

UPMC Hamot Medical Student Orientation

Welcome to UPMC Hamot. We are pleased to have you rotate with us and to partner in your educational journey. The Graduate Medical Education Office is available to you for any questions, concerns, or comments. Please feel free to call, email, or stop by our offices anytime.

Autumn Geiger

geigera@upmc.edu

814-877-4178

100 State St. Suite 320

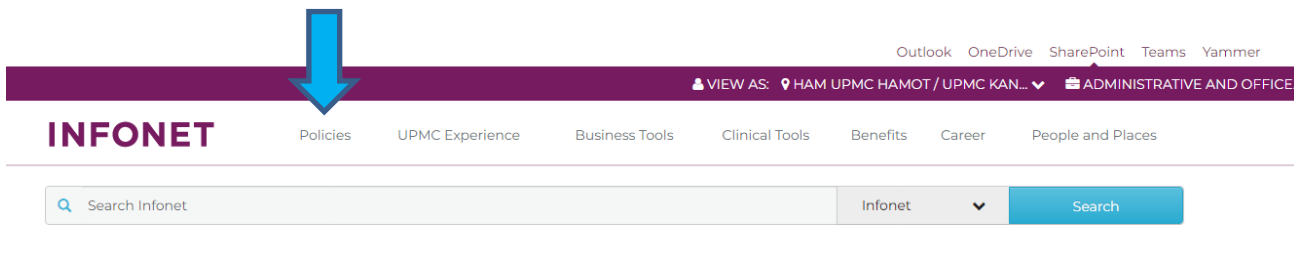
Monday-Friday 6:30 a.m. to 3:00 p.m.

The purpose of this document is to orient you to UPMC Hamot and to educate you about the responsibilities and expectations of our medical students. You will also be introduced to our culture and service philosophy.

Policies & Procedures

UPMC assures the safety and quality of care for our patients through compliance to policies, rules and regulations. It is your responsibility to know and abide by our policies and procedures.

To access UPMC Hamot's Administrative Policies and Procedures, Patient Care Policies and Procedures, Employee Handbook, and Safety and Security Guidelines, go to the UPMC Infonet on any network computer and click on the Policies tab at the top. (See screenshot below.)



Medical Student Rotation Policies

Several policies have been highlighted below due to their relevance to medical student rotations.

About Your Rotation

- Medical students always work under direct supervision of attending physicians or residents
- Hamot permits students to perform exams and take histories
- Chart notes and orders must be co-signed by an attending or a resident beyond PGY1 level before being acted upon
- Medical students cannot prescribe/dispense medications
- Individual supervising physicians may impose additional restrictions
- Medical students cannot look up their own medical records, nor those of family members or friends, without specific written permission
 - Noncompliance is considered a serious privacy breach and may result in disciplinary action

Social Networking

- Posting on social networking sites must adhere to UPMC restrictions (full policy can be viewed on the Infonet)
 - No posting of photos
 - No reference to patients or patient information
 - No statements or promises on behalf of UPMC

Professional Attire

- Wear UPMC Hamot ID badge at all times
 - Display above the waist
 - Acceptable to also wear school or home residency badge
- Wear white lab coat
- Wear safe shoes

Substances

- UPMC has zero tolerance for substance abuse
- UPMC Hamot is a tobacco-free, shift-free campus
 - Inclusive of student housing
 - Employees and medical students are not permitted to use tobacco products during any shift
 - Breaks included
- No alcohol is permitted on campus, inclusive of student housing

Corporate Compliance

If you observe a staff member engaging in behavior that is not in compliance with our policies and procedures, you should report it.

First instance:	Contact your preceptor or the medical student coordinator
Second instance:	Contact Pat Ladds, GME Academic Manager, or any member of the UPMC Hamot management team
Third instance:	Contact Human Resources at x2326 or Hamot's Compliance Officer at x3776.

If help is still needed, call the Ethics Line at 1-877-983-8442.

Infection Control

The Infection Control department endeavors to actively engage employees and students in the infection control process. To learn more, contact Bradley White at (814) 877-2885 or whiteba2@upmc.edu

Hospital Acquired Infections (HAI)

- At least one in every 31 hospitalized patients,
- 1.7 million infections annually in the U.S.
- 99,000 associated deaths annually in the U.S.

- While we've made progress at UPMC in reducing HAIs, research provides evidenced-based best practices and strategies to provide even safer care for our patients.

