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INTRODUCTION
HOUSE OFFICER MANUAL RECEIPT

By my signature below, I acknowledge that I have received a copy of Akron General Medical Center’s House Officer Manual. I understand that it is my responsibility to read and familiarize myself with the information in this Manual. I agree to comply with the policies and procedures of Akron General Medical Center as a condition of my employment.

I understand this House Officer Manual is presented for informational purposes only and that can be changed at any time by Akron General Medical Center, with or without notice.

I acknowledge, understand and agree that this Manual is not a contract, expressed or implied, between Akron General Medical Center and me.

Finally, I understand that any descriptions of benefits set forth in this Manual are summaries only and that the actual plan documents are controlling.

__________________________________________
Signature of House Officer

__________________________________________
House Officer’s Name (please print)

__________________________________________
Date
READING THIS MANUAL IN CONJUNCTION WITH AKRON GENERAL MEDICAL CENTER EMPLOYEE POLICIES

The intent of this Manual is to provide House Officers with relevant information and describe certain expectations, policies and procedures regarding the residency program and the House Officer's responsibilities. The Manual is not all-inclusive, and it is not a contract.

House Officers are contract employees of Akron General Medical Center. Contracts are renewable annually. Contracts are separate from this Manual.

House Officers are subject to, and have a responsibility to comply with, both this Manual and applicable Akron General Medical Center employee policies, some of which are specifically referred to in this Manual. All Akron General Medical Center employee policies are accessible on the Akron General Medical Center intranet (http://my.agmc.org). House Officers may request written copies of Akron General Medical Center policies.

This Manual is intended to be read in conjunction with Akron General Medical Center employee policies. If this Manual does not address a specific topic or issue covered by an Akron General Medical Center employee policy, then the relevant Akron General Medical Center employee policy will control. Conversely, if an Akron General Medical Center employee policy does not address a specific topic or issue that is covered by this Manual, then this Manual will control. If there is a conflict, inconsistency, or vagueness between a topic or issue that appears in both this Manual and an Akron General Medical Center employee policy, then this Manual generally will control.

If you have a question whether this Manual or Akron General Medical Center employee policy applies or control, you may ask the Program Director, Chairman of Graduate Medical Education, or Akron General Medical Center Human Resources Department.
LETTER FROM ADMINISTRATION

Dear House Officer Physician:

Welcome to Akron General Medical Center! Your role in fulfilling our mission, to improve the health and lives of the people and communities we serve, will have a significant impact not only to our organization but to the community that we serve. We are pleased that you have joined the Akron General family and will be a vital part of healthcare in the Akron community.

Our rich and dynamic postgraduate medical education program has been cultivated by generations of physician leaders. Please know that you will be supported by an outstanding medical staff, nursing staff, researchers and educators who are here to support you in developing the skills necessary for excellence in your medical practice and encourage you to commit yourself to lifelong learning.

The Department Chairmen, Program Directors, Medical Staff and Senior Leadership at Akron General are always available to assist you in any way.

Sincerely,

Thomas L. Stover, MD, MBA
President and CEO
Akron General Health System
HISTORY OF AKRON GENERAL MEDICAL CENTER

Founded as Peoples Hospital in 1914, Akron General Medical Center currently serves a population of 1.2 million people throughout Summit, Medina, Portage, Stark, and Wayne counties in Northeast Ohio. Akron General is a 537-bed, adult, tertiary-care teaching hospital staffed by more than 1,000 physicians, 3,400 health professionals and support staff and 550 volunteers. Medical Center staff collaborates on more than 200 research studies in areas such as cancer, cardiac care, stroke, hypertension, orthopedics, psychiatry and diabetes.

In 1965, the Hospital Trustees adopted these goals:

1. “To be a teaching hospital of the highest order, conducting programs in Graduate Medical Education within patterns approved by the Council of Medical Education of the AMA.”

2. “To have a full-time Chairman of Graduate Medical Education to coordinate teaching programs to have extensive participation by the medical staff and, when deemed necessary, have full-time hospital-based chiefs of major services as well as major subspecialties.”

Akron General Medical Center has been cited in the “US News and World Report” hospital rankings and has regional referral centers in cardiovascular, cancer, women’s health and musculoskeletal and rehabilitation care. The Medical Center also provides numerous areas of specialty care including: a Critical Care Center and Stroke Team, a multi disciplinary Level I Trauma Center, a Wound Center and Hyperbaric Medicine, a Sleep Disorders Center, special care nursery with Children’s Hospital of Akron, Diabetes Education, Spiritual Care and MedFlight of Ohio for ground and air critical-care transportation.

Akron General Medical Center is a member of the Akron General Health System (AGHS), which was named in 1997 as an independent, locally operated, not-for-profit healthcare system. AGHS is a member of Akron Regional Hospital Association, Ohio Hospital Association, American Hospital Association and Voluntary Hospitals of America, and is a major teaching affiliate of the Northeastern Ohio Universities College of Medicine. Akron General and its clinical affiliates are accredited by the Joint Commission.

