



# **GRADUATE MEDICAL EDUCATION**

**Resident/Fellow Handbook**

**July 2024 - June 2025**

**USF GME Office**

Physical: 17 Davis Blvd, Third Floor #308

Mailing: 17 David Blvd., Suite 308

Tampa, FL 33606

Phone: (813) 250-2506

Office Hours:

(Open physically) Wednesdays, 9am-4pm

(Open virtually) Monday-Friday, 8am-5pm

Graduate Medical Education Website

GME Program Directory

## CONTACT INFORMATION

All trainees are required to have a USF e-mail account and read e-mails regularly. This is the official means of communication from USF and the GME Office to residents and fellows

### **RESIDENT HELP**

Resident Assistance Program (RAP)	(813) 870-3344
USF Employee Assistance Program (EAP)	(800) 327-8705
Ethics Point	(866) 974-8411
MCOM Office of Student and Community Engagement (OSCE)	(813) 316-9944
Pagers, Licensure, Certifications, VISAs	(813) 250-2319
Compliance Hotline	(866) 974-8411
United HealthCare questions	(813) 250-2327

### **UNIVERSITY OF SOUTH FLORIDA**

USF Security Office (Staffed 24/7)	(813) 974-2628
Information Technology HELP DESK	(813) 974-6288
USF Health - Medical Health Administration	(813) 974-3163
Library USF Shimberg Health Sciences	(813) 974-2243
USF Parking Services	(813) 974-3990
USF Health - Self Insurance (Malpractice) Program	(813) 974-8008
<a href="#">Clinical IT Helpdesk</a> (link to helpdesk email)	

### **AFFILIATED HOSPITAL INFORMATION / GME Offices:**

#### **Tampa General Hospital**

TGH GME Office	(813) 844-7413
TGH Security Office (Staffed 24/7)	(813) 844-7363
MindLab for Online EPIC training access	(813)-844-7490

- [Password Reset](#) - ONLY accessible off TGH devices
- [Help Desk](#) Self-Service site, ONLY accessible off TGH devices
- [MindLab](#) for online Epic training access

#### **James A Haley Veterans' Hospital**

GME Office	(813) 972-2000 Ext 2197
JAHVA Security Office (Staffed 24/7)	(813) 974-2000 Ext 7554
IT: PIV Exemptions/Intellispace Access (National IT Help Desk)	(855) 673-4357

#### **Moffitt Cancer Center**

GME Office	(813) 745-4989
Moffitt Security Office (Staffed 24/7)	(813) 745-8101

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IT Help Desk (Moffitt) (Ask to have a ticket put in and directed to Christine Hanna)

(813) 745-4357

**Bay Pines VA Healthcare System**

GME Office

(727) 398-6661 x  
10194

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**Johns Hopkins-All Children's Hospital**

GME Office

(727) 767-4106

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Johns Hopkins-All Children's Security Office

(727) 767-3300

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John Hopkins-All Children's Help Desk

(727) 767-4884

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**Morton Plant Mease/Turley**

GME Office

(727) 467-2502

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# GME Resident/Fellow Handbook Introduction

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July 2024 – June 2025

The USF Health Morsani College of Medicine (“MCOM”) Graduate Medical Education (“GME”) Handbook is provided as a guide to the various requirements, policies and procedures, benefits, and services available and applicable to GME residents and fellows (“Residents”) appointed in USF-sponsored training programs. The Handbook also summarizes the rights and responsibilities of Residents. Information contained in this Handbook is current as of the date published and is for informational purposes only. Please note that the Handbook shall **not** be construed as a contract, unless otherwise incorporated by reference in the House Officer Contract. The requirements, policies and procedures, benefits, services, and rights and responsibilities of Residents described in this Handbook may be changed or discontinued at any time, with or without notice. Residents are encouraged to consult the GME policies and procedures, the current Handbook, contact the GME office, or visit the [GME website](#) for the most up-to-date information. The terms “Residents”, “Fellows”, “Trainee”, “Housestaff” and “House Officer” in this handbook refers to residents and fellows in training programs through the USF Health Morsani College of Medicine Graduate Medical Education Office and its Affiliated Institutions.

**This document is provided as a summary document only. Please consult with the primary source documents for the latest and most accurate information.**

## Mission Statement

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The mission of the Morsani College of Medicine at the University of South Florida is to provide for the education of students and professionals of the health and biomedical sciences through the creation of a scholarly environment that fosters excellence in the lifelong goals of education, research activity and compassionate patient care.

The purpose of the Graduate Medical Education (GME) Office at the University of South Florida Morsani College of Medicine is to provide a structured framework for all the educational programs to guide and supervise residents and fellows.

The USF GME Office values are to provide oversight with integrity, innovation, accuracy, transparency, innovation, and collaboration with our GME community. As we achieve these goals, our office will keep attention to detail, responsiveness, and stewardship at the heart of what we do.

The GME Institutional Statement of Commitment can be found as [Attachment #1](#).

### **USF GME Mission:**

Consistent with the mission of the Morsani College of Medicine (MCOM) at the University of South Florida, the mission of the Graduate Medical Education Office is to provide for the education of Residents and Fellows through the creation of a scholarly environment that fosters excellence in the lifelong goals of education, research activity and compassionate patient care.

### **USF GME Aims:**

**AIM 1:** Partner with programs to recruit a diverse pool of highly qualified applicants to serve our diverse patient community and ensure that our program leadership has the knowledge to proactively plan recruitment strategies and engage applicants to meet this goal.

**AIM 2:** Partner with programs to nurture the development of resilient and professionally successful resident physicians.

**AIM 3:** Partner with programs to develop resident physicians who apply health systems science to team-based practice.

**AIM 4:** Partner with affiliate sites and programs to enhance faculty’s knowledge, skills, and attitudes to teach and train resident physicians who will be ready for their future practice of medicine.

**AIM 5:** Partner with programs to support learner and faculty research and scholarly activity.

**AIM 6:** Meet/exceed accreditation requirements and collaborate with affiliates towards of their missions.

**AIM 7:** Partner with programs to foster an inclusive learning environment that works towards minimizing health disparities.



# Institutional Commitment to Culture, Engagement & Enrichment (CEE)



The USF Office of Graduate Medical Education (GME) is committed to training physicians from all backgrounds and cultures and has an interest in developing a diverse community among residents and fellows from all training programs.

We adhere to the USF Health medical education values which include:

- High Standards
- Respect for Individuals
- Advancing Knowledge
- Personal Development & Leadership
- Commitment to Health

USF GME encompasses these educational values in the creation of a scholarly environment that fosters excellence in education, research, and compassionate patient care.

Our commitment to create and sustain a scholarly environment includes engaging and enriching our community based upon USF core values of inquiry, innovation, integrity and inclusion as:

- Appreciative inquiry through collegiality, collaboration, and amplification of our strengths.
- Healthcare innovation through collection of a variety of viewpoints and ideas driving new processes, services, or products that enhance operational efficiency, delivery of care, and outcomes.
- Integrity through cultivating relationships of trust with patients founded upon our dedication to practice medicine in accord with the standards of intellectual and moral excellence.
- Inclusive healthcare through welcoming environments for patients, clinicians, trainees, and staff (all healthcare employees) promoting engagement, open communication, and respect enhancing personalized care with mitigation of disparities.

Our strategies:

- Support policies and practices in accordance with holistic review processes by which each applicant's experiences, accomplishments, personal qualities, and potential to enhance the learning environment are considered
- Retain trainees through the provision of support services and foster an environment of belonging
- Coordinate educational activities for USF MCOM faculty, staff, and residents to engage in development of their knowledge, skills, and attitudes involving inclusive healthcare practices
- Partner with programs to promote cultural humility and practices that mitigate disparities

USF GME also complies with Florida Statute [760.10\(8\)\(a\)](#) and [1000.05\(4\)\(a\)](#).

For more information visit our [USF GME CEE](#) website

# Graduate Medical Education Administration

GME is directed by the Sr. Associate Dean for GME who oversees the residency and fellowship training programs of the Morsani College of Medicine. Also serving as the Designated Institutional Official (DIO), the Sr. Associate Dean's responsibilities include institutional oversight of 84+ training programs, of which 72 are accredited by ACGME. In addition, the Sr. Associate Dean is the Chair of the Graduate Medical Education Committee (GMEC), which govern the policies and procedures for GME.











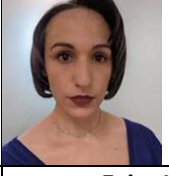
To reach specific departmental staff in GME, see contact information below or visit [GME Staff](#).

## GME Office - Main Line

Tel: (813) 250-2506

Fax: (813) 250-2507

### GME Office

 <b>Cuc Mai, MD, FACP</b> ACGME Designated Institution Official (DIO) Sr. Associate Dean GMEC Chair <a href="mailto:cmai@usf.edu">cmai@usf.edu</a>	 <b>Brad Clark, MBA, MS</b> Director Tel: (813) 421-3893 <a href="mailto:bradclark@usf.edu">bradclark@usf.edu</a>	 <b>Helen Memoli, MBA</b> Associate Director Accreditation <a href="mailto:hmemoli@usf.edu">hmemoli@usf.edu</a>
 <b>Hannah Ware, MBA</b> Academic Services Administrator <a href="mailto:hannahf@usf.edu">hannahf@usf.edu</a>	 <b>Victoria Wales</b> Academic Services Administrator Tel: (813) 250-2295 <a href="mailto:vwales@usf.edu">vwales@usf.edu</a>	 <b>Aiying Zhen, MA</b> Fiscal & Business Analyst <a href="mailto:azhen@usf.edu">azhen@usf.edu</a>
 <b>Carmela Villanueva, MBA</b> Academic Services Administrator <a href="mailto:cvillanueva3@usf.edu">cvillanueva3@usf.edu</a>	 <b>Caroline Kuehling</b> Academic Services Administrator <a href="mailto:ckuehling@usf.edu">ckuehling@usf.edu</a>	 <b>John Scott</b> Academic Services Administrator <a href="mailto:John33@usf.edu">John33@usf.edu</a>
 <b>Heather Ranado, MS</b> Administrative Specialist <a href="mailto:heatherranado@usf.edu">heatherranado@usf.edu</a>		 <b>Stephanie Tomlinson, MLIS, AHIP</b> GME Librarian Tel: (813) 974-6449 <a href="mailto:smtomlinson@usf.edu">smtomlinson@usf.edu</a>
<b>Maya Balakrishnan, MD, CSSBB</b> Director of Quality & Safety <a href="mailto:mbalakri@usf.edu">mbalakri@usf.edu</a>	<b>Elizabeth Peek, DO</b> GME Patient Safety Liaison <a href="mailto:epeek@usf.edu">epeek@usf.edu</a>	<b>Evita Henderson-Jackson, MD</b> GME Director of CEE <a href="mailto:Evita.henderson@moffitt.org">Evita.henderson@moffitt.org</a>

### GMEC Sub-Committees

<b>Gregory Sullivan, MD</b> (Chair) <u>Wellness Subcommittee</u> <a href="mailto:Gregory.Sullivan1@va.gov">Gregory.Sullivan1@va.gov</a>	<b>Candice Mateja, DO</b> (Co-Chair) <b>Helen Memoli, MBA</b> (Co-Chair) <u>Special Assessment Subcommittee</u> <a href="mailto:cmateja@usf.edu">cmateja@usf.edu</a> ; <a href="mailto:hmemoli@usf.edu">hmemoli@usf.edu</a>	<b>Luis Llerena, MD</b> (Co-Chair) <b>Elizabeth Peek, DO</b> (Co-Chair) <u>CLER Subcommittee</u> <a href="mailto:luisllerena@usf.edu">luisllerena@usf.edu</a> ; <a href="mailto:epeek@usf.edu">epeek@usf.edu</a>	<b>Evita Henderson-Jackson, MD</b> (Chair) <u>Culture, Engagement &amp; Enrichment (CEE) Committee</u> <a href="mailto:Evita.henderson@moffitt.org">Evita.henderson@moffitt.org</a>
<b>Stephanie Tomlinson, MLIS, AHIP</b> (Chair) <u>Research Subcommittee</u> <a href="mailto:smtomlinson@usf.edu">smtomlinson@usf.edu</a>	<b>Cuc Mai, MD, FACP</b> (Chair) Sr. Associate Dean <u>Program Review Subcommittee</u> <a href="mailto:cmai@usf.edu">cmai@usf.edu</a>	<b>Maya Balakrishnan, MD</b> (Chair) <u>Annual Institution Review</u> <a href="mailto:mbalakri@usf.edu">mbalakri@usf.edu</a>	

# Resident Advisory Committee (RAC)

The USF Health Resident Advisory Committee (RAC) is a peer-selected group of Residents who represent and advocate for you in the GME Executive Committee. Any Resident from USF MCOM can raise a concern to RAC. For more information see the [USF GME RAC Website](#).

The RAC members for the **2024-2025 Academic Year** are listed below. Feel free to contact any of the RAC members with any questions or concerns.



CONNECT WITH  
US ON



## 2024-2025 Housestaff Stipend

Comp Status (CS)	Annual Stipend	Bi-Weekly*
CS-1	\$ 64,443.00	\$ 2,478.58
CS-2	\$ 66,357.00	\$ 2,552.19
CS-3	\$ 68,742.00	\$ 2,643.92
CS-4	\$ 71,704.00	\$ 2,757.85
CS-5	\$ 74,816.00	\$ 2,877.54
CS-6	\$ 77,573.00	\$ 2,983.58
CS-7	\$ 80,541.00	\$ 3,097.73
CS-8	\$ 84,296.00	\$ 3,242.15
CS-3 CH**	\$ 69,492.00	\$ 2,672.77
CS-4 CH**	\$ 72,454.00	\$ 2,786.69
CS-5 CH**	\$ 75,566.00	\$ 2,906.38
CS-6 CH**	\$ 78,323.00	\$ 3,012.42
CS-7 CH**	\$ 81,291.00	\$ 3,126.58
		*26 PAY PERIODS

The stipends above are effective for contracts that start 7/1/2024 or later.

**NOTE:** A Resident's initial appointment will be set at the level associated with the minimum required experience needed to enter the program and aligns with the program's required scope of practice. (See [GME Policy 200](#))

\*\*Chief stipend is only available to certain programs that are approved by our affiliate sites.

## Duration of Appointment

### APPOINTMENT & CONTRACT

Please refer to GME Policy [GME-200 – Eligibility, Recruitment, Selection and Appointment](#) as well as the [House Officer Contract](#).

