

GME FAQs

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The GME Office is located in the Education Resource Center (ERC), which is between the Cancer Center and the Lee Street (Patient) Garage. We are on the second floor, the only office on that floor. We are generally open between 8:00 – 5:00 daily.

**** The GME Office will reimburse Trainees the cost of a roundtrip Uber/Taxi if you are too tired to drive home from any shift, any time, from any work location.** Receipts uploaded to reimbursement link on GME website.**

Advocacy – Everyone in the GME Office is available to assist you, or direct you towards the resources you need. We maintain an anonymous hotline that you may call at any time for any reason. **434-806-9521.**

Advanced Life Support – All trainees are required to maintain BLS Certification. Many are required to maintain additional certifications as well. Courses are taught at UVA's Life Support Learning Center, through online course registration, or by calling **434-924-1765**. Courses are free, up until 4 months prior to your departure from the institution. Courses fill up quickly, note your expiration date and PLAN AHEAD. Several of our programs (eg Medicine) require valid certification at all times. GME can only reimburse for courses required of *incoming* trainees.

Away Rotations – With your program director's permission and in accordance with your program requirements, trainees are permitted to do one elective away rotation for up to 30 days each academic year. Application must be made to the GME Education Committee for review at least 90 days prior to travel. Please contact your Program Coordinator or Sarah Oh in the GME Office to start the process. **** AWAY ROTATIONS CURRENTLY LIMITED BY COVID****

Benefits - Benefit enrollment must be done online. You may speak to a benefits counselor any time between 8 a.m. and 5 p.m. by calling **434-982-0123 or email ASKHR**. Changes to your policy (e.g. adding babies) must also be done **within 30 days of that qualifying event**. You will be given additional information about your medical, dental plan. Open enrollment happens each fall during which time you can make other changes to your plan that are not the result of qualifying events. (e.g. changing plans, adding enhanced options etc.)

Call Suite – We maintain a call suite in the zero level (northeast corner) of the main hospital that has program designated call rooms, float rooms (for use by any trainee called in over night), a lactation room, a gym, a lounge

and shower facilities. This space is reserved exclusively for the GME trainees, and can be accessed using your ID badge. Call suite is on a housekeeping rotation, daily, between 9-2 p.m. If your room is occupied when housekeeping knocks, your room may not be cleaned until the following day. Linens and towels are always available in the housekeepers closet in the northwest corner of the suite (or from linen services down the hall). If you are ever locked out of your assigned room, call Security to let you in (924-2012).

Cash Benefit – In addition to your base salary, you receive a cash benefit of \$1320. This is designed to help offset the cost of parking. If you elect NOT to have parking, you will still receive this money, bimonthly, to use however you would like, distributed over 24 pay periods. Check your pay statements (which you can access through KnowledgeLink (intranet) Self Service, to ensure you are receiving this benefit under the line item “Housestaff Benefit”. If not, contact the GME Office.

COACH - The COACH program provides comprehensive assessment of the underperforming Trainee and development of an individualized coaching plan. Trainees can self-refer confidentially by emailing COACH Director, Dr. Karen Warburton.

COPE – A confidential counseling program. Offers a same day, no-cost, 20-minute phone consultation/screening to all clinical providers (housestaff, faculty, nurses, unit staff, etc.) experiencing acute stress and/or trauma reactions specifically related to COVID-19. The UVACOPE service will be available Monday through Friday from 8am-8pm and on Saturday and Sunday from 12pm-6pm. To access this service, clinical providers should send an email to UVACOPE@hscmail.mcc.virginia.edu including name and best telephone contact information, and a Behavioral Medicine Center psychologist will respond that same day. If further counselling or medications are needed, remote videoconferencing treatment in the BMC or Northridge Psychiatry will be arranged.

DEA Number – All trainees at UVA share the same institutional DEA number (AU2496291). You will be asked by outside pharmacies for your “Suffix.” When issuing prescriptions from EPIC, your DEA will automatically be accompanied by your 6 digit SMS (billing) number. When you issue prescriptions to give to patients, or call them in, please WRITE IN that number, or give it to the pharmacy. It can be found in EPIC or New Innovations. You may need to get registered with each outside pharmacy’s system the first time you prescribe through them. They have their own rules regarding suffixes. Pick numbers unique to you here at UVA. If asked for a 4 digit, use your pager number, if asked for a 5 digit, use the payroll ID on the back of your badge.

