – Thursday 8:00am – 12:00am (Midnight)

Friday – Saturday 8:00am – 10:00pm

Hours may vary during summer, interim (the period between academic quarters), and holidays.

Contacts:

Deb Werner

Director of Library Research in Medical Education

Crerar Library Office 127

dwerner@uchicago.edu

Joseph Regenstein Library – Main Campus Library

Location: 1100 E. 57th St.

Phone: 773-702-3344

Website: <http://www.lib.uchicago.edu>

Identification and Privileges Office (to obtain Library borrowing privileges for print materials)

Monday – Thursday: 8:30am – 7:00pm

Friday 8:30am – 5:00pm

Saturday 9:00am – 1:00pm

Hours may vary during summer, interim (the period between academic quarters), and holidays.

E-mail address: ipo@uchicago.edu

Website: <http://ipo.uchicago.edu>

All campus libraries are available to UCMC residents and fellows, including D'Angelo Law, Social Service Administration/SSA, Eckhart, and Mansueto. For more information about specific library hours, see <http://hours.lib.uchicago.edu>.

Library Services at NorthShore

Evanston Hospital - Webster Library

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, MSLS
Phone: 847-570-2665
Fax: 847-570-2926
E-mail Address: Webster@northshore.org

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.

Skokie Hospital - Carl Davis Jr., MD Medical Library

Location: Library is located at Skokie Hospital in the basement of the Medical Office Building, Room B720
Phone: 847-933-6236
Days: Monday-Friday (Staffed Tuesday & Thursday afternoons 2:00pm-5:00pm)
Hours: 24/7 with hospital ID badge (call Public Safety if it isn't activated).
Remote Access is available to the resources at the Univ. of Chicago's John Crerar Library using your CnetID or UCHAD ID.

NEED AN ARTICLE? USE YOUR LIBRARY

Go to *Pulse > Applications > Library Resources* (intranet site only)

Search Medical literature in:


US National Library of Medicine
National Institutes of Health


links to the full text of that specific article


shows which NorthShore Library holds that journal. We can scan and e-mail it to you. Please ask.

If you click on the publisher icon, they will usually ask you to pay (between \$19.95 - \$86.00 per article).

It is possible that your search may result in many citations from journals to which we don't subscribe. No library has every journal, so we will use our Interlibrary Loan service to get it for you.

To request articles from NorthShore University HealthSystem's Libraries, copy and e-mail your PubMed citations (with PMID #s) to Webster@northshore.org or call 847-570-2665 for assistance.

Please call for Urgent Patient Care requests

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

- Treatment for on the job injuries or exposures
- Health screenings for new employees
- Annual TB and respiratory fit testing
- Immunizations

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 (UCOM), Room D-136 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 CCD 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.
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.

Healthcare Integrity Program

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 directly at 773-834-9716 or via the Confidential Resource Line at 1-877-440-5480. UCM HIPAA policies are located on the UCM intranet website: <http://home.uchospitals.edu> and can be accessed from 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. 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.
 - Zero tolerance applies to the records of your spouse, domestic partner, siblings, children, grandchildren, parents/grandparents, other family members, co-workers, friends, neighbors, public figures, celebrities, etc.
- ❖ 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.

- ❖ 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.
- ❖ Electronic Information and Devices
 - Encrypt all of your devices (workstations, laptops, mobile devices, USB thumb drives). Never use a thumb drive to store unencrypted PHI, confidential, financial or sensitive HR information. If you must use a thumb drive, only use a secure and encrypted one approved by UCMC.
 - Do not download and store patient information on your personal electronic devices. This includes all computers, flash drives, smart phones, ipads, pagers or other electronic devices. Store PHI on UCMC secure servers and use encryption methodologies.
 - Do not use Dropbox, Google Docs, SkyDrive or other "cloud file storage utilities" without authorization.
 - **Never** share your password or store it on your laptop, phone, or in any other unsecure location. Create unique passwords with complexity.
 - Log-off your computer when away from your workstation and lock laptop computers and other portable devices in a secure location when not in use.
 - Do not throw away computers, USB drives, CD/DVDs or other electronic media without destroying or sanitizing.
- ❖ E-mail
 - Only use your @uchospitals.edu, @bsd.uchicago.edu or bsd.department.uchicago.edu 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.
 - Be careful to select the correct recipients when sending emails; watch for autocorrect, similar names and distribution lists. Check and double check!
 - If PHI must be emailed to external third parties, type #encrypt in the Subject line to encrypt the email. Instructions for secure email procedures can be found at http://home.uchospitals.edu/pdf/uch_042980.pdf
 - Do not access e-mail from unencrypted portable devices.
- ❖ Hard Copy Information
 - Do not take PHI off the premises. If you do, you are responsible for securing the records from unauthorized access (e.g., do not leave information unattended in your car, bag, at home, on public transportation). Keep it secured and with 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 documents or media in recycle or trash bins.
 - Do not leave PHI on your desk or workstation.
- ❖ Social Media
 - Social Media (i.e., Facebook, Twitter, YouTube, Instagram, etc.) is not the place to discuss specific patients or specific medical treatment issues and particularly not the place to post PHI of any kind. 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 Ombudspersons](#) (see page 18). The Ombudspersons 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 Ombudspersons are completely confidential. Alternatively, a resident/fellow may contact Anita Blanchard, MD, Associate Dean for Graduate Medical Education at 773-702-6760.