## Drug-Free Workplace (USF 0-610)

The University of South Florida is a drug-free workplace. USF System policy ([USF 0-610](#)) prohibits the unlawful manufacture, distribution, possession, or use of alcohol or controlled substances on the property of or in connection with any of the activities of the USF System. This policy is inclusive of federal law regarding the unlawful possession or use of controlled substances, most notably, but not limited to, marijuana. No employee/student is to report to work while under the influence of illegal drugs or alcohol. Any employee or student determined to have violated this policy shall be subject to disciplinary action for misconduct. Individuals forging prescriptions or otherwise illegally obtaining controlled substances will be subject to severe disciplinary measures potentially including formal criminal prosecution. Violation of this policy by an employee/student will be reason for evaluation/treatment for a drug/alcohol use disorder or for disciplinary action up to and including termination/expulsion in accordance with applicable collective bargaining agreements, policies and procedures, or referral for prosecution consistent with local, state, and federal law.

The GME Office is committed to creating a professional and safe working environment, which includes a responsibility to the health, welfare, and safety of patients and others at the facilities where Residents train. To achieve this commitment, the GME Office requires that every Resident complete a 10-Panel Urine drug screen as a condition of appointment or as a condition of participation in programs run by affiliated educational sites. GME Policy [GME 198 – Drug Screening](#) stipulates that Residents must give a truthful and comprehensive self-disclosure of any prior substance abuse and/or treatment as is required for unrestricted licensure by the Florida Board of Medicine as part of this or any employment application, licensing, credentialing, privileging or other training related process. Refusal to undergo any part of the drug screen process will render a Resident ineligible for appointment or continuation or be grounds for disciplinary action, up to and including termination.

A resident may be subject to periodic testing as requested, where there is “reasonable suspicion of drug or alcohol use” or when required as a condition of participation in programs run by educational affiliates.

Residents with alcohol or drug programs are urged to obtain prompt professional help. See additional information below under [PROFESSIONALS RESOURCE NETWORK \(PRN\)](#).

## BENEFITS

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Benefits start on the day you begin your training program. For further information regarding Resident benefits, contact Hannah Ware in the GME office at [hannahf@usf.edu](mailto:hannahf@usf.edu)

### HEALTH INSURANCE

Health insurance is provided for Residents through a comprehensive major medical policy from United Health Care Choice Plus Plan. The plan provides coverage for the resident, with dependent insurance coverage available (for a premium cost noted below) for the spouse of an eligible Resident, unmarried children under 19, and unmarried children between the ages of 19 and 25 who are full time students and dependent upon the insured for support. Services under the health insurance plan are provided through United Health Care’s Preferred Provider Organization (PPO) of clinicians who are credentialed and have been approved by the insurance provider and their Preferred Provider Network of hospitals. Residents are expected to use the services of these providers.

Physicians and hospitals participating in the plan may be found by calling United Health Care’s Member Services at **(888) 451-7953** or by visiting [www.unitedhealthcare.com](http://www.unitedhealthcare.com). Visit [www.myuhc.com](http://www.myuhc.com) to sign in for personalized information regarding your healthcare benefits.

For more information on your Health Insurance benefits see the [USF GME Benefits page](#)

**IMPORTANT: DO NOT ENROLL IN HEALTH or LIFE/ACCIDENT INSURANCE THROUGH PEOPLE FIRST. These plans are different than the GME provided plans. Enrollment in plans through PeopleFirst will result in cancellation of the GME plan.**

### LIFE & ACCIDENT INSURANCE

A \$50,000 group term life insurance policy is provided for residents by the USF Morsani College of Medicine. Residents have the option to purchase additional insurance at their own expense. This plan is underwritten by United Healthcare.

### DISABILITY INSURANCE

The USF MCOM pays the premium coverage for a Long-Term Disability (LTD) insurance plan designed to provide you with income protection in case of a disability during your training. Coverage is provided through UNUM Insurance Company, and you are enrolled in this plan automatically at the time of hire. Prior to being qualified for disability, you must be

continuously disabled for 90 days. The LTD plan provides compensation of 60% (\$4,000 per month max) per month for as long as you are disabled, up to age 67. Residents are required to produce medical confirmation of disability and to terminate their employment in order to be on disability.

## RETIREMENT

### Basic Retirement Plan

USF Residents/Fellows are automatically enrolled into the Temporary Employee Retirement Plan (TERP). **Participation in TERP is mandatory.**

- TERP is a defined contribution plan authorized under Section 401(a) of the Internal Revenue Code.
- **Corebridge Financial** (formerly AIG Retirement) is the plan administrator for the University of South Florida. Full information is available on the [USF HR website](#)
- 7.5% of pretax wages will be taken biweekly with each pay period.
- Please note that money is placed into a fund by default, but you may select other investment options.
- For more information about your investment account, participants may contact a Corebridge Financial Client Service Professional at (800) 448-2542 or visit the [Corebridge Financial TERP](#) website.

### Optional Voluntary Retirement Plans

In addition to TERP, USF offers optional opportunities to save for retirement utilizing 403(b) Tax Sheltered Annuities and 457 Deferred Compensation Plans. These programs offer employees the opportunity to save additional money for retirement while reducing current income tax liability. Contributing to a tax-deferred program is voluntary. Contributions are made through payroll tax deduction and forwarded to a participating investment company. For additional information on these voluntary tax-sheltered annuity options – and a list of participating companies, visit <https://www.usf.edu/hr/documents/benefits/retirement/vol-403b-provider-contact-list.pdf> and/or <https://www.usf.edu/hr/documents/benefits/retirement/deferred-comp-provider-contacts.pdf>

## Malpractice / Self-Insurance Program

As a member of the USF Health Morsani College of Medicine, you are provided with professional liability protection by the USF Self-Insurance Program (SIP). All residents are provided with legal defense and protection through SIP for any action brought against them and/or USF regarding their care of a patient in the course and scope of the residency. **SIP does not provide professional liability coverage during any moonlighting activities.** This coverage is effective from your hire date through your last date of employment. It is occurrence-based coverage, so you are covered for any claim arising out of professional services you rendered while at USF, regardless of when that claim is brought. With occurrence-based coverage, tail coverage is unnecessary at the conclusion of your residency.

USF physicians, including residents, are protected by the doctrine of sovereign immunity. The doctrine of sovereign immunity provides that a USF physician is an agent of the state and generally can only be sued in a lawsuit through the USF Board of Trustees (USFBOT), unless a physician is alleged to have acted outside the scope of USF employment, committed an intentionally tortious or criminal act, or acted with “wanton and willful disregard of human rights or safety.” § 768.28, Fla. Stat. Thus, when a physician’s care is alleged to have been negligent, the proper defendant is the USFBOT and not the physician personally. On rare occasion, a physician may be individually named as a defendant. If that occurs, counsel assigned by SIP will work diligently to get a physician dismissed from a lawsuit as expeditiously as possible. [Please note that each claim in which a resident’s care of a patient is at issue will appear on the resident’s “claims history,” whether or not the resident is formally named in a lawsuit and even if no payment is made].

In connection with the protection provided by SIP, residents have certain significant responsibilities, including full compliance with SIP in the investigation, defense, and settlement of claims. Moreover, it is imperative that residents give immediate notice when they become aware of any event which may expose a provider or USF to any claim or when they become aware of a claim or lawsuit against them. Timely notice enables SIP to gather information while it is still “fresh”

and, where appropriate, allows SIP and USF Risk Management to consider patient compensation or other measures to avoid a claim.

For additional information (Coverage Amounts, etc.) see the FAQs on the Self-Insurance program at: [SIP - FAQs](#) on the GME Webpage.

**SIP should be contacted immediately in the following instances:**

- If you are served with a summons and Complaint in a lawsuit involving medical negligence or if you receive a “Notice of Intent to Initiate Litigation”
- If you are served with or otherwise receive any notice of a claim or potential claim
- If you have received a subpoena to give testimony at a deposition, trial, or hearing
- If you believe there could be a potential claim against you based on a bad outcome or other information, such as a patient telling you he or she intends to sue or consult a lawyer
- If you are contacted by a law office requesting a telephone conference, meeting, or other information regarding a patient you treated in the past or are presently treating
- If you are served with or otherwise receive a NICA petition or other document related to NICA (Florida’s Birth Related Neurological Injury Compensation Plan)
- If you receive any notification regarding impending action or investigation by the Florida Department of Health or Board of Medicine.

**Notification to SIP is imperative so that SIP can appoint counsel to protect both the resident physician and the University’s interest.**

Additionally, the following are considered “reportable” and should be reported to the department chair or to the SIP office **(813) 974-8008**, even if the resident physician feels he or she did nothing wrong in the course of caring for the patient:

- Death – unexpected or unexplained;
- Paralysis, paraplegia or quadriplegia;
- Spinal cord injury;
- Nerve injury or neurological deficit;
- Brain damage;
- Total or partial loss of limb, or loss of the use of a limb;
- Sensory organ or reproductive organ loss or impairment;
- Injury which results in disability or disfigurement;
- Any injury to the mother or baby associated with birth;
- Any patient injury resulting from defective or malfunctioning medical paraphernalia;
- Any injury to anatomy not undergoing treatment;
- Any claim by a patient or family member that a patient has been medically injured;
- Any assertion by a patient or family that no consent for treatment was given;
- Any increase in morbidity due to misdiagnosis;
- An unanticipated iatrogenic injury.

The best guideline to follow is that of medical common sense sustained by an ever-present awareness of the possibility of a claim. When in doubt, always report and do so promptly. SIP staff works to protect University physicians. You can contact SIP by phone or email.

USF Self-Insurance Program  
12901 Bruce B. Downs Boulevard  
MDC 43  
Tampa, Florida 33612  
Office (813) 974-8008 | Fax (813) 974-8114  
[usfsip@usf.edu](mailto:usfsip@usf.edu)  
[www.health.USF.edu/SIP](http://www.health.USF.edu/SIP)  
Courtney Rice, Esq. (Director of SIP) [clrice@usf.edu](mailto:clrice@usf.edu)  
Kate Martin, Esq. (Assistant Director of SIP) [katherineanne@usf.edu](mailto:katherineanne@usf.edu)

## USF Health Libraries

- **Shimberg Health Sciences Library** - North campus
- **The Florida Blue Health Knowledge Exchange** - downtown in the new Morsani College of Medicine and Heart Institute building.

To facilitate scholarly research and evidence-based practice, USF Health Residents and Fellows can place requests for articles via document delivery and InterLibrary Loan materials through ILLiad at no cost to them. Simply log into [ILLiad](#), with your USF NetID and specify Shimberg Library (USF Health) to request your materials. Other services and resources available to you at the Shimberg Library and the Florida Blue Health Knowledge Exchange include access to print and electronic resources (e.g. journals, databases, books, media), use of the library computer lab, discounted poster printing (both library sites), and monthly instructional sessions on searching, grant funding sources, EndNote, and more. (Download your free copy of EndNote at [software.usf.edu](http://software.usf.edu)).



Your GME librarian Stephanie Tomlinson - [smtomlinson@usf.edu](mailto:smtomlinson@usf.edu) and the other USF Health librarians also provide complimentary research consultations in person or by email, phone, or Microsoft Teams conferencing. Visit the [website](#) for more information and to access our electronic resources, sign-up for classes, view tutorials, and make an appointment with a librarian.

The USF Health Morsani College of Medicine and the Heart Institute is now located at Water Street in downtown Tampa, which includes the Florida Blue Health Knowledge Exchange.

## Research, Innovation & Scholarly Endeavors (RISE) Office information



## Research, Innovation & Scholarly Endeavors

The vision of RISE is to significantly contribute to improving both national and global health outcomes by guiding our students' growth as scholars. To realize this vision, the goal of RISE is to create the guiding environment that fosters the spirit of scientific inquiry across USF Health such that the students develop a lifelong scholarly approach to the practice of medicine. RISE acknowledges and is indebted to the commitment and support of the USF Health and affiliate faculty who are crucial to the success of our students and the mission of Morsani College of Medicine.

Specifically, the office of RISE acts as a centralized resource to promote and support students, residents, fellows, and their faculty mentors engaged in research, scholarship, innovation and creative endeavors. The office guides and supports students and faculty in the [Scholarly Concentrations Program](#), the [SELECT program](#) and individual medical students by providing:

1. High yield resources for academic success
2. Educational support to gain expertise in study design and biostatistics
3. Education and training to acquire success skills, such as verbal and written presentations skills
4. Assistance with the process of identifying a research mentor and available research project(s)
5. Opportunities to showcase scholarly accomplishments
6. Networking opportunities

Scholarly activities including research, business endeavors, innovation, technology, and creative Arts and Humanities need to be documented via the [Archivum](#) platform once the student is enrolled.

[Request an appointment for these services](#)



## USF Payroll

The University of South Florida operates on a bi-weekly payroll cycle. Each pay period begins on Friday and ends two weeks later on Thursday. You are paid for that pay period one week later on Friday. You can view the [payroll schedule](#) or visit the [USF payroll website](#) for more information. As a condition of employment, USF requires that all employees enroll in direct deposit through GEMS Self Service.

USF uses the Microsoft Multi-Factor Authentication (MFA) system to add an extra layer of security to your account. You will use 1 single MFA for email, Office 365, and GEMS Self Service. To set up your MFA Authentication, go to <https://aka.ms/MFAsetup>

Once MFA is set up, log onto my.usf.edu using your Net ID and password. Click on Business Systems and select GEMS from the drop-down menu. After you authenticate your login with MFA, Employee self-service options open with several tiles available. Use the Payroll tile to set up or change direct deposit information or W-4 tax withholdings, and access payroll records. Use the Personal Details tile to view and update your personal information including home address and emergency contacts.

## Wellness

Wellness programs are offered to USF MCOM residents on a regular basis. Watch your email for details on these programs.

In addition, please review the [GME website](#) for additional wellness resources. On the wellness page, you can find the [GME Wellness Guide](#) and information about [gyms](#).



## Resident Assistance Program (RAP)

The Resident Assistance Program (RAP) is a confidential evaluation, brief counseling, and referral service designed to assist the Resident and family members in finding assistance with a wide variety of personal and professional concerns. This service is voluntary, confidential, and provided as a benefit of the residency program. To access the program, a **Resident may call (813) 870-3344 or 800-343\*4670, numbers reserved specifically for RAP. The first eight (8) visits by the Resident and/or his or her family members to RAP are free of charge. (USF GME RAP)**

To receive assistance residents may simply call RAP, 24 hours a day, seven days a week. Additional information is available through the [RAP website](#) or the [GME website](#)

## Employee Assistance Program (EAP)

Residents and Fellows are eligible to use the USF Employee Assistance Program provided by Magellan Health Services in addition to the wellness resources provided by RAP.

