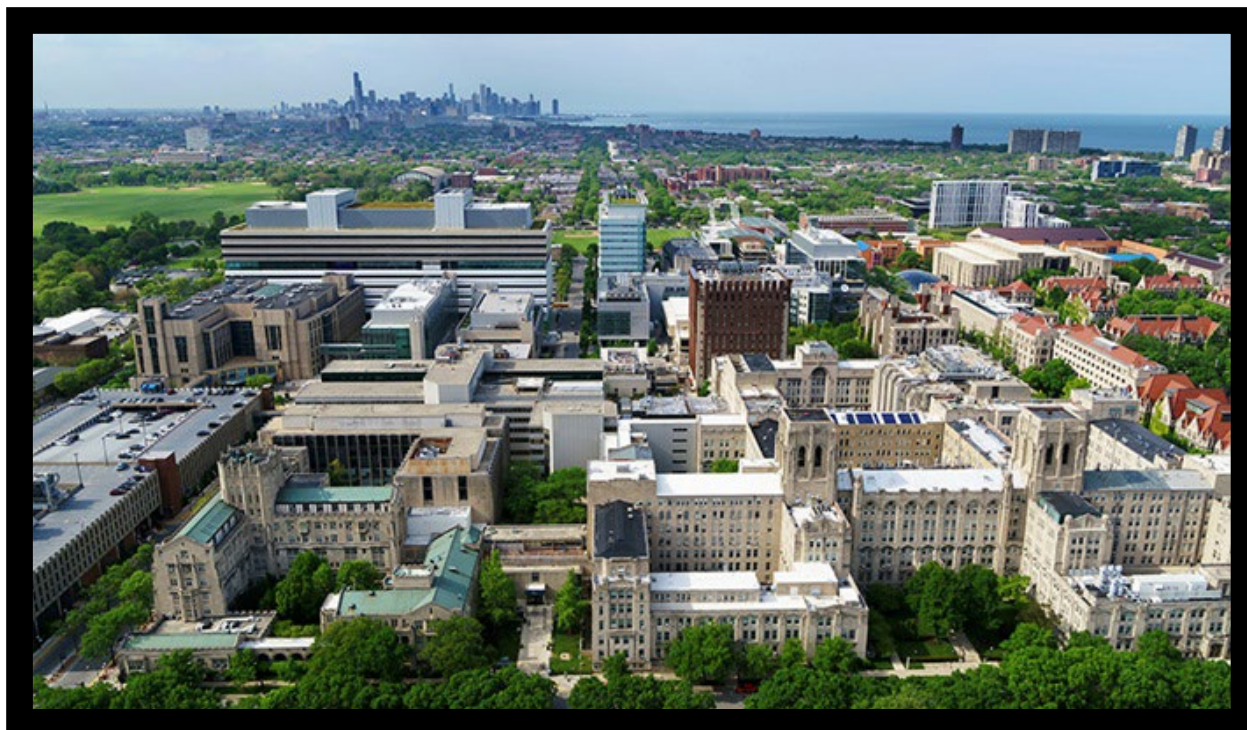




THE UNIVERSITY OF
CHICAGO
UChicago Medicine

**Graduate
Medical
Education**



Resident/Fellow Handbook

(Effective, July 1, 2022 - June 30, 2023)

The University of Chicago Medical Center

As an employee of [The University of Chicago Medical Center \(the “Medical Center” or “UCMC”\)](#), you are part of one of the nation’s leading academic medical institutions, which 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.

The University of Chicago Medical Center is part of the UChicago Medicine health system, which also has dozens of outpatient clinics around the Chicago area, including locations in downtown Chicago, the south suburbs and Northwest Indiana.

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.¹

The University

The Medical Center is located adjacent to the campus of the University of Chicago, providing opportunities for rich collaboration. 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 and Medical Center are uniquely positioned to contribute to, and draw from, the strength and diversity of this world-class metropolis.

First Accredited Program

Pediatrics, 1939

Residency and Fellowship Programs

Over 80 ACGME programs

Over 40 non-ACGME programs

Faculty & Staff

2,350 University Faculty and Other Academic Personnel

92 Nobel Prize Winners, including 12 from the medical field

University of Chicago Medical Center

811 licensed beds

9,406 employees

870 attending physicians

2,491 nurses

1023 GME Residents/Fellows (approx.)

485,429 outpatient encounters

32,708 hospital admissions

106,641 ER visits

20,896 Surgeries

2,807 Births

218,532 Hospital patient days

Highlights of UCMC

University of Chicago [Comer Children’s Hospital](#) opened in early 2004.