Proper Hand Hygiene





- Policy: [Systemwide policy: Zero Tolerance Hand Hygiene \(HS-IC0615\) \(sharepoint.com\)](#)
- Five Moments of Care (adopted from the World Health Organization)
 - Before touching a patient
 - After touching a patient
 - Before a clean or aseptic procedure
 - After a body fluid risk
 - After touching patient's surroundings
- Step-by-step hand washing instructions – please see below
 - Wash with soap and water for at least 20 seconds
 - Turn off faucet with paper towel
 - Total process should take between 40-45 seconds
- Hand sanitizer usage is acceptable, with two notable exceptions as follows
 - Hands are visibly soiled
 - When treating a C. diff patient
- Hand hygiene compliance is monitored throughout the hospital by unidentified auditors
 - Audits include medical students
 - The appropriate response to an intervention by an auditor is “Thank you.”
 - Do not react defensively – learn from the experience and move on
 - [In and Out Hand Hygiene Overview Flier.pdf \(sharepoint.com\)](#)

Use hospital provided lotion that is compatible with Chlorhexidine Gluconate (CHG) soap. Incompatible lotions from home render the residual antimicrobial soap inactive

Isolation Precautions





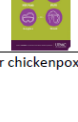

- See below to learn about various types of precautions

UPMC Hamot Isolation Precaution Guidelines

Isolation Precautions Type	Signage	Disease Examples	Hand Hygiene	PPE Required (Minimum Requirement)	Patient Placement	Environment of Care / Equipment	Transport of Patient
Standard		<ul style="list-style-type: none"> All patients All blood, body fluids, secretions, excretions, and contaminated items All patients with MRSA, VRE, ESBL, & GNR Codes 	Antimicrobial soap & water or alcohol sanitizer	AS NEEDED Gloves = for bodily fluid exposure Gown = if soiling likely Mask = if splash likely Goggles/Face shield = if splash likely	No special room requirement	Disinfect equipment/linens after patient use	Clean gown for patients. Cover all open wounds.
Contact		<ul style="list-style-type: none"> CRE/CRO VISA/VRSA Candida Auris Parainfluenza Lice Scabies RSV MDR Acinetobacter Herpes Zoster (Shingles) - Localized in immunocompetent patients 	Antimicrobial soap & water or alcohol sanitizer	Gown, Gloves by all staff & visitors + standard precautions	Private room	Use dedicated equipment. Disinfect all equipment after use.	Standard precautions. Notify area receiving patient. Clean high touch areas such as bed, stretcher, and wheelchair handles.
Contact (Enteric)		<ul style="list-style-type: none"> C. difficile Rotavirus Hepatitis A* Shigella* Salmonella* Campylobacter* Giardia* Yersinia* *If patient has uncontrolled diarrhea 	ANTIMICROBIAL SOAP & WATER ONLY	Gown, Gloves by all staff & visitors + standard precautions	Private room	Use dedicated equipment. Disinfect equipment with BLEACH after use. Tru-D recommended after patient discharge.	Standard precautions. Notify area receiving patient. Clean high touch areas such as bed, stretcher, and wheelchair handles.
Droplet		<ul style="list-style-type: none"> Influenza Rhinovirus Group A Strep (Pharyngitis in infants & children, Serious Invasive Disease) Neisseria meningitidis (meningitis, pneumonia, sepsis) Haemophilus influenzae Type B (Epiglottitis or Pneumonia in infants or children) Pertussis Mumps Rubella 	Antimicrobial soap & water or alcohol sanitizer	Surgical mask by all staff & visitors + standard precautions	Private room	Use dedicated equipment. Disinfect all equipment after use.	Surgical mask for patient. Notify area receiving patient. Clean high touch areas such as bed, stretcher, and wheelchair handles.
Airborne		<ul style="list-style-type: none"> TB – Tuberculosis Measles** 	Antimicrobial soap & water or alcohol sanitizer	N95 mask or PAPR; + standard precautions Visitors = Surgical mask	Negative pressure room; Notify Facilities department; Keep door closed	Use dedicated equipment. Disinfect all equipment after use.	Surgical mask for patient. Notify area receiving patient. Clean high touch areas such as bed, stretcher, and wheelchair handles.

**All personnel should know their chickenpox, measles, mumps, and rubella vaccination status. Only immune personnel should care for these patients.

