Welcome to University of Chicago Graduate Medical Education. We are honored that you have chosen our medical center to continue your education and look forward to working with you and helping you achieve your professional goals. We hope you find your experience here challenging, satisfying and intellectually stimulating.
# 2011 GRADUATE MEDICAL EDUCATION HANDBOOK

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RESIDENT SUPPORT SERVICES

Location: J-141
Days: Monday-Friday
Hours: 8:00 a.m. - 4:00 p.m.
Phone: 773-702-6760
Fax: 773-702-0861

Assisting Residents and Fellows with:
- Loan Deferments
- Certificates Of Completion
- Temporary And Permanent License Applications
- ECFMG Applications
- USMLE Step 3 Applications
- UCH information Systems Training
- ACLS And PALS Training
- Verification Of Training
- Information And Referrals

RESIDENT / FELLOW BENEFITS

The UCMC Benefits office is located in Room B-112. For additional information or questions, please call a Benefits Administrator at 702-0301 or 702-7561, 7:30 a.m. to 5:00 p.m., Monday through Friday.

The University of Chicago Medical Center has developed an extensive benefits program for Residents/ Fellows and their dependents. In addition to the customary benefits, there are a number of plans that are optional and require separate enrollment. They include dental coverage, flexible spending accounts, life insurance, long-term disability, personal accident insurance, supplemental retirement annuities and tuition remission for spouses and children.
Health Insurance
(Some premiums may be required) Residents/Fellows may choose from one of three health plans; the current cost for these plans varies from $0 to $115.83 per month for single coverage and from $137.38 to $211.39 per month for family coverage. Enrollment in one of the three plans is permitted only during the open enrollment period, or upon entry to a GME sponsored program. Coverage is effective the first day of employment provided enrollment takes place within the first 31 days of employment. Residents/Fellows that do not enroll in a medical plan will NOT be defaulted into any plan, and will NOT have insurance coverage. Newly-eligible dependents may be added within 30 days of marriage, birth or adoption. Otherwise, such additions may only be made during the open enrollment period. Rates are subject to change.
**Aetna Dental Plan**
This dental plan provides comprehensive dental benefits to residents/fellows through a network of private practice dentists. The plan allows resident/fellows the option of enrolling in a dental DMO or DPO plan. Under the dental DMO plan, you must receive services from a provider in the Network. There are no deductibles, annual maximums, or claim forms. Preventative services are covered at 100% and fixed co-pays apply to other services. Under the DPO plan, you may visit any of the DPO providers and preventative services are covered at 100%, basic services at 80% and major services at 50% with a $1,500 maximum per year for in-network provider services. Out-of-network service max is $1,200. Monthly coverage cost varies from $0 for single residents/fellows choosing the DMO plan and from $12.92 to $57.54 for participation in the DPO plan. To participate, please enroll online.

**Vision Service Plan (optional)**
The vision plan provides a full range of coverage for all of your vision needs and is available through participating and non-participating providers. No claim forms required. Receive greater benefits when services are provided by a Superior provider. Benefits include: Examination and lenses every 12 months. Frames every 24 months.

**Flexible Spending Accounts**
(Optional participation) These accounts offer residents/fellows the opportunity to pay for certain anticipated non-covered health and/or dependent care costs on a pre-tax basis. The money the resident/fellow elects to have deposited into the flexible spending account is automatically deducted from gross pay before federal and state taxes and social security are withheld, thereby reducing his or her taxable income. However, once deducted, IRS requires that any balance left after the last reimbursement period must be forfeited. There are two flexible spending accounts available - The Medical Care Flexible Spending Account and the Dependent Care Flexible Spending Account. To participate, enroll online.
Life Insurance
(Primarily optional participation) Residents/fellows may choose from a variety of coverage options. There is a basic $20,000 coverage available at no cost to the resident/fellow. For other extended options, the cost to residents/fellows is based on age and amount of coverage selected. Enrollment must be completed within the first 30 days of employment and coverage is effective upon completion of the enrollment application. Increases in the amount of coverage require insurance company approval, decreases can be made at any time.