The [Center for Care and Discovery](#), a 10-story, 1.2-million-square-foot hospital, welcomed its first patient in February 2013.

Expanded [Emergency Medicine facilities](#) opened December 2017.

[Adult Level 1 Trauma Center](#) opened May 1, 2018 and quickly became the busiest in the state (Level 1 Pediatric Trauma care has existed at UCMC since 1990).

¹ Excerpt from 2021 UChicago Medicine Community Benefit Report
<https://community.uchicagomedicine.org/2021/investment.html>

Welcome to the University of Chicago Medical Center Graduate Medical Education



Christine Babcock, MD MSc, Associate Dean for Graduate Medical Education and Chair of the Graduate Medical Education Committee/Designated Institutional Official

Welcome to the University of Chicago Medical Center 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 Medical Center demonstrates outstanding patient care, excellent education and training, innovative research, and values diversity of faculty, learners, and staff.

In collaboration with our resident and fellow leaders, Co-Directors of Diversity, Equity, and Inclusion, and our Director of Well-Being, Graduate Medical Education continues to evolve to meet the needs of our residents, fellows, and programs. We look forward to working with you throughout your training and encourage you to get involved in the many initiatives sponsored by Graduate Medical Education.

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

UCMC Mission

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

Medical Education Mission

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

UCMC Vision

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

UCMC 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

UCMC Graduate Medical Education Team



Megham Twiss

Director GME Operations,
Accreditation and Innovation



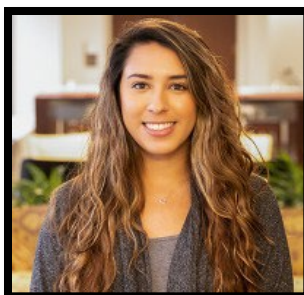
Amanda O'Rourke

Director GME, CME and
Simulation Finance



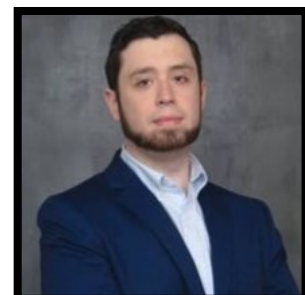
Latassa Love

Operations Manager



Ariel Nasca

Accreditation Manager



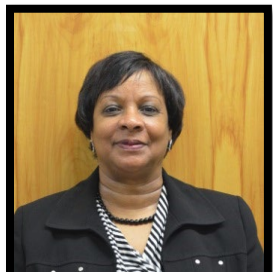
Anthony Oakey

Senior GME Analyst



**Modupeola
Arojojoye**

GME Engagement &
Inclusion Coordinator



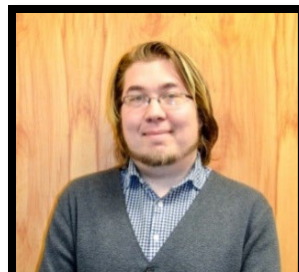
**Rhonda
Judkins**

GME Compliance
Specialist



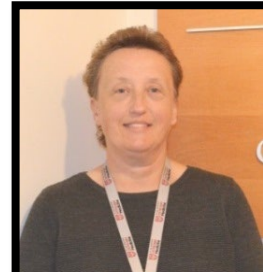
**Shanee
Phillips**

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.

UCMC Graduate Medical Education Faculty



**Christine Babcock,
MD MSc**
Associate Dean for
GME/DIO



Candice Norcott, PhD
GME Director for Well-
Being



Stephen Estime, MD
GME Director for
Diversity, Equity and
Inclusion



Edwin McDonald, MD
GME Director for
Diversity, Equity and
Inclusion

NorthShore University HealthSystem, an academic affiliate of U of C and UCMC

The 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

Chief Academic Officer
Associate Dean at NorthShore



Ernest Wang, MD

Assistant Dean for Medical
Education at NorthShore



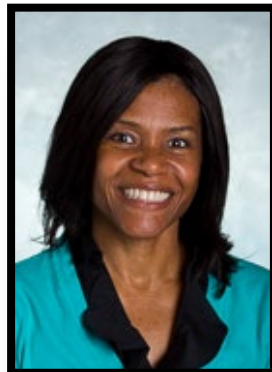
Sharon Robinson, MD

Assistant Dean for Diversity and
Inclusion at NorthShore



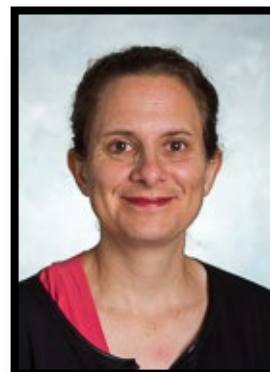
Heather Winn, MHSA

AVP, Academic Affairs



Karen Claybourne

Education Program Specialist



Berna Jacobson

Education Program
Specialist



Jessica Hearne

Diversity and Inclusion
Coordinator

academicaffairs@northshore.org

Room 1304 in Evanston Hospital
(1st floor near elevator F)
847-570-1086

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The University of Chicago Medical Center

