



Graduate Medical Education Medical Student Rotation Manual

2015-2016

Contact Information:

Debbie Kenyon, 3rd Year Student Scheduler
Phone: 216-491-4198 Email: dkenyon@ccf.org

Donna Barton, 4th Year Student Scheduler
Phone: 216-491-7236 Email: bartond@ccf.org

Dana Trzaska, Graduate Medical Education Department Manager
Phone: 216-491-7461

Dr. David Krahe, Director of Medical Education



Welcome...

to South Pointe Hospital; a Cleveland Clinic hospital. You are about to become an integral member of the best osteopathic facility in the state of Ohio.

The GME department has developed a Medical Student Rotation Manual to help you navigate your clinical rotations.

When you have questions, ask your preceptor and/or refer to this manual. If you are unable to find the answer, feel free to stop by the GME department and ask the staff. We are here to support you during your time at South Pointe Hospital.

Institutional Commitment to Graduate Medical Education

The osteopathic teaching programs at South Pointe Hospital date back to our founding as Brentwood Hospital in 1957. We recognize the importance and value of osteopathic graduate medical education programs, which help to train the physicians who will serve future generations through the highest quality care.

We affirm South Pointe Hospital's commitment to Graduate Medical Education. The programs at the Institution will continue to emphasize the development of personal, clinical and professional competency under the careful guidance and supervision of the faculty. The programs will also continue to be monitored to be certain they provide safe and humane care of patients at the same time that our intern and resident physicians progress in responsibility as appropriate for their experience and competency.

South Pointe Hospital is dedicated to training future leaders in osteopathic medicine by providing organized and academically rigorous programs of education that foster physicians' professional development as skilled, ethical, compassionate, and sensitive clinicians who are capable of meeting the challenges of a changing healthcare environment while assuring the highest quality of patient care.

Our graduate medical education programs will promote the collaboration and development of a network that includes other local, regional and national institutions and affiliated community health centers.

With this commitment, we recognize the necessity for adequate funding, facilities, support staff, and faculty teaching time to be certain that every program under our Institutional sponsorship offers the best possible training environment and opportunities.

FACTS ABOUT SOUTH POINTE HOSPITAL

Background Information:

South Pointe Hospital, a Cleveland Clinic hospital, is a 160-bed acute care, community teaching hospital serving the healthcare needs of Cleveland's southeast suburbs since 1957. The hospital is accredited by the Joint Commission, and is one of nine Cleveland Clinic Regional Hospitals as well as several affiliate sites.

South Pointe is the third largest osteopathic teaching hospital in the state. It is the site of the Center for Osteopathic Regional Education (CORE) in Northeast Ohio, for the Ohio University Heritage College of Osteopathic Medicine. The medical staff of 450 physicians is a blend of allopathic and osteopathic physicians. A Satellite facility in Sagamore Hills offers radiology/lab, outpatient testing, cardiac rehabilitation, and emergency care services.

Our Graduate Medical Education department trains medical students, residents and fellows from across the country.

Service highlights include:

- Full continuum of medical and surgical services
- Emergency medicine
- Cardiology
- Gastroenterology
- Surgery
- Pain management
- Orthopedics
- Vascular services
- Palliative care
- Osteopathic manipulative medicine

We are dedicated to meeting the needs of the communities that we serve through programs such as Community Advisory Council, Community Health Resources Center, Healthwise Connection program and specialty screening programs. South Pointe also offers vital services such as weekly low-cost dinners for area seniors, along with free blood pressure screening in the emergency department. Our approach to serving the community includes combining the talents of highly qualified physicians, nurses and ancillary staff to continuously improve the quality of care to our patients and their families. Our goal is to meet and exceed the expectations of those we serve.

AOA Code of Ethics

The American Osteopathic Association has formulated this Code to guide its member physicians in their professional lives. The standards presented are designed to address the osteopathic physician's ethical and professional responsibilities to patients, to society, to the AOA, to others involved in health care and to self. Further, the American Osteopathic Association has adopted the position that physicians should play a major role in the development and instruction of medical ethics.