Akron General Health System members include: Akron General Medical Center, Akron General Development Foundation, Akron General Partners, and Community Health Ventures, a post-acute company. For more information on Akron General, visit our website at www.akrongeneral.org.
INSTITUTIONAL OVERSIGHT

Organizational Structure: Medical Education

Akron General Health System Board of Directors
CEO, AGHS

Akron General Medical Center Board of Directors
President, Akron General Medical Center
President, Outpatient Services
Senior Vice President, Medical Affairs and Chief Medical Officer

Department Chairmen

Chiefs of Service

Department of Graduate Medical Education

- Graduate Medical Education
- Undergraduate Medical Education
- Continuing Medical Education
- Residency Recruitment
- Alumni Affairs
- Medical Library

The Board of Directors is ultimately responsible for the proper functioning of all affairs of the Medical Center. By recommendation of the Medical Council, it appoints and reappoints all members of the Organized Medical Staff.

The Chief and Vice Chief of the Medical Staff attend the meetings of the Board of Directors and the Graduate Medical Education Committee.

The Chairman of Graduate Medical Education is responsible to the Senior Vice President, Medical Affairs, CMO and the Board of Directors for the oversight and enhancement of Graduate Medical Education programs for the House Staff and Medical Staff.
GRADUATE MEDICAL EDUCATION PROGRAMS AT AKRON GENERAL MEDICAL CENTER
MISSION, VISION, AND VALUES

Our Mission:
Akron General Health System’s Mission is to improve the health and lives of the people and communities we serve.

Our Vision:
Akron General Health System is an inspired community of caring persons committed to health and healing. We passionately pursue excellence in medical education and lifelong learning for ourselves and the communities we serve. This unparalleled commitment will assure superb clinical outcomes, extraordinary service, and exceptional performance.

Our Values:
Our values are: Patients First, Leadership, Quality, Fiscal Responsibility, Integrity, and Caring.

Our Pledge:
In pursuit of our mission and vision, we pledge ourselves to:

1. Continue our tradition of high quality care by working with the patient and family in an environment of excellence and continuous improvement.

2. Offer an integrated approach to patient care, prevention, and treatment supported by superior people, regional referral centers, facilities, and technologies.

3. Ensure that our services are available without regard to race, color, creed, sex, national origin, physical ability, or financial ability by continuing our tradition of service for all.

4. Maintain financial viability through fiscal planning and efficient operations.

5. Provide educational and research opportunities through a broad-based offering of programs which promote health in the community.

6. Train medical students, house officers, and other professionals for future service in the community.

7. Recognize our commitment beyond our own primary service area by continuing active linkages with networks, associations, and other health care, social, and business organizations.
GOALS OF GRADUATE MEDICAL EDUCATION

The goals of the residency training programs at Akron General Medical Center are to provide the graduate physician with demonstrated mastery of the following competencies as required by the Accreditation Council of Graduate Medical Education:

1. Patient care that is compassionate, appropriate and effective for the treatment of health problems and the promotion of health.

2. Medical knowledge about established and evolving biomedical, clinical and cognate sciences and the application of this knowledge to patient care.

3. Practice-based learning and improvement that involves investigation and evaluation of their own patient care, appraisal and assimilation of scientific evidence and improvements in patient care.

4. Interpersonal and communication skills that result in effective information exchange and teaming with patients, their families, and other health professionals.

5. Professionalism as manifested through a commitment to carrying out professional responsibilities, adherence to ethic principles, and sensitivity to a diverse patient population.

6. Systems-based practice, as manifested by actions that demonstrate an awareness of and responsiveness to the larger context and system of health care and the ability to effectively call on system resources to provide care that is of optimal value.

Program Oversight:

The Chairman of Graduate Medical Education has overall authority and responsibility for all matters pertaining to Undergraduate, Graduate, and Continuing Medical Education, and serves as the Chairman of the Graduate Medical Education Committee.

The Chairman of Graduate Medical Education should be considered the first administrative contact for house officers in need of any special assistance. The Chairman is responsible for both Institutional and Program compliance with ACGME and RRC requirements.

The Department of Graduate Medical Education is responsible for the following activities:

Coordination and oversight of the Undergraduate, Graduate, and Continuing Medical Education programs;

- Recruitment and selection of a full complement of house staff;
- Provision of supervision and liaison to all house staff and medical students on education matters; and
- Oversight for the educational curriculum of all residency programs
ADMINISTRATIVE SUPPORT

The Residency Coordinator for Graduate Medical Education may be of service in matters related to the house staff and residency programs. The Residency Coordinator, GME, is located in the Department of Graduate Medical Education (x46666 from 8:00 a.m. – 4:30 p.m., M-F) and will provide assistance to the house staff in a wide range of matters. This individual is also a good starting point when a House Officer is unsure where to direct a question. To ensure that accurate records are maintained, all changes in address or telephone numbers should be reported or e-mailed to renee.messenger@akrongeneral.org.