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: 8:30am – 3:30pm
Phone: 773-702-6760
Fax: 773-702-0861
Email: GME.Office@uchospitals.edu

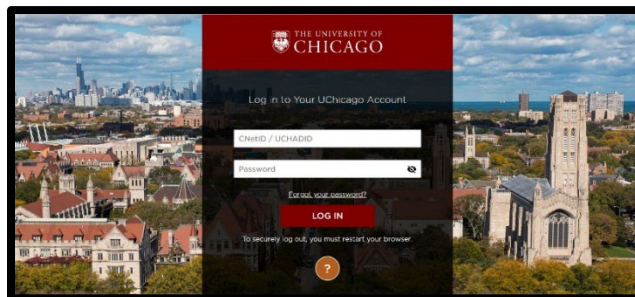
NorthShore Office of Academic Affairs

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: 8:00am-4:00pm CT (subject to change)
HR Phone: 773-702-2355
Benefits Phone: 888-212-2853
Email: HRServices@uchicagomedicine.org

UCMC 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.ucmbenefits.org (for your convenience and security, the site features single sign-on and multifactor authentication via Duo.) Please note that when you navigate to www.ucmbenefits.org you will immediately be redirected to the University Single Sign On page.



You may also access the site using a personal computer using the following link:
www.myucmbenefits.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 UCMC, 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 UCMC staff are available.
- **Long-Term Disability Insurance** - Is provided for you. Coverage begins on the first day of the month after three months of employment. Pre-existing conditions have coverage limitations.
- **Short-Term Disability (STD)** – Non-work related illness or injury may qualify for Short-term disability. Coverage is available at 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 Personal Medical or Caregiver** (providing care for the medical/health condition of a relative) **Leave** – Residents/fellows are provided one instance of **six weeks (30 working days) of paid leave (at 100% of pay)** for personal medical, including pregnancy, or caregiver (providing care for the medical/health condition of a relative) purposes during each program. In addition, during subsequent years of the same program, residents can utilize 4 weeks per contract year of paid leave (at 100% of pay) for personal medical, including pregnancy, purposes. Leave requires prior written approval by the program director. Paid medical or caregiver leave runs concurrent with FMLA leave, where applicable.
- **Paid Parental Leave**-Resident/fellows are eligible for up to **six weeks of paid leave (at 100% of pay)** within 12-month period to care for and bond with their child following a birth, adoption or foster care placement.
- **FMLA** - Eligible residents/fellows may receive approval up to a maximum 12 weeks leave under the Family Medical Leave Act. FMLA leave runs concurrently with short-term disability, where applicable.
- **Residents/Fellows with Disabilities** - may request and receive accommodation for disabilities pursuant to UCMC policy “Equal Employment Opportunity for Individuals with Disabilities and Reasonable Accommodation”. UCMC will provide reasonable accommodations to enable qualified individuals with a disability to perform the essential functions of the job, and to enjoy benefits and privileges of employment equal to those enjoyed by applicants and employees without disabilities, absent undue hardship on UCMC.
- **Confidential Counseling, Medical and Psychological Support Services** - Access to appropriate and confidential counseling, medical and psychological support services are available through the confidential Employee Assistance Program (EAP), the Physician’s Assistance Committee (PAC), and other programs recommended by the EAP and the PAC. The PAC has the responsibility to receive, verify and evaluate reports related to the health, well-being and impairment of physicians, including

all members of the Medical Staff, UCMC Residents, Clinical Fellows and medical students on occasion (referred to herein as “practitioners”), and to provide recommendations to Chairs and Program Directors about their practitioners. It is agreed that mandatory referral for evaluation as a condition of performance evaluation may be imposed by the Program Director.

- Some benefits provided under this Agreement are in lieu of benefits ordinarily provided to UCMC employees.
- **NowPow** - NowPow is a free resource to assist you and your family with basic needs such as food, housing, transportation, mental health, etc. This community resource referral tool makes it easy to connect to the right community resources. The NowPow directory includes up-to-date information on more than 6,000 organizations offering more than 20,000 unique services. You can search for a wide range of resources and services based on location, language and other criteria. To access the resources, register at:

[NowPow Registration for Residents/Fellows](#)

- **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.ucmbenefits.org OR Fax it to 212-948-4526 (include your last name and note you are a GME Resident on coversheet if faxing).

