ABOUT THE UNIVERSITY OF CHICAGO

The University

Working at the University of Chicago is a unique and enriching experience. The University of Chicago is one of the world’s great intellectual communities with professional museums, theaters, concerts, and lectures. Located in the community of Hyde Park on Chicago’s South Side, just 15 minutes from the city center, the University of Chicago is uniquely positioned to contribute to, and draw from, the strength and diversity of this world-class metropolis. We also have made an unforgettable mark on the world at large.

Our faculty and students are pioneers, discoverers, teachers, scholars, and change agents. We ask tough questions and pursue knowledge with rigor because we believe in the power of ideas. Committed to scholarship of the highest order, our faculty has made major contributions to existing bodies of knowledge and to the creation of new fields of study.¹

UChicago Medicine

The University of Chicago’s Medical Center (Medical Center), one of the nation’s leading academic medical institutions, has been at the forefront of medical care since 1927. Renowned for treating some of the most complex medical cases, UCMC brings the very latest medical treatments to patients in the city of Chicago, Illinois, and throughout the world. In this way, UCMC furthers its commitment to patient care, clinical practice and community health. UCMC partners with the University of Chicago physicians and the University of Chicago's Pritzker School of Medicine to educate the next generation of physicians and other health care professionals.

Today, UChicago Medicine also has dozens of outpatient clinics around the Chicago area, including locations in downtown Chicago, the south suburbs and Northwest Indiana.

The health system comprises the University of Chicago Medical Center, Pritzker School of Medicine, the Biological Sciences Division and Ingalls Memorial, a community-based hospital and outpatient facility in Harvey, Illinois, just 30 miles south of Chicago.

According to the UChicago Medicine 2019 Community Benefit Annual Report, the UCMC community benefit service area is represented by 12 zip codes that surround the Medical Center campus. The service area is comprised of 35 Chicago neighborhoods with partial coverage for some neighborhoods.²

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Welcome to UChicago Medicine Graduate Medical Education

Anita Blanchard, MD, Associate Dean for Graduate Medical Education and Chair of the Graduate Medical Education Committee/Designated Institutional Official

Welcome to UChicago Medicine 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 intellectually stimulating, nurturing and innovative.

The University of Chicago demonstrates outstanding patient care, excellent education and training, innovative research, and values diversity of faculty, learners, and staff.

Our residents and fellows are working in unprecedented times given the COVID-19 pandemic, social isolation and distancing, and the historical moment of reckoning our country is facing regarding social injustice. Graduate Medical Education is continuously evolving to meet the needs of our residents, fellows, and programs. This academic year, we are dedicating resources to increasing programming in well-being and diversity, equity, and inclusion.

Graduate Medical Education is part of the UCM educational continuum of undergraduate medical education (UME), continuing medical education (CME) and simulation. The continuum is led by Dr. Halina Brukner, Dean for Medical Education.

UCM 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.

UCM Vision

On a foundation of mutual respect, we will work together to build UChicago 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.

UCM PRIDE 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
UCM Graduate Medical Education Team

Megham Twiss
Director GME Operations, Accreditation, and Innovation

Amanda O’Rourke
Director GME, CME and Simulation Finance

Latassa Love
Operations Manager

Jason Griggs
Accreditation Manager

Rhonda Judkins
GME Compliance Specialist

Shanee Phillips
GME Finance Compliance Specialist

Jeremy Podczerwinski
GME Data Integrity Analyst

Pam Urbanczyk
GME Compliance Specialist

GME.Office@uchospitals.edu
773-702-6760
J-141, near the 5812 S. Ellis Ave. entrance to the Brain Research building.
NorthShore University HealthSystem, an academic affiliate of U of C

University of Chicago Medical Center is the sponsoring institution for all residents and fellows. The UCMC GME office directly supervises all GME programs, and all residents and fellows at all campuses. NorthShore is a participating educational site for some residents and fellows. NorthShore residency program directors, site directors and administrators provide support for residents rotating and training at NorthShore.