Section 1. The physician shall keep in confidence whatever she/he may learn about a patient in the discharge of professional duties. The physician shall divulge information only when required by law or when authorized by the patient.

Section 2. The physician shall give a candid account of the patient's condition to the patient or to those responsible for the patient's care.

Section 3. A physician-patient relationship must be founded on mutual trust, cooperation, and respect. The patient, therefore, must have complete freedom to choose her/his physician. The physician must have complete freedom to choose patients whom she/he will serve. However, the physician should not refuse to accept patients because of the patient's race, creed, color, sex, national origin or handicap. In emergencies, a physician should make her/his services available.

Section 4. A physician is never justified in abandoning a patient. The physician shall give due notice to a patient or to those responsible for the patient's care when she/he withdraws from the case so that another physician may be engaged.

Section 5. A physician shall practice in accordance with the body of systematized and scientific knowledge related to the healing arts. A physician shall maintain competence in such systematized and scientific knowledge through study and clinical applications.

Section 6. The osteopathic medical profession has an obligation to society to maintain its high standards and, therefore, to continuously regulate itself. A substantial part of such regulation is due to the efforts and influence of the recognized local, state and national associations representing the osteopathic medical profession. A physician should maintain membership in and actively support such associations and abide by their rules and regulations.

Section 7. Under the law a physician may advertise, but no physician shall advertise or solicit patients directly or indirectly through the use of matters or activities, which are false or misleading.

Section 8. A physician shall not hold forth or indicate possession of any degree recognized as the basis for licensure to practice the healing arts unless he is actually licensed on the basis of that degree in the state in which she/he practices. A physician shall designate her/his osteopathic school of practice in all professional uses of her/his name. Indications of specialty practice, membership in professional societies, and related matters shall be governed by rules promulgated by the American Osteopathic Association.

Section 9. A physician should not hesitate to seek consultation whenever she/he believes it advisable for the care of the patient.

Section 10. In any dispute between or among physicians involving ethical or organizational matters, the matter in controversy should first be referred to the appropriate arbitrating bodies of the profession.

Section 11. In any dispute between or among physicians regarding the diagnosis and treatment of a patient, the attending physician has the responsibility for final decisions, consistent with any applicable osteopathic hospital rules or regulations.

Section 12. Any fee charged by a physician shall compensate the physician for services actually rendered. There shall be no division of professional fees for referrals of patients.

Section 13. A physician shall respect the law. When necessary a physician shall attempt to help to formulate the law by all proper means in order to improve patient care and public health.

Section 14. In addition to adhering to the foregoing ethical standards, a physician shall recognize a responsibility to participate in community activities and services.

Section 15. It is considered sexual misconduct for a physician to have sexual contact with any current patient whom the physician has interviewed and/or upon whom a medical or surgical procedure has been performed.

Section 16. Sexual harassment by a physician is considered unethical. Sexual harassment is defined as physical or verbal intimation of a sexual nature involving a colleague or subordinate in the workplace or academic setting, when such conduct creates an unreasonable, intimidating, hostile or offensive workplace or academic setting.

Section 17. From time to time, industry may provide some AOA members with gifts as an inducement to use their products or services. Members who use these products and services as a result of these gifts, rather than simply for the betterment of their patients and the improvement of the care rendered in their practices, shall be considered to have acted in an unethical manner. (Approved July 2003)

Section 18. A physician shall not intentionally misrepresent himself/herself or his/her research work in any way.

Section 19. When participating in research, a physician shall follow the current laws, regulations and standards of the United States or, if the research is conducted outside the United States, the laws, regulations and standards applicable to research in the nation where the research is conducted. This standard shall apply for physician involvement in research at any level and degree of responsibility, including, but not limited to, research, design, funding, participation either as examining and/or treating provider, supervision of other staff in their research, analysis of data and publication of results in any form for any purpose.