Acceptable forms of proof of coverage include:

- Certificate of Creditable Coverage from another employer
- Verification of coverage from another employer on their company letterhead
- Verification of coverage from an insurance provider on their letterhead
- Current confirmation statement from another employer

The following are NOT ACCEPTABLE:

- Insurance card
- Verification or proof of enrollment for coverage obtained through the Insurance Exchange
- Verification or proof of enrollment obtained by an individual insurance policy
- Medicare or Medicaid card
- Form 1095C
- 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.ucmbenefits.org If opting out, you must provide proof of coverage (see list of acceptable proof of coverage above).
- **To find a provider** UCHP: visit www.aetna.com/dse/custom/uchp. To find a PPO Premier, PPO Advantage or PPO Standard provider, visit www.bcbsil.com.

98point6

On-demand, 24/7, 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, 2022 in response to CARES Act

To learn more or create an account go to 98point6.com/uchicagomedicine

Life Insurance (Primarily optional)

- Residents/fellows may choose from a **variety of coverage options**.
- There is basic coverage available **at no cost to the resident/fellow** in the amount of \$50,000 or one times your salary, whichever is greater.
- 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.ucmbenefits.org

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.ucmbenefits.org
- **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.ucmbenefits.org

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 will 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 \$2,850 for 2022.
- **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 \$2,850 for 2022.
- **Dependent Care FSA**: A dependent care FSA allows you to use pre-tax dollars to pay for eligible dependent care expenses like day care for your child, elderly parent or disabled spouse. Contribution limits \$2,500 (married and file separately) or \$5,000 (married and file jointly).

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

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

- \$500 for individual coverage
- \$1,000 if you also cover family members

You decide how much you want to contribute to your HSA, up to IRS limits. Contribution limits \$3,650 for individual coverage and \$7,300 for family coverage.

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.
- Short-term disability benefits will not be paid during the 14-day waiting period. This time is covered using available paid time (GME medical leave, GME sick days, GME vacation). If the Short-term disability (STD) claim is approved, residents/fellows are required to exhaust four weeks of GME 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.

Residents/Fellows with Disabilities

Residents/Fellows with disabilities may request and receive accommodation for disabilities pursuant to UCMC policy “Equal Employment Opportunity for Individuals with Disabilities and Reasonable Accommodation”. UCMC will provide reasonable accommodations to enable qualified individuals with a disability to perform the essential functions of the job, and to enjoy benefits and privileges of employment equal to those enjoyed by applicants and employees without disabilities, absent undue hardship on UCMC.

How to request accommodation:

Employees may initiate a request for an accommodation either through your Program Director (PD) or through UCMC’s Reasonable Accommodations Coordinator (RAC). The RAC can be contacted by emailing HRService@uchospitals.edu. In your request, you should describe the nature of the accommodation requested and the expected duration. The RAC may request additional details. If you initiate the request through your Program Director, your Program Director may notify the RAC to participate in the process. More information can be found at <https://ucmc-laama.com/>

Voluntary Benefits

You have the opportunity to enroll in a number of voluntary benefits to help support your total health. You pay the full cost of these benefits, which are available to benefits-eligible employees at group rates. Your options include:

Personal Accident Insurance & Accidental Death & Dismemberment Insurance

- **Personal Accident Insurance – Provided by MetLife** pays a lump sum benefit to you for an **accidental injury** that causes fractures, dislocations, loss of limbs, burns, hospital and ambulance expenses, accident-related disabilities or death. You can elect 24-hour employee-paid coverage. If you enroll in PPO Advantage, you can choose employer-paid coverage for an off-the-job accidental injury.
- **Accidental Death & Dismemberment Insurance – AD&D Insurance from Reliance Standard** 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.ucmbenefits.org

Critical Illness Insurance (CII)

- 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.
- If you enroll in PPO Advantage, you can choose employer-paid Critical Illness Insurance of \$5,000.
- **Enrollment Information:** www.ucmbenefits.org

Legal Plan through ARAG

- Offers full representation for you and your family for almost all personal legal matters.
- Learn more at 1-800-247-4184 or www.ARAGLegalCenter.com access code 18400ucm.
- **Enrollment Information:** www.ucmbenefits.org

Home & Auto Insurance

- 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.ucmbenefits.org

Identity Protection

- Identity Protection services from Allstate Identity Protection include proactive identity and credit monitoring to help you and your family fight identity fraud issues and protect your credit. Learn more and enroll at www.ucmbenefits.org

Supplemental Retirement Annuities

- 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.tiaa.org/uchicagomedicine

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 the Medical Center's **Parking Lot A** self-park facilities is available for residents/fellows. Please note: After Orientation, automatic parking payroll deductions can be arranged online via the UCMC Online Parking Application. This program is located on the UCMC 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 (self-service), lock out service (additional fees may apply), windshield washer fluid, tire inflation (self-service) and fire assistance for vehicles in the structure.