UPMC Hamot Isolation Precaution Guidelines

Isolation Precautions Type	Signage	Disease Examples	Hand Hygiene	PPE Required (Minimum Requirement)	Patient Placement	Environment of Care / Equipment	Transport of Patient
Patient may have multiple organisms requiring a combination of isolation precautions.							
Droplet/Contact		<ul style="list-style-type: none"> Adenovirus (pneumonia) Cystic Fibrosis 	Antimicrobial soap & water or alcohol sanitizer	Gown, Gloves, Surgical mask by all staff & visitors + standard precautions	Private room	Use dedicated equipment. Disinfect all equipment after use.	Surgical mask for patient. Notify area receiving patient. Clean high touch areas such as bed, stretcher, and wheelchair handles.
Droplet/Contact (Enteric)		<ul style="list-style-type: none"> Norovirus 	ANTIMICROBIAL SOAP & WATER ONLY	Gown, Gloves, Surgical mask by all staff & visitors + standard precautions	Private room	Use dedicated equipment. Disinfect equipment with BLEACH after use. Tru-D recommended after patient discharge.	Surgical mask for patient. Notify area receiving patient. Clean high touch areas such as bed, stretcher, and wheelchair handles.
Droplet + Eye Protection		<ul style="list-style-type: none"> Patients exposed to SARS-CoV-2 (COVID-19) Suspected Respiratory Illness (ex: R/D Influenza + RSV, COVID; Resp Viral Panel) 	Antimicrobial soap & water or alcohol sanitizer	Gown, Gloves, Surgical mask by all staff & visitors + standard precautions	Private room	Use dedicated equipment. Disinfect all equipment after use.	Surgical mask for patient. Notify area receiving patient. Clean high touch areas such as bed, stretcher, and wheelchair handles.
Airborne/Contact		<ul style="list-style-type: none"> Varicella** (Chickenpox) Herpes Zoster (Shingles) – Disseminated in any patient, including immunocompromised 	Antimicrobial soap & water or alcohol sanitizer	Gown, Gloves, N95 mask or PAPR by all staff; + standard precautions Visitors = Surgical mask, Gown, Gloves	Negative pressure room; Notify Facilities department; Keep door closed	Use dedicated equipment. Disinfect all equipment after use.	Surgical mask for patient. Notify area receiving patient. Clean high touch areas such as bed, stretcher, and wheelchair handles.
Airborne/Contact (Enteric)		<ul style="list-style-type: none"> Example – Patient with TB AND C. difficile 	ANTIMICROBIAL SOAP & WATER ONLY	Gown, Gloves, N95 mask or PAPR by all staff; + standard precautions Visitors = Surgical mask, Gown, Gloves	Negative pressure room; Notify Facilities department; Keep door closed	Use dedicated equipment. Disinfect equipment with BLEACH after use. Tru-D recommended after patient discharge.	Surgical mask for patient. Notify area receiving patient. Clean high touch areas such as bed, stretcher, and wheelchair handles.
Airborne + eye protection		<ul style="list-style-type: none"> SARs-CoV-2 (COVID-19) MERs CoV (Middle Eastern Respiratory Syndrome) Avian Flu (H5N1) Ebola 	Antimicrobial soap & water or alcohol sanitizer	Gown, Gloves, N95 mask or PAPR, Eye Protection by all staff + standard precautions Visitors = CALL IP	Negative pressure room; Notify Facilities department; Keep door closed	Use dedicated equipment. Disinfect all equipment after use.	Surgical mask for patient. Notify area receiving patient. Clean high touch areas such as bed, stretcher, and wheelchair handles.

**All personnel should know their chickenpox, measles, mumps, and rubella vaccination status. Only immune personnel should care for these patients.

- Isolation precaution signs are posted outside every inpatient room
 - It is imperative to observe this signage
 - If no isolation precautions exist, one of two generic signs will be posted as follows
 - *Spread the Word, Not the Germs*
 - *Quiet Please*
 - Don proper Personal Protective Equipment (PPE) before entering the room and remove before leaving
- Be an infection control champion. Consider yourself empowered to gently remind staff to follow proper infection control and handwashing procedures.

Personal Illness

- If you develop fever and respiratory symptoms, do not come to work
- If you become ill at work, stop patient care activities, and go home
- Do not return to work until fever-free for at least 24 hours (without fever meds)
- Use respiratory hygiene and cough etiquette
- Notify medical student coordinator if out for illness
 - Include in your message the names of any other parties to be notified (preceptor, chief resident, etc.)

Resources & More Information for Students

Various resources are available to support a successful rotation experience.