Departments by Floors - Building B

<p>1st floor</p> <ul style="list-style-type: none"> <input type="checkbox"/> Administration <input type="checkbox"/> GME Department <input type="checkbox"/> Medical Staff Office <input type="checkbox"/> Doctors Lounge <input type="checkbox"/> Laboratory <input type="checkbox"/> Chapel <input type="checkbox"/> Mail Room <input type="checkbox"/> LIBRARY <input type="checkbox"/> Human Resources Department <input type="checkbox"/> Gift Shop <input type="checkbox"/> Snack Bar <input type="checkbox"/> Board Room <input type="checkbox"/> Security Department <input type="checkbox"/> Medical Records <p>2nd floor</p> <ul style="list-style-type: none"> <input type="checkbox"/> PACU <input type="checkbox"/> Ambulatory Surgery <input type="checkbox"/> Surgery Department <input type="checkbox"/> Digestive Health Center <input type="checkbox"/> Cardiology Department <input type="checkbox"/> 2N Classrooms <p>3rd floor</p> <ul style="list-style-type: none"> <input type="checkbox"/> 44 Medical Beds <p>4th floor</p> <ul style="list-style-type: none"> <input type="checkbox"/> House staff call rooms <input type="checkbox"/> Quality Management <input type="checkbox"/> Social Services/Discharge Planning 	<p>5th floor</p> <ul style="list-style-type: none"> <input type="checkbox"/> PCCU <p>6th floor</p> <ul style="list-style-type: none"> <input type="checkbox"/> Medical beds <p>7th floor</p> <ul style="list-style-type: none"> <input type="checkbox"/> Surgical beds/Observation Unit <p>8th floor</p> <ul style="list-style-type: none"> <input type="checkbox"/> Respiratory Therapy <input type="checkbox"/> Inpatient Rehabilitation <input type="checkbox"/> STUDENT LOCKERS <input type="checkbox"/> Pharmacy <p>9th floor</p> <ul style="list-style-type: none"> <input type="checkbox"/> Dialysis Department <input type="checkbox"/> Pulmonary Function Testing <p>Ground Floor</p> <ul style="list-style-type: none"> <input type="checkbox"/> Radiology <input type="checkbox"/> CT/MRI <input type="checkbox"/> Ultrasound <input type="checkbox"/> Nutrition Department <input type="checkbox"/> CAFETERIA <input type="checkbox"/> Linen Services <input type="checkbox"/> Emergency Department <p>Office Building - attached</p> <ul style="list-style-type: none"> <input type="checkbox"/> PAT Department <input type="checkbox"/> Center for Corporate Health <input type="checkbox"/> Occupational Health <input type="checkbox"/> Pain Management
---	---

Departments by Floors - Building A

1 st floor	<input type="checkbox"/> Cancer Care Center
2 nd floor	<input type="checkbox"/> Outpatient Rehabilitation Therapies
	<input type="checkbox"/> Wound Healing Center
5 th floor	<input type="checkbox"/> South Pointe Primary Care Clinic- Medical Office Bldg
6 th floor	<input type="checkbox"/> Congestive Heart Clinic
	<input type="checkbox"/> Anticoagulation Clinic
	<input type="checkbox"/> Diabetes Care

Policies and Scope of Responsibilities

DRESS CODE AND ID BADGES:

South Pointe Hospital recognizes the importance of the professional appearance of its staff in maintaining an atmosphere conducive with the delivery of quality health care. To promote this atmosphere, all employees including medical students, are expected to dress in a manner appropriate to the jobs they perform. These include:

1. The Cleveland Clinic ID badge must be worn at all times while on any Cleveland Clinic campus. The badge must be worn above the waist in compliance with Cleveland Clinic /South Pointe Hospital policy. Medical School badges must be worn beneath the Cleveland Clinic badge. The hospital ID badge will be needed to obtain access to secure areas in the hospital, such as the library, surgery and emergency department. The badge must be returned to the GME department at the conclusion of your rotation. It will be held in your file for possible future rotations. After completing your rotation please return badges deposit them into the black metal box at the GME desk.
2. Shirts, suits, dresses, tailored pants, slacks (ankle length), blouses, skirts, sweaters, blazers, sports coats and turtlenecks should be clean, neat and non-wrinkled. Dresses and skirts must be of sufficient length. Men are encouraged to wear ties unless they pose a safety hazard.
3. Hosiery should be neutral in tones.
4. Shoes should be appropriate for the work being performed. Acceptable styles include oxfords, dress flats, loafers or moderately heeled dress shoes. Sandals/shoes worn without socks or hosiery are inappropriate attire.
5. Business casual attire may include khakis with a polo shirt (no vendor logo). Jeans or denim material are **not** acceptable
6. **Lab coats are expected to be kept clean, pressed and in good repair and worn at all times.**
7. Good personal hygiene is expected. Do not wear overpowering perfume or aftershave.
8. Scrubs are to be worn ONLY on surgical services. They are not to be worn home or into the hospital from outside. New scrubs must be worn daily. Surgical head and foot gear is not to be

worn outside of the operating room area. A white lab coat must be worn over scrubs outside of the surgery area.

9. We do not provide scrubs for working in the ED.
10. All surgical and ED scrubs must be covered with a lab coat when leaving the specialty floor. In the other programs, only those on-call may wear scrubs under a lab coat.

Failure to adhere to these standards of dress and grooming may result in corrective action and notification to your school.

SMOKE FREE ENVIRONMENT:

In an effort to provide a healthy environment for all employees, patients and visitors at South Pointe Hospital, all Cleveland Clinic hospitals are smoke free environments. Smoking bans on all Cleveland Clinic properties are strictly enforced.

HOUSING GUIDELINES:

The student housing area is presently being remodeled. Those with reservations will receive directions and instructions. Those who reserve housing and neglect to cancel, if other arrangements are made will not be provided with housing in the future and incur a \$75 penalty fee.

SAFETY AND SECURITY:

Our security department is a proactive and well-trained group of individuals. They provide a variety of services. All members of the security department are Hospital Certified by the International Association of Health Care Security and Safety. Listed below are a few services that you may find a need for during your time at South Pointe.

- Alarm monitoring
- Incident investigation
- Lost and found
- Regular patrols
- Securing doors
- Evacuation assistance/Fire drills
- Motor vehicle assistance
- Enforce restraining orders
- Site security surveys

Security may be reached at extension 45588 or by calling the operator.

EMERGENCY PAGES:

For all emergency calls, dial “88” instead of dialing “0” to reach the switchboard operator.

OHIO EMERGENCY CODES

Code Name	Event
Code Red	Fire
Code Adam	Infant/Child Abduction
Code Black	Bomb/Bomb Threat
Code Gray	Severe Weather
Code Orange	Hazardous Material Spill Release
Code Blue	Medical Emergency/Adult
Code Pink	Medical Emergency/Child
Code Yellow	Disaster
Code Violet	Violent Patient/Visitor
Code Silver	Person with Weapon/Hostage Situation
Code Brown	Missing Adult Patient

FIRE PROCEDURES:

IF A FIRE OCCURS WHEN YOU ARE IN YOUR WORKING AREA

1. Remove anyone from immediate danger (not to be confused with evacuation).
2. Go to the nearest fire alarm station and pull the handle.
3. Dial 88 to notify the operator of the location of the fire.
4. Close all doors and windows.
5. Obtain fire extinguisher from the wall and try to extinguish the fire.
6. DO NOT turn off lights or use the elevators or telephones unless directed to do so by the Fire Department.