Parking & Transit Flexible Spending Accounts

- Elect a pre-tax deduction from your paycheck each month to cover parking or transit costs. (If you park in a UCMC parking garage, you do not need to enroll in the Transit FSA.) Enroll by calling WageWorks at
- 1-877-924-3967 or visiting www.wageworks.com.

Bicycle Commuter Benefits

- If you use your bike as a substantial part of your commute to work, you might be eligible for reimbursement of up to \$20 a month (taxable) for reasonable expenses related to your bike commute.
- For additional details or to enroll, visit www.ucmbenefits.org.
- **Secure bike cages** are available around UCMC. Contact Security at 773-702-6262 for access.
- At **NorthShore**, parking is available at all sites and will be arranged by the department.

Tuition Remission

Resident/fellow spouses, civil union partners and dependent children up to the age of 26 qualify for **tuition remission** at the **University of Chicago schools***. Tuition remission will be **50% of actual tuition cost** (max 2 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 must be reported to the program director and chief resident as soon as possible, and prior to the beginning of the shift in question wherever possible. Sick leave **may not** be used for vacation time. 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. The leave agreement is available on the GME Sharepoint site, or by contacting the GME Office. 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 will 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 Personal Medical or Caregiver (providing care for the medical/health condition of a relative) **Leave**
Residents/fellows are provided **one instance of six weeks (30 days) of paid leave (at 100% of pay)** for personal medical, including pregnancy, or caregiver (providing care for the medical/health condition of a relative) purposes during each program. In addition, during subsequent years of the same program, residents can utilize 4 weeks per contract year of paid leave (at 100% pay) for personal medical, including pregnancy, purposes. Thereafter, if the resident/fellow has any remaining paid time off (vacation or sick leave), they may use those allowances. For 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 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. In order to meet board eligibility requirements or to achieve clinical competency, extensions of training may be required. These determinations are made by the program director in collaboration with the program's clinical competency committee.

To use medical or caregiver leave, you must file a claim with Sedgwick at 1-855-311-9661 and complete a GME leave agreement, available on the GME Sharepoint site and by request from the GME office. The GME leave agreement must be submitted in advance to the GME Office.

Paid Parental Leave

Resident/fellows are eligible for up to **six weeks of paid leave (at 100% of pay)** within a 12-month period from the “event” to care for and bond with their child following a birth, adoption or foster care placement. For the birthing parent, this is in addition to the paid medical leave.

To use paid parental leave, you must file a claim with Sedgwick at 1-855-311-9661 and complete a GME leave agreement, available on the GME Sharepoint site and by request from the GME office. The GME leave agreement must be submitted in advance to the GME Office. Please refer to the Paid Parental Leave information posted on GME’s SharePoint Site ([presentation](#) & [recording](#)) and in MedHub for additional information about requirements and process. We encourage anyone anticipating using Paid Parental Leave contact GME.Office@uchospitals.edu to schedule a brief conversation about leave planning and to answer your questions about the leave process in addition to conversations with your program director.

FMLA

It is the policy of UCMC 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
- **ask** to be put on **FML and STD (Short Term Disability)**
- **For short-term disability**, you will be told that there is a 14-day waiting period before payments begin. You are required to exhaust GME medical leave and five sick days in that order before STD payments begin.

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

UCMC 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 UCMC.

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

UCMC

Meal allowances, for use in various UCMC 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.

Please immediately forward to Legal Affairs for review any subpoena or other legal notice received related to your work at UCMC. Counsel will be assigned when indicated. 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 UCMC phone extensions internally, you can use the abbreviated extensions.

Example: To dial the UCMC Service Desk:

ext. 2- 3456 - internal/abbreviated extension

(773) 702-3456 - complete phone number

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

Internal Extension	Full Phone Number
2-XXXX	(773) 702-XXXX
3-XXXX	(773) 753-XXXX
4-XXXX	(773) 834-XXXX
5-XXXX	(773) 795-XXXX
6-XXXX	(773) 926-XXXX

Communications

The Medical Center provides all residents/fellows with an institutional 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/@uchicagomedicine.org email regularly.

Mail Services

Residents/fellows are assigned mailboxes located in their departments.