The USF EAP provides many additional resources to trainees for wellness and other issues. Check out their [website](#) to become more familiar with the resources they offer. They can be reached online or via phone. The phones are staffed 24/7 at **(800) 327-8705**. You will need to identify yourself as a benefits-eligible employee of the University of South Florida.

In addition to the hotline, there are other workshops available through the [EAP website](#).

## Professionals Resource Network (PRN)

The Florida Medical Practice Act (Florida Statute 458; Grounds for Disciplinary Action / Impaired Physicians Act F.S. 458.331), the Legislature, the Department of Business and Professional Regulation, the Board of Medicine, and the medical

profession affirm their commitment to public safety by continuing to authorize and support the Impaired Practitioners Program of Florida. The Professional Resource Network (PRN), a part of the program, was established to address the specific needs of an impaired physician. The PRN can be reached by calling **(800) 888-8PRN (8776)**, writing to PRN at P.O. Box 16510, Fernandina Beach, FL 32035, or via the [PRN website](#). As necessary, Incoming Residents may be referred to PRN in conjunction with their Board of Medicine Application for a training license.

The Impaired Practitioners Program also governs the Professions of Osteopathic Medicine, Pharmacy, Podiatry, and Nursing. The legislation provides in some cases therapeutic alternatives to disciplinary action; in other cases, the legislation allows therapeutic intervention and treatment concurrent with disciplinary action. Recognition that illness and recovery are mitigating factors in Board disciplinary proceedings gives a licensee an opportunity to reenter practice after satisfactorily completing treatment and progressing satisfactorily in recovery and provides increased incentive for early interventions and treatment.

### Educational Funds ([GME - Educational Funds](#))

Funds are made available for support of resident education. These funds are managed by the individual programs and should clearly relate to the program and/or trainee educational needs, including travel costs for presentations at conferences, books and educational material, board review courses, graduation expenses, and much more. Please visit the GME webpage on [Educational Funds](#) for detailed information.

### Leave of Absence

For leave of absence information, please refer to GME Policy [GME-215 Leave of Absence](#). The policy includes information on Annual, conference, Sick, Medical/Parental/Caregiver, Military, Bereavement domestic violence leave and Unexcused Absences. The [leave of absence form](#) can be obtained on the GME website.

Residents appointed to the USF Morsani College of Medicine shall be entitled to leave according to the provisions outlined in the GME policy on leave, the Housestaff Handbook and the House Officer Contract and includes annual, conference, sick, sick leave pool, Medical/Parental/ Caregiver, military, Bereavement, domestic violence, and Family Medical (FMLA) Leaves. The GME policy on leave does not have any additional leave types such as administrative leave. Residents must follow the procedure/guidelines of their training program in requesting and scheduling leave. Program Directors, or their designees, have the final authority to approve leave requests. **Leaves of absence may extend the duration of training as specified by the American Board of Medical Specialties (ABMS) and time must be made up in order to fulfill the requirements for program completion.** The Program Director retains final authority in determining whether individual Residents have met the training criteria for program completion. Individuals are not automatically guaranteed re-entry into the training program following leaves of absence and should discuss future arrangements with their Program Director prior to commencing a leave of absence as it may impact completion of their program.

A written request for any leave other than unexpected sick leave must be submitted to the Program Director prior to commencement of leave. Unexcused absences may be subject to loss of pay and disciplinary action.

## Initial Appointment Requirements

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Please refer to GME Policy [GME-200 – Eligibility, Recruitment, Selection and Appointment](#)

As part of the GME onboarding process, which includes the Florida Board of Medicine licensure and Veterans' Administration process, incoming trainees must provide a negative drug screen provided on the first sample or on retesting of the same original sample. They must also pass a criminal background check and National Practitioner Data Bank search; See Policy No. [GME-199 – Background Check](#) for additional details. Failure to meet the entrance requirements will result in the rescinding of any offer of employment. For Residents who transfer from another program, their full and complete training file from their prior program must be provided prior to employment.

### Florida State Medical License

The State of Florida requires that all practicing physicians hold a valid Florida medical license in order to provide healthcare services. Resident physicians who are enrolled in a post-graduate training program must hold either a valid, unrestricted license or a valid training registration. Residents without a training license or a full license in the State of Florida may not participate in patient care and will be placed on unpaid leave.

As part of the on-boarding process, Residents who wish to be licensed in the State of Florida are required to file a formal application, pay a licensing fee (GME covers the cost for the training license registration fee), and meet all requirements for licensure set forth by the Florida Board of Medicine or the Florida Board of Osteopathic Medicine. The application materials and specific information on application procedures for State licensure can be obtained from either the [Florida Board of Medicine](#) or the [Florida Board of Osteopathic Medicine](#).

## Continued Appointment Requirements

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### Evaluation

Each Resident shall be evaluated during and at the conclusion of each rotation or educational assignment, in writing, according to written criteria and procedures established by the individual program and ACGME's six core competencies and program specific milestones. This evaluation process shall objectively assess the knowledge, skills, and attitudes demonstrated by the resident associated with program-based milestones. There shall also be a 360-degree evaluation of the Resident's professional attitudes and core competencies by colleagues, supervisors, and others. At least semi-annually, the Program Director or designee must meet with each resident and review their documented evaluation of performance, including progress along the specialty-specific Milestones and when applicable the specialty-specific Case Logs. Resident summative evaluation shall represent the collective input of the program's clinical competency committee and will assess the resident's readiness to progress to the next year of the program, if applicable. All evaluations shall be communicated to the Resident in a timely manner and attempts should be made by the Resident to remedy any deficiencies noted by the faculty's evaluation of the Resident where appropriate. A record of each evaluation is maintained in the New Innovations trainee file and is accessible by the Resident for review.

The decision to approve completion of training shall be made using a Final Evaluation Form. Each program shall provide a written final evaluation for each Resident who completes the program. The Final evaluation shall include a review of the Resident's performance using the specialty-specific Milestones, and when applicable the specialty-specific Case Logs. The Final Evaluation Form shall verify that the Resident has demonstrated the knowledge, skills, and behaviors necessary to enter autonomous practice. This Final evaluation shall remain a part of the Resident's permanent record maintained by the institution in New Innovations.



## Program Evaluation

Residents shall be offered the opportunity to confidentially in writing evaluate the quality of the curriculum and the extent to which the educational goals of the program have been met. This evaluation shall occur no less than once a year. Additionally, Residents shall be given the opportunity to evaluate the teaching faculty as to their effectiveness in supporting the goals established by the program.

## Supervision

Please refer to the policy [GME-204 – Supervision and Accountability of Post-Graduate Residents](#) for additional information.

Copies of the scope of practice for each residency can also be obtained from the GME Website ([Scope of Practice](#)), the education office of each affiliated hospital, from the program's residency coordinator, or thru Procedure Logger in New Innovations.

## Supervision/Attending Notification

Each resident must know the limits of his/her scope of authority and the circumstances under which he/she is permitted to act with conditional independence. Each resident should review the specific progressive supervision policy for their program as well as the USF GME Supervision Policy. In each training program, there will be circumstances in which all Residents, regardless of level of training and experience, must verbally communicate with the appropriate supervising faculty member. Program must identify and put in writing, these circumstances when verbal communication with supervising faculty is necessary.

## Corrective Action, Discipline and Due Process

Please refer to the policy [GME-218 – Corrective Action, Discipline and Due Process](#) for additional information.

## Maintenance Of Licensure, Registration & Certification

### Maintaining a License

The State of Florida requires that all physicians hold either a valid unrestricted Florida medical license, or a resident registration (training license). Providing care to patients without a current full, unrestricted or training license in the State of Florida is “practicing medicine without a license” and violates state law. A lapse in licensure can result in suspension without pay and progressive disciplinary action, up to and including dismissal. As noted in the House Officer Contract, all trainees are responsible for maintaining an active and verifiable State of Florida license or registration as a physician in training. You can check the status of your license by going to the [Florida Department of Health website](#) and entering your information into the search fields.

### Physicians With Training Licenses – DEA

Physicians with a training license are not eligible for a DEA certificate and therefore must use a hospital-specific registration number issued by the Board of Medicine. The institutional DEA number is not valid for activities outside the scope of practice of the training program and is only valid for prescriptions at that institutional site. Prescriptions for controlled substances must be written or countersigned by a Florida-licensed physician with a valid DEA number. All

trainees must register for access to the Florida Prescription Monitoring Program, E-FORCSE, using a resident account. See additional info at <https://www.floridahealth.gov/statistics-and-data/e-forcse/>.

## Physicians With Full Licenses – DEA

Residents with an unrestricted (full) license to practice medicine in Florida may apply for registration with the Drug Enforcement Agency (DEA) and receive a DEA number. The DEA number allows a resident to prescribe controlled substances for patients. Application forms can be found at [www.deadiversion.usdoj.gov](http://www.deadiversion.usdoj.gov). Only physicians licensed in the State of Florida who hold a valid DEA registration may write prescriptions. **Physicians may not write prescriptions for themselves or for members of their immediate family; similarly, residents and fellows are not authorized to write prescriptions for other residents and fellows.** Prescriptions are legal documents and must comply with Florida requirements. All practitioners must register for access to the Florida Prescription Monitoring Program, E-FORCSE. See additional info at <https://www.floridahealth.gov/statistics-and-data/e-forcse/>. The U.S. Department of Health & Human Services, Office of Inspector General has also issued two Toolkits related to controlled substance in the State of Florida. See below for additional information:

1. **Toolkit for Calculating Opioid Levels and Identifying Patients At Risk of Misuse or Overdose: R and SQL**  
[Toolkit With R and SQL Programming Code] <https://go.usa.gov/xvG92>
2. **Toolkit: Using Data Analysis To Calculate Opioid Levels and Identify Patients At Risk of Misuse or Overdose**  
[Toolkit With SAS Programming Code] <https://go.usa.gov/xvG9g>

## BLS / ACLS / PALS / NRP / ATLS

Prior to beginning their term of employment in a USF affiliated institution, all Residents are required to hold current BLS certification. Residents in all specialties and subspecialties, except pediatrics and pediatric subspecialties, are required to hold ACLS certification. Those in pediatrics and pediatric subspecialties are required to hold PALS certification. Anesthesia, Family Medicine, Emergency Medicine, Emergency Medicine Fellowships and Internal Medicine/Pediatrics are required to have both ACLS and PALS. Residents in Neonatology, Family Medicine, Med/Peds, Emergency Medicine, and Pediatrics are also required to hold current certification as a Neonatal Resuscitation Provider (NRP). NRP renewal requirements are department-specific and not mandated by GME, with the exception of Pediatrics, Med/Peds, and Neonatology. Residents must successfully complete re-certification courses as applicable for each certification type.

Advanced Trauma Life Support (ATLS) is a requirement of the following programs: Anesthesia, Emergency Medicine, General Surgery, Neurosurgery, Orthopedic Surgery, Otolaryngology, Plastic Surgery, Urology, Vascular Surgery, Surgical Critical Care. Certification is valid for four years and must only be renewed by those residents continuing to practice on trauma rotations after the expiration of initial ATLS certification.

Failure to maintain current certifications as required may result in disciplinary actions.

## Core Curriculum

The Accreditation Council for Graduate Medical Education (ACGME) requires that institutions who sponsor Graduate Medical Education training programs assure the development of personal programs of education. Furthermore, the ACGME requires that Residents have an adequate knowledge and understanding of core concepts in several key areas such as fatigue mitigation. Each Resident shares in the responsibility for the development of an ongoing program that includes these critical areas of education which may not directly link with the curriculum of your chosen specialty. Please recognize the importance of this area and integrate it into your ongoing program of self-study.

## General Core Competencies

Trainee performance will be evaluated on ACGME core competencies and specialty specific milestones. Trainees should discuss with their Program Directors how each core competency is evaluated and effects program expectations. Each core competency is described below. As part of their training, trainees are required to complete the AMA GME Competency Education Program on an annual basis. These modules serve as a complement to the training they receive from their program. In addition, trainees should consult the ACGME website for additional details concerning the core competencies and milestones.

The infographic consists of six colored boxes, each representing a core competency. Each box contains a bullet point describing the competency and a small circular icon. The competencies are: Patient Care (green box, icon of hands), Medical Knowledge (yellow-green box, icon of people), Practice-Based Learning & Improvement (teal box, icon of a magnifying glass over a document), Interpersonal & Communication Skills (light blue box, icon of people), Professionalism (dark blue box, icon of a 'Professional' sign), and System Based Practice (light green box, icon of a heart with a stethoscope).

- Patient Care**
  - Provide patient care that is compassionate, appropriate, and effective for the treatment of health problems and the promotion of health.
- Medical Knowledge**
  - Demonstrate knowledge of established and evolving biomedical, clinical, epidemiological and social-behavioral sciences, as well as the application of this knowledge to patient care.
- Practice-Based Learning & Improvement**
  - Demonstrate the ability to investigate and evaluate their care of patients, to appraise and assimilate scientific evidence and to continuously improve PC based on constant self-evaluation.
- Interpersonal & Communication Skills**
  - Demonstrate interpersonal and communication skills that result in the effective exchange of information and collaboration with patients, their families, and health professionals.
- Professionalism**
  - Demonstrate a commitment to carrying out professional responsibilities and an adherence to ethical principles.
- System Based Practice**
  - Demonstrate an awareness of and responsiveness to the larger context and system of health care, as well as the ability to call effectively on other resources in the system to optimize health.

## Resident Responsibility as Teachers

It is important to note that creating an appropriate learning environment for medical students is the shared responsibility of faculty, staff, medical students, and residents. The learning environment includes formal learning activities and the attitudes, values, and informal “lessons” conveyed by individuals who interact with the medical student. Residents who supervise or teach medical students and who serve as teachers or teaching assistants must be familiar with the educational objectives of the course or clerkship rotation and be prepared for their roles in teaching and assessment. Clerkship/rotation directors must provide rotation objectives and clear guidance about the Residents’ roles in teaching and assessing medical students.

Residents and fellows are required to (1) be familiar and compliant with the MCOM Professionalism policy, [Professional Behavior and Values Policy](#), (2) know how to report unprofessional behavior, [Student Professional Behavior reporting form](#), and be familiar and compliant with the MCOM student mistreatment policy and reporting process ([Student Mistreatment Policy](#); [Student Mistreatment Reporting Form](#)). Professionalism is grounded in the fundamental values of honesty, integrity and fairness and is an essential part of the practice of medicine. All MCOM faculty, residents, students, and staff are expected to conduct themselves in a professional manner and contribute to creation of a culture that is supportive of learning. Mistreatment, bullying, discrimination, harassment, and sexual harassment are prohibited at MCOM. The College forbids any retaliatory action against reporters who present grievances in good faith.