Office of Academic Affairs

Richard K. Silver, MD
CAO Associate Dean at NorthShore

Ernest Wang, MD
Assistant Dean for Medical Education at NorthShore

Heather Winn, MHSA
AVP, Academic Affairs

Karen Claybourne
Education Coordinator

Berna Jacobson, MSEd
Education Program Specialist

academicaffairs@northshore.org

Room 1304 in Evanston Hospital
(1st floor near elevator F)
847-570-1086
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UChicago Medicine Office of Graduate Medical Education

Assisting Residents and Fellows with:
- Certificates of Completion
- Temporary and Permanent License Applications
- J-1/H1-B Visa Applications
- Verification of Training (routed through programs)
- 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 (1st floor, near F elevator)
Days: Monday – Friday
Hours: 9:00am – 5:00pm
Phone: 847-570-1478
Email: academicaffairs@northshore.org

Resident/Fellow Benefits

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

UChicago 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
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 a health insurance plan outside of UCM, and/or do not select a health insurance plan, you will be enrolled into the BCBS PPO Standard Plan. 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 UCM 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 50% of base pay for a maximum period of 26 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 26 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** – Residents/fellows are provided four weeks (20 days) of paid leave (at 100% of pay) for medical, including pregnancy, purposes. Leave 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 UCM policy “Equal Employment Opportunity for Individuals with Disabilities“. UCM 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 UCM.

- **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, UCM 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 UCM employees.

- **Library Privileges**
Health Insurance (Required)

- As an incoming resident/fellow you will be defaulted into the BCBS PPO Standard Plan – 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 (UCHP)
  - BCBS PPO Premier
  - BCBS PPO Advantage
  - BCBS PPO Standard
- IMPORTANT NOTE: If you enroll in the University of Chicago Health Plan (UCHP), only services provided at a University of Chicago Medical Center and Ingalls facilities 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 qualifying life event (i.e. marriage, birth or adoption, divorce). 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

98point6
On-demand, text-based primary care for eligible employees and dependents ages 1 and older

- Not part of benefits enrollment, this service is available as needed to eligible employees
- Cost:
  - UCHP or BCBS PPO Premier and Standard- $0 per visit
  - BCBS PPO Advantage and Care Network HDHP - $5 per visit *
  - *$5 UCMC PPO Advantage or Care Network HDHP Plan visit fee waived through December 31, 2021 in response to CARES Act

98point6 is

- On-demand
  Whether you’re feeling unwell or have a health-related question, simply sign in and start a visit whenever you’re ready. No appointment needed.
- Text-based
  Connect with a primary care physician right from your phone. Get treatment for a cough while commuting to work or get care for your child’s stomach pain while at a weekend barbecue.
- Nationwide
  With service available in all 50 states plus D.C., you and your family can access care anywhere you are—at home or while traveling.
- 24/7
  Virus in the middle of the night or itchy rash over the weekend? Get immediate care around the clock—even after hours and on holidays.
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 month 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 a qualifying life event (i.e. marriage, birth or adoption, divorce.) 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 $2,750 for 2020.
  - 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 $2,750 for 2020.
  - 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, UCM will contribute to your account:
   o $400 for individual coverage
   o $800 if you also cover family members
You decide how much you want to contribute to your HSA, up to IRS limits. Contribution limits $3,550 for individual coverage and $7,100 for family coverage.

Personal Accident Insurance & Accidental Death & Dismemberment Insurance (Optional)
- **Personal Accident Insurance** - provides a lump sum benefit to you for an accident 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](http://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 50% 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 your 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. During your initial enrollment period only, evidence of insurability may be required.

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](http://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.
• Reduced cost parking at UChicago 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 1 course 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 four-weeks (20 days) of paid leave (at 100% of pay) for medical, including pregnancy, purposes. Thereafter, if the resident/fellow has any remaining paid time off (vacation or sick leave), they will use those allowances for their medical leave. Once paid time is exhausted and only if applicable and approved by the third-party administrator, the resident/fellow may receive short and then long term disability benefits according to the benefit levels described above. 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 UChicago Medicine 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 Sedgwick at 1-855-311-9661 & 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.

At NorthShore, any resident/fellow who feels it would be unsafe for him/her to drive, may be reimbursed for post-call transportation home. Reimbursement must be approved by each department, and reimbursement will be completed by the NorthShore Office of Academic Affairs. An inter-hospital shuttle is provided for routine travel between NorthShore sites.

**Meal Allowance**

*UChicago 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 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.