UCMC Mail Room

Location: Room AMB WSB 039

Days: Monday – Friday

Hours: 8:30am – 4:30pm

Phone: 773-702-1398

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 UCMC 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

	Resilience Training	Yearly institutional curriculum Annual GME Well-Being Month
	Attending to Foundational/ Basic Needs	Fatigue awareness training Call rooms Post call transportation service On call meal allowance Lactation rooms
	Connecting with Leaders	Intern Café Quarterly Resident Forum Semi-annual Town Halls
	Continuing Resources	Ombudspersons EAP Resident Health Program Psychiatry and Behavioral health referrals Wellness One-sheet resources Monthly Resident Breakfast Quarterly Social events HR sponsored resources

Employee Assistance Program (EAP)

The Employee Assistance Program is provided by *Perspectives Ltd*. This is a benefit offered by UCMC 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, texting or video counseling. Licensed professional counselors are available by phone or text 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](#).

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. Iris Romero, Chair of the Physician's Assistance Committee, at ir Romero@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
 - indicate "appointment request" in the subject line
 - Your email communication should include: patient name, DOB, call back name & number, reason for visit and name of insurance.
 - You can expect a follow up call within 4 business hours.
- **URGENT APPT REQUESTS** - text page the Resident Health Advocate at 9800
 - Your text page should include a call back name & number.
 - 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

UCMC 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:

- UCMC 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, transloc 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/>

Security Services at NorthShore

- For an escort to your vehicle call 8906 from a hospital phone.

Library Services at UCMC

** All residents and fellows in UCMC-sponsored programs at either UCMC 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:

Hours regularly vary during summer, interim (the period between academic quarters), and holidays, and may vary intermittently due to the COVID-19 pandemic.

Contacts:

Deb Werner
Director of Library Research in Medical Education
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)

Hours: <http://hours.lib.uchicago.edu> (found under Joseph Regenstein Library)

Appointments are not required but are available and can be scheduled at <https://rooms.lib.uchicago.edu/reserve/carding>.

E-mail address: ipo@uchicago.edu

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

Phone: [773-702-3344](tel:773-702-3344)

All campus libraries are normally available to UCMC residents and fellows, including D'Angelo Law, Social Work, Eckhart, and Mansueto, however, the Covid-19 pandemic caused some access restrictions. For more information about specific library hours and access policies, see <http://hours.lib.uchicago.edu>.

Library Services at NorthShore

Electronic resources

- Access e-Library databases through the Applications drop down menu in Pulse
Pulse > Applications > Library Resources

Literature searching

- Librarian-run searches
- "Do-it-yourself" searches
- Training for optimal searching

Journals

- Use Library eResources on Library Resources page to link to full-text subscriptions or use PubMed (see below)

Interlibrary Loan / Document Delivery

- Obtain materials (articles and books) not available in any NorthShore Library

Current Awareness

- Table of Contents Service for journals
- See also "Features" on the Library navigation bar

Books

- Search the Library Catalog in Library Resources

Remote Access is available to the resources at the University of Chicago's John Crerar Library using your CnetID or UCHAD ID

Physical Space:

Evanston Hospital - Webster Library

Telephone: (847) 570-2665 [772-2665]
(spells "book")

E-mail: webster@northshore.org

Hours: 8:30 am – 5:00 pm Monday – Friday
[24/7 with ID – or call Public Safety]

Location: Webster Library is on 6 North via Elevator F or G (most direct) right above the Department of Medicine offices
Library Staff

Director - Linda Feinberg, MSLS
Librarian - Ruth Humphrey, MS/LS
Library Technician - Crystle West

Computers | Study Carrels | Quiet Study Space

NEED AN ARTICLE? USE YOUR LIBRARY

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

Search Medical literature in:

This icon will appear on each citation



Either full-text from our subscription will open or a request form appears. Fill the form out. No library has every journal, so we will use our Interlibrary Loan service to get it for you at no charge.

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.

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

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

Occupational Medicine

Occupational Medicine (UCOM)

Location: 5841 S. Maryland Avenue,
Room D-136

Days: Monday – Friday
(Closed on Saturdays, Sundays, and holidays)

Hours: 7:15 am - 4:00 pm, closed
daily from 12pm – 1pm for lunch

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

Phone: 773-702-6757

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 at 480-270-6839. 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:
 - a. Complete an Event Reporting Application form found on Pulse website under Quick Links – Event Reporting.
 - b. Report the occurrence to the UCMC injury reporting line at 480-270-6839 (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

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

- Compliance with health care laws and regulations;
- Compliance with the UCMC [Code of Conduct](#)
- 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 UCMC'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)

UCMC is subject to state and federal privacy and security laws. We must also follow the new federal 21st Century Cures Act which means we do not allow information blocking. Patients and other requestors are permitted to have access to electronic health information in the form and format of their choosing. All Residents/Fellows receive training about HIPAA and our privacy and security practices. UCMC's 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. UCMC Privacy policies are located on the UCMC intranet website: <https://home.uchicagomedicine.org/> and can be found on the [Privacy Program website](#). Always contact the Privacy Program or Information Security Office with questions.