## Affiliated Hospitals: Bylaws, Rules & Regulations; Policies & Procedures

Each affiliated institution maintains Bylaws, Rules and Regulations pertinent to the practice and conduct of the Medical Staff providing care within the facility. Residents are expected to comply with the Bylaws, Rules and Regulations pertinent to them while rotating through that institution. Additionally, the institution has established administrative policies and procedures that are critical to the maintenance of the hospital's licensure, accreditation and certifications. Residents are also expected to comply with these policies and procedures where applicable.

## Medical Records

Timely completion of medical records is an ongoing responsibility for physicians. Accurate, legible and timely entries are mandatory for appropriate patient management, continuity of care, billing and coding procedures and appropriate self-management program. Physicians, including Residents, may be restricted from managing patients or having operating room access because of delinquent medical records. Documentation of patient evaluations and treatment must be completed at the time the service is performed. In addition, physicians are required to sign all documentation of patient evaluations and treatment.

## Media Relations/Social Media

Calls for information on USF Health matters, research stories, and information on the Morsani College of Medicine should be referred to the USF Health Communications Office at **(813) 974-3300**. Photography or filming on campus of any matters concerning the Morsani College of Medicine should be appropriately approved and coordinated through the Communications Office. **Photography involving patients and intended for purposes of medical care, education, or research, for public release or personal use, shall be taken only at such times and under such conditions as approved by the patient's attending physician and only after the patient has expressed his/her informed consent in writing. ALL Residents and Fellows are also mandated to NOT post pictures of patients or any patient-related material on any social media site.**

See the USF Health policy ([HIPAA and Social Media Use](#)) related to HIPAA and Social Media Use for additional guidelines on Federal and State laws concerning patient protected health information.

## Compliance & Health Insurance Portability & Accountability Act (HIPAA)

The USF Health MCOM places high priority on "compliance" with the laws, rules and, regulations applicable to maintaining excellence in teaching and patient service. Because Residents must play an integral role in providing and documenting patient services, they are expected to become knowledgeable about the regulated aspects of patient billing, resident participation in providing patient care, and resident supervision. Information regarding compliance and related training requirements will be made available during your on-boarding process and other venues, to include departmental grand rounds.

As part of this informational process, USF Health has established a compliance and quality improvement program, called the Professional Integrity Program (PIP), with a focus on doing the right things well, that includes related training, monitoring, and corrective action. The goals of the program are to:

- Coordinate professional integrity activities within the USF Health and in coordination with USF as a whole;
- Ensure an institutional perspective;
- Use the Federal Guidelines for effective compliance programs as a basis for the program;
- Implement an "early warning" process for emerging compliance/integrity issues;
- Raise awareness about legal and ethical issues and obligations; and
- Through quality improvement activities and applying best practices, ensure our teaching, research and patient care activities are legally sound and reflect our professional integrity.
- The PIP promotes a culture of professional integrity wherein every member of the USF Health community demonstrates integrity in all they do, and the right thing is done even when it involves a short-term cost.

All Residents are required to comply with HIPAA and to immediately report privacy breaches to the Professional Integrity Office. If you have questions or wish to report a concern or potential problem regarding the Code of Conduct, Standards of Conduct, Billing Integrity or HIPAA Privacy Topics, you may contact:

USF Health Helpline:  
(813) 974 2222

PIO Email: [piohelp@health.usf.edu](mailto:piohelp@health.usf.edu) or  
EthicsPoint: (USF Hotline) at [EthicsPoint Hotline](#)

### Clinical Experience & Education Work Hours (Policy No. [GME-208](#))

Reporting clinical experience and education work hours is a required part of residents' employment at the University of South Florida. Residents are required to log work hours no less than monthly, accounting for all hours in New Innovations by the 5th day of each month. Failure to record work hours can result in disciplinary action, up to and including dismissal. All Residents are responsible for adhering to the ACGME limits established for clinical experience and education work hours. Work Hours are defined as all clinical and academic activities related to the training program, i.e., patient care, administrative duties related to patient care, the provision for transfer of patient care, time spent in-House during call activities and scheduled academic activities such as conferences.

More restrictive work hour requirements may have been set forth by various Residency Review Committees ("RRC"). Where required, each program shall adopt the Clinical Experience and Educational Work Hours policies (noted above) as mandated by the ACGME or the RRC for a particular specialty.

### Call Responsibilities (Policy No. [GME-208](#))

Each program maintains a schedule of on-call activities for nights and weekends. Some programs have in-hospital call responsibilities while others allow Residents to take call from home. In either case, individuals who are on-call are expected to be immediately available and ready to work during the entire period of assigned call. Residents who are scheduled to take night call and are not available or do not execute their responsibilities are subject to adverse action.

### Moonlighting & Outside Activities (Policy No. [GME-209 - Moonlighting](#))

In addition to the USF Health GME Moonlighting Policy, all USF Health employees are subject to State Law, and the University Regulation and Policies ([USF #0-027](#)) which provide specific guidance regarding Outside Activity and Conflicts of Interests. The University requires that annual disclosures are to be made by each employee as provided for by Regulation and Policy. Residents participating in Moonlighting and/or outside activities will need to log into [www.my.usf.edu](http://www.my.usf.edu) and complete eDisclose for Outside Activity (OA) as indicated on the [Moonlighting Approval Form](#). Additional documentation may be required if moonlighting at an affiliated institution. Residents may not bill or supervise in their area of training during moonlighting/OA.

Moonlighting/OA employment malpractice insurance coverage is not provided by GME as part of the USF Health Self Insurance Program and is the responsibility of the resident participating in moonlighting/OA. Use of an affiliated hospital's institutional DEA number is not valid for activities outside the scope of practice for the program.



## Attire

Appropriate standards of professional attire are required for all physicians, healthcare professionals, Residents, and medical students. This standard of dress is intended to encourage patients' confidence in their physicians and to help patients and families recognize physicians, Residents, and students as members of the healthcare team.

While in contact with patients, all Residents shall wear appropriate "clinical attire". Clinic attires includes identification, a white coat with Morsani COM patch. Residents may not wear shorts, cutoffs, jeans, or similar casual clothing, e.g., T-shirts, jerseys while in contact with patients. Footwear shall be clean and appropriate to the occasion. No flip-flops, sandals, or heavy boots shall be permitted.



Scrub clothing will be provided as appropriate for specific patient care areas. Staff in these areas shall, upon leaving the area for short periods of time, wear designated protective cover garments or white lab coats. Persons entering a sterile area, e.g., operating room, shall don a new set of clean scrubs. Disposable accessories, e.g., masks and shoe covers, must be properly discarded upon leaving areas at any time and replaced upon re-entry. **Hospital scrub clothing shall not be removed from the facility. Personnel outside the hospitals with hospital-provided scrub clothing shall be subject to disciplinary action.**

## Living Quarters/Laundry

Neither the University nor the affiliated hospitals provide housing or laundry for residents. Residents who are assigned to take in-hospital calls will receive suitable quarters for sleep and study. Neither the University nor the affiliated hospitals provide sleeping facilities for family members during call hours.

## Meals & Meal Plan Policies

The ACGME requires that the sponsoring institutions (hospitals) make available adequate food facilities that are accessible to the residents during the assigned duty hours. Residents who are assigned to take in-hospital call will receive an allotment for meals at the affiliate institutions. **This service is a privilege, not a requirement of the affiliated hospitals.** See hospital specific policies below. **Please note that meal gratuities are for the Resident only and are not to be extended to other individuals. Abuse of meal privileges could result in their loss.**



## Hospital Specific Meal Plan Policies

**Bay Pines VA Healthcare Center:** Meals are provided without charge to authorized residents who serve as Officer of the Day/House Staff before/after medical center administrative working hours of 8:00am – 4:30pm, Monday through Friday. Residents performing these duties under the fee basis program or as part of their work schedule are excluded, meals are limited to the evening meal and breakfast the following morning (when the tour of duty includes the previous night). On weekends and federal holidays, the noon meal is also provided. If resident has questions re: allergies, food selection, concerns they can call 727-398-6661 x 15417 (Nutrition and Food Services supervisors) or 14277 (dietary office) between 5:00am-8:00pm daily. We recommend this be done as early as possible as the food and nutrition service will need to run a “test tray” in their computer system against the allergies to make sure the items are ok.

- a) If residents want a hot meal, coffee, yogurt, refreshment, they should call the two above numbers at the following times: 6-9a breakfast, 1130-130 lunch, 5-7pm dinner.
- b) When they call, they should identify themselves as physician resident trainees, place their order, and then ask when they can stop by the temporary kitchen East entrance (located between building 100 and the parking garage, there is a hallway from 100 directly to this area, walk the outside ramp, up a few stairs and to the right is the employee entrance).
- c) **In between the above times**, there are some food items, frozen meals, limited refreshments at 3A-103, 3B-173 (building 111 mental health), 3D (3D-135, building 100) nourishment areas (patient nourishment areas). *Please note to use this area judiciously as this is meant for patient nourishment. Items are tracked.* Any unauthorized meals will be charged to the individual resident at the prevailing guest rate for the current fiscal year.
- d) There is always an available menu that rotates every 3 weeks.

**James A. Haley Veterans’ Hospital:** Meals are provided without charge to authorized residents and fellows performing assignments after the hospital administrative working hours of 8:00am -4:30pm, all days of the week, under the following criteria: (a) those medical teams on published “on-call” schedules (Resident must be in-house) and residing in “on-call” quarters overnight; and (b) those medical teams that are in the hospital through a meal period due to an extended work period or emergency. Note that moonlighting residents and fellows are also not entitled to gratuitous meals. Meals included would be dinner and breakfast for overnight call, extended work period, or emergencies.

Hot meals are provided by the VA kitchen every evening at 5pm in the new bed tower (bldg. 100) on wing 2B – outside of the MICU resident work room. There is no need to place an order as a full tray carrier is delivered each evening from the kitchen with more meals than trainees on call.

Additionally, all services that rotate teams with on-site overnight call are issued “meal cards” from the Education office for use by all members of the team on call. On the first calendar date of each month, cards are reloaded with funds to cover food/drink/meals for the # of days the team is expected to be on call each month. Meal cards can be used at any of the Veteran Canteen Services (VCS) locations in the hospital, including the VA Store. A limit of \$10 per meal per person on call is budgeted. An evening meal and breakfast may be purchased with the meal cards for those residents on overnight call. Judicious use of the cards by each team should provide more than enough funding for the month on service.

Advanced residents and fellows who come into the VA overnight to provide emergent services may also use a meal card. Please use the meal card assigned to the general service taking call as the JAH VA is unable to issue cards to individuals. (For example, an ENT resident is at the VA overnight in the OR on a complex case – use the General Surgery meal card as needed.)

Meal cards should generally be stored in the clinical work rooms in a single location so all team members are aware of the location. Cards that run out of funding can be reloaded only after all purchases are reviewed for appropriate use. This and any other issues, including loss of a card, should be reported immediately to the Health Professions Education (HPE) Team at

[VHATAMHPE@va.gov](mailto:VHATAMHPE@va.gov)

**Moffitt Cancer Center:** Each resident taking in-house call will receive two (2) meal cards to offset the expense of dinner & breakfast for each call period, worth up to \$7 per meal. Meal cards will be distributed by Security when reserving a call room. Contact MCC GME at (813) 745-1867 with questions.

Residents and Fellows with a Moffitt badge are eligible for a 10% discount at the Moffitt cafeteria.

**Morton Plant Hospital:** Provides meals for residents who are on inpatient rotations or night float, either in the physician lounge or provided with \$10 per meal in the cafeteria.

**Tampa General Hospital:** Meal “debit” cards are issued once when trainees are on-boarded. After the initial meal card, replacement is \$25. Trainees will electronically sign an acknowledgement for receipt of the meal card and agree to abide by the TGH Meal Card Guidelines. Abuse of the meal card privilege will result in the meal card being voided of funds for the balance of the year for non-adherence to the meal card guidelines. Modifications may be made once a year in January. Contact the GME Office at **(813) 250-2506** or your Education Coordinator with questions.

## Requirements for Board Certification

Requirements for Certification by the ABMS. Each Board of the American Board of Medical Specialties has individual requirements that residents should become familiar with. A summary of each set of Board requirements is available in the AMA publication “Graduate Medical Education Directory,” which is published each year and which is available in your Program Director or coordinator’s office. In addition, important information regarding requirements and applications is available on the <http://www.abms.org/> website, with links to the individual websites for each Board. Listed on the website is a summary of the current requirements. **Please note that many Boards have a requirement for a minimum number of weeks worked for a year of training to qualify for Board Certification.** A resident who is concerned about his or her eligibility should meet with the Program Director and/or contact the appropriate Board for information.

## Crisis Management Plans & Procedures



### Emergency Preparedness

In order to ensure the safety of self and others in the event of a life-threatening situation, all residents are expected to familiarize themselves with the action plans and procedures of USF Health and the individual affiliated institutions.

At the time of a weather-related condition or other emergency, all official notifications regarding University operations will be released through the USF Website and on our toll-free information line at **(800) 992-4231**. See the [USF Hurricane Guide](#) for additional information.

When a hurricane or tropical storm approaches, USF officials maintain communication with local and state agencies to monitor the storm’s track. Official notifications will be updated as changes occur or there

are cancellations to report. The fastest way to get emergency information is by subscribing to AlertUSF on a cell phone. To register visit [AlertUSF](#).

## Links To Major Affiliate Institutions' Emergency Preparedness Resources

- [Bay Pines VA Emergency Response & Information](#)
- [James A. Haley VA Emergency Response & Information](#)
- [Tampa General Hospital Hurricane Information](#)

**Hospital Emergency Codes:** For a chart of Hospital Emergency Codes please see [Attachment 3](#) in the Handbook.

## USF Policies & Procedures

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It is important that Residents familiarize themselves with the policies, rules, and regulations of the University of South Florida, USF Morsani College of Medicine GME, as well as those of the affiliated institutions where training will occur. Information regarding policies, rules and guidelines for each of the affiliated hospitals is provided at their specific hospital orientation. General USF and MCOM policies and procedures are included here, but specific questions and procedural issues should be directed to the GME Office.