Other staff members in Graduate Medical Education include the Director of Medical Education Administration, Residency Coordinator-Recruitment, Reimbursement Coordinator, and Secretary. This office is located next to the Conference Center Auditorium. Hours of operation are from 8:00 a.m. – 4:30 p.m. Monday through Friday.
HOUSE OFFICER ELIGIBILITY

In compliance with ACGME Institutional Requirements, Akron General Medical Center will ensure that its ACGME-accredited programs select from among eligible applicants on the basis of program-related criteria such as their preparedness, ability, aptitude, academic credentials, communication skills, and personal qualities such as motivation, integrity, and their ability to benefit from the program to which they are appointed. ACGME-accredited programs must not discriminate with regard to sex, race, age, religion, color, national origin, disability, veteran status or any other legally protected status.

Applicants with one of the following qualifications are eligible for appointment to accredited residency programs in compliance with ACGME Requirements:

1. Graduates of medical schools in the United States and Canada accredited by the Liaison Committee on Medical Education (LCME).

2. Graduates of osteopathic medicine in the United States accredited by the American Osteopathic Association (ADA).

3. Graduates of medical schools outside the United States and Canada who meet one of the following qualifications:
   a. Have received a currently valid certificate from the Educational Commission for Foreign Medical Graduates prior to appointment.
   b. Have a full and unrestricted license to practice medicine in a United States licensing jurisdiction in which they are in training.

4. Graduates of medical schools outside the United States who have completed a Fifth Pathway program provided by an LCME-accredited medical school.

The institution must monitor compliance of each program with these procedures.
In selecting from qualified applicants for positions, all programs shall participate in the National House Officer Matching Program (NRMP) and Urology in the American Urological Association (AUA). All applicants should apply for residency through the Electronic Residency Application Service (ERAS). International Medical Graduates may apply through ERAS via the ECFMG.

Candidates for Admission to Akron General’s residency programs should have the following qualifications to be eligible for appointment:

A complete application includes the following:

- Completed application
- Transcript from medical school
- Curriculum Vitae
- Dean’s Letter
- USMLE or COMLEX Board Scores
- Three letters of recommendation

Additional requirements for IMG applicants:

- Valid ECFMG Certificate (to be included in the ROL, this applies to only those IMG candidates that are not US citizens)
- ECFMG reports (required for Visa and Ohio Training Certificate)

Minimum Board Score Requirements:

- USMLE 1&2: Minimum 1st pass rate or Satisfactory Scores
- IMG: USMLE 3: Minimum 1st pass rate or Satisfactory Scores (required for H-1B visa holders only)
- COMLEX 1&2: Minimum 1st pass rate or Satisfactory Scores

Maximum of five (5) years graduation from Medical School

H1-B Visa’s preferred. J-1 Visa’s accepted.

All applications for all programs are processed through ERAS. PAPER APPLICATIONS ARE NOT ACCEPTED.
EQUAL EMPLOYMENT OPPORTUNITY AND
AFFIRMATIVE ACTION PROGRAM

Akron General will ensure a non-discriminatory environment regarding personnel and employment practices. These practices are administered without regard to race, color, religion, sex, sexual orientation, gender identity, genetic information, national origin, ancestry, handicap, age, pregnancy, marital status, disability, and military status, veteran or Vietnam Era Veteran status.

Akron General Medical Center’s Affirmative Action Plan is one of several tools used to implement our equal employment policy. The plan complies with the requirements of 41 CFS 60-2, et seq (Affirmative Action Programs), and other regulations established pursuant to the provisions of Executive Order 11246, the Civil Rights Acts of 1964 and 1991, the Age Discrimination Act of 1975, the Vietnam Era Veterans Readjustment Act of 1974, the Americans with Disabilities Act of 1990, the Immigration Reform and Control Act of 1986, the Family and Medical Leave Act of 1993, the Uniform Guidelines on Employee Selection Procedures of 1978, the Fair Labor Standards Act of 1936, the Equal Pay Act of 1986, and all other civil rights laws and regulations that have or may be enacted, as amended.

Human Resources Policy 3.8 (Title VII Policy, Equal Employment Opportunity, Rehabilitation Act, Americans with Disabilities Act Compliance Statement) is available in Human Resources for review, upon request, or on-line at the AKRON GENERAL MEDICAL CENTER Intranet listed under HR Policy 3.8.
HOUSE OFFICER CONTRACTS

Each House Officer will enter into a House Officer Contract with Akron General Medical Center. House Contracts, which cover duties and responsibilities, have one-year terms. House Contracts are separate from this Manual.

House Contracts may be renewed, or they may not be renewed, either because of performance (academic/clinical or behavioral) deficiencies, or because of administrative, budget, or funding reasons, including elimination or reduction of House Officer positions.

The decision not to renew the House Officer Contract will be communicated in writing to the House Officer by the Program Director, after discussion with the Chairman of the Department of Graduate Medical Education, generally no later than four months prior to the end of House officer’s current House Officer Contract during the House Officer’s non-terminal year, if possible.

