

**RESIDENT SUPPORT SERVICES**

**EMPLOYMENT SUPPORT SERVICES**

**Employee Records**

An employment and personnel record is maintained for each Medical Center employee. For medical residents, files are maintained in the Office of Graduate Medical and Dental Education. To assure an employee receives the benefits to which he/she may be entitled under all conditions of employment, it is important that his/her records be kept up-to-date at all times. If there is a change in address, telephone number, marital status, number of dependents, insurance or beneficiary, or legal name, you must notify the office of Graduate Medical and Dental Education.

**Identification Badges**

Employees will receive an employee identification card at the time of employment. Employees may need this card to enter the University Medical Center during an emergency. This card also identifies you as an employee of The University of Tennessee. You may be asked to show this card when claiming your payroll check. Employees must wear this badge with name displayed at all times while on campus. The badge is for your use only and you are not permitted to deface or modify it in any way. Upon termination, the card must be returned to the Medical Center.

**Pagers**

Each resident is issued a digital pager. To use the pagers, dial 8700 from within the Medical Center, or 305-8700 from outside. The Medical Center telephone system has a pounding feature which allows you to receive incoming calls directly. To utilize this feature, observe the following:

The extension numbers 3100-3119 are all numbers which require you to dial #7 plus the extension number (I.E. #7-3101), in order for you to receive the incoming call directly. Since the current telephone system will not allow the #7 to be displayed on the pager, the above numbers should be recognized as numbers which require you to dial the #7 plus the extension number.

**Housestaff Quarters**

The housestaff quarters are located on 6NW. The front entrance to this wing is protected with a security door which has a combination lock. Keys and/or security lock numbers for sleeping rooms in the housestaff quarters should be obtained from the department to which the room is assigned. Residents have 24/7 access to snacks in the lounge area and computers in the study area of the housestaff quarters.

**Lab Coats**

Each resident is issued 3 monogrammed white lab coats at the beginning of their training period. An additional 2 coats are issued each year following upon request.

**Laundry Services**

White coats are laundered by a commercial laundry. Soiled coats should be placed in the designated laundry hampers in the housestaff quarters. The clean coats will be returned to the same area. Only coats should be placed in the hampers.

**Lockers**

Individual lockers are available in the housestaff quarters. You may use any available locker. You will need to supply your own lock.

**Mail Boxes**

Resident mail boxes are located in the respective departments. All correspondence will be distributed to these locations.

**Meals**

Meals are provided in the Spice of Life Cafe for residents **on call**. You will need to show your ID badge to cashier. Starbucks Café is not included.

**Notary Services**

Documents which must be notarized can also be handled in the Office of Graduate Medical and Dental Education (GMDE).

**Parking**

Parking is provided at the Medical Center. Residents are issued a proximity card for an assigned parking lot.

**Photographs**

Photographs of all residents are necessary for identification purposes. The photographs will be made in color. Also, a black and white composite photograph of all new residents will be made and you will receive a copy of the composite. Additional prints will be retained in the Office of Graduate Medical and Dental Education for your future use of photographs required for attachment to applications for licensure, certifying examinations, etc.

If you are unable to have your photograph made during the orientation period, please contact the Office of Graduate Medical and Dental Education to schedule an appointment with the photographer. For year 2009-2010, photographs will be done by Light House Studio, PO Box 6148, Knoxville, TN 37914, Phone: (865) 524-0646. For additional needs, you may contact them directly.

**HEALTH AND WELLNESS SUPPORT SERVICES**

**University Family Physicians**

University Family Physicians offers a number of pre-placement services to support employees including housestaff. The following services should be completed through the University Family Physicians (UFP) clinic.

- a) PPD skin tests. All residents need to have skin tests administered. No requisition is necessary.
- b) Tetanus/Diphtheria immunization. Recommended if last dose was more than 10 years ago.
- c) Measles, Mumps, Rubella (MMR) immunization. Recommended for all individuals born in 1956 or later. If no previous immunization or immunization was prior to 1980, two doses are recommended. If immunized after 1980 one additional dose is recommended.
- d) Hepatitis B Vaccine. Required if not previously received.