Long-Term Disability Coverage
(Required participation) The plan will provide a benefit of up to 60 percent of monthly earnings if, because of disability, a resident/fellow is unable to perform the duties of his or her occupation. After benefits have been paid for 12 months, payments will continue provided the resident/fellow is unable to perform the duties of any job for which he or she is qualified. Benefits begin on the first day of the month after the resident/fellow has been unable to work for 90 days and will continue until he or she is age 65 or is no longer disabled. There is no monthly premium for the resident/fellow. Coverage begins on the first day of the month after three months of employment. Pre-existing conditions have coverage limitations.

Personal Accident Insurance
(Optional participation) This insurance provides coverage for an accidental injury that results in the death or dismemberment of a resident/fellow or family member. Single or family coverage options are available and the coverage amounts range from $20,000 to $500,000. The cost for single coverage is 20 cents per $10,000 of coverage per month; the cost for family coverage is 30 cents per $10,000 of coverage per month. Coverage is effective the first day of the month after completing enrollment. Coverage amounts may be changed at any time.
Supplemental Retirement Annuities
(Optional participation) Residents/fellows may invest pre-tax dollars in a 403(b) program. These unmatched dollars may be invested in funds available through TIAA/CREF or Vanguard. Applications for this benefit may be obtained from the benefits office.

Transportation Benefit
The Transportation benefit provides the resident/fellow with the opportunity to save money on transportation expenses related to getting to work. The benefit provides two options:

- The Transportation Spending Account which allows residents/fellows to pay for public transportation expenses and commuter parking expenses on a pre-tax basis. To participate, enroll online.

- Pre-tax parking deductions for residents/fellows who park in Hospital/University lots. Participation is automatic upon completion of the parking enrollment form.

Tuition Remission
Resident/fellow spouses/same sex domestic partners and unmarried dependent children qualify for tuition remission at any University of Chicago school. Tuition remission will be 50% of actual tuition cost to the employee minus any grants, scholarships and gifts. Admissions to classes are subject to approval by the office of admissions and to meeting prerequisites for specific courses. The applicant must apply and be admitted as a student before he or she becomes eligible for tuition remission. Resident/fellow spouses/same sex domestic partners will be granted remission of one-half of the full tuition less applicable taxes. Tuition remission applies to all courses, including those offered by the extension division and the evening programs of the business graduate school. Tuition remission to residents/fellows for their children at the University of Chicago Laboratory School, from nursery school through the undergraduate level, will be granted at one-half the full tuition each quarter, less applicable taxes. Application for tuition
remission may be made by completing a "Request for Tuition Remission" form from the Benefits Office. This form must be completed to obtain a tuition remission voucher. All applications submitted for children must either include a birth certificate or proof of custody.

**Workers’ Compensation**
Residents/fellows are covered by workers’ compensation for any injury or illness incurred on the job while performing regular duties. If a resident/fellow is injured at work, he or she will be treated free of charge in the Occupational Medicine Department during regular hours. When the Occupational Medicine Department is closed, injured residents/fellows may seek care in the Emergency Room and/or follow up with occupational medicine the next business day. If the injury is due to a blood borne pathogen exposure or potentially infectious material: call the Needle-Stick Hotline 24/7 at 188-9990. All injuries must be reported promptly by telephone to Security Dispatch (direct telephone line hookup at both the Occupational Medical Department and Emergency Room, or by calling 702-6262). Although the resident/fellow is not obligated to receive continued treatment at this institution, benefits may be delayed or denied if his/her physician does not furnish information on a timely basis to the Worker’s Compensation office.
Sick Leave
Sick leave is granted to residents/fellows who are absent from work and unable to perform their assigned duties due to personal illness. Each resident/fellow is allowed five days of paid sick leave per year. Absences due to sickness or injury should be reported to the program director and chief resident.