If the primary reason for non-renewal occurs within the four months prior to the end of the current House Officer Contract, the Program Director will provide the House Officer with as much written notice of the intent not to renew as circumstances reasonably allow. These communication and notification provisions do not apply to House Officers who are in their terminal year.

House Officer Contracts also may be terminated, at any time, for cause resulting in dismissal from the program.

A House Officer whose House Officer Contract is cancelled or is not being renewed for performance reasons may request a Reconsideration and Internal Review Appeal.

A House Officer whose House Officer Contract is not being renewed, because of administrative, budget or funding reasons, including reduction of House Officer positions, is not eligible for Reconsideration and/or Internal Review Appeal.
PROGRAM CLOSURE OR REDUCTION

**Policy:** Residency Closure and Reductions

*Accreditation Council for Graduate Medical Education (ACGME)*
*Institutional Requirements – Residency Closure and Reductions – II.D.5.a-b*

**Purpose:** In the event that Akron General Medical Center must close a residency program or reduce the complement of house officers.

**Focus:** To ensure that all house officers will be notified and assisted in finding comparable ACGME-approved programs in which to continue their education.

**Procedure:** Akron General Medical Center strongly supports the Department of Graduate Medical Education. In the unlikely event that Akron General Medical Center must close a residency program or reduce the complement of house officers, Akron General Medical Center will inform the Graduate Medical Education Committee, the Designated Institutional Official (DIO) and all affected house officers and personnel as soon as possible. House officers currently enrolled will either be allowed to complete their educational program or Akron General Medical Center will assist them in enrolling in an ACGME-accredited program(s) in which they can continue their education. They will, at a minimum, be allowed to complete the current academic year.
BASIC INFORMATION
Program Coordinator Contact Information

**Program: Emergency Medicine**
Coordinator: Angie South  
E-mail: angie.south@akrongeneral.org  
Phone: 330-344-6326

**Program: Obstetrics & Gynecology**
Coordinator: Connie Dorsey  
E-mail: connie.dorsey@akrongeneral.org  
Phone: 330-344-6337

**Program: Family Medicine**
Coordinator: Terry Nelson  
E-mail: terry.nelson@akrongeneral.org  
Phone: 330-344-3522

**Program: Orthopaedic Surgery**
Coordinator: Kathy Walsh  
E-mail: kathy.walsh@akrongeneral.org  
Phone: 330-344-6269

**Program: General Surgery**
Coordinator: Kim Martter, M Ed, RHIA, C-TAGME  
E-mail: kim.selfmartter@akrongeneral.org  
Phone: 330-344-6741

**Program: Psychiatry**
Coordinator: Wanda Jones  
E-mail: jonesw@summa-health.org  
Phone: 330-344-6440

**Program: Internal Medicine Categorical and Preliminary Year & Transitional Year**
Coordinator: Kristy Stith  
E-mail: krisy.stith@akrongeneral.org  
Phone: 330-344-2098

**Program: Urology**
Coordinator: Mandarin Dague  
E-mail: mandarin.dague@akrongeneral.org  
Phone: 330-543-8212
# PHONE DIRECTORY

## GRADUATE MEDICAL EDUCATION

<table>
<thead>
<tr>
<th>NAME</th>
<th>TITLE</th>
<th>EXTENSION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paul Lecat M.D.</td>
<td>Chairman, Graduate Medical Education &amp; Research</td>
<td>46050</td>
</tr>
<tr>
<td>Holly Reardon, MBA</td>
<td>Associate VP, Medical Staff Services &amp; GME</td>
<td>46050</td>
</tr>
<tr>
<td>Barb Salak</td>
<td>Secretary</td>
<td>46050</td>
</tr>
<tr>
<td>Michele Fort</td>
<td>Coordinator, GME Reimbursement</td>
<td>46428</td>
</tr>
<tr>
<td>Renee Messenger, MA</td>
<td>GME/Residency Coordinator</td>
<td>46666</td>
</tr>
<tr>
<td>Lisa Leiby-Begue, MS</td>
<td>GME/Recruitment Coordinator</td>
<td>46667</td>
</tr>
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</table>

## MEDICAL AND COMMUNITY HEALTH LIBRARIES

### MEDICAL LIBRARY

<table>
<thead>
<tr>
<th>Name</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Judy Knight, MLS</td>
<td>Medical Librarian</td>
<td>46243</td>
</tr>
<tr>
<td>Melissa Trace</td>
<td>Interlibrary Loan</td>
<td>41558</td>
</tr>
</tbody>
</table>

### COMMUNITY HEALTH LIBRARY

<table>
<thead>
<tr>
<th>Name</th>
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<th>Extension</th>
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</thead>
<tbody>
<tr>
<td>Suzanne Cable</td>
<td>Library Technologist</td>
<td>42665</td>
</tr>
</tbody>
</table>

## MEDICAL PHOTOGRAPHY

<table>
<thead>
<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Joel Walker</td>
<td>Director</td>
<td>46419</td>
</tr>
<tr>
<td>Mark Riggs</td>
<td>Medical Photographer</td>
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</tr>
<tr>
<td>Toni Daniel</td>
<td>Secretary</td>
<td>46419</td>
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</tbody>
</table>