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.
- Examples include, but are not limited to: reviewing lab results, scheduled appointments, searching names to determine if someone is a patient, reviewing patient census lists, etc.
-

❖ Accessing your own medical record

- You may access, view, and print your own electronic medical record if you already have work-related access to UCMC medical record systems.
- However, you may not edit, modify 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) including personal devices. Never use a USB to store unencrypted PHI, confidential, financial or sensitive HR information. If you must use a USB, only use a secure and encrypted one approved by UCMC.
- Do not download and store patient information on your personal electronic devices. This includes all computers, flash drives, smart phones, iPads, pagers or other electronic devices. Store PHI on UCMC secure servers, shared drives or SharePoint sites and use encryption methodologies.
- Do not use Dropbox, Google Docs, SkyDrive or other "cloud file storage utilities" without authorization. These are not secure for patient information.
- **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. Contact the UCMC IT Service Desk for assistance

❖ E-mail

- Only use your @uchospitals.edu, @bsd.uchicago.edu or bsd.department.uchicago.edu e-mail address when conducting University of Chicago Medical Center business - **NEVER** use your Comcast, 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 outside of UCMC, BSD or Ingalls, type #encrypt in the Subject line to encrypt the email. Emails to general @uchicago addresses must use #encrypt in the subject line if you are sending protected health information. Use BSD email addresses if available for patient information. Instructions for secure email procedures can be found on the [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 UCMC social media sites.

❖ Photography

- ❖ Follow policy [A02-11 Photographs and Other Images in the Hospital](#) for all video or recorded images, audit recordings or photography of patients. Many require patient written permission prior to capture.

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 UCMC 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 [UCMC Ombudspersons](#) (see page 22). 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 Christine Babcock, MD MSc, Associate Dean for Graduate Medical Education/DIO at 773-702-6760.

Workplace Civility

It is the goal of UCMC 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.

UCMC 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 UCMC 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 UCMC 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

Absorb LMS 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.

UCMC Ombudspersons



Shellie Williams, MD
Department of Medicine
Contact Information: *(in preferred order)*
swillia2@medicine.bsd.uchicago.edu
773.834.6900
Pager: #4833
Office: W-714



Steven Zangan, MD
Department of Radiology
Contact Information: *(in preferred order)*
szangan@radiology.bsd.uchicago.edu
773.702.3844
Pager: #2816
Office: Q-209

Every member of the University community makes a commitment to strive for personal and academic integrity, to treat others with dignity and respect, and to honor the rights and property of others. From time to time, issues may arise that are not in keeping with our commitment to this goal. When this happens, it is important that you, as residents and students, know what resources are available to you.

Pritzker School of Medicine faculty members are appointed as Ombudspersons to serve as student/resident advocates and facilitators within the University of Chicago Medical Center when these issues occur. The 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. The Ombudspersons do not share student names or concerns without receiving the student's permission. The only exceptions to confidentiality is in the case of imminent risk of serious student harm as determined by the Ombudspersons, where mandated by law, and in situations of sexual misconduct/gender based harassment. 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 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.

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.

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.

The Pritzker School of Medicine encourages faculty and residents to promote a positive learning environment by adhering to the MODEL principle:

M	Model professional behavior
O	Offer feedback
D	Delineate expectations
E	Evaluate fairly
L	Prioritize learning

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 malicious or abusive conduct should report such behaviors through the Pritzker Bias and Mistreatment Reporting Instrument for review. They may also 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.

Reporting Bias

Biased behaviors falling short of the malicious or abusive conduct described above are potential learning opportunities for students, house staff, staff and faculty. Students may report such behaviors through the Pritzker Bias and Mistreatment Reporting Instrument for review. Assuming permission is given by the student, this feedback will then be used to provide feedback to individual students, or if the allegations concern treatment by house staff, staff, or faculty, will be shared with the relevant department chair or program director and/or the UCMC Committee on Professionalism as appropriate

Risk Mgmt. & Patient Safety

The UCMC Risk Mgmt. & Patient Safety Department's mission is based on a philosophy of proactive risk assessment to identify threats to patient safety before the occurrence of an adverse event. You are encouraged to report all occurrences – regardless of whether or not the occurrence resulted in harm to a patient. The preferred method for reporting an event is to submit the report using the online event reporting system. **When reporting online, use the reporter look-up function to auto-populate your name, email address, PGY, department, program, and specialty.** Alternate methods of reporting an occurrence include calling the patient safety voicemail at 773-702-5544, emailing your report to safetyrisk@uchospitals.edu, or paging a risk manager on call (RMOC) at 188-1241 for an immediate response or advice.