Sick leave may not be used for vacation time. Sick time not used during a given year cannot be carried over to the following year. Sick leave does not accrue during a leave of absence.

Medical Leave
Residents/fellows are provided a four-week (20 days) paid leave for medical, including pregnancy, purposes. Thereafter, if the resident/fellow has any remaining paid time off, they have the option to use those allowances for their medical leave. In most cases, maternity leave for residents/fellows should not exceed eight weeks. Benefits are continued during this leave. A leave agreement must be formalized in writing between the resident/fellow and the program director prior to the beginning of the leave. Copies of the leave agreement should be forwarded to the GME Office J-141.

A resident/fellow may be required to extend training for any dates of absence in excess of allowable vacation time. During the extension, the resident/fellow will receive the regular salary and benefits except for vacation.

Leave of Absence
Residents/fellows may request a personal leave of absence from the program director in cooperation with the Office of Graduate Medical Education. Such a request should be predicated on some unusual and substantial personal situation including, but not limited to, the illness or death of a family member, or civil or military obligation. A leave agreement
must be formalized in writing between the resident/fellow and the program director prior to the beginning of the leave.

In most cases, a leave of absence should not exceed eight weeks. During a given leave, a resident/fellow must first use any available vacation allowance. Once the vacation allowance is exhausted, subsequent leave will be unpaid.

A resident/fellow may be required to extend the training period for any dates of absence in excess of allowable vacation time. During the extension the resident/fellow will receive the regular salary and benefits except for vacation allowance.

**Family Medical Leave Act**

Following one year of employment, and 1,250 hours worked, it is the policy of the University of Chicago Medical Center to grant family leave in accordance with the Family and Medical Leave Act of 1993. The intent is to provide up to twelve weeks of job-protected unpaid leave during any twelve-month period. The twelve week FMLA begins on the first day the resident/fellow is absent due to an approved FMLA qualifying reason. A resident/fellow is eligible to request leave for the birth of a child and to care for the child, and for adoption or foster care of a child. Additionally, a resident/fellow can request leave to care for a spouse, child or parent who has a serious health condition, or for his or her own serious health condition. FMLA must be formalized in writing between the resident/fellow and the program director prior to the beginning of the leave. Applications for FMLA may be obtained online or from the Occupational Medicine Department (L-156). The completed form should be submitted to Occupational Medicine Department. Certification and approval will be coordinated through Occupational Medicine Department. If the Family Medical Leave compromises a resident/fellow’s ability to satisfy specialty board training requirements, the written leave agreement must specify how these requirements will be made up.
Bereavement
Bereavement leave is granted at the discretion of the program director. The amount of time off is based on the resident/fellow’s relationship to the deceased.

Civil Leave
When a resident/fellow is selected for jury duty, he or she should notify the program director immediately. Jury duty does not affect continuous stipends or benefits, and resident/fellows retain any check issued by the court for expenses.

Vacation
Residents/fellows are eligible for four weeks paid vacation each year. Vacation time not used during a given year cannot be carried over to the following year. Requests should be scheduled between the resident/fellow and the program director. Vacation requests should be made within the time frame established by the respective program. Vacation time does not accrue during a leave of absence. For other restrictions, please consult your program director.

Educational Meetings
Residents/fellows may attend education meetings at the discretion of the program director. Excused absence for attending such meetings should not extend beyond dates of the educational meeting and necessary travel time. Additional days will be considered vacation time and also must be scheduled with the permission of the program director.