## RESEARCH ADMINISTRATION

<table>
<thead>
<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Norma Durbin, RN, MBA</td>
<td>IRRB Office</td>
<td>46391</td>
</tr>
<tr>
<td>Sharon Csuhta</td>
<td>Secretary</td>
<td>46947</td>
</tr>
<tr>
<td>Lisa Treen, MBA</td>
<td>Director, Research Administration</td>
<td>46084</td>
</tr>
<tr>
<td>Noemi Collins, MBA</td>
<td>Grant Accountant</td>
<td>46632</td>
</tr>
</tbody>
</table>
CALHOUN RESEARCH LABORATORY

Judy Fulton, PhD   Sr. Research Scientist, Biochemistry   46394
Tricia Sloan, BS   Research Technologist     45711
Heather Cazzolli, BS Research Technologist  41532
John Elias, PhD Sr. Research Scientist, Biomechanics  46176
Kimberly Stakleff, MS, PhD Manager, Calhoun Research Lab  46236

PROGRAM DIRECTORS

Michael Beeson, MD Emergency Medicine  46326
Elliot Davidson, MD Family Medicine  47671
Robert Marley, MD General Surgery  47708
Titus Sheers, MD Internal Medicine  46140
Jennifer Savitski, MD Obstetrics/Gynecology  46766
Titus Sheers, MD Internal Medicine  46816
Greg Vrabec, MD Orthopaedic Surgery  46055
Joseph Varley, MD Psychiatry  330-379-5083
Joseph Finocchio, MD Transitional Year  46817
Phillip Nasrallah, MD Urology  330-543-8212
Andrew Fenton, MD Breast Oncology Fellowship  46500