Educational Opportunities

- CME conferences
- Residency program lectures
 - Orthopaedics
 - Emergency Medicine
 - Neurology
 - Otolaryngology
 - With advanced notice and approval, students may attend any of the residency program lectures regardless of the specialty with which they are rotating. E.g. a student rotating with the hospitalists may attend neurology lectures.

Library Services

- Ground Floor, UPMC Hamot
- Available to students 24/7
- For access after-hours, contact Hamot Security
- Access to abundant electronic resources and quiet study cubicles
- Librarian assistance available
 - Diane Voelker, Librarian
 - (814) 877-3628

Security

- (814) 877-6666

- Students are advised to save Security's number on their cell phones
- Security is available 24/7
 - Campus-wide, including student housing and parking lots
- Call Security if you sense a physical threat or risk in your environment
- Students are not advised to walk alone at night
 - Security shuttle runs from 5 p.m. to 1 a.m. Monday – Friday from main entrance of hospital to parking lots and housing
 - After hours, Security is available to escort students to their vehicle or housing unit

Parking

- A parking decal will be provided to medical students
 - May not apply to some outpatient rotations
- Decal should be displayed visibly on the vehicle's left rear window or bumper
- Park with front end of vehicle facing in, so decal is easily visible
- Park in the designated parking lots only
- Parking is scarce and lots fill up early in the day. If parking lots are full, the Intermodal Center is a free parking option and usually has available spaces.
 - Located at 208 E Bayfront Pkwy, Erie, PA 16507
 - Ride the EMTA trolley

Student Lounge

- Lounge exclusively for medical students
- Located in the sub-basement, corridor before Security, key code is "5"
- Amenities: refrigerator, lockers (bring your own lock), microwave, computer, printer.

Dining Options

- Main dining room
 - Located on the ground floor in the North Complex
 - Great views of Presque Isle Bay
 - Open for breakfast and lunch only
- Café in the main lobby
 - Starbucks coffee, breakfast pastries/muffins, fresh fruit, sandwiches, soups, pizza, etc.
 - Open for breakfast, lunch, and dinner

Badge Access

- Students completing hospital-based rotations will be granted hospital door access
- Level of access is dependent on type of rotation
- Please allow 24-36 hours for your badge access to be activated
 - If you do not have door access after that time frame, contact medical student coordinator.

Recruitment

- If you would like more information about being a physician at UPMC Hamot, please contact our physician recruiter:

Elizabeth D'Aurora Madurski
Physician Recruiter | UPMC Northern Pod
Region

Mobile 814-528-6779

Email madurskie@upmc.edu
201 State Street, Erie, PA 16550



Follow our recruitment LinkedIn page for perspective candidates: [Future Physicians of Erie – UPMC Hamot](#).

Departure Procedure

Schedule departure meeting

- Email the medical student coordinator to arrange a departure meeting during your last week on rotation

What to bring to the meeting

- Hamot access badge
- If applicable: textbook, housing keys, laptop
 - Textbooks, pagers, and laptops **MUST** be returned to the GME Office. **No exceptions!**
 - Housing keys can be returned to Security, if necessary, but the medical student coordinator must be informed in advance
- Evaluations
 - Student performance evaluation completed by your preceptor
- Students should report to Medical Education by 3 p.m. on the final day of their rotations to fulfill the following administrative tasks. Forms can be found on the student section of the UPMC Hamot website.

Please contact the medical student coordinator in advance (i.e. before you leave) with any questions or concerns about departure.

Your Actionable Items

Acknowledgement of Orientation, Policy, and Procedures Information

Please sign and return the Acknowledgement of Orientation, Policy, and Procedures form (found at the end of this document) to medical student coordinator.

Evaluation of student by preceptor

You will manage your own evaluation, including presenting the form to and collecting it from your preceptor. Medical Education expects a copy of this evaluation regardless of rotation type. We will send a copy to your school and keep one on file in Medical Education.

□ **Evaluation of rotation by student**

This form is on our website and should be completed by the end of your rotation. It is meant to be anonymous and solicit feedback to drive improvement in our programs.

Excellence and Service

- Smile and say hello to those you pass in the hallway or meet in the elevator
- Identify patients correctly by asking for two identifiers, such as:
 - Patient name
 - Patient birth date
- Learn and use patient’s preferred name
- Tell the patient what you plan to do and how long it will take
 - When possible, sit down for this conversation to meet the patient on their eye-level
- Ask the patient and/or family to repeat back to you what you have explained to them
- Ask the patient and/or family if they have any questions
- Say *thank you* before leaving the patient

While rotating at UPMC Hamot, please make it your goal to adopt our mission, vision, and culture.