Dictation – Your names will be automatically added to the dictation system. If you are missing from that system, send an email to “CL HISDATA” to have yourself added. If you have problems accessing the dictation system, send an email to “CL HISANYLS” in Outlook for assistance.

Duty Hours – ALL trainees are required to log duty hours in New Innovations. Please ask your program for your logging requirements.

Email – If you have issues, please call the helpdesk at 434-924-5334.

EPIC - You should be granted access to EPIC once you’ve completed the required CBLs and class(es). You will receive an email asking you to agree to the user permission statement. If you have trouble accessing EPIC or for any EPIC related questions please call the helpdesk at 434-924-5334.

Exposures & Needle Sticks – If you experience an exposure or needle stick you must report this immediately to your supervisor and to Employee Health Services (during the day) at 434-924-2013. After business hours you must present to the Emergency Department. PLEASE FILE A BE SAFE EVENT report on the BSE system which can be found on any Medical Center computer desktop.

Faculty And Employee Assistance (FEAP) – A free, confidential counseling resource is available to all, 24 hours a day by calling 434-243-2643 or 1-800-847-9355. They also offer financial, debt management and access to legal counseling. They are located in the West Complex, Room 1982. You can self-refer.

GME Policies – The institutional GME policies pertaining to your training, evaluation, well-being, and professionalism can be found on the GME webpage, program resources page.

Housestaff Council - The Housestaff Council holds monthly meetings, and sponsors occasional social events. You will receive emails from the Co-Presidents with details.

Housestaff Loans – The GME Office and Medical Center offer a small loan option for trainees designed to help defray the cost of board exams or for short term emergencies. Please contact the GME Office for information.

ID Badges – Must be worn, above the waist, in the institution at all times. This is a Joint Commission requirement. If you have a problem with your card not giving you proper access to a building or area, please call the ID Badge office at 982-4009 to have it checked. They may need to contact the GME Office if you require special access to certain areas. If you lose your badge, you will need to pay \$20 to replace it (by making payment at a Cafeteria and then taking your receipt to the ID Badge Office).

IT - <http://hit.healthsystem.virginia.edu/>

Legal/Risk Management – If you are contacted by an attorney, or served with a summons for litigation involving a patient, please contact the GME Office for assistance. The Health System has attorneys who will intervene on your behalf and assist you. If you have been named in a patient related matter, you may be contacted directly by MC Staff in the Office of Risk Management, or by someone in the General Counsel’s office. If contacted at any point by either the Medical Center’s Risk Management Office or one of their Attorneys, please give this your immediate attention. Risk Management can be reached at 434-924-5595.

Leave – GME has a general Leave Policy. Departments and Program have more specific policies that govern all types of leave, maternity, paternity, medical, administrative, etc. Most Programs’ policies are based on Certification Guidelines set forth by the specialty boards. The GME Leave Policy can be found on the GME webpage.

Linen Services - You will be issued two white coats when you start. These can be dropped off at Linen Services, Zero level, for cleaning. They take a week to turn around. Hours are posted on their window. Do NOT introduce your own personal coats into the system. If you want to use your own, in addition to ours, please have them cleaned elsewhere as there is no guarantee they will be returned to you as they are not coded in our inventory. If your coat becomes damaged or destroyed, contact the GME office for a replacement. Certain services will also have access to gray scrubs for use in restricted areas. If you are in a program that requires grey scrubs you will automatically be loaded for access into the scrub machines (2nd floor outside main OR and 8th floor outside OBGYN OR) after you have your badges activated by Linen Services in order to access the scrub machines in the Outpatient Surgery Center and the 2nd Floor OR area. If you need short term access to scrubs, they can be checked out in Linen Services for the day or you can wear a bunny suite (found outside all of the restricted access areas).