DEPARTMENT CHAIRMEN

Lance Talmage, Jr. MD Anesthesiology  46294
Jack Mitstifer, MD Emergency Medicine  46326
Joseph Payton, DO Family Medicine  330-836-9721
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Thomas Thompson, MD Orthopaedic Surgery  41270
Paula Bauer, MD Pathology & Clinical Labs  47784
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Jeffrey Moore, MD Psychiatry  46992
Mitchel Fromm, MD Radiation Oncology  46448
Carl Martino, MD Radiology  47654
Daniel Guyton, MD Surgery  46234
Raymond Bologna, MD Urology  330-375-4848
<table>
<thead>
<tr>
<th>Name</th>
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<th>Phone</th>
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<tbody>
<tr>
<td>Bela Faltay, MD</td>
<td>Allergy</td>
<td>46676</td>
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<tr>
<td>Robert Schweikert, MD</td>
<td>Cardiology</td>
<td>44377</td>
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<tr>
<td>Robert Kamienski, MD</td>
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<td>330-762-9165</td>
</tr>
<tr>
<td>Jeffrey Moore MD</td>
<td>Chemical Dependency &amp; Addiction</td>
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<tr>
<td>Akhil Bindra, MD</td>
<td>Critical Care Medicine</td>
<td>46676</td>
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<tr>
<td>Eliot Mostow, MD</td>
<td>Dermatology</td>
<td>330-535-7100</td>
</tr>
<tr>
<td>Carl Martino, MD</td>
<td>Diagnostic Radiology</td>
<td>47654</td>
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<tr>
<td>Michael Morroco MD</td>
<td>Endocrinology</td>
<td>330-535-4530</td>
</tr>
<tr>
<td>Martin Shill, MD</td>
<td>Gastroenterology</td>
<td>330-869-0954</td>
</tr>
<tr>
<td>Daniel Guyton, MD</td>
<td>General Surgery</td>
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<tr>
<td>Eugene Pfister MD</td>
<td>Geriatrics</td>
<td>46015</td>
</tr>
<tr>
<td>Eric Jenison, MD</td>
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<td>46041</td>
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<tr>
<td>Craig Polifrone, DO</td>
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<td>330-666-1166</td>
</tr>
<tr>
<td>Scott McGee, MD (co-chief)</td>
<td>Hematology/Med. Oncology</td>
<td>46505</td>
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<tr>
<td>Ifeoma Okeke, MD (co-chief)</td>
<td>Hematology/Med. Oncology</td>
<td>46505</td>
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<tr>
<td>Gary Bollin, MD</td>
<td>Infectious Disease</td>
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<tr>
<td>Moshe Torem, MD</td>
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<tr>
<td>Joseph Finocchio, MD</td>
<td>Internal Medicine</td>
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<tr>
<td>Eric Jenison MD</td>
<td>Maternal-Fetal Medicine</td>
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<td>Karl Schwarze, MD</td>
<td>Nephrology</td>
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<td>Howard Shapiro, MD</td>
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<td>Ghassan Khayyat, MD</td>
<td>Neurosurgery</td>
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<td>Eve Echt, MD</td>
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<td>Donald Stephens III, MD</td>
<td>Ophthalmology</td>
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<tr>
<td>Thomas Thompson, MD</td>
<td>Orthopaedic Surgery</td>
<td>41270</td>
</tr>
<tr>
<td>Name</td>
<td>Department</td>
<td>Phone</td>
</tr>
<tr>
<td>-------------------------------------</td>
<td>------------------------------------------------</td>
<td>-------------</td>
</tr>
<tr>
<td>Bruce Sterman, MD</td>
<td>Otolaryngology</td>
<td>330-869-6673</td>
</tr>
<tr>
<td>Scott Shorten, MD</td>
<td>Pathology (Anatomic)</td>
<td>46333</td>
</tr>
<tr>
<td>Paula Bauer, MD</td>
<td>Pathology (Clinical)</td>
<td>47784</td>
</tr>
<tr>
<td>Michael Delahanty, DO</td>
<td>Physical Medicine &amp; Rehab</td>
<td>330-784-3053</td>
</tr>
<tr>
<td>John Pedersen, MD</td>
<td>Plastic Surgery</td>
<td>330-253-9161</td>
</tr>
<tr>
<td>Jordon Grossman, DPM</td>
<td>Podiatry</td>
<td>41980</td>
</tr>
<tr>
<td>Alan Gilbertson, PhD</td>
<td>Psychology</td>
<td>46115</td>
</tr>
<tr>
<td>Jeffrey Moore, MD</td>
<td>Psychiatry</td>
<td>46992</td>
</tr>
<tr>
<td>Tim Murray, MD</td>
<td>Pulmonary Medicine</td>
<td>46676</td>
</tr>
<tr>
<td>Mitchel Fromm, MD</td>
<td>Radiation Oncology</td>
<td>46448</td>
</tr>
<tr>
<td>David Nash, MD</td>
<td>Reproductive Endocrinology &amp; Infertility</td>
<td>330-375-7722</td>
</tr>
<tr>
<td>James Goske, MD</td>
<td>Rheumatology</td>
<td>330-668-4045</td>
</tr>
<tr>
<td>John Pinkowski, MD</td>
<td>Sports Medicine</td>
<td>41980</td>
</tr>
<tr>
<td>Anthony Kantaras, MD (Assoc Chief)</td>
<td>Sports Medicine</td>
<td>41980</td>
</tr>
<tr>
<td>Mark Horattas, MD</td>
<td>Surgical Endocrinology</td>
<td>46699</td>
</tr>
<tr>
<td>Andrew Fenton, MD</td>
<td>Surgical Oncology</td>
<td>46500</td>
</tr>
<tr>
<td>Farid Muakkassa, MD</td>
<td>Trauma Surgery</td>
<td>46776</td>
</tr>
<tr>
<td>Raymond Bologna, MD</td>
<td>Urogyn. &amp; Pelvic Reconst. Surgery</td>
<td>330-375-4848</td>
</tr>
<tr>
<td>Raymond Bologna, MD</td>
<td>Urology</td>
<td>330-375-4848</td>
</tr>
<tr>
<td>Dennis Wright, MD</td>
<td>Vascular Surgery</td>
<td>330-344-1400</td>
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### CLINICS

<table>
<thead>
<tr>
<th>Service</th>
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</tr>
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<tbody>
<tr>
<td>ACC Outpatient Eye Clinic</td>
<td>47774</td>
</tr>
<tr>
<td>OB</td>
<td>46800</td>
</tr>
<tr>
<td>Orthopaedic Surgery</td>
<td>41130</td>
</tr>
<tr>
<td>Plastic Surgery</td>
<td>330-434-5978</td>
</tr>
<tr>
<td>Psychiatry</td>
<td>46110</td>
</tr>
<tr>
<td>Surgery</td>
<td>41161</td>
</tr>
<tr>
<td>Urology</td>
<td>330-864-8008</td>
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### MISCELLANEOUS NUMBERS