UPMC Hamot

VISION

UPMC Hamot will, in partnership with its physicians, payers, and other stakeholders continue to advance the health and wellness of the communities it serves by achieving clinical quality of the highest national standards and maximizing operational efficiencies.

MISSION

To serve our patients, communities, and one another in the UPMC Hamot tradition of quality, health, healing, and education. Put simply, “to serve.”

SERVICE EXCELLENCE

Going beyond what is expected.
Smile and greet everyone you meet. Good morning/afternoon/evening!
How may I help you?
Is there anything else I can do for you?

Patients' Bill of
Rights &
Responsibilities

At UPMC Hamot, we are committed to making your hospital experience as satisfying as possible, in addition to providing top-quality medical care. We encourage you and your family to be a partner in your care and to communicate with your healthcare team during your stay.

As a patient and a partner in your healthcare, you have certain rights and responsibilities during your stay at UPMC Hamot.

As a patient, you have the right to:

1. A patient has the right to respectful care given by competent personnel.
2. A patient has the right, upon request, to be given the name of his or her attending physician, the names of all other physicians directly participating in his or her care, and the names and functions of other health care personnel having direct contact with the patient.
3. A patient has the right to every consideration of privacy concerning his or her own medical care program. Case discussion, consultation, examination, and treatment are considered confidential and should be conducted discreetly.
4. A patient has the right to know what medical center rules and regulations apply to patients.
5. A patient has the right to expect emergency procedures to be implemented without unnecessary delay.
6. A patient has the right to quality care and high professional standards that continually are maintained and reviewed.
7. A patient has the right to appropriate assessment and management of pain.
8. A patient has the right to full information in layman's terms concerning his or her diagnosis, treatment, and prognosis, including information about alternative treatments and possible complications. When it is not medically advisable to give such information to the patient, the information shall be given on the patient's behalf to the patient's next of kin or other appropriate person.
9. Except for emergencies, a patient's physician must obtain the necessary informed consent prior to the start of any procedure or treatment.
10. A patient has the right to refuse any drugs, treatments, or procedures offered by the medical center, to the extent permitted by law, and a physician shall inform the patient of the medical consequences of the patient's refusal of any drugs, treatments, or procedures.
11. A patient or, in the event the patient is unable to give informed consent, a legally responsible party has the right to be advised when a physician is considering the patient as part of a medical research program or donor program. The patient or

legally responsible party may at any time refuse to continue in any such program to which he or she previously has given informed consent.

12. A patient has the right to assistance in obtaining consultation with another physician at the patient's request and own expense.
13. A patient has the right to medical and nursing services without discrimination based upon race, color, religion, ancestry, national origin, age, sex, genetics, sexual orientation, gender identity, marital status, familial status, disability, veteran status, or any other legally protected group status.
14. A patient who does not speak English will have access to an interpreter.
15. The medical center shall provide a patient or patient designee, upon request, access to all information contained in the patient's medical records, unless access is specifically restricted by the attending physician for medical reasons or is prohibited by law.
16. A patient has the right to expect that good management techniques will be implemented by the medical center when considering effective use of the patient's time and to avoid the personal discomfort of the patient.
17. When medically permissible, a patient may be transferred to another facility only after the patient or his or her next of kin or other legally responsible representative has received complete information and an explanation concerning the needs for and alternatives to such a transfer. The institution to which the patient is to be transferred first must accept the patient for transfer.
18. The patient has the right to examine and receive a detailed explanation of his or her bill.
19. A patient has the right to full information and counseling on the availability of known financial resources for his or her health care.
20. A patient has the right to expect that the medical center will provide him or her upon discharge with information of the patient's continuing medical requirements following discharge and the means for meeting them.
21. A patient has the right of access to an individual or agency who is authorized to act on the patient's behalf to assert or protect the rights set out in this section.
22. A patient has the right to be informed of his or her rights at the earliest possible moment in the course of the patient's hospitalization.