Lab Coats
Incoming residents/fellows receive three lab coats initially and may receive two per year thereafter. All residents/fellows must wear white laboratory coats while on duty. Lab coat laundering is coordinated through each department.
Scrubs – 2-9421 (pager 188-2900)
Scrubs Machines (autovalets) are located on the 4th and 5th floors for the GOR, 2nd Floor CLJ/OR (TC251), 2nd floor of DCAM/OR (2644 and 2645), DCAM 6H (6734) and COMER K339. The machines are filled twice daily at 3 a.m. and 3 p.m. Don’t forget to return your used scrubs. The valets work on an exchange system. You will not be able to obtain clean scrubs unless you return used ones. Misty green scrubs are for use only in restricted areas. When leaving a restricted area scrubs must be covered with a lab coat and buttoned with three buttons. Scrubs are never to be worn off campus. These are requirements of the Illinois Department of Public Health. (Please refer to the scrubwear policy).

Parking
Reduced cost parking is available for residents/fellows. Automatic pretax payroll deductions can be arranged. Parking services include jump start and fire assistance for vehicles in the structure. The parking office is located on the first floor of the parking garage. A secure bike cage is available in the parking garage. Contact Ron Rekosh in Security 2-6262 or GME office 2-6760 for access.

Meal Allowance
Residents/fellows required to be on-call overnight receive a meal allowance for use in the cafeteria and food courts. Meal allowances are coordinated through each department.

Pagers
Pagers are issued to residents/fellows through their departments. Each resident/fellow is responsible for his/her pager and if lost is liable for the cost of a replacement.

Professional Liability Insurance Coverage
Medical malpractice liability coverage is provided without charge to Residents/Fellows.

Cash Advances
Requests for emergency advances must be received by the GME Office not less than five (5) working days prior to the date the check is required. The advance check will be forwarded to the cashier’s office in the Hospitals for pick-up by the Resident/Fellow or other authorized personnel.

E-Mail & Internet Access
The University of Chicago Medical Center provides all residents/fellows with an e-mail address that is Internet accessible. The Hospitals Outlook E-Mail System is the preferred means of communicating with residents/fellows.
EMPLOYEE ASSISTANCE PROGRAM

Perspectives offers assistance to individuals experiencing personal problems that may require professional help such as marital, family, financial, legal problems and/or addiction. The program is free, confidential, and open to residents/fellows. Perspectives offers assessment, referral, and follow-up support. For a confidential appointment call 1-800-456-6327. 24 Hr. Answering Service.

THE PHYSICIAN’S ASSISTANCE COMMITTEE

The Physician’s Assistance Committee is available to assist physicians whose ability to practice medicine may be impaired due to alcohol or substance abuse, emotional or physical conditions. Members of the committee include concerned physicians, Legal Counsel, and the Employee Assistance Program Counselor. The committee will assist the impaired physician to enter into treatment voluntarily without legal recourse and help the physician to return to active patient care. All information is kept strictly confidential (including the referring source). Contact Dr. Lawrence Gottlieb, the Chair of the Physician’s Assistance Committee at 1-773-702-6302 or Perspectives at 1-800-456-6327 for assistance.

OCCUPATIONAL MEDICINE DEPARTMENT

Location: L-156
Hours: 7:15 a.m. - 4:30 p.m. (Monday-Friday)
       Closed on Saturday & Sunday
Phone: 2-6757

◆ Walk-In Care
◆ Treatment For On The Job Injuries
◆ Health Screenings For New Employees
◆ Annual Health Screenings
◆ Screening for Exposures
RESIDENT SUPPORT SERVICES

ON THE JOB INJURIES

Daytime Hours
Location: Occupational Medicine Dept. L-156
Hours: 7:15 a.m. - 4:30 p.m. (Monday-Friday)
       Closed Saturday & Sunday
Report immediately to Occupational Medicine Department and specify it is treatment for an on the job injury.

Evening Hours
Location: Mitchell Emergency Room
Hours: After 4:30 p.m. - Monday-Friday
       All day Saturday & Sunday
Report immediately to the Mitchell Emergency Room and specify it is treatment for an on the job injury.