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administration</td>
<td>87275</td>
</tr>
<tr>
<td>Admitting</td>
<td>46770</td>
</tr>
<tr>
<td>Center for Family Medicine</td>
<td>46047</td>
</tr>
<tr>
<td>Chief of Medicine house officer office</td>
<td>42835</td>
</tr>
<tr>
<td>Clinical Social Work</td>
<td>46880</td>
</tr>
<tr>
<td>Communications (Public Relations)</td>
<td>46376</td>
</tr>
<tr>
<td>Credit Union (MedPro)</td>
<td>330-848-6066</td>
</tr>
<tr>
<td>Department of Medicine</td>
<td>41543</td>
</tr>
<tr>
<td>Department of Surgery Residency</td>
<td>46741</td>
</tr>
<tr>
<td>Emergency Room</td>
<td>46611</td>
</tr>
<tr>
<td>Employee Health</td>
<td>41444</td>
</tr>
<tr>
<td>Health &amp; Wellness Center (West)</td>
<td>58000</td>
</tr>
<tr>
<td>Health &amp; Wellness Center (North)</td>
<td>330-945-9300</td>
</tr>
<tr>
<td>Help Desk</td>
<td>46604</td>
</tr>
<tr>
<td>Hospital Operator</td>
<td>0</td>
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<tr>
<td>Housekeeping</td>
<td>46060</td>
</tr>
<tr>
<td>Human Resources</td>
<td>46090</td>
</tr>
<tr>
<td>Infection Control</td>
<td>46532</td>
</tr>
<tr>
<td>Infectious Disease</td>
<td>46643</td>
</tr>
<tr>
<td>Internal Medicine Center</td>
<td>46015</td>
</tr>
<tr>
<td>Medical Records</td>
<td>46320</td>
</tr>
<tr>
<td>Medical Staff Credentialing</td>
<td>46565</td>
</tr>
<tr>
<td>Medical Staff Services</td>
<td>46553</td>
</tr>
<tr>
<td>Morgue</td>
<td>46207</td>
</tr>
<tr>
<td>Op/Surgery</td>
<td>46466</td>
</tr>
<tr>
<td>Operating Room/Main</td>
<td>46040</td>
</tr>
<tr>
<td>Page Operator</td>
<td>46111</td>
</tr>
<tr>
<td>Pathology</td>
<td>46211</td>
</tr>
<tr>
<td>Pharmacy/ACC</td>
<td>47732</td>
</tr>
<tr>
<td>Pharmacy/Main</td>
<td>46215</td>
</tr>
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</table>
### MISCELLANEOUS NUMBERS CONT

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pharmacy/POB</td>
<td>46159</td>
</tr>
<tr>
<td>Psychiatry Office</td>
<td>46525</td>
</tr>
<tr>
<td>Radiology</td>
<td>46450</td>
</tr>
<tr>
<td>Radiology File Room</td>
<td>47682</td>
</tr>
<tr>
<td>Risk Management</td>
<td>46094</td>
</tr>
<tr>
<td>Security</td>
<td>47604</td>
</tr>
<tr>
<td>Transportation</td>
<td></td>
</tr>
</tbody>
</table>

### ANNOUNCED AUTOPSY

“Dr. Post, Dr. Mortimer Post, please.” This coded page indicated an autopsy is to begin immediately.

### LOST PAGERS

Pocket pagers are the responsibility of the individual carrying the unit. If a beeper is lost, a replacement will be ordered and charged to the individual.
PAGING INSTRUCTIONS

Executing a Page From Any Akron General Medical Center Phone:

All Akron General Medical Center phones have direct access to phone lines specifically dedicated to the paging system. To execute a page, follow these steps:

1. Pick up an Akron General Medical Center phone.
2. Dial 77.
3. Wait for the dial tone and press 0.
4. Enter the four-digit pager number you are calling.
5. Hang up the phone.

Executing a Page From a Non-Akron General Medical Center Phone:

A page can only be sent from a touch tone phone (not all push button phones that “beep” are touch tone phones).

To execute a page from any off-campus touch tone phone, follow these steps:

1. Dial the complete ten-digit pager number: 330-250-xxxx.
2. You will hear four short beeps.
3. Enter the ten-digit pager number. You will hear 4 short beeps.
4. Enter the page by dialing the phone number where you can be reached.
5. Hang up the phone.

Overhead Page Request:

Listen for dial tone. Dial 46111 to reach the hospital page operator. Give the pager operator your name and the number of the person you are paging. Remain on the line until the paged person answers. If paging from outside the hospital, give the operator the full number to call (e.g., 330-344-6050).

Paging Instructions – Requesting Information:

Please dial “0” for the Operator when requesting information regarding location of meetings or telephone directory assistance with the hospital.
STAT Page Protocol - Code Blue or Code Pink:

The STAT Page Team will be composed of all house officers on-call for Internal Medicine and Surgery for the day. The most Senior Medicine house officer present is in charge of the STAT unless s/he designates someone else to give orders. The Senior Medicine house officer is to delegate resuscitation responsibilities during the STAT. In addition, a nurse will be dispatched from the Coronary Care Unit to aid in the use of drugs and intravenous solutions. An anesthetist will respond from the Operating Room and will be totally in charge of the airway and respiratory activities of the patient once s/he is arrived. An EKG technician will respond with an EKG machine and will be assigned on a daily basis. A respiratory therapist, nursing coordinator and nurse on the floor where the STAT Page occurs will round out the team. No other personnel are to be involved unless specifically called upon by the medical house officer in charge. The house officer in charge or nursing coordinator may also ask individuals to leave if their services are not needed. The Emergency (STAT Page) Cart will be brought from the appropriate assigned location.

STAT Page (Emergency Pages):

**Code Blue**: An adult medical emergency

**Code Pink**: A pediatric medical emergency

Code Blue or Code Pink pages are announced on the overhead paging system “CODE BLUE” or “CODE PINK” (location), CODE BLUE or CODE PINK (location), CODE BLUE or CODE PINK (location). Do not call the operator. Report immediately in person to the announced location as outlined in your STAT page protocol. If you are on call, you will also be paged individually.