### Disability & Accommodations ([USF 0-108](#))

It is the policy of the University of South Florida System (USF System) to comply fully with the requirements of the Americans with Disabilities Act of 1990 as amended by the Americans with Disabilities Act Amendments Act of 2008 and all other federal and state laws and regulations prohibiting discrimination and assuring accessibility on the basis of disability. No qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of services, programs, or activities of the USF System, or be subjected to discrimination or lack of access by the USF System, as provided by law. For more information, please see the full policy link above or on the GME website.

### Grievances/Appeals Policy Statement

Please refer to policy [GME-228 - Grievance Policy & Procedure](#) for information.

### Sexual Misconduct / Sexual Harassment ([USF 0-004](#))

The USF System strives to provide a work and study environment for faculty, staff and students that is free of discrimination and sexual harassment, including sexual violence. Sexual harassment, including sexual violence, is prohibited within the USF System, and complaints of such conduct are to be filed with one of two designated offices within the USF System: specifically, the Office of Compliance & Ethics or the Office of Student Conduct & Ethical Development. The designated office will review such complaints and provide appropriate response including counseling, mediation (in limited circumstances), and/or referral for disciplinary action, up to and including termination from employment and/or expulsion from the USF System.

Pursuant to Title IX, the University does not discriminate on the basis of sex in educational programs or activities that it operates. Such protection extends to both employees and students. Any questions or inquiries concerning to the application of Title IX may be referred to the Title IX Coordinator, the Title IX Senior Deputy Coordinator, or to any of the University's Title IX Deputy Coordinators. The most up-to-date information on the University's Title IX Coordinator and Deputy Coordinators can be found in the [Office of Compliance & Ethics website](#).

The Title IX Coordinator is:

Maggie Denney, M.Ed., LMHC, CCEP - Director, Title IX & VAWA Compliance  
4202 E. Fowler Ave, ALN 172, Tampa, FL 33620  
813-974-8616 ; [denney1@usf.edu](mailto:denney1@usf.edu)

Discrimination and harassment on the basis of race, color, marital status, sex, religion, national origin, disability, age, genetic information, gender identity and expression, sexual orientation, or veteran status are also prohibited. (Please see USF System Policy Number [0-007](#), Diversity & Equal Opportunity: Discrimination & Harassment).

EthicsPoint is also available as a way for trainees to anonymously report any concerns related to any form of harassment, misconduct, fraud, abuse, and other violations of USF policies, including financial improprieties or medical ethics concerns. It is fully anonymous and does not require a USF log in to report an issue.

Go to [ETHICS POINT](#) to report concerns, or to your Program Director or the Office of GME.

[https://health.usf.edu/-/media/Files/Medicine/GME/current/We\\_Are\\_Listeni](https://health.usf.edu/-/media/Files/Medicine/GME/current/We_Are_Listeni)

## Consensual Relationship ([USF 1-022](#))

The University of South Florida (USF) is dedicated to excellence in teaching, research, and public service. All relationships between faculty, staff and students should be guided by the principles of professionalism, integrity, mutual trust and respect. Any relationship that calls these principles into question jeopardizes the ability of USF to effectively carry out its mission and maintain public trust.

## USF Ombuds Office

As an additional resource for Residents, the USF Ombuds Office provides an independent, impartial, informal and confidential resource to the USF community. Established in January 2016, the [Ombuds Office](#) can assist in conflict analysis and resolution, help facilitate communication, and provide informal mediations to all USF Faculty and Staff. Contact the Ombuds Office by phone (**813-974-7777**) or via e-mail at [OMB@usf.edu](mailto:OMB@usf.edu). Additional information is available thru the [Ombuds website](#)

## Nondiscrimination

USF prohibits discrimination against any employee based on race, color, sex, religious creed, national origin, age, veteran status, handicap, political affiliation, or marital status. Any discrimination concerns should be reported to the Program Director or the Office of Graduate Medical Education.

## Public Records

As a State agency, USF operates under Florida's "Government in the Sunshine" policies. All documents of any form made or received in connection with the transaction of any University business, other than those specifically exempted, are considered to be Public Records open for inspection by anyone who requests them and are available for copying upon payment of the cost of duplication. University documents that are specifically exempt from these requirements include student records, medical records, evaluative personnel records, and certain sponsored research records. Additional information and advice about the University's Public Record Policies can be obtained from the GME Office or the University's Office of the General Counsel.

Note: Any document, paper, letter, map, book, tape, photo, film, sound recording, data processing software or other material, regardless of physical form, characteristics, or means of transmission (which may include electronic mail, SMS &



## We're Listening: Give Feedback

- 1. Comments about a trainee, faculty, or a residency/fellowship training program**  
Click the Qualtrics link to complete an anonymous evaluation. Qualtrics Survey Link: [https://usfhealth.z1.qualtrics.com/jfe/form/SV\\_0p0gG6fyL2Vpb13](https://usfhealth.z1.qualtrics.com/jfe/form/SV_0p0gG6fyL2Vpb13)
- 2. Concerns about a trainee's Care at a Clinical Site**  
For patients and inter-professionals to provide feedback on residents and fellows, click the Qualtrics Survey Link: [https://usf.z1.qualtrics.com/jfe/form/SV\\_cXZHRYU5is8W](https://usf.z1.qualtrics.com/jfe/form/SV_cXZHRYU5is8W)
- 3. Concerns with Care at a Clinical Site**  
Please refer to the event reporting system where the patient care occurred: <http://health.usf.edu/-/media/Files/Medicine/GME/current/Reporting%20Patient%20Safety%20Events.ashx>
- 4. Concerns about sexual misconduct**  
Click the link to get more information and report an incident of sexual misconduct or harassment to the USF Diversity Inclusion and Equal Opportunity office: <https://www.usf.edu/title-ix/gethelp/file-a-report.aspx>
- 5. Concerns with medical students**  
Faculty, staff, residents/fellows, and students can report professionalism concerns confidentially using the report: [https://usf.z1.qualtrics.com/jfe/form/SV\\_b335talGplIH9A](https://usf.z1.qualtrics.com/jfe/form/SV_b335talGplIH9A)
- 6. Concerns with Professional Integrity, HIPAA, or Code of Conduct**
  1. Report all HIPAA privacy related breaches or incidents in the PrivacyPro Solutions: <https://usf.privacypro.solutions.com/report/privacy>, or
  2. Please contact the USF Health Professional integrity via phone (813) 874-2222 or email at [pjhhelp@usf.edu](mailto:pjhhelp@usf.edu), or
  3. Please contact the USF Hotline at EthicsPoint to make a confidential report: <https://secure.ethicspoint.com/domain/media/en/gui/14773/index.html?locationid=1>.

MMS messaging, as well as, other digital messaging, communication, and distribution platforms), made or received pursuant to law or ordinance or in connection with the transaction of official USF business used to perpetuate, communicate, or formalize knowledge. For more information see [USF Policy 0-106](#)

## Pagers



The assignment of pagers is made by the GME Office. The individual retains the same pager as he or she rotates from hospital to hospital. At times, individuals may be asked to carry a second pager, e.g., a trauma pager at Tampa General, a code pager, etc., but should continue to carry his or her individual paging device.

Residents are prohibited from loaning or transferring to any other person the pager assigned to them, and are individually responsible for his/her assigned pagers. For difficulties with pagers, residents should notify the USF GME Office at **(813) 250- 2319**. In the event of loss, theft or careless damage to the point that it cannot be repaired, pagers must be replaced at the resident's expense in the amount of \$75. **Pagers are**

**the property of USF and must be returned upon termination of employment.**

Each Resident is issued a pager when he or she begins training at the USF MCOM and affiliated institutions, with the exception of certain programs/specialties. Family Medicine (Morton Plant Hospital) Residents are issued cell phones through the GME office at Turley Family Health Center – for questions call **(727) 467-2502**.

Pagers can be exchanged through the GME Office and after hours at Tampa General Hospital communications office.

## Equipment

All equipment and materials, unless specifically issued to or purchased by Residents, are the property of the affiliated institution or Morsani College of Medicine Department. Institutional equipment should be identifiable by an owner's mark or control number. Residents are prohibited from utilizing affiliated institution or University equipment outside of the setting for which its use is intended, including personal use. Note that Residents are individually responsible for any and all assigned equipment.

## Identification Policy

All Residents will obtain a USF photo ID card and are required to wear this ID at all times while on duty. This card will allow access to USF clinic locations, and allow for participation in campus activities and benefits. The USF ID Badge is obtained from the USF Tampa Campus, in the Card Center, located in the Student Services Building (SVC), 1<sup>st</sup> Floor, Room 1032, and reachable by phone at **(813) 974-2357** or via e-mail at [idcard@usf.edu](mailto:idcard@usf.edu).

While there is no charge for the initial card, replacement cards are \$15 and can only be purchased with VISA or MasterCard. Current hours of operation are Monday - Fridays from 9:00 am to 5:00 pm.

Please note that identification cards specific to the affiliated institutions (i.e., a PIV card at the VA Hospitals) are also required during rotations at their sites.

## Employee / Occupational Health

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### Occupational Exposure and Infectious Employment-Related Injuries and Exposure to Bloodborne Pathogens (BBPs) and Infectious Diseases

USF Health Residents are required to complete appropriate communicable disease screening, immunizations and training in BBP exposure prevention and management. For questions related to COVID-19 in the work environment, please contact the Medical Health Administration (MHA) office at [mha@usf.edu](mailto:mha@usf.edu) or via phone at **(813) 974-3163**.

#### **Additional Annual Requirements include:**

- **TB Screening** (This Screening will be provided at no cost to you through the Medical Health Administration (MHA) office or from our clinical affiliates), and,
- **INFLUENZA Vaccination will be required each year** (This vaccine will be provided for you at no cost beginning as soon as the vaccine is available each year through the USF Medical Clinic/Medical Health Administration (MHA) office or from our clinical affiliates).

**Documentation should be directed to [mha@usf.edu](mailto:mha@usf.edu).**

In addition, trainees must follow each Clinical Facility's BBP Exposure Protocols and comply with USF Morsani College of Medicine's [Blood Borne Pathogen Exposure Policy and Procedure \(GME-310\)](#).

As a USF Employee, all Residents are required to follow state and federal regulations for Worker's Compensation as well as the policies/procedures for the affiliated healthcare facility. Many subsequent benefits, including long-term treatment and disability compensation depend upon prompt reporting of any employment-related injury or illness. Failing to report an injury or exposure to USF within 7 days could result in denial of coverage for the incident.

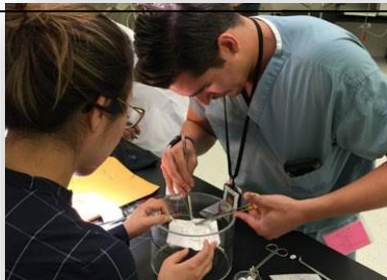
#### Requirements include:

- For an exposure at a USF Clinic, contact the USF Medical Health Administration (MHA) office at **(813) 974-3163** immediately for evaluation. **Do not let the patient leave before their blood is drawn for testing.**
- For a blood borne pathogen exposures at a clinical affiliate location during business hours: Immediately Report to the Clinical Affiliates' Employee/Occupational Health Services for evaluation (See contact information below). Residents/Fellows reporting a BBP exposure are required by law to complete baseline lab testing.
- After Hours Incidents: Contact the Nursing Supervisor or report to the Emergency Room as directed
- Notify the USF Medical Health Administration (MHA) Office of the incident within 48 hours at **(813) 974- 3163**.
- Notify your supervisor or department designee of all occupational injuries and/or exposures.
- Complete Facility reports as required and the USF Report of Injury or Illness and Supervisor's Report.

Please click on this website for specific instructions for blood borne pathogen exposures and other exposures (<https://health.usf.edu/medicine/internalmedicine/infectious/medical-health-administration/overview>)

Exposure Contacts at USF and USF Affiliates - Employee Health Services (EHS)	
<b>John Hopkins All Children's Hospital:</b> Contact: Occupational Health Office 727-767-4190 *After hours: Page evening/night nursing supervisor	<b>James A. Haley Veterans' Hospital:</b> Contact: Occupational Health 813-972-2000 x 7628 or 7046 After hours: Go to emergency room
<b>Bayfront Medical Center:</b> Contact: Employee Health Coordinator 727-893-6189 *After hours: Go to emergency room	<b>Morton Plant Mease Hospitals:</b> Contact: 727-825-6225 *After hours: Go to emergency room
<b>Bay Pines VA Hospital:</b> Contact: Occupational Health 727-398-6661 x14225 *After hours: Go to emergency room	<b>Shriners Hospital:</b> Contact: 813-972-2250 *Ask for the Clinic Supervisor After hours Contact 813-974-2201 for ID Fellow
<b>Florida Hospital - Tampa:</b> Contact: Occupational Health 813-615-7840 *After hours: Go to emergency room	<b>Tampa General Hospital:</b> Contact: Employee Health 813-844-7649/4525/4526/4527 *After hours: Page evening/night nursing Supervisor -Genesis                    -Health Park -Specialty Clinic   -Medical Examiner's Office -Hyde Park Medical Building
<b>Hillsborough County Health Department:</b> Contact: 813-307-8015 x6402 or  813-307-8015 x3103	<b>H. Lee Moffitt Cancer Center:</b> Contact: Employee Health 813-745-4276 *After 4:30pm page evening/night nursing coordinator
<b>For Exposure at any of the USF Health locations:</b> Contact: Medical Health Administration 813-974-3163; if no answer, page 813-216-0153. After hours, contact the ID Fellow "on call" at 813-974-2201. If no answer, call TGH at 813-844-7000 and ask to speak to the ID Fellow "on call" USF Medical Clinic; USF Morsani Center; USF South Tampa Center; USF Psychiatry Center, Eye Institute, USF Health Laboratories, and all other outpatient sites.	

*Questions regarding occupational exposure or infectious employment-related injuries should be referred to the USF Medical Health Administration Office at (813) 974-3163 / mha@usf.edu*



**For Additional Information regarding USF Clinical Affiliate Employee/Occupational Health Department Contact Information and for Bloodborne Pathogen and other Infectious Disease Exposures, visit the MHA Website**



## Radiation Safety

For programs where trainees are exposed to radiation, please discuss the affiliate protocol for monitoring radiation exposure with the program or site director. Radiation exposure should be maintained to As Low As Reasonably Achievable (ALARA). Please also note maximum dose of radiation exposure for pregnant workers is lower and should be discussed with radiation safety officer for a fetal dosimeter. Additional affiliate contacts include:

JAHVA: Joyce Petersen - [Joyce.Petersen3@va.gov](mailto:Joyce.Petersen3@va.gov)

TGH: Momir Predic - [mpredic@tgh.org](mailto:mpredic@tgh.org)

## Worker's Compensation:

The University of South Florida provides a safe and healthy work environment. USF's Workers' Compensation program is intended to provide medical treatment, disability leave and supplemental wages, as necessary, to eligible employees in the event they experience a work-related injury or illness.