Claims histories or proof of coverage during residency/fellowship used for credentialing can be obtained through Legal Affairs at 773-702-1057.

**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.
**Phones**
When dialing UCM phone extensions internally, you can use the abbreviated extensions.

**Example:** To dial the UCM Service Desk:
ext. 2- 3456 - internal/abbreviated extension
(773) 702-3456 - complete phone number

However, in order to dial a UCM phone extension from outside of the medical center network, you'll need to dial the complete phone number. Please use the chart below to know how to dial any UCM phone extension from outside of the medical center network.

<table>
<thead>
<tr>
<th>Internal Extension</th>
<th>Full Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>2-XXXX</td>
<td>(773) 702-XXXX</td>
</tr>
<tr>
<td>3-XXXX</td>
<td>(773) 753-XXXX</td>
</tr>
<tr>
<td>4-XXXX</td>
<td>(773) 834-XXXX</td>
</tr>
<tr>
<td>5-XXXX</td>
<td>(773) 795-XXXX</td>
</tr>
<tr>
<td>6-XXXX</td>
<td>(773) 926-XXXX</td>
</tr>
</tbody>
</table>

**Communications**
UChicago Medicine provides all residents/fellows with a web-based e-mail address. Access this through: https://www.uchicagomedicine.org/health-care-professionals/employee-login

The hospital Outlook E-mail System is the preferred means of communicating with residents/fellows. Check your @UCHospitals.edu email regularly.

**Mail Services**
Residents/fellows are assigned mailboxes located in their departments.

UCM Mail Room
Location: Room AMB WSB 039
Days: Monday – Friday
Hours: 8:30am – 4:30pm
Phone: 773-702-1328

**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 UChicago 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/Fellow Resources and Support Services

**Employee Assistance Program (EAP)**
The Employee Assistance Program is provided by Perspectives Ltd. This is a benefit offered by UChicago Medicine 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, telephone counseling, or video counseling. Licensed professional counselors are available 24/7 at 800-456-6327 or via chat through the Perspectives SPARK app or website. 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. Download Perspectives Spark app for quick and easy access to all services: Google Store or Apple Store.

**Disaster Response Program**
This is a set of offerings and resources that was stood up during the initial phase of the COVID-19 pandemic response. Offerings may change throughout the year. Click here for more details and updated offerings.
**BSD Office of Diversity & Inclusion**

The Office of Diversity & Inclusion works as an extension of the dean of the Biological Sciences Division to increase the hiring and advancement of underrepresented groups in the BSD. In addition, they advocate for and support a culture in which inclusion is appreciated and nurtured as a central priority across the division’s departments and programs. Their work focuses on not just race and ethnicity, but also the ways sexuality, gender, class, and religious identity impact our community. They believe that the study of science and the practice of medicine are enhanced when scholars, clinicians, and staff, can insert their full perspectives into the work that they do.

They have many initiatives and offerings. Click here for more information.

**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, Co-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.

**Resident Health Initiative**

This program originated with conversations that took place during Resident Forum and is designed to facilitate residents and fellows accessing primary care.

**Monday-Friday from 8:00 AM – 4:30 PM**

- **STANDARD APPT REQUESTS** - Email resident.health@uchospitals.edu
  - o indicate “appointment request” in the subject line
  - o Your email communication should include: patient name, DOB, call back name & number, reason for visit and name of insurance.
  - o You can expect a follow up call within 4 business hours.

- **URGENT APPT REQUESTS** - text page the Resident Health Advocate at 9800
  - o Your text page should include a call back name & number.
  - o During regular business hours, you can expect a follow up call within 30 minutes.

- If you schedule an appointment through the Call Center that does not meet your needs, please ask the Call Center Agent to forward your appointment request to resident.health@uchospitals.edu. You can expect a follow up call within 4 business hours.

**Employment Verifications**

PSLF forms, loan-related documentation, and other employment verifications are completed by HR Shared Services.