Loan Forbearance/Loan Forgiveness – We can complete these forms for you in the GME Office, however, your Program Coordinator can also do these.

Malpractice Coverage – Is provided to all trainees by the Office of Risk Management. You are insured by the Commonwealth of Virginia to work within the boundaries set by your program. Working outside the approved guidelines of your program would constitute moonlighting and your GME malpractice would not extend.

Meal Money – All trainees get some meal money. It is loaded on your badge at the beginning of the academic year. When you graduate, this money disappears from your badge upon termination. It cannot be converted to cash.

Medicare (PECOS) and Medicaid - As a trainee you are required to enroll with these agencies as an “ORP” (Ordering and Referring Physician). This is a limited registration category and you will not be given a UPIN (or independent registration number). Enrollment will happen as part of Orientation. Keep emails you get regarding your registration with these agencies for your future reference.

Moonlighting – Some services allow moonlighting for trainees PGY2 and above (and not on a visa). Please check with your program director. There is a formal application process for this that must be observed prior to beginning that activity, and all moonlighting hours must be logged in New Innovations. Moonlighting without permission has disciplinary consequences.

New Innovations - All of your personal information, including relevant identification numbers (NPI, DEA, SMS, License, etc) can be found in New Innovations. In the event that you forget your password, or need to have it reset, anyone in the GME Office can do this for you.

Notary Services – The GME Office has 2 notaries on staff to assist you. Generally available between 8:00 – 3:30 or you can call GME to make an appointment.

Parking – You will have the opportunity to obtain parking during the intake process. If you elect not to get parking then, and change your mind during the year, please contact Diane Farineau in the GME Office. Please know that the University has a **ZERO TOLERANCE POLICY** concerning staff, faculty or trainee parking in patient parking areas. **TICKETS FOR PARKING IN PATIENT CARE AREAS ARE \$200 and NON NEGOTIABLE.** This includes ambulatory clinics and off site locations. If you have a transponder for S. Garage, you do not need another parking badge. Yours will work in all off site locations. Please display your badge. If you are here for a personal appointment, you **MAY** park in patient parking, but remove your car immediately after your appointment. IF you will be in the hospital as a patient for more than 4 hours, please alert Parking to avoid being ticketed. (924-5147). Remember, GME supplements your pay to help offset the cost of parking, but you enter into an agreement with parking directly through payroll deduction. If you commit parking violations your ability to park on campus can be withdrawn altogether. Cancelling your own parking requires you to physically return the transponder to P & T (1101 Milmont Road).

Paychecks – You will receive an email on Thursdays, before payday Friday, with instructions for doing this. Enroll in direct deposit (online through Employee Self Service) to receive subsequent paychecks electronically.

Personal Information Changes – Please alert us if you move, get married, change your name, have children, etc. so that we can update your records appropriately. The GME Office will communicate changes to benefits, payroll, etc. You cannot change your information in New Innovations, GME can do that for you. You should, however, change your own information in Workday.

Phone Numbers - The typical phone exchanges at the Health System are 924, 982 and 243. When calling internally the first two digits are dropped so you will be paged to 5 digit numbers (ie 4-2047). To call locally from a Health System phone, please dial 9 first, then the local number. If you are returning a call from outside the Health System, you will need to add the first two digits 924-2047 to return that call.

Remediation, Misconduct, Dismissal – GME Policy 05 sets for the parameters for the assessment of performance of trainees, including guidelines for addressing deficiency, misconduct, including remedial actions, suspensions and dismissals for training.

Respiratory Mask Fit Testing and Flu Shots – **MUST** be done annually. These are non-negotiable conditions of employment, and you will receive email instructions on completing this. If you are delinquent, your Program Director will be notified. Continued delinquency will result in suspension from pay/service until the requirement has been met.

Supervision – All trainees are working with some level of Attending supervision at all times. Please familiarize yourself with your program's specific Supervision Policy and be aware of clinical events that require you to escalate care.

Website – Please familiarize yourself with the GME Website for information about educational programming and opportunities, such as the GME Certificate Program, and the GME Institutional Curriculum series, the Housestaff Council, and other resources for Trainees. <https://med.virginia.edu/gme/>