All work-related injuries or illnesses are to be reported by the supervisor or department designee immediately by telephone to AmeriSys **1-800-455-2079** to report the work-related illness or injury.

**Employee's Responsibility:** When a work-related incident occurs, the employee must report all injuries or illnesses to his/her supervisor or department designee immediately (no exceptions).

**Supervisor's (or Department Designee's) Responsibility:** When an employee reports a work-related injury or illness, take prompt action to:

1. Ensure the individual receives necessary medical attention. In case of emergency, call **911 or immediately** send the employee to a hospital emergency room.
  2. With the injured or ill individual, immediately call **Amerisys at 1-800-455-2079** to report the work-related injury or illness so the employee can receive appropriate care. In case of emergency, call Amerisys as soon as practicable.
- Have the following information ready when you call Amerisys to report an injury:
    - Injured/ill employee's home address and phone number
    - Injured/ill employee's date of birth and social security number
    - Injured/ill employee's date of employment and salary
    - Injured/ill employee's location code
  - Complete the [Consolidated Injury/Illness Report](#) within 24 hours.
  - Take action to correct any safety hazards to prevent the same or similar injury or illness from occurring again.

If you have question on how to report a work-related injury, contact the USF Worker's Compensation Office a [workcomp@usf.edu](mailto:workcomp@usf.edu).

# University Services

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## Software License

As USF employees Residents have access to free software license. Software available includes Microsoft Office, Endnote, and Adobe Acrobat.

You can download them from this site: <https://software.usf.edu/all-software>

Please remember that these are only to be used by USF employees and should be removed upon your separation from the University.

## Parking

Parking on the USF campus is rigidly restricted. Parking permits are required 24/7/365 for parking during Grand Rounds, department meetings or conferences, and medical clinic rotations. No parking is permitted in the patient lots or reserved areas, where offenders are subject to fines and towing. Purchase of a USF campus permit is the Resident's responsibility. Permits are virtual and you will no longer be provided a physical permit; your license plate will become your parking permit. Parking Services requires that your license plate and vehicle information is up-to-date on the parking portal AND your vehicle is parked with your plate facing out.

USF campus permits can be purchased online thru the Parking & Transportation Website at [www.usf.edu/parking](http://www.usf.edu/parking) or in person at the main office at the intersection of USF Holly Drive and USF Plum Drive. Payment may be made with VISA or MasterCard only. Once payment of your virtual permit is received, you will receive an e-mail confirmation and be cleared to park on campus immediately.

Various permits are available on an annual or semester basis; please refer to your rotation schedule when making a decision about what type of permit to purchase. Please see the following link related to USF parking permit refunds or pro-rated refunds if you do not need the permit for the full semester/year.

<https://www.usf.edu/administrative-services/parking/permits/permit-refund-policy.aspx>

Additional information and rates can be viewed at [USF Parking Permits](#) website.

Parking arrangements at each of the Affiliated Institutions are defined for Residents and must be strictly respected.

Another option close to the Morsani Center is the Park & Ride lot using the USF Y permit that costs \$59/year and is walkable to Morsani. You can purchase the parking pass here. The parking lot is located on Lot 43 between USF Laurel Drive and Fletcher Avenue. You can view the parking map here.

**TGH Parking:** Residents and Fellows are assigned to the TGH EMPLOYEE PARKING GARAGE which is located across the hospital main campus. Your TGH ID badge will give you access to the garage and parking is FREE. Please note that Residents and Fellows are NOT ALLOWED to park in the designated Physician parking area.

### **Moffitt Cancer Center Parking:**

- For parking in the surface lots around Moffitt Cancer Center on Magnolia Drive, USF residents and fellows are required to purchase a USF parking permit (see USF options/instructions) and park in designated lots according to the designated parking permit.
- For those trainees who are working after standard business hours (on call or night float) or on the weekend, parking is allowable in the Moffitt garages (4th floor and above). However, any vehicle parked in a garage prior to 5:00 pm or after 7:00 am is subject to parking violations. During normal business hours, trainees are not allowed to park in any Moffitt garage around Moffitt Cancer Center.

- For parking at the Moffitt McKinley Hospital (MMH) or the Moffitt McKinley Clinic on McKinley Ave, USF trainees should obtain an individual (for oncology trainees) or shared (for rotating trainees) McKinley parking hangtag. Hangtags are available from the Moffitt GME Office. Shared hangtags are allotted to the programs according to the number of trainees expected from the training program each month and shared hangtags should be passed over to the next trainee when their Moffitt rotation ends. Parking for trainees is available in the MMH South Surface Lot, located near the parking garage next to the Moffitt McKinley Hospital (MMH). Questions can be emailed to [christine.hanna@moffitt.org](mailto:christine.hanna@moffitt.org)

### **JHACH Parking:**

**Residents** are to park in the garage off of 9th Ave South. Parking tags will be distributed during orientation or on the first rotation date. Residents may park in the North garage (visitors' garage) for evening/night/weekend shifts. The resident must park on the 3rd floor or higher when using the North garage and must display the parking tag.

**Fellows** are permitted to park in either the garage off of 9th Ave South or in the North garage (visitors' garage) for all shifts. The fellow must park on the 3rd floor or higher when using the North Garage and must display the parking tag.

**Note:** Security closely monitors the garages and will tow cars that are non-compliant.

**JAHVA Parking:** USF residents and fellows rotating at JAHVA must register all privately-owned vehicles with Police Service in order to park on the hospital premises in designated employee parking areas. Registration can be accomplished with Parking Attendants in Freedom and Liberty lots as well as **Levels 5-6** of the Parking Garage, and also the Romeo Lot. Residents will be issued a decal with red numbers and Students/Trainees a decal with blue numbers. Residents are allowed to park in the gated/controlled areas (Doctors only parking) located on the third floor of the parking garage. Failure to adhere to parking and traffic regulations may result in imposed fines and/or towing.

Walk-ins are welcome at the PIV/ID Office located at Building 42, but only 1 person can be in the office at a time and must wait outside to receive their Red/Blue decals. Vehicle registration and driver's license are required upon entry. Office hours are Monday-Friday 7:00 am- 3:30 pm, closing daily between 11:30 am-12:30 pm for lunch.

**BayPines VA:** For your first day at BayPines, park in Lot 16. Trainees will have an email sent to them by their Bay Pines program coordinator with where to report. The swear in ceremony is held in Bldg. 20, 2<sup>nd</sup> floor, room 200. The program coordinator will advise time to meet for the ceremony.

**Morton Plant Hospital:** Parking available at Turley Family Health Center on the south side of the building.

### Computer Services/E-mail Communication

The USF computer resources are maintained to support the USF Health Morsani College of Medicine and has established an extensive intranet throughout the College and affiliated hospitals. This network provides email and Internet access, Medline searches, personal information in GEMS, access to online periodicals, as well as access to an educational database. In order to access the network, all incoming Residents must obtain a USF email account from Health IS prior to starting their training.

**All residents are required to maintain a current USF email account because this is the method used to communicate with MCOM Residents. Email communication will not be sent to any other email addresses.** Residents must complete an acceptance of responsibility form to obtain network access.

**Note: All residents/fellows completing a rotation at JHACH will be expected to use the "jhmi.edu" e-mail for communication. The medical records department will only use the jhmi.edu e-mail to notify the trainee of outstanding orders for signature.**

The [IS department's website](#) offers helpful information, technical support, network maintenance and education programs. The support desk hotline can be reached by calling **(813) 974-6288, option 2**.

# Graduate Medical Education Website

A website created exclusively for the GME Office facilitates communication, provides access to essential documents, and serves as a repository for educational information regarding topics of interest to all Residents.

Please visit the [GME website](#), for comprehensive information of GME policies and procedures, forms, educational funds, wellness, and patient safety and quality improvement resources.



## Major Teaching Affiliates

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**Johns Hopkins All Children's Hospital**  
501 Sixth Ave. S., St. Petersburg, FL 33701 | (727) 898-7451  
President: Alicia Schulhof, MHA  
Vice Dean and Physician-in-Chief: George Jallo, MD  
Medical Education Contacts: Jennifer Maniscalco, MD  
Chelsea Crump, Administrative Coordinator  
Risk Manager Contact: Janette Pennywell  
Employee Health Contact: Mara Garcia, RN  
Link: [Johns Hopkins All Children's Hospital](#)



**Bay Pines VA Medical Center**  
10000 Bay Pines Blvd., Bay Pines, FL 33744  
Mailing Address: P.O. Box 5005, Bay Pines, FL 33744 | (727) 398-6661  
Director: Paul Russo  
Chief of Staff: Elamin Elamin, MD  
Medical Education Contact: Kimberly Cao, MD  
GME Contact: [VHABAYAcademicAffiliations@va.gov](mailto:VHABAYAcademicAffiliations@va.gov)  
Risk Manager Contact:  
Employee Health Contacts: Keisha Mcfarlane, MD  
Link: [Bay Pines VA Campus Map](#)



**James A. Haley Veterans' Hospital**  
13000 Bruce B. Downs Blvd., Tampa, FL 33612 | (813) 972-2000  
Hospital Director: David K. Dunning, MPA  
Chief of Staff: Colleen E. Jakey, MD  
Medical Education Contact: David M. Whitaker, MD  
GME Contact: Sonia Rivera  
Risk Manager Contact: Peter Ciampa  
Employee Health Contacts: Rachel H. Williams, MD  
Link: [James A. Haley Veteran's Hospital](#)



**Moffitt Cancer Center**  
12902 Magnolia Dr., Tampa, FL 33612 | (813) 745-4673  
President and CEO: Patrick Hwu, MD  
Chief Academic Officer: Jonathan Zager, MD  
Chair GME: Odion Binitie, MD  
Vice Chair GME: Evan Wuthrick, MD  
GME Contact: Christine Hanna  
Risk Manager Contact: Wanda Lane  
Occupational Health Contact: [Occupationalhealth@moffitt.org](mailto:Occupationalhealth@moffitt.org) (813) 745-4276  
Link: [Moffitt Cancer Center Magnolia Campus](#)



## Morton Plant Hospital

P.O. Box 210, 300 Pinellas St., Clearwater, FL 33756 | (727) 462-7000

President & CEO: Stephanie Connors, RN, BSN, MBA

Chief Physician Executive: Sowmya Viswanathan, MD, MBA, MHCM, FACP

Medical Education Contact: Elizabeth Lawrence, MD – Program Director

GME Contact: Hallie Twomey @ Turley Family Health Ctr: (727) 467-2502

Risk Manager Contact: Maria Sosa

Employee Health Contact: Taline Ferrell

**Link:** [Morton Plant Hospital Campus Map](#)



## Tampa General Hospital

1 Tampa General Circle, Tampa, FL 33606 | (813) 844-7000

President and CEO: John Couris

Chief Medical Officer: Peggy Duggan, MD

Medical Education Contact: Alyssa Arrieta

Patient Safety Contact: Nicole Justice, Pt Safety Dir.

Employee Health Contact: JoAnn Shea, ARNP

**Link:** [TGH Campus Map](#)



## USF Health

12901 Bruce B. Downs Blvd., MDC02 Tampa, FL 33612

(813) 974-2196

**Dean/Senior Vice President:** Charles Lockwood, MD

**Medical Education Contact:** Cuc Mai, MD

**GME Contact:** Brad Clark, MBA, MS

**Employee Health Contact:** Sheryl Chewning, RN

**Link:** [North Campus](#)



## Helpful Links

- [Accreditation Council for Graduate Medical Education \(ACGME\)](#)
- [American Medical Association \(AMA\)](#)
- [Educational Commission for Foreign Medical Graduates \(ECFMG\)](#)
- [Florida Board of Medicine \(MD\)](#)
- [Florida Board of Osteopathic Medicine \(DO\)](#)
- [Florida Department of Health Medical Quality Assurance](#)
- [Florida Medical Association \(FMA\)](#)
- [Medical Insurance Plan – Preferred Providers](#)
- [New England Journal of Medicine](#)
- [Shimberg Health Sciences Library](#)
- [USF Health Home Page](#)
- [USF Health Division of Research Integrity & Compliance](#)

# Attachments

## Attachment 1: Institutional Statement of Commitment



### INSTITUTIONAL STATEMENT OF COMMITMENT

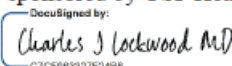
#### UNIVERSITY OF SOUTH FLORIDA MORSANI COLLEGE OF MEDICINE


The University of South Florida Morsani College of Medicine (“USF MCOM”) mission is to provide for the education of residents and fellows through the creation of a scholarly environment that fosters excellence in the lifelong goals of education, research activity, and compassionate patient care.


To carry out this mission, USF MCOM authorizes the Senior Associate Dean for Graduate Medical Education (“GME”) to function as the Designated Institutional Official (“DIO”). The DIO, in conjunction with the duly appointed Graduate Medical Education Committee (“GMEC”), has the authority and responsibility for the oversight and administration for all GME training programs to include Accreditation Council for Graduate Medical Education (“ACGME”) accredited and non-accredited/non-standard programs as appointed through the House Officer Contract issued by the USF MCOM Graduate Medical Education Office (“GME Office”). The DIO must ensure compliance with the ACGME Institutional, Common, specialty/subspecialty-specific Program Requirements.


The DIO reports directly to the Vice Dean for Educational Affairs, MCOM, and is formally responsible for all training activities in GME. The DIO works collaboratively with the directors of Undergraduate Medical Education, Research, and Continuing Professional Education in order to assure continuity and integration between the three principal components of medical education.

USF MCOM commits to provide the necessary resources, i.e., administrative, educational, financial, human, and clinical resources for the conduct of the training programs to ensure the residents’ professional, ethical and personal development, for the maintenance of an appropriate GME Office. Under the direction of the DIO, the Office of GME ensures continuous oversight of all GME programs sponsored by USF Health Morsani College of Medicine.