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.

Sleep Deprivation and Fatigue Training

ORACLE contains a module designed to train residents and fellows to recognize the impacts of sleep deprivation, how to mitigate fatigue, and what steps to take if they determine they are unable to care for patients safely due to fatigue. This module is available at all times via self-enrollment through ORACLE's learning portal.

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, students, nurses and other medical staff 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 educate future physicians to meet high standards of professional behavior as outlined in the [Pritzker School of Medicine's Guidelines of Professionalism](#) and to practice in a learning environment where effective, humane, and compassionate patient care is demanded and expected.

The school takes any mistreatment of students by residents, faculty, and medical center employees very seriously and has appointed two faculty members to serve as Ombudspersons to facilitate confidential reporting of potential mistreatment and to raise awareness of appropriate standards of behavior among members of the medical school community.

In addition to the faculty Ombudspersons, the Pritzker Chiefs also each act as Peer Ombudspersons. The Pritzker Chiefs will work with students to explore options, offer perspective, suggest resources and, if warranted, reach out to faculty deans for guidance. It will be up to the student to determine how to move forward managing an issue.

Expectations of Civil Behavior

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.

Examples of Mistreatment

Mistreatment is defined on the Association of American Medical Colleges Graduation Questionnaire as follows: "Mistreatment arises when behavior shows disrespect for the dignity of others and unreasonably interferes with the learning process. It can take the form of physical punishment, sexual harassment, psychological cruelty, and discrimination based on race, religion, ethnicity, sex, age, or sexual orientation." The AAMC provides the following examples of mistreatment:

- Public belittlement and humiliation
- Threatened with physical harm
- Asked to perform personal services
- Denied opportunities because of gender
- Denied opportunities because of race or ethnicity
- Asked to exchange sexual favors for grades/awards
- Subjected to unwanted sexual advances

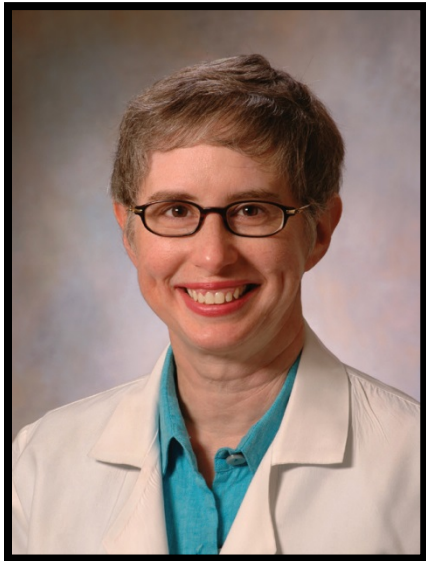
Reporting Mistreatment

Students with concerns about offensive or abusive conduct should contact the school's Ombudspersons, any of the Pritzker faculty deans, relevant faculty members (course director, preceptor or the department chair, etc.) or Executive Director of Medical School Education. Any of these individuals can discuss options with the student, offer guidance and support, and assist the student in attempting to resolve the matter informally. Every reasonable effort will be made to maintain confidentiality in such discussions.

If informal resolution is unsuccessful or inappropriate, the Dean for Medical Education, Associate Dean for Medical School Education, Associate Dean of Students, or other University and Medical Center officials may discuss formal University and/or Medical Center procedures to address the situation with the student.

Any conduct that has a serious impact on the academic evaluation of students may be subject to the grievance procedures outlined below.

- If the person whose conduct is the source of concern is a faculty member, fellow or resident, the School's Dean for Medical Education and the Associate Dean of Students can help the student file a complaint with the relevant department chair or program director and/or the UCMC Committee on Professionalism as appropriate. If the person about whom concerns are raised is a student, the Disciplinary Procedures governing students apply.
- If the person is a staff member, the School's Dean for Medical Education, Associate Dean for Medical School Education, Associate Dean of Students, or Executive Director of Medical School Education may help a student file a complaint with the University Human Resources Management.