IF THE FIRE IS NOT IN YOUR AREA

1. Report to your normal workstation, and follow procedure outlined above.
2. Do not use elevator to reach your normal work area.
3. You may be requested to respond to another work area.
4. If you are off duty, DO NOT LEAVE THE BUILDING. Remain in your work area. Elevators should be used ONLY for patient evacuation and transfer of fire equipment. All elevator use must be approved by the Fire Department

South Pointe Hospital's Safety Committee has developed a fire plan wherein each hospital employee has an assigned role. The effective execution of this role by each employee is vital to the success of this plan in the event of a fire. See South Pointe Fire Manual.

Employees should refrain from making inquiring phone calls during a "Red Alert". The operator will notify you of any pertinent information over the public address system

PARKING: All students are required to park in appropriate employee parking. You are NOT, under any circumstances, to park in the Physician parking area. **Your car will be towed at your expense if you park in any undesignated area.**

SCOPE OF RESPONSIBILITIES

As a medical student, you will work directly under the supervision of the intern, resident and attending physician. You may, in the presence of your supervisor, take part in the care of the patients assigned to you. Your attending physician will countersign all entries in the patient record.

History & Physicals: You are responsible for the H&Ps assigned to you including the osteopathic structural exam. Your preceptor will provide constructive feedback after reviewing your work. (See H&P Procedure)

Procedures: You may, under direct supervision, perform a procedure in the presence of an attending physician.

Limitations: Under NO circumstances should you, as a medical student, write orders or act as a scribe for any physician.

Rounds: Your direct supervisor will give you the schedule for rounds on each service. You are expected to be prompt and prepared to discuss the patient status and any reports that may have been done prior. This is the time to ask questions. **DO NOT** be afraid to speak up if there is something you are not clear on.

Morning Report: Each service has a morning report, where the "on-call" house staff will report on the events of each patient during the night. This is also where the chief resident and/or residents will make assignments for the day. There is usually an educational component following this time. This conference is MANDATORY if you are on a service with morning report.

Didactics: Each service has a didactic schedule of their own, which you will be provided the first day on service. A daily House Staff Conference is provided at noon in the West Wing. GME provides a wide range of speakers on many topics. This is an opportunity to eat lunch and learn. The schedule is in the GME monthly Packet. This is a MANDATORY conference if you are in the building. Check the bulletin board in the GME office hallway for revisions in the schedule throughout the month.

Work hours: Your day will begin at 6:30/7:00am (depending on service). The day will end when your work is complete; usually by approximately 5pm. Variations of these hours are at the discretion of the attending physician and/ or resident.

Evaluations: Please provide your preceptor with your rotation evaluation form from your school. All evaluations are the students' responsibility. We will fax a copy to your Clerkship Office if received in the GME office.

Attendance: All medical students are required to be at assigned areas at assigned times. If you request a rotation during an official school holiday, you must notify the GME office, your chief and attending of your absence. The policy applies to mandatory and elective vacation time. If there is an illness, the medical student has the responsibility to notify the Graduate Medical Education department (216.491.7460) and their immediate supervisor in a timely manner. Excessive absences will be reported to your school. In case of bereavement, your school needs to be notified immediately to apply for a leave of absence.

Mail: You may have mail sent to you in care of Graduate Medical Education at South Pointe Hospital, 20000 Harvard Road, Warrensville Hts., Ohio 44122. The mail may be picked up at the secretary's desk in the department. It is your responsibility to check periodically if you are expecting mail.

Meals: Meals are provided to all Medical Students on rotations at South Pointe Hospital. There is a limit of \$6.00 per day. A badge must be presented to the cashier and you will be requested to sign a daily expense sheet at the cashier in the cafeteria. This is a benefit for students only.

**NO food, snacks or drinks are permitted at the nursing stations, or while on the patient care units.
Eating in public areas of the hospital is prohibited.**

Deposit: A \$20.00 deposit will be requested on the first day of rotation, during the South Pointe orientation. It will be returned to you upon receipt of your badge.