DocuSigned by:  
  
C7CF98327F24B8  
Charles J. Lockwood, M.D., M.H.C.M.  
Senior Vice President, USF Health  
Dean, Morsani College of Medicine  
1/10/2024 | 12:39 EST  
Date

DocuSigned by:  
  
80G4005919424A8  
Cuc Mai, M.D., FACP  
Senior Associate Dean, Graduate Medical Education  
Designated Institutional Official  
1/10/2024 | 08:04 EST  
Date

DocuSigned by:  
  
80G4005919424A8  
Cuc Mai, M.D.  
Chair, GMEC  
1/10/2024 | 08:04 EST  
Date

DocuSigned by:  
  
71504127203423  
Sami Noujaim, Ph.D.  
President, Faculty Council  
1/10/2024 | 17:06 EST  
Date

Date of Origin	Revision/GMEC Approval:
04/2018	04/2018; 10/2023



# USFGMEHOUSE STAFF BENEFITS

## Health Insurance

### United Health Care Three Tier Choice Plus

Resident portion of coverage is paid for by the USF Morsani College of Medicine (MCOM). Coverage starts on your first day of work. Dependent elections can be added at a low cost of \$75 per month for spouse only; and \$100 per month for spouse and/or eligible dependent child(ren). Dependent coverage is payroll deducted.



- **Tier 1 (USF MCOM Physicians and Affiliated Hospital Sites)**
  - Co-Payment: None
  - Deductible: None
  - List of MCOM (Tier 1) Providers: <http://health.usf.edu/doctors/>
- **Tier 2 (UHC Provider)**
  - Co-Payment: \$10/\$20 per outpatient visit
  - Deductible: \$250
  - List UHC (Tier 2) Providers: [www.myuhc.com](http://www.myuhc.com)
- **Tier 3 (Out of Network Provider)**
  - Co-Insurance: 20% after deductible
  - Deductible: \$500

## Disability Insurance

### UNUM Insurance Company

The USF MCOM pays the premium for a Long-Term Disability (LTD) plan designed to provide you with income protection in case of a disability during your training. You will be enrolled in this plan automatically at time of hire.

Your LTD pays a benefit amount of 60% to a maximum of \$4,000 per month after a period of disability of 90 days.

Once disability coverage is active, you will receive your monthly benefit for as long as you are disabled, up to retirement age.

There is also an optional individual disability insurance program available. More details can be found here:  
<https://www.standard.com/gme-site/university-south-florida>



# Life and Accident Insurance

## United Healthcare

A \$50,000 group term life insurance policy is provided to you by United Healthcare and paid for by the USF MCOM. You also have \$50,000 of AD&D coverage.

# Retirement

## Basic Retirement Plan

USF Residents/Fellows are automatically enrolled into the Temporary Employee Retirement Plan (TERP). **Participation in TERP is mandatory.**



- TERP is a defined contribution plan authorized under Section 401(a) of the Internal Revenue Code.
- **Corebridge Financial** (formerly AIG Retirement) is the plan administrator for the University of South Florida. Full information is available on the USF HR website: <http://www.usf.edu/hr/benefits/retirement/terp.aspx>
- 7.5% of pretax wages will be taken biweekly with each pay period.
- Please note that money is placed into a fund by default, but you may select other investment options.
- For more information about your investment account, participants may contact a Corebridge Financial Client Service Professional at 1-800-2542 or visit the [Corebridge Financial TERP](#) website.

## Optional Voluntary Retirement Plans

In addition to TERP, USF offers optional opportunities to save for retirement utilizing 403(b) Tax Sheltered Annuities and 457 Deferred Compensation Plans. These programs offer employees the opportunity to save additional money for retirement while reducing current income tax liability. Contributing to a tax-deferred program is voluntary. Contributions are made through payroll tax deduction and forwarded to a participating investment company. For additional information on these voluntary tax- sheltered annuity options – and a list of participating companies, visit <https://www.usf.edu/hr/documents/benefits/retirement/vol-403b-provider-contact-list.pdf> and/or <https://www.usf.edu/hr/documents/benefits/retirement/deferred-comp-provider-contacts.pdf>

# Dental and Vision Insurance

Dental and Vision insurance is offered through PeopleFirst and the State of Florida. These insurances are voluntary and the premiums are entirely paid by the employee (you) via payroll deduction.

For more information, please visit the following links.

<https://www.usf.edu/hr/benefits/insurance/dental.aspx>

<https://www.usf.edu/hr/benefits/insurance/vision.aspx>



## Transportation Services

USF Health and GME are committed to the safety, well-being, and fatigue mitigation of all our residents and fellows. To that end, we offer a variety of transportation service options, such as taxi vouchers, Uber, or Lyft reimbursements when fatigued or unsafe to drive.

For additional information on transportation service options, go to:

[health.usf.edu/medicine/gme/current/taxi-services](http://health.usf.edu/medicine/gme/current/taxi-services).



## Wellness



Wellness programs are offered to USF MCOM residents on a regular basis. Watch your email for details on these programs.

In addition, please review the [GME website](#) for additional wellness resources. On the wellness page, you can find the [GME Wellness Guide](#) and information about [gyms](#).

## Resident Assistance Program/USF EAP

As a resident/fellow at USF Health, your well-being is important to us, both on and off the job. The Resident Assistance Program (RAP), available 24/7/365 is a service established through non-University providers to assure privacy and freedom from interaction with colleagues or supervisors. RAP is committed to assisting residents and fellows in any area of their personal and professional life so that they may go through training in a balanced, growth producing manner. Your contact with RAP is confidential and provided within the parameters of professional ethics and applicable state/federal laws.

You and/or each of your dependents are provided up to eight (8) visits per year at no charge. For additional information on this benefit, visit the GME website: <https://health.usf.edu/medicine/gme/current/resident-assistance-program> or call one of these numbers: 813-870-3344, 727-576-5164, or 800-343-4670.

In addition, residents and fellows are now eligible to use the USF Employee Assistance Program (EAP) provided by Magellan Health Services in addition to the wellness resources provided by RAP. For more details, visit <https://www.usf.edu/hr/benefits/eap.aspx>

## Payroll

The University of South Florida operates on a bi-weekly payroll cycle. Each pay period begins on Friday and ends two weeks later on Thursday. You are paid for that pay period one week later on Friday. As a condition of employment, USF requires that all employees enroll in direct deposit through GEMS Self Service.

USF uses the Multi-Factor Authentication (MFA) system to add an extra layer of security to your account. You will use 1 single MFA for email, Office 365, and GEMS Self Service. To set up your MFA Authentication, go to <https://aka.ms/MFAsetup> and login, if prompted, with your USF credentials.

Once MFA is set up, log into my.usf.edu using your Net ID and password. Click on Business Systems and select GEMS from the drop down menu. After you authenticate your login with MFA, Employee self-service options open with several tiles available. Use the [Payroll tile](#) to set up or change direct deposit information or W-4 tax withholdings, and access payroll records. Use the [Personal Details tile](#) to view and update your personal information including home address and emergency contacts.

## Shimberg Library

To facilitate the research needs of USF GME Residents and Fellows, you can place requests for automated article scans, document delivery, and Inter-Library Loan materials through ILLiad at no cost. Simply log into ILLiad, <http://www.lib.usf.edu/ill/>, with your

USF NetID, and specify Shimberg Health Sciences Library, to see the benefits/services/resources available to you at the Shimberg Library include Library resources (e.g. journals, databases, books, media), a GME librarian, use of the library computers at both Shimberg Library at USF Main Campus and the Florida Blue Health Knowledge Exchange, located at the Morsani College of Medicine Downtown, and more! Log on for additional information, <https://health.usf.edu/libraries>.



# Resident and Fellow Leave Information

**Annual Leave.** All USF GME Residents and Fellows receive up to twenty (20) weekdays of annual leave per contract year. Leave time is prorated for contract periods less than one (1) year.

**Sick Leave.** All USF GME Residents and Fellows receive ten (10) days of sick leave per contract year.

**Domestic Violence Leave.** Residents and Fellows may be provided one (1) additional day per contract year if the Trainee or a family or household member is a victim of domestic violence. Additional time beyond one (1) day must use accrued or unpaid leave and Trainees must be allowed at least 3 days total if needed.

**Medical/Parental/Caregiver Leave.** All USF GME Residents and Fellows will receive medical/parental/caregiver leave per qualifying event up to a maximum of ten (10) days. In accordance with ACGME policy for first-time medical/parental/caregiver leave, Residents are allowed 6 weeks of paid leave with 1 week of annual leave available to use outside the leave event. The 6 weeks of paid leave should be from a combination of annual, sick, and medical/parental/caregiver leave. The one week of annual leave available to use outside the medical/parental/caregiver leave event can occur either before or after the medical/parental/caregiver leave event. The Leave of absence form must be completed and submitted for approval to both the Program Director and GME Director for Medical/Parental/Caregiver leave requests. This leave should be taken within 90 days of the birth or adoption of a child.

**Family Medical Leave Act (FMLA).** Residents may take up to a total of twelve (12) weeks leave under FMLA if the resident meets the qualifications stated in the FMLA. All current, unused parental/medical/caregiver, sick or annual leave available shall be used as continuing compensation during the FMLA leave. No other compensation is available. FMLA time will run concurrently with any paid or unpaid time taken, so as not to exceed a total leave time of no more than twelve (12) weeks, beginning with the first day of the qualifying event. If both parents are USF residents, a combined total of 12 weeks of parental leave is allowed as prescribed by Family Medical Leave Act. In order to be considered eligible under the FMLA guidelines, a resident must (1) have worked for the University for at least 12 months; and (2) have worked at least 1,250 hours during the year preceding the start of the leave.

**Military Leave.** USF GME follows the USF Systems leave policies/procedures tied to military leave qualification and procedures. Reference USF Attendance and Leave Guide for more information.

**Bereavement Leave.** USF GME Residents and Fellows may be granted four (4) days of Bereavement Leave in order to attend the funeral services of immediate family and to assist in estate settlement. Immediate family includes spouse, domestic partner, child or step child, parent or step parent, brother, sister, grandparent, grandchild. A miscarriage is included in this definition of death in the immediate family.

**Resident Sick Leave Pool.** The purpose of the Sick Leave Pool is to provide emergency paid sick leave to a USF GME resident/fellow (illness of family members does not qualify) who has suffered an unexpected personal illness, surgery, injury, or disability with complications beyond their control and who have exhausted their personal sick leave, annual leave, and medical/parental/caregiver leave. The use of the Sick Leave Pool is not available for maternity leave. The sick leave pool is only to be utilized after exhaustion of other leave balances, up to a maximum of 45 days.

For more information on house staff benefits, or the current salary schedule, please check the GME website, <https://health.usf.edu/medicine/gme/current/stipend-benefits> or email Hannah Ware [hannahf@usf.edu](mailto:hannahf@usf.edu)

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***This document is provided as a summary document only. Please consult with the primary source documents for the latest and most accurate information.***

Attachment 3: Affiliated Hospital Emergency Codes

CODE	TAMPA GENERAL	MOFFITT	JAHVA	BAY PINES	JH-ACH	MORTON PLANT/MEASE
Missing/Endangered Juvenile	Code Pink	Code Pink	Code Adam	Code Adam	Code Pink	Code Pink
Medical Emergency	Code Blue	Code Blue	Code Blue	Code Blue	Code Blue	Code Blue
All Clear	-	-	Code Green	-	-	-
Disaster	Code Green	-	-	-	-	-
Disaster / Mass Casualty	Code D - David	Code Green	Code D	-	Code Green	Code Green
Disruptive Behavior / Security Alert	Code Gray	Code Gray	Code Orange	-	Code Gray	Code Gray
Disruptive Behavior- No OH Page	-	-	Silent Code Orange	-	-	-
Disruptive Behavior- Infectious Illness Suspected	-	-	Special Code Orange	-	-	-
Bomb Threat	Code Black	Code Black	Code Purple	Code Black	Code Black	Code Black
Fire	Code Red	Code Red	Code Red	Doctor Red	Code Red	Code Red
Missing Person – High Risk Patient	Code Yellow	-	Code Yellow	Code Orange	-	-
Lockdown	-	Code Yellow	-	-	Code Yellow	Code Yellow
Computer System Failure	-	-	Code Z	Code Purple	-	-
Radiation Incident	-	-	Code Gray	-	-	-
Severe Weather	-	Code Brown	-	-	Code Brown	-
Chemical Leak/Spill	Code Orange	-	-	-	-	-
Hazmat/Bioterrorism	Code Gray	Code Orange	-	-	Code Orange	Code Orange
Active Shooter	-	Code Silver	-	-	-	Code Silver
Hostage	-	Code White	-	Code White	Code White	Code White

**USF / TAMPA GENERAL / MOFFITT / JH-ACH / JAHVA**

**Computer and Application Resources**

Below is a list of resources to help resolve issue you may encounter in the event of Computer problems, Epic (USF and/or TGH), CERNA (Moffitt) and CPRS (James Haley VA) and other application problems for 2023-24 incoming residents and fellows.

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## USF HEALTH

Here is a list of resources you can access to help resolve issues you may encounter in the event of computer problems, Epic, and other applications related to USFTGP:

For Epic and other application support:

- **For immediate support** call TGH IT Help Desk (Technology Support Center) @ 813-844-7490
- **For non-urgent needs**, submit a Self-Service ticket through <https://helpdesk.tgh.org> or email [helpdesk@tgh.org](mailto:helpdesk@tgh.org)

Products typically chosen are:

- ❖ “Epic – Access”
- ❖ “OnGuard (Door access and management, Security alarm monitoring)”
- For help with issues relating to USF NetID Passwords, USF Teams, USF Email, Box, or other University resource related issues contact USF Service Desk:
  - ❖ 813-974-HELP (4357)
  - ❖ <https://itchat.usf.edu>
  - ❖ [help@usf.edu](mailto:help@usf.edu)
- To review online eLearning Modules for Epic (USF), visit the [MindLab website](#)
  - ❖ Log in using your TGH badge ID and password.
  - ❖ Select the TGH.
  - ❖ Select My Learning from the toolbar to complete all required e-learning’s.
- Question regarding e-learning modules or training, please contact:
  - USF: [jsmithjosiah@tgh.org](mailto:jsmithjosiah@tgh.org)
  - TGH: [TGHGMEoffice@tgh.org](mailto:TGHGMEoffice@tgh.org)

### TGH Resource:

For help with computer related issues at TGH & USFTGP sites, i.e. Passwords, Epic, Epic Training, etc.,

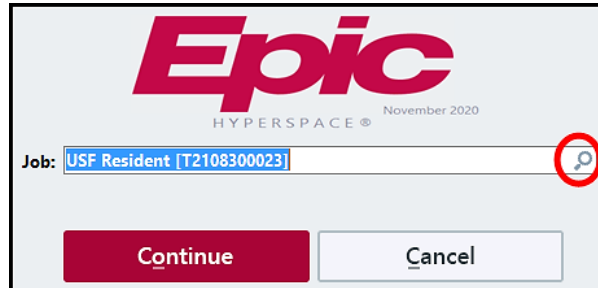
- <https://myaccess.tgh.org> (For TGH password resets ONLY)
- <https://service.tgh.org> (Help Desk Self-Service site, accessible off TGH and USF domain devices)

- <https://mindlab.tgh.org> (MindLab for online Epic training access) contact the TGH IT Help Desk: **813-844-7490**

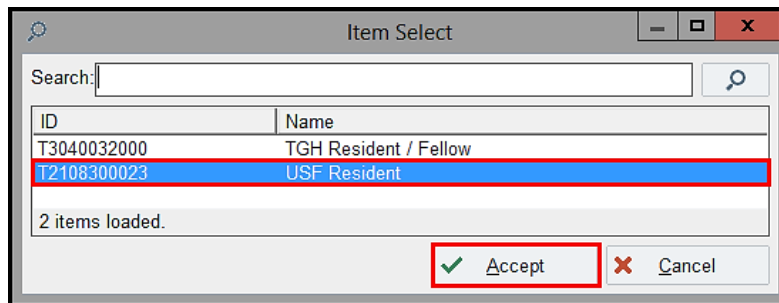
**Reminder:**

When rounding at a USFTGP Clinic, select the correct job role by clicking on the magnifying glass. If you do not select the correct job role you will not be able to chart.