Ways to submit your request:
1. Bring the form to TN-206. Form will be completed at that time. All borrower information should be completed prior to bringing the form to TN-206 (SSN, signature, etc.)
2. Submit via fax 773.702.0265 or email HRServices@uchospitals.edu – document will be completed and returned electronically within 2 business days. All borrower information should be complete before submission (signature, SSN, etc.) Please include former names in your request to facilitate identification by the HR team.
3. If your department has a system whereby your coordinator volunteers to take the forms to TN-206 for you, that is an option, but do not include your SSN on the form or the HR team will not be able to return it to your coordinator.
Training/Education Verifications
Education or training verifications, including those for licensure and credentialing, should be submitted to your program.

Requests for a reprint of your certificate of completion should be sent to GME.Office@uchospitals.edu. A fee applies.

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)

Download the UChicago Safe App to access services quickly and easily from your smartphone.

Features include:
- **Emergency Contacts** for UCPD, UCMC Public Safety, and Chicago Police
- **Mobile Blue Light** – sends your location to and calls University Police
- **Friend Walk** – allows you to send your location to one of your contacts
- **Report a Tip** - allows you to report crimes or concerns to University Police, includes an anonymous option
- **Safety Toolbox** – includes a way to call for a safety escort, chat with UCPD, and review other information about campus safety events.
- **Campus Transportation** – bus route information, trans loc app, and more
- **Important Note:** some features and services in the app are applicable to students, but not residents/fellows.

A few reminders about campus safety:
- Use internal pathways to travel between buildings/parking garages, especially after dark.
- If you need to walk outside, you can always request an escort by Public Safety (773-702-6262) for escorts within the medical campus or by UCPD (773-702.8181) for escorts in the greater campus area.
- Keep cell phones, laptops, and other valuables in your bag/out of sight while walking.
- Report incidents and suspicious behavior to Public Safety at 773-702-6262, if needed, they will facilitate reporting to UCPD.
- If you or someone you know is involved in an incident, please know that your Program Directors, GME leaders, and Perspectives, the Employee Assistance Program are available to you. Perspectives can be reached 24/7 at 1-800-456-6327.
- Additional campus safety information can be found at: [https://safety-security.uchicago.edu/](https://safety-security.uchicago.edu/)

Security Services At NorthShore
- For an escort to your vehicle call 8906 from a hospital phone.
Library Services at UCM

* All residents and fellows in UCM-sponsored programs at either UCM or at NorthShore are eligible to use University of Chicago library resources

John Crerar Library – Medical Research Library
Location: 5730 S. Ellis Avenue
Phone: 773-702-7409
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 154
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 – 5:00pm
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 UCM 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
NorthShore Library Services
Evanston Hospital - Webster Library
Location: Room 6311 – Elevator G
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

Library resources:
- An intranet website available on Pulse (applications > Library Resources) for easy access to our databases and full-text journals and books
- Our full-text collection linked to our databases (PubMed, Ovid, CINAHL, ClinicalKey)

Library services:
- Reference services including literature searches and training from experienced degreed professional librarians
- Request services via phone, e-mail, intranet form, or in person
- Electronic document delivery through convenient e-mailed PDFs

We also have a quiet, physical space with study carrels and computers for you to use as well as print books and older print journals at the Evanston Hospital, Webster Library.

NEED AN ARTICLE? USE YOUR LIBRARY
Go to Pulse > Applications > Library Resources (intranet site)

Search Medical
This icon will appear on each

Request articles from NorthShore Library Services. Fill out the request form, copy and e-mail your PubMed citations (with PMID #s) to webster@northshore.org, or call 847-570-2665 for assistance.

Please call 847-570-2665 for Urgent Patient Care requests

If you click on the publisher icon, they will usually ask you to pay (between $19.95 - $86.00 per article).
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 UCMC:
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 (S1 Medical) 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. All Injuries:
   b. Report the occurrence to the UCM injury reporting line (S1 Medical) at 877-441-3845 (available 24/7). If the injury is not reported, benefits and/or payment of bill may be delayed or denied.
2. Blood borne pathogen Exposure/needle sticks: wash exposure site and immediately go to the nearest NorthShore Emergency Department for medical evaluation. Identify yourself as a University of Chicago resident/fellow. Contact EHS at (847) 570-1060 for results of initial blood work.
3. Other Injuries:
   a. For life-threatening injuries or those requiring immediate medical attention, report to the nearest NorthShore Emergency Department for medical evaluation. Identify yourself as a University of Chicago resident/fellow.
   b. Non-life-threatening injuries and those not requiring immediate medical attention:
      UCMC-based residents/fellows - obtain a medical evaluation in Occupational Medicine (UCOM), Room D-136 during regular business hours – Monday through Friday 7:15 a.m. – 4:00 p.m.
      NorthShore-based residents/fellows – follow protocols established at NorthShore for non-emergent work-related injuries.
4. Follow-up and ongoing treatment, when indicated, will be arranged through UCOM, call 773-702-6757 during posted hours (see above) or email UCOM@uchospitals.edu.
Healthcare Integrity Program