Needlestick Hotline – Page 9990

SECURITY SERVICES

Hospitals Security
Escort Services
◆ To request escort services
to the parking structures 2-6262
◆ To request escort service
to other locations 2-8181 or 123

Escorts to the following locations:
◆ UCMC campus locations (24 hours daily)
◆ Parking Structure (24 hours daily)
◆ Off-site parking facilities (5:00 a.m. - 9:00 p.m.)
◆ Hyde Park or Kenwood locations (24 hours daily)

LIBRARY SERVICES

John Crerar Library - Medical Research Library
Location: 5730 S. Ellis Avenue
Phone: 2-7715
Building Hours:
Sunday-Thursday - 8:00 a.m. - 1:00 a.m.
Friday - Saturday - 8:00 a.m. - 10:00 p.m.
Hours may vary during summer
RESIDENT SUPPORT SERVICES

MAIL SERVICES

(Residents/fellows are assigned mailboxes located in their departments.)
Mail Room
Location: Room AMB WSB 057
Phone: 2-1889
Days: Monday-Friday
Hours: 8:30 a.m. to 5:00 p.m.
U.S. Post Office (sub-station)
Location: 956 E. 58th Street
Phone: 800-275-8777 / 773-324-1807
Days: Monday through Friday
Hours: 9:00 a.m. to 6:30 p.m.

PUBLICATIONS

News from the GME Office: A newsletter with information of interest to residents/fellows and program directors is issued periodically.

RECREATION FACILITIES

Gerald Ratner Athletics Center and Henry Crown Field House
Residents/fellows can join the Gerald Ratner Athletics Center and the Henry Crown Field House at a discounted rate. The Ratner Center features a gigantic swimming pool that measures 50 meters by 25 feet, a fitness center with weight training equipment and cardiovascular equipment, such as elliptical trainers, treadmills, rowers, upright and recumbent bicycles; a gym with two recreational basketball courts; an auxiliary gym with a multi-purpose court; dance/martial arts studio; and sauna. In the Field House you will find a 200m indoor track, squash and racquetball courts, a fitness center, 4 basketball courts, and more cardio-equipment.
To become a member of the athletic facilities you must register at the Ratner Center located at 5530 South Ellis. A UCMC ID is required. Membership services can be reached by phone at 2-3846. Ratner building hours are 6:00 a.m. to midnight, M-F and 9 a.m. to 9 p.m. Saturday and Sunday. Henry Crown opens one hour later most days. Additional information regarding building hours, pool hours, wellness classes, and more can be found on-line at: http://athletics.uchicago.edu/facilities/facilities.html

For questions, please contact Reid Frye, Facilities Manager – Membership Services, Dept. of Physical Education and Athletics 2-3846.

A list of those matters which are grievable by Residents and Fellows and the procedures for implementing and pursuing the grievance procedure are contained in the GMEC policy titled “Grievance Procedure” available on the UCMC website under GME Resources.
PROFESSIONAL REQUIREMENTS

LICENSURE

A physician may not participate in patient care, attend rounds, or be identified as a physician until he/she holds a valid Illinois medical license.

Residents/Fellows are required to hold temporary (training) or permanent licenses. Applications are processed at the UCMC GME Office, J-141, 2-6760.

Temporary license: DEA number issued by UCH Pharmacy, 2-6242

Permanent license: Apply for federal DEA numbers on-line www.deadiversion.usdoj.gov

DRUG ENFORCEMENT AGENCY (DEA) REGISTRATION

Temporary license: DEA number issued by UCH Pharmacy, 2-6242

Permanent license: Apply for federal DEA numbers on-line www.deadiversion.usdoj.gov

VISAS

INTERNATIONAL MEDICAL GRADUATES
(Graduates of medical schools outside the United States and Canada)

Visa Requirements:
J1 Visa sponsored by the Educational Commission for Foreign Medical Graduates