**If you are unable to select your USF Resident job role, call TGH IT Help Desk: 813-844-7490**

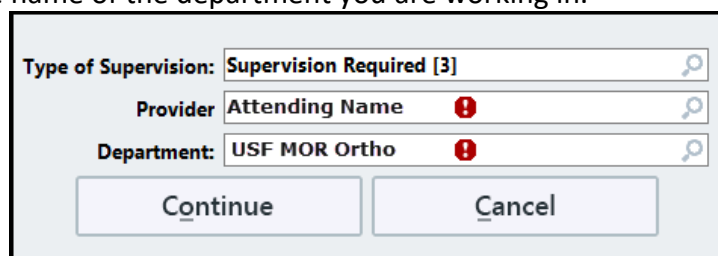


- At the Job selection window, choose the magnifying glass and select your job function. **While at a USFTGP Department (Outpatient) use USF Resident and when at TGH (Inpatient) use TGH Resident/Fellow job role.**

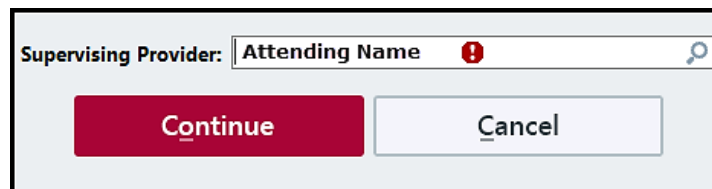


- On the next screen enter the following information:

- Type of Supervision: Supervision Required
- Provider: Enter the name of your attending.
- Department: Enter the name of the department you are working in.

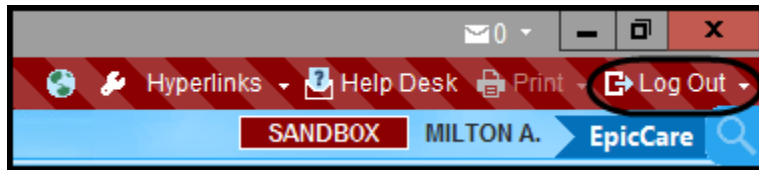


- Enter the name of your attending in the Supervising Provider search box.



- **Logging off the Epic application is extremely important. Please be sure you click on Log Out whenever you are no longer using the Epic application. This can cause issues if you do not properly log off.**





### Citrix Install Information

Epic access will only be available through TGH’s Citrix environment at <https://myconnect.tgh.org>

#### **REMOTE ACCESS (TGH PC):**

- If you have a TGH provided PC/laptop, you do not need to take any action for remote access from this device. You are already configured for remote access with this device.

#### **REMOTE ACCESS (non-TGH PC):**

- If you need to access Epic from home using a USF or personal computer, you will need to manually install Citrix. Additionally, you will need to install the mobile app PingID on your smartphone to enable 2-factor authentication which is a requirement for remote access into Epic (this is similar to your experience when you access your banking website where you have to enter a code after logging in to confirm your identity). Of note, attending physicians and advanced practice providers who do electronic prescribing of controlled substances should already have PingID installed.

#### **TESTING YOUR REMOTE ACCESS (non-TGH PC):**

- Go to <https://myconnect.tgh.org>
- Login using your TGH/USFTGP credentials and PingID.
- “Hosted PLY Hyperspace” but don’t try to login. If this loads, you have confirmed that everything is working!
- Close “Hosted PLY Hyperspace” and your browser window

**ONSITE ACCESS:** For on-site clinical computers, you do not need to take any action as we have already installed Citrix and the “TGH App Center”. You would simply launch the “TGH App Center” instead of VMWare Horizon View to access Epic in the clinics starting February 27th. You will need to use your TGH/USFTGP username/password to log into the TGH App Center.

Video Tutorials & Tip Sheets:  
Citrix Workspace App download  
Citrix Setup & Use Video (Mac version) (Windows version part 1, part 2)  
PingID mobile app download (iOS version) (Android version)  
PingID mobile app setup tipsheet

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## TAMPA GENERAL

For help with Computer related issues at TGH sites, i.e. Passwords, Epic, Epic Training, etc.,

- <https://myaccess.tgh.org/> (For password resets ONLY)
- <https://helpdesk.tgh.org/> (Help Desk Self-Service site, ONLY accessible off TGH devices)
- <https://tgh.learn.com> (MindLab for online Epic training access)
- contact the Technology Support Center (Help Desk): 813-844-7490

### TGH Mobile Applications

## 1. Epic Haiku

Haiku is the mobile version of the Epic EMR. Download Haiku from the App store or Google Play, or you can use your camera to scan one of the QR codes below:



Once installed, configure the app by scanning the code below with your camera.



If the QR  
this link from your phone:

<https://epicproxy.et0761.epichosted.com/MobileConfigs/MobileConfigsProduction.html>

code fails, try opening

## 2. Epic Canto for iPads

Canto is Epic's mobile application specifically for iPads. Download Epic Canto from the App store or scan the QR code below from the camera on your iPad.



After installation, scan the QR code with your iPad's camera.



Log into the app with your usual Epic login and password.  
If the QR code fails, try opening this link from your phone:

<https://epicproxy.et0761.epichosted.com/MobileConfigs/MobileConfigsProduction.html>

### 3. Powermic Mobile for Dragon Dictation

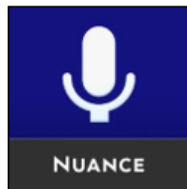
Nuance PowerMic Mobile turns your smartphone into a secure wireless dictation microphone. Use it to dictate notes directly into the Epic chart with Dragon.

Download **Nuance PowerMic Mobile** from the App store or Google Play:

Apple



Android



Once Installed, open your camera and scan below. A new profile, often "Profile 1" will appear in the Powermic app login screen.



Log In: Click the **Dragon Login** button at the top of your Epic screen. In the login window, select 'Nuance PowerMic Mobile' as your microphone. Log into the phone app with your **TGH user ID** (e.g., a12345) to pair your phone to your Epic session. Place your cursor where you want to dictate and tap the microphone button in the phone app to begin dictation.



#### 4. CyraCom Interpreter

When you don't speak the same language as your patient, this app connects you to a live language interpreter.

Download the CyraCom Interpreter Mobile app from your App store or Google play with the QR codes below:



Apple



Android

Log in with the organization-wide login credentials:

**Username: vri@tgh.org**

**Password: tghtgh1**



#### 5. PingID for e-Prescribing Controlled Substances

When e-prescribing controlled substances you will verify your identity using the PingID mobile app. You can also use this verification method when accessing Epic remotely.

**\*\* You will need both your mobile device and a desktop web browser to complete this installation.**

On your mobile device: Download the PingID app from the Apple Store or Google Play Store. The QR codes below will take you to the downloads directly.

Apple



Android



- **In the app:** Accept the terms of use, etc. Allow camera permission and push notifications. You can select "one time" when granting location permission.
- From a desktop browser: Go to <https://auth.tgh.org/myapps> and log in.

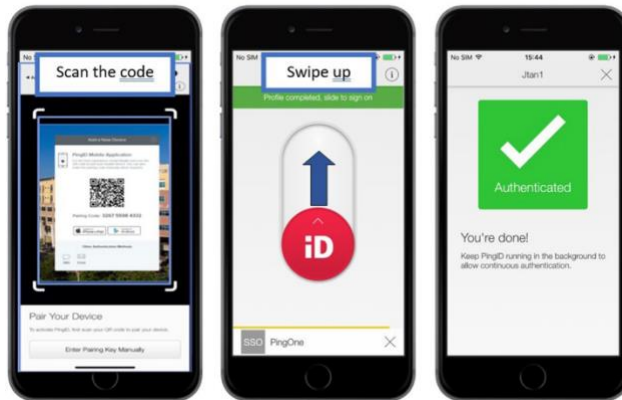
TGH Tampa General Hospital

Username

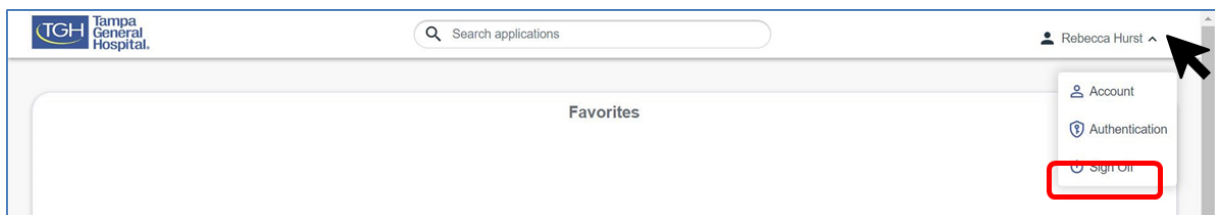
Password

Sign On

- PingID will activate your camera. Use it to scan the code on your computer screen.
- Create a nickname for your PingID account. Enter anything you'd like.
- After a moment, a red button may appear. If so, slide it upward.
- A green checkmark or “thumbs up” indicates success.



- When finished, be sure to log off in the web browser by clicking on your name and selecting “Sign off”.

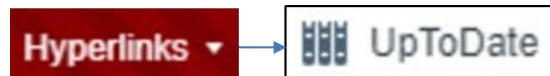


## 6. UpToDate

UpToDate is an evidence-based clinical decision support service.

### Register for a FREE account:

- On a Tampa General Hospital computer, open a browser to: <https://www.uptodate.com/login-register> or select the UpToDate button from the Epic toolbar:



- Click Login / Register at the top.
- Create a username and password on the UpToDate Anywhere registration page.

- You can use the QR codes below to download the mobile app. Log in with the username and password you created.



Apple



Android



## JOHN HOPKINS ALL CHILDREN'S HOSPITAL

For help with computer related issues at JHACH:

- EMR training, ALL access questions and to obtain password – contact Chelse Crump ([ccrump6@jhmi.edu](mailto:ccrump6@jhmi.edu))
- For immediate/priority problems outside of normal business hours: Call 727-767-4884
- For issues once access is established,
  1. Go to bottom, right-hand side of CONNECT.
  2. Click on "IT Request"
  3. Click on "Report a Problem"
  4. Complete the online form. (need to enter JHED identification)

## MOFFITT CANCER CENTER

For help with Computer and EMR (Cerner) issues at Moffitt Cancer Center:

- Password Reset
- Account Issues
- Mobile Access

You MUST CALL the **MCC IT HELP DESK at (813) 745-4357** and ask to have a Ticket put in and that it be directed to Christine Hanna.

## JAHVA

On July 1 <sup>st</sup> , for issues with:	Contact:
PIV Exemptions/Intellispace Access (Request a 14-day temporary PIV exemption for	National IT Help Desk - VHA 1-855-673-4357

e use plus permanent exemption for Intellispace)	
Computer Access	<p>OI&amp; T Office (ground floor) Office: GB-020c</p> <p><b>Must access Alerts and Recalls every 45 days or access will be terminated.</b></p> <p>To <b>enable</b> accounts, call the IT Enterprise Service Desk (ESD) - (855) 673-4357</p> <p>Accounts are enabled for 24-hours pending login (meaning you must log in within 24- hours of reactivation)</p>
CPRS (EMR) Assistance Consult Menu Access	Clinical Informatics, ext. 4292
Medication/Prescribing Access Issues	Pharmacy Linda: 5am-1:30pm Nigara: 7:30am-4pm ext. 5804/833.9784
To Link PIV card to CPRS: -Everyone <u>must</u> do when they log into CPRS	<ol style="list-style-type: none"> <li>1. CPRS Tools Menu</li> <li>2. Click "Digital Signing Setup"</li> <li>3. Click "Yes"</li> <li>4. Put Smart Card in the reader, then press "ok"</li> <li>5. Enter 6-digit PIV PIN #</li> </ol>
No Access to PICIS – ICU/PCU Flowsheets	<p>Contact House Staff Coordinator as follows: Medicine: Alice Crabb (Temp) ext. 5056 Surgery: Lesley Butler, ext. 1727</p> <p>Geriatrics: Cheryl Fulmer, ext. 6201 Psychiatry: Samantha Santiago, ext. 1621 Radiology: Kevin Miller, ext. 5793</p> <p>Radiation Oncology: Margaret Lampasso, ext. 1638 Neurology: Lidia Dordevic, ext. 7085 Ophthalmology: Deb Goode, ext. 7513</p> <p>PMRS/SCI: Laura Manore, ext. 7688 PLMS: George Carlton, ext. 6492</p> <p>-Will need ePAS revision and Nursing Informatics notification</p>
Parking	5 <sup>th</sup> floor of garage with PIV card, or park anywhere on 5 <sup>th</sup> or 6 <sup>th</sup> floor if you do not have a PIV card.
Door Access: OR, Emergency room	<p>Visit the PIV office PIV Office &amp; Contact Info</p> <p>PIV/ID Office Phone: (813) 972-2000</p> <p>EXT#s: 6332, 2063, 2062</p> <p>James A. Haley VA Hospital</p> <p>2702 E. 131<sup>st</sup> Avenue, Tampa, FL 33612 BLDG. 42</p>