Compliance Program

UChicago Medicine, through the Office of Corporate Compliance (OCC), maintains a Compliance Program which demonstrates UCM’s commitment to ethical conduct and compliance. The UCM Code of Conduct is central to the Compliance Program and is designed to give you the information you need to understand and comply with UCM’s standards for ethical business conduct. These standards include:

- Compliance with health care laws and regulations;
- Providing medically necessary care to patients;
- Maintaining accurate and reliable corporate records regarding billing and other transactions;
- Managing business relationships appropriately; and
- Encouraging employee loyalty.

To support employees, faculty, and students in their efforts to adhere to the Compliance Program and Code of Conduct, the OCC maintains a website which includes links to the Code of Conduct, Compliance Policies, Conflict of Interest information, and tip sheets related to billing, coding and documentation practices. Please visit the OCC’s website at http://compliance.bsd.uchicago.edu to access these materials, as well as other compliance related resources.

The OCC also manages the Compliance Resource Line. You may call this toll-free, confidential line at 1-877-440-5480 to obtain answers to questions relating to compliance and to report suspected or potential misconduct, violations of the UCM’s compliance policies, or violations of the law. Any report of a compliance concern will be treated as confidential and no adverse actions will be taken against an employee for the act of reporting concerns in good faith. Any such retaliation, retribution, or harassment is a violation of the UCMC’s compliance policy, and must be reported to the Chief Compliance Officer, who along with the Compliance Committee and the Department of Human Resources, will investigate the circumstances and determine the appropriate response.

If you have any questions about the Compliance Program, please reach out to the Office of Corporate Compliance at (773) 834-4588 or compliance@bsd.uchicago.edu.

HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPAA)

UChicago 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. UChicago 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, Option 2. 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 UCM 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 UCM.
  - 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 UCM 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 [Information Security Intranet Site](#) or by contacting the Privacy Program for more information.
  - 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 UCM social media sites.
Work Environment
The resources and reporting mechanisms described below apply to residents/fellows training at UCMC and/or NorthShore.

Discrimination and Harassment
The Medical Center is an equal opportunity employer and does not tolerate discrimination or harassment based on race, ethnicity, color, religion, sex, sexual orientation, gender identity, marital status, civil union status, national origin, ancestry, age, parental status, disabled status, veteran status, or any other legally protected classification, in accordance with applicable law. See HR208, A00-04. The Medical Center is strongly committed to fostering a working environment free from such discrimination or harassment.

Any resident or fellow who feels that he or she has been subjected to discrimination or harassment in violation of these policies should immediately bring such concerns to his or her Program Director or Associate Program Director(s) or to Human Resources/Employee Labor Relations at 773-702-8238 or HRServices@uchospitals.edu. Complaints will be investigated and addressed promptly and appropriately, and the Medical Center will not tolerate any retaliation for good faith complaints of discrimination or harassment.

Incidents or concerns occurring at NorthShore should be reported to UCM HR/Employee Labor Relations at 773-702-8238 or HRServices@uchospitals.edu in addition to any reports made to NorthShore faculty or administration.

Resident/Fellow Treatment
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 21). 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/DIO at 773-702-6760.

Workplace Civility
It is the goal of UChicago Medicine and NorthShore University HealthSystem 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.
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 work 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.

Resident Forum
The Resident Forum is a forum for health system and educational leaders and residents/fellows to come together to discuss and resolve issues of patient care and the learning environment with the goal of improving residents’/fellows’ ability to carry out their patient care responsibilities and also enhance their learning.

The meetings are open to all residents/fellows and are coordinated by the GME office. Residents/Fellows have the option to conduct the forum without leaders present and are able to present issues that arise at the forum to GMEC. Meeting details will be emailed at least 1 week prior to the meeting date.