(Preferred) H1-B-Visa sponsored by the University of Chicago Medical Center

Programs assume all financial costs related to application process and continuation expenses. (Refer to GME Policy #04).
The National Provider Identifier (NPI) is a 10-digit identifier that resulted from a HIPAA mandate that a standard, unique identifier be adopted for health care providers. Once assigned, a provider’s NPI will not change and remain with them regardless of location or employer changes. All health care providers who bill for services will need to use their NPI in the filing and processing of health care claims covered under HIPAA. Residents/Fellows may apply individually for a number at any time and are encouraged to do so immediately upon entering their residencies if they have not previously done so. NPI numbers are required for residents in programs using NorthShore as a participating site.

The website link is http://nppes.cms.hhs.gov/NPPES/StaticForward.do?forward=static.npistart.

There is no charge and the process takes about 20 minutes. You will need your State License number for the application (your program coordinator has your license number information.) NPPES will send you an e-mail notice in about a week with the assigned NPI. Please be sure to share your NPI number with your program coordinator.
The University of Chicago Medical Center, through the Office of Medical Center Compliance, maintains a Healthcare Integrity Program that is designed to ensure accurate billing, coding, and documentation for claims submitted to all payers, including federal health care programs such as Medicare and Medicaid; compliance with privacy and security laws; and adherence to policy and laws governing interaction with industry.

The complete Healthcare Integrity Program, including compliance program policies, and information about False Claims Laws and Whistleblower Protection is available to all employees via the Medical Center's intranet website: http://home.uchospitals.edu, or, the Office of Medical Center Compliance website at: http://compliance.bsd.uchicago.edu. Contact your supervisor or the Chief Compliance Officer at (773) 834-3150 if you need assistance. You may also call the toll-free, confidential Compliance Resource Line with any questions or concerns that you have (1-877-440-5480).

**HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPPA)**

**HIPAA**
The University of Chicago Medical Center is subject to state and federal privacy and security laws. All Residents/Fellows must receive training about HIPAA and our privacy and security practices. University of Chicago Medical Center HIPAA policies are located on the administrative tab at the Medical Center’s intranet website: http://home.uchospitals.edu or the Medical Center’s HIPAA website: http://hipaa.bsd.uchicago.edu.

**HIPAA Security**
HIPAA not only requires that we protect our patients’ privacy and the confidentiality of their health information, but also requires that we ensure the security of their PHI when it is created, maintained, and transmitted within and outside our organization. This includes, for example, patient health information maintained on laptop and desktop computers, personal digital assistants (PDAs), and pagers. Never share your password or store it on your laptop, pda, or any other unsecure location.

**HIPAA Program Office**
The University of Chicago Medical Center has its HIPAA Program office at L-147. The telephone number is 834-9716. Please note that we are a part of the University of Chicago Organized Health Care Arrangement, which includes the Medical Center and the regional doctors’ offices.
**Resident Forum**
The Resident Forum is a forum for the hospital administration and residents/fellows to come together to discuss and resolve issues of patient care and the physical environment relating to the ease with which residents/fellows are able to carry out their patient care responsibilities. Resident/Fellow membership on this committee consists of the Chief Residents and other residents/fellows identified by the Chief Residents or Program Directors as having interest in participating in such a forum. The meetings are open to all residents/fellows and are held the 3rd Thursday of every month at 1:00 in TN-208.

**Resident/Fellow Help Line – 4-DOCS (4-3627)**
This is an answering service set up through the Call Center to assist residents/fellows in reaching needed services (e.g., linen, food service, transportation, etc.) The Operator will page the needed service with a 5-minute reminder and repeat x2. If no response, the operator will reach the administrator-on-call to inform that a particular service is not responding.

**Harassment**
The University of Chicago and the University of Chicago Medical Center and all teaching affiliates strive to maintain a work environment free from prohibited forms of harassment, including sexual harassment.