Medical Library: The library is staffed during normal working hours, however students and employees can access it 24 hours/day. A badge is required to enter the library. Students should register with the librarian to receive access to multiple journals while rotating at South Pointe. Schools will be notified regarding any material which has not been returned in a timely matter. The library staff can help students with online research, literature requests, and obtain copies of materials from other libraries.

PATIENT INFORMATION ACCESS

My Practice: All rotating students must sign a Confidentiality and Non-Disclosure Agreement Form. This form will allow a student to receive a username and password for electronic medical record access. You will be able to access patient lists, laboratory results, radiology results, and pharmacy information. Your username and password will be valid for all rotations at South Pointe. Please keep this information in a secure area. **DO NOT** use others' usernames and passwords. This is a HIPAA violation.

MyPractice Support Line: Any time you require assistance, please call the CCHS – East Support Desk at (216) 444-4357. They are available 24/7. Many times, all that is needed is a password reset.

Confidentiality: By signing the Confidentiality and Non-Disclosure Agreement every student agrees to abide by the HIPAA regulations, Cleveland Clinic Foundation patient information regulations and Protected Health Information guidelines.

COMPLETING HISTORY AND PHYSICAL GUIDELINES:

History and Physical:

1. Must be on medical chart within 24 hours of admission or completed within 7 days prior to the admit date.
2. Must be on medical record prior to performing surgery procedure.
3. For patients re-admitted within 30 days for the same condition, an interval note may be written in the progress notes, but must be labeled as such. A copy of the previous H&P must be obtained from medical records and placed in the chart.
4. Osteopathic structural exams must be completed within 24 hours as part of the H&P for all patients admitted under the service of an osteopathic physician.

A complete history must contain:

- Chief complaint
- History of present illness
- Family history
- Psych/social history
- Past medical history
- Review of systems

A complete physical must contain:

- Vital signs
- Head and neck
- Ear, nose and throat
- Chest
- Heart
- Abdomen
- Genitalia/Pelvic/Rectal
- Extremities
- Neurological assessment

A conclusion and impression along with a plan of the hospital course must be in the H&P for completion. Documents **MUST** be flagged for attending sign-off.

Operative Report:

1. Must be dictated immediately after surgery.
2. An operative progress note must be documented in the medical record immediately following an operative procedure.

A complete operative report shall contain:

- Description of findings
- Technical procedures used
- Specimen removed
- Pre- and post- operative diagnosis
- Names of primary and assistant surgeons
- Anesthesia used

Discharge Summary:

1. Must be dictated upon discharge or death.
2. A final progress note, to include discharge instructions, may be substituted for the discharge summary in the case of patients with problems of a minor nature who require less than a 48-hour period of hospitalization. A final progress note may **NOT** be substituted for death summary.
3. For extended stays, interim discharge summaries may be dictated to include the care given for a specific period.

A complete discharge summary shall contain:

- Reason for hospitalization
- Significant findings
- Diagnoses/procedures performed
- Treatment rendered
- Condition of patient upon discharge/cause of death (avoid using vague terms such as “improved” for the condition of discharge)
- Specific instructions given to patient and or family to include
 - Physical activity
 - Medications
 - Diet
 - Follow-up care

Physician Progress Notes:

1. Should be written at least daily or more frequently based on condition of the patient.
2. Must be dated, timed and authenticated.
3. Trainees/medical students must identify the attending physician for whom the progress note is being written.

Abbreviations:

1. Only hospital approved abbreviations may be used in charting.
2. Medical abbreviations may NOT be used in documentation of the final diagnosis and procedures.

Corrections in the Medical Record:

1. May be made only by the individual writing or dictating the entry
 - a. The supervising physician may correct the documentation of a trainee
2. A single line must be drawn through the error.
3. The error must be initialed and dated by this individual.
4. The correct entry written, if necessary.

Late Entries:

1. Late entries may be made in the medical record as follows:
 - a. Late entries will be labeled as such.
 - b. Late entries will be dated with the date the entry is made.
 - c. Late entries will be authenticated.