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

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 the GMEC policy titled “Grievance Procedure” which is available in the Graduate Medical Education section of the institutional Policies & Procedures SharePoint intranet site or can be obtained from the Graduate Medical Education Office, J-141.

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.
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 Ombudspersons

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

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

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 embarrassment
- Public humiliation
- Threatened with physical harm
- Physically harmed
- Required to perform personal services
- Subjected to unwanted sexual advances
- Asked to exchange sexual favors for grades or other rewards
- Denied opportunities for training or rewards based on gender, race or ethnicity, sexual orientation
- Subjected to offensive remarks/names related to gender, race or ethnicity, sexual orientation
- Received lower evaluations or grades solely because of gender, race or ethnicity, sexual orientation rather than performance
- Subjected to negative or offensive behavior(s) based on personal beliefs or personal characteristics other than gender, race/ethnicity, or sexual orientation

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, 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 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, Dean of Students, or Executive Director of Medical School Education may help a student file a complaint with the University Human Resources Management.
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 paging a risk manager at 188-1241, calling the patient safety hotline at 773-702-5544, or emailing your report to safetyrisk@uchospitals.edu.

Event Reporting at UCM (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](http://home.uchospitals.edu)
  - Patient Safety Hotline: 773-702-5544
  - E-mail: safetyrisk@uchospitals.edu
  - For infectious exposure, please contact infection control on-call at pager 7025

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

- When you submit an event, the system generates 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 Risk Management & Patient Safety at 773-702-5544 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.
Professional Requirements

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

Residents/fellows are required to hold a temporary (training) or permanent license. Support for the application process is provided by 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. If going into practice, it is recommended the resident/fellow seek guidance from the institution that will be their employer before making changes to their enrollment.

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/fellowship 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 is approx. $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
Residents/Fellows must be eligible to work in the United States. Email Pam Urbanczyk (Pamela.urbanczyk@uchospitals.edu) with questions.

Visa sponsorship requirements:
J1 Visa sponsored by the Educational Commission for Foreign Medical Graduates

H-1B Visa sponsored by the University of Chicago Medicine
requires approval in advance by the program director
interested applicants should contact the program director of their intended program for more information
the program assumes all financial costs related to the H-1B visa

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 & Links

UCM Graduate Medical Education Office .................................................. 773-702-6760

   Email: GME.Office@uchospitals.edu
   Website: http://gme.uchicago.edu/
   MedHub: https://uchicago.medhub.com/index.mh

NorthShore Office of Academic Affairs .................................................. 847-570-1478

Well-Being Resources

   Perspectives, Employee Assistance Program ........................................... 800-456-6327
   Disaster Response Program

Resident Health Initiative

   resident.health@uchospitals.edu (see guidelines on page 11)
   Pager for urgent requests: 9800

Physician’s Assistance Committee ......................................................... 773-702-3654

Diversity, Inclusion & Equity Resources

   BSD Office of Diversity & Inclusion
   Urban Health Initiative & Community Engagement

HR Shared Services (HRServices@uchospitals.edu) .................................. 773-702-2355

   Benefits Enrollment: www.uchbenefits.com
   Wellness Programs: https://ucmc.hpn.com/login

UCM Intranet (Hospital/ BSD Employees Only):

   Onsite: http://home.uchospitals.edu/
   Offsite via Citrix: https://uchapps.uchad.uchospitals.edu/Citrix/uchicagoappsWeb/

UCM Webmail: https://mail.uchospitals.edu/

Library Resources

   John Crerar Library – Medical Research Library ..................................... 773-702-7409
   NorthShore Library Services in Webster Library, Evanston Hospital ........ 847-570-2665

Coronavirus Resource Page (Intranet - Hospital/BSD Employees Only)
Coronavirus Resource Page (Public-facing)

Work Hours Resource Hotline ................................................................. 877-440-5480
Injury Reporting Line ............................................................................. 877-441-3845
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
UC Ratner Athletics Center Membership Services ............................... 773-702-3846
UCM 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 IT Service Desk ............................................................................. 773-702-3456
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 (Linen Dept) ...................................................................... 773-702-1887
                                                                          (Pager 188-1500)