Event Reporting at UCMC (Patient Safety)

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

Sentinel Event = Immediately

- Page Risk Manager On Call: 1241 **Available 24/7**

Adverse or Near Miss Event = **72 hrs**

- **Event Reporting System Riskconnect** is also available via the intranet/SharePoint homepage, <https://home.uchicagomedicine.org/SitePages/Home.aspx>
- Patient Safety Voicemail: 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 (UCMC)

- 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's name if you cannot locate the event number.
- When the event report is submitted and when the event report review is completed you will receive email communications if you use the reporter look-up function.
- To request additional follow-up, contact Risk Management & Patient Safety Voicemail at 773-702-5544 or safetyrisk@uchospitals.edu.
- Provide the event number or patient name, your name, and contact information, preferably your UCMC email address.
- A risk manager will contact you to discuss.

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 UCMC 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

IMPACT (IL Medicaid) Enrollment

All residents/fellows are required to register for and maintain an up-to-date enrollment in IMPACT, Illinois' Medicaid program.

IMPACT enrollment instructions are available on the GME SharePoint site and in Medhub>Documents/Resources.

Residents/fellows are responsible for updating their IMPACT enrollment, including when licensure information changes or when leaving the institution. When leaving the institution, it is recommended that residents/fellows seek guidance from the institution that will be their employer before making changes to their enrollment.

For more 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. \$888 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: <https://www.deadiversion.usdoj.gov/drugreg/> or 312-353-7875. In order to qualify for this type of license, the applicant must hold a permanent Illinois Medical license in addition to the state-level controlled substance license.

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 Medical Center
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

UCMC Graduate Medical Education Office 773-702-6760

Email: GME.Office@uchospitals.edu

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

MedHub: <https://uchicago.medhub.com/index.mh>

SharePoint/Intranet:

<https://home.uchicagomedicine.org/sites/gme/SitePages/Home.aspx>

NorthShore Office of Academic Affairs 847-570-1478

Well-Being Resources

[Perspectives, Employee Assistance Program](#)..... 800-456-6327

SharePoint/Intranet:

<https://home.uchicagomedicine.org/sites/gme/SitePages/Graduate-Medical-Education-Wellness-Resources.aspx>

Resident Health Initiative

resident.health@uchospitals.edu (see guidelines on page 11)

Pager for urgent requests: 9800

Physician's Assistance Committee 773-702-3654

Chair of the PAC:

Dr. Iris Romero, iromero@bsd.uchicago.edu

Perspectives at 800-456-6327

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: <http://www.ucmbenefits.org/> 888-212-2853

Wellness Programs: <https://uchicagomedicine.adurolife.com>

UCMC Intranet (Hospital/BSD Employees Only):

Onsite: <https://home.uchicagomedicine.org/SitePages/Home.aspx>

Offsite via Citrix:

<https://www.uchicagomedicine.org/health-care-professionals/employee-login>

Library Resources

<u>John Crerar Library – Medical Research Library</u>	773-702-7409
NorthShore Library Services in Webster Library, Evanston Hospital	847-570-2665
<u>Coronavirus Resource Page (Intranet - Hospital/BSD Employees Only)</u>	
<u>Coronavirus Resource Page (Public-facing)</u>	
Work Hours Resource Hotline	877-440-5480
Injury Reporting Line	480-270-6839
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
UCMC Pharmacy	773-702-6242
NS Evanston Pharmacy	847-570-2200
UCMC Associate Compliance Officer	773-834-4733
UCMC Compliance Resource Line	877-440-5480
UCMC IT Service Desk.....	773-702-3456
UCMC IT Self-Service Portal: <u>https://ucmed.service-now.com/sp</u>	
Password Synchronization Tool: <u>https://identity.uchospitals.edu/pss/index.htm</u>	
UCMC Privacy Program Office.....	773-834-9716
UCMC Mail Room	773-702-1328
UCMC Occupational Medicine.....	773-702-6757
UCMC Patient Safety Hotline	773-702-5544
UCMC Resident/Fellow Help Line	4-DOCS
	(773-834-3627)
UCMC 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
UCMC Scrubs (Linen Dept).....	773-702-1887
	(Pager 188-1500)