Patient Responsibilities

Thank you for seeking care at UPMC. It is our expectation that you will assume responsibility for the following during your stay:

1. **Provide a Complete Health History:** UPMC expects you to provide information about your past illnesses, hospital stays, medicines, and other matters related to your health history.
2. **Participate in Your Treatment:** UPMC expects you to cooperate with all staff members and ask questions if you do not understand directions or procedures.
3. **Comply with the Smoke-Free Rules:** UPMC is responsible to provide a smoke-free environment for the health of all patients, visitors, and staff. We expect you and your visitors to obey UPMC's smoke-free policy. Smoking is not permitted in any UPMC property, buildings, parking lots, or parking garages. Smoking is not permitted in vehicles while parked in UPMC garages and parking lots. Be aware that some local governments may assess a fine for smoking.
4. **Comply with Visitation Policy:** In order to provide a supportive and caring atmosphere for patients, we need for their loved ones to comply with the visitation policy that exists on the patient's nursing unit. Visitation policies vary by unit. Please consult with your unit director for additional information about the policy on your unit.
5. **Be Courteous to Patients and Staff:** UPMC is responsible to provide an atmosphere that promotes healing for all patients. To this end, we expect you and your visitors to be considerate of other patients and staff members. You and your visitors are responsible to control your noise level, limit the number of visitors in your room, manage the behavior of your visitors, and respect UPMC property.
6. **Appoint a Health Care Representative:** UPMC encourages all patients to establish a power of attorney relationship before becoming too ill to do so. If you become unable to speak for yourself, UPMC expects duly authorized members of a patient's family to be available to our staff to discuss your treatment. You are responsible to appoint a health care representative who will make decisions for you if you become unable to do so. If you do not appoint a decision-maker, UPMC will select one for you in accord with Pennsylvania law. The law provides a priority list to determine who your decision-maker would be.
7. **Make Payment for Services:** You are responsible for payment for all services provided to you by UPMC. Payment may be made through third-party payers (such as your insurance company), by self-payment, or by making other payment arrangements for services not covered by insurance.
8. **Refrain from Drug Use and Other Violations:** Do not take drugs except for those given to you by UPMC staff. Do not consume alcoholic beverages or toxic substances. These may complicate and endanger the healing process. UPMC reserves the right to search patient rooms and belongings for illegal substances if illegal activity is suspected.
9. **Accept Your Room Assignments:** UPMC reserves the right to manage the environment for the good of one or more patients. For example, we may move you to another room or another unit, or we may restrict your visitors or the number of your visitors. You are responsible to cooperate with all room assignments.
10. **Protect Your Belongings:** You are responsible for the safety of your belongings during your hospital stay. UPMC is not responsible for any lost or stolen patient

belongings. UPMC expects patients to leave valuables at home, with family members, or with hospital security.

11. Arrange Transportation Home: You are responsible to arrange your own transportation home from the hospital. You also are responsible to pay all costs related to your transportation. UPMC can help you arrange for transfer from the hospital to another facility. However, you are responsible to pay the cost of that transportation yourself, unless your insurance covers it.
12. Communicate with Our Staff: UPMC staff and patients are committed to the same goal, achieving a positive result. You are responsible to let our staff know if you have any questions or problems. While you receive care at UPMC, if anything upsets or concerns you, please tell us. Contact your unit director or the Patient Relations department immediately so that we can assist you.

We welcome your comments about the care you receive, as they help us provide the best care that we can to all of our patients. If you have any questions or concerns, please feel free to speak with your healthcare provider or any UPMC Hamot staff member.

If you have a concern or complaint about safety or quality of care, we encourage you to talk to your healthcare provider to resolve the issue. If you are not satisfied or if you are not comfortable talking to that person, we encourage you to talk to the nurse director or department manager. If you are still not satisfied about the handling of your concern or complaint, please contact UPMC Hamot's Patient Representative at 814-877-3767 in the Main Hospital or 814-877-3978 in the Women's Hospital. We will make every effort to resolve your concern within the shortest time possible.

You also have the option, at any time, to directly contact the Pennsylvania Department of Health Division of Acute and Ambulatory Care, 25 McQuiston Drive, Jackson Center, PA 16133 at 1-800-254-5164 or The Joint Commission Office of Quality Monitoring, One Renaissance Boulevard, Oakbrook Terrace, IL 60181 at 1-800-994-6610 or complaint@jointcommission.org.

UPMC Hamot

UPMC Hamot

Acknowledgment of Orientation, Policy, and Procedure Information

By signing below, I certify that I have reviewed all UPMC Hamot orientation information and I understand how to locate policies and procedures on UPMC's Infonet.

Signature

Date

Printed Name

This document must be returned to the medical student coordinator at least two weeks prior to rotation start date.