Diane Altkorn, MD

Department of Medicine

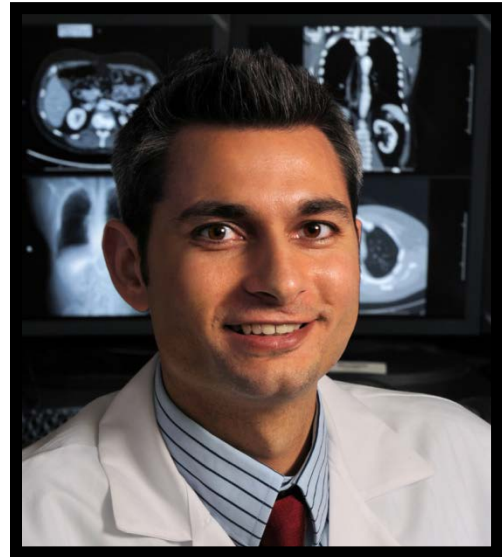
Contact Information: *(in preferred order)*

dalkorn@medicine.bsd.uchicago.edu

773.702.4581

Pager: #9718

Office: L-334



Steven Zangan, MD

Department of Radiology

Contact Information: *(in preferred order)*

szangan@radiology.bsd.uchicago.edu

773.702.3844

Pager: #2816

Office: Q-209

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 Ombudspersons to serve as advocates and facilitators for students and residents at the University of Chicago. Ombudspersons 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 Ombudspersons are confidential. Ombudspersons 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 Ombudspersons 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 Ombudspersons will work with each medical student or resident to explore options, suggest resources and call attention to the appropriate faculty members and administrators.

All Discussions with Ombudspersons are Confidential

NorthShore Diversity and Inclusion Ombudsmen



Dr. Tricia Moo-Young
Department of Surgery
TMoo-Young@northshore.org



Dr. Barrett Robinson
Department of OB/GYN
BRobinson@northshore.org

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 coordinated by the GME office. Meeting details will be published in MedHub at least 2 weeks prior to the meeting date.

NorthShore Resident Forum is scheduled through the Office of Academic Affairs.

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. The preferred method for reporting an event is to submit the report using the online event reporting system. **When reporting online, use the reporter look-up function to auto-populate your name, email address, PGY, department, program and specialty.** 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
- E-mail: safetyrisk@uchospitals.edu
- For infectious exposure, please contact infection control on-call 7025



How to get an update on an Event Report(UCMC)

- When you submitted an event, the system generated an event #. You can use this event # to track your report. You can also use the patient name if you cannot locate the event number.
- To request an update, contact the Risk Management & Patient Safety at 773-834-0473 or safetyrisk@uchospitals.edu.
- Provide the event number or patient name, your name and contact information, preferably your UCM email address.
- A risk manager will contact you and share information about the event review, analysis & actions taken.

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.

Resident Compliance 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 or incidents of bias or discrimination. 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 Officer 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 the Clinical Learning Environment.

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 and NorthShore University Health System to promote and support a medical center community where all people will work together in an environment free of abusive or demeaning treatment.

UCM and NorthShore are 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 GME.Office@uchospitals.edu

Medicare Enrollment

All residents/fellows are required to maintain an up-to-date enrollment in Medicare as Ordering and Referring Physicians.

As required by their program or a partnering institution, some residents/fellows may be required to enroll in Medicare as Individual Providers.

Applications to enroll in Medicare can be completed online via the Provider Enrollment Chain and Ownership System (PECOS). Instructions for enrolling as an Ordering and Referring Physician are available in MedHub> Documents/Resources.

Residents/fellows leaving the institution are responsible for updating their Medicare Enrollment information in PECOS.

For information, e-mail gme.office@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 gme.office@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 2016 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/> or 312-353-7875

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

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. 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/>

If you have questions regarding how to access or update your NPI information, email GME.Office@uchospitals.edu



Helpful Contact Information

UCM Graduate Medical Education Office	773-702-6760
NorthShore Office of Academic Affairs	847-570-1478
HR Shared Services (www.uchbenefits.com)	773-702-2355
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
Legal Affairs Office	773-702-1057
Lost FreedomPay cards	866-943-1645
Needle Stick Hotline (Pager)	188-9990
Public Notary (see Legal Affairs)	773-702-1057
Physician’s Assistance Committee	773-702-6302
UC Ratner Athletics Center Membership Services	773-702-3846
UCH Pharmacy	773-702-6242
NS Evanston Pharmacy	847-570-2200
UCM Associate Compliance Officer	773-834-4733
UCM Compliance Resource Line	877-440-5480
UCM Privacy Program Office.....	773-834-9716
UCM Mail Room	773-702-1328
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

NS Security - all hospital locations (dial from a hospital phone).....

 Hospital Emergency..... 3199

 Hospital Non-Emergency 8906

 Off-site Emergency 9-911

UCM Scrubs 773-702-1887

(Pager 188-1500)