There are no charges for any of these services.

Suggested hours for these services are 9:00 a.m. - 11:00 a.m. or 1:00 - 3:00 p.m., Monday through Friday.

Contact Information:

University Family Physicians 1924 Alcoa Highway, GSM Building Knoxville, TN 37920  
865-305-8831 or extension 5071

### **UTMC EMPLOYEE FITNESS PROGRAM\***

The Employee Fitness Program is designed to offer our employees and physician's office staff convenient and affordable exercise options. Regardless of your fitness level, age, gender, or medical condition, our Exercise Specialist will help develop a fitness program to meet your specific needs. Our facility will allow you to enjoy fitness in a non-competitive and friendly atmosphere. Employee Fitness offers you month-to-month membership with no enrollment fee or contract.

Location:

UTMC Outpatient Rehabilitation Services

Level G2 of Parking Garage – MB - C

For more information or to set up an appointment, please contact Amy Shafer, Exercise Specialist, 305-3299 or by email: [amy.shafer@utmck.edu](mailto:amy.shafer@utmck.edu).

### **UTK RECSPORTS MEMBERSHIP\***

Residents and their spouses are eligible for a membership to the UTK RecSports facility on campus. The link to Rec Sports is <http://recsports.utk.edu/>. Please contact the GMDE office if you are interested in obtaining a membership.

**\*Both fitness facilities offer month-to month affordable memberships.**

## **ACADEMIC SUPPORT SERVICES**

### **Preston Medical Library**

The Preston Medical Library & Learning Resource Center's mission is to partner with the Graduate School of Medicine in providing excellence in education, patient care and research. The library is committed to ensuring access to clinical information through the acquisition, organization and management of collections. We provide exceptional reference, research and instruction for faculty, residents, students and physicians and outreach to the community.

Unless otherwise indicated, all services/resources provided by the library are available only to UTGSM, UT Medical Center staff and area practicing physicians. UTGSM faculty, staff, students, and UT Medical Center leased employees also have privileges at the UT Hodges (Main) Library. (Consult library staff for details.)

For more information and list of services, please visit the website: [http://gsm.utmck.edu/med\\_library/main.cfm](http://gsm.utmck.edu/med_library/main.cfm)

Contact Information:

Preston Medical Library & Learning Resource Center  
The University of Tennessee Graduate School of Medicine  
UT Medical Center 1924 Alcoa Highway Knoxville, Tennessee 37920-6999 (865) 305-9525 Fax: (865) 305-9527

[library@utmck.edu](mailto:library@utmck.edu)

### **Simulation Center**

At the UT Graduate School of Medicine's Medical Simulation Center, physicians and students can attain individual improvement in skills or learn as part of a medical team while their reactions and decision-making abilities as individuals and team members are measured. This type of training improves critical thinking, decision making, and clinical techniques all without risk to a real patient. The Simulation Center monitors, records and measures performance using audiovisual equipment and post-exercise debriefing.

For more information, visit the Medical Simulation website: <http://gsm.utmck.edu/simulation/main.cfm>

### **New Innovations**

UTGSM uses New Innovations Residency Management Suite (NI) to store and access resident demographic information, rotation schedules, call schedules, resident duty hours, and evaluations. The system allows email access for residents, faculty and staff in the system (by department or system-wide) for any individuals for whom email addresses have been entered. Resident support for NI is provided through program coordinators and the GMDE office.

To access the New Innovations website, please visit: <http://www.new-innov.com/login/login.aspx>

**Educational Computing**

All residents are provided a University e-mail account. E-mail is the official mode of communication used by the GME Office. Also, the Health Information Management and Services team exists to provide a variety of technological services to GSM faculty, staff and residents. They can be contacted using the UTGSM helpdesk: [gsmhelpdesk@mc.utmck.edu](mailto:gsmhelpdesk@mc.utmck.edu)