The Medical Center has established policies and procedures for investigating and responding to claims of harassment without fear of retaliation. A copy of the policies can be found in the policy and procedure manuals of the institution, from the Program Directors or from the GME Office. Any resident/fellow who believes that he or she has been subject to harassment should report the alleged act immediately to his/her immediate, or next non-involved supervisor, to their Program Director or to the Vice President & Chief Human Resource Officer, or designee. The response to such concerns or complaints will be handled in a confidential and protected manner in accordance with the institutional policies and as permitted by law.
Workplace Civility
It is the goal of the Medical Center to promote and support a medical center community where all people will work together in an environment free of abusive or demeaning treatment.

The Medical Center is committed to achieving quality patient care delivery in an environment of professionalism, respect, tolerance, understanding and goodwill among all members of our diverse community. Conduct, whether verbal or physical, that interferes with the ability of others to effectively carry out their duties or that undermines patient care or the patient’s confidence in the Medical Center or another member of the health care team may constitute disruptive behavior.

Any Resident/Fellow who believes that he or she has witnessed or been subject to disruptive behavior should report the alleged incident as described above in the section on Harassment.

Any Resident/Fellow who has engaged in disruptive behavior may be subject to disciplinary action under the terms of their Contract and the policies and procedures of the Graduate Medical Education Office.

Post Call Transportation Service
The Medical Center provides residents/fellows with a safe alternative to driving home following overnight in-house call assignments. Any resident/fellow who feels it would be unsafe for him/her to drive, may be reimbursed for post-call transportation home. Reimbursement is coordinated through each program.

Patient Safety Hotline – 2-5544
The Patient Safety Department’s mission is based on a philosophy of proactive risk assessment to identify threats to patient safety prior to the occurrence of an adverse event. The Patient Safety Hotline offers anonymous occurrence reporting 24/7. You are encouraged to report all occurrences—regardless of whether or not the occurrence resulted in harm to a patient. Alternate methods of reporting an occurrence include calling a risk manager at 4-0473, paging a risk manager at 188-1241, or filing a Patient Safety Report.
Residents/Fellows may raise concerns regarding their education and/or professional environment either in writing or verbally with their Program Director, Chief Resident, Section Chief or Department Chair.

If a resident/fellow does not feel comfortable raising such a concern with any of the above, he/she may utilize the UCMC Ombudsmen. The Ombudsmen serve as advocates and provide a mechanism for Residents/Fellows to raise and resolve issues without fear of intimidation or retaliation. They may also investigate and resolve complaints of mistreatment or other issues and abuses. All interactions with the Ombudsmen are completely confidential. Alternatively, a resident/fellow may contact Michael Simon, MD, Chair of the Graduate Medical Education Committee (GMEC) at 4-3757.

If a Resident/Fellow chooses to pursue a grievance, the procedure to be followed is outlined in GMEC policy titled “Grievance Procedure” which is available on the GME intranet website or can be obtained from the Graduate Medical Education Office J-141.

Other important resources available to Residents/Fellows include the following:

**Resident/Fellow Duty Hours Resource Hotline – 1-877-440-5480**

The Resource Line provides a toll-free and anonymous way for you to ask a question or report a concern about the ACGME resident duty hours requirement. The Resource Line is available 24/7 and is managed by the Office of Medical Center Compliance. The line is not equipped with caller ID and calls cannot be traced. Messages may be left in a private voicemail box if the Chief Compliance Officer is not available to answer the phone.

By submitting your questions and concerns to the Resource Line you will help the Office of Graduate Medical Education and the Graduate Medical Education Committee monitor compliance with the Duty Hours requirement.
Employee Assistance Program (Perspectives)  
(for family, financial, legal or other personal problems)  
1-800-456-6327  24/7 answering service (see page 12 for more information)  

Physician’s Assistance Committee  
For help in dealing with impairment due to alcohol/substance abuse, emotional or physical conditions  
Dr. Lawrence Gottlieb, Chair 1-773-702-6302  
(see page 12 for more information)