You will receive an alpha page with the location. The following is a backup system when the alpha system is unavailable.

On your pocket pager, (CODE BLUE or CODE PINK) Page is differentiated from other pages by beginning with: 99-. That is, any page you receive that begins with 99- will indicate that a (CODE BLUE or CODE PINK) is occurring. The numbers immediately following this code will notify you of the phone number of (CODE BLUE or CODE PINK) location.

For (CODE BLUE or CODE PINK) paging, it is intended that all those on-call should rely primarily on the overhead page system. Your pocket pager simply acts as a secondary system in case you are in an area where you cannot hear the overhead system.

**Tornado Plan: (Code Gray)**

Overhead paging of “Code Gray Tornado Phase I” means the National Weather Service has issued a Tornado Warning for the surrounding area of Akron and Summit County. Plan activation requires patient care areas to be secured by closing blinds and drapes. Newborn babies in the New Life Center are to be given to their mothers.

Overhead paging of “Code Gray Tornado Phase II” indicates a potential tornado strike of the Akron General Medical Center campus. All patients, employees and visitors should prepare for a strike.

**Bomb Threat: (Code Black)**

An Overhead page of “Code Black” indicates the potential of a bomb in or around the Hospital. Listen for instructions by the page operator, which may include a search of your work area for suspicious items for reporting to security.
Chemical Spills: (Code Orange)

Hazardous materials spills (nuclear, biological, chemical or unknown substance)

Internal - Refer to safety manual,

External - refer to MCI/Disaster Manual

Phone Disruption:

Refer to the orange MCI Manual for instructions.

Infant Abduction: (Code Adam)

Overhead paging of “Code Adam” indicates the potential for the unauthorized removal of an infant from the New Life Center (L&D, 2400, 2100 or SCN). Follow the page operator’s instructions. Monitor all exits for items large enough to contain an infant.

Evacuation Plan: (Code Green)

The evacuation plan for all patient care departments is located in the MCI manual of that department.

Violent Patient: (Code Violet)

A violent/combative patient or visitor – stay away from the area.

Gun/Hostage Situation: (Code Silver)

A person with a weapon or a hostage situation – stay away from the area.

Code Yellow: Dr. Major/ Dr. Minor:

You are vital in the Hospital’s Mass Casualty Incident (MCI) Plan for the effective handling of casualties in the event of a mass casualty incident in this or a neighboring community. The following material will give you a brief overview of the Akron General Medical Center Mass Casualty Incident Plan. It is recommended that you review the complete document that your Program Director has on file. A copy of the complete document is also on file in the J.D. Smith, M.D., Memorial Library (second floor Medical Library).

Phasing for Code Yellow:

There will be three distinct phases during the hospital Mass Casualty Incident plan activation: Red, Yellow and Green. Each phase has special limitations and requirements. The following is a summary of the phases:

RED PHASE From plan activation until all patients with life-threatening conditions (here and expected from the field) have been stabilized.

YELLOW PHASE From announcement that all patients with life-threatening conditions have been stabilized to completion of other treatments for large number of patients. Central Command will determine when normalization to routine care can begin.

ALL CLEAR Return to normal routine.

Please note that during the Red Phase, the following orders are restricted:

a.) X-ray is limited to two (2) views of the following:
   Chest, LS spine, C-spine, Pelvis
Variance from this list can be authorized only by the in-house designee in charge of Surgery, Critical Care Medicine, Emergency Medicine, or the Triage Physician Commander. The Radiologist or designate is to be notified of any variance.

b.) Tests are limited to the following studies:

<table>
<thead>
<tr>
<th>Test</th>
<th>Study Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CBC</td>
<td>Profile 7</td>
</tr>
<tr>
<td>CoHgb</td>
<td>ABGs</td>
</tr>
<tr>
<td>EKG</td>
<td>Type and Screen, up to 4 units</td>
</tr>
<tr>
<td>PT</td>
<td>PTT</td>
</tr>
</tbody>
</table>

Variance from this list can be authorized only by the in-house designee in charge of Surgery, Critical Care Medicine, Emergency Medicine, or the Triage Physician Commander. The Department Chairman of Pathology or designate is to be notified of any variance.

c.) Surgery is limited to repair of life- or limb-threatening conditions. Conditions that can be stabilized by non-surgical methods must not delay room turnover.

(Code Yellow) MCI WORK AREA LOCATION, CLASSIFICATION AND LEVEL OF ACTIVATION

<table>
<thead>
<tr>
<th>Work Area</th>
<th>LOCATION</th>
<th>Dr. Minor Level 1 (2-10 pts)</th>
<th>Dr. Minor Level 2 (11-30 pts)</th>
<th>Dr. Major Level 3 (31 – 100 pts)</th>
<th>Dr. Major Level 4 (101 + pts)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Triage</td>
<td>ED Waiting Room</td>
<td>N/A</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Emergency Dept.</td>
<td>ED – 1st Floor</td>
<td>Intra-Dept.</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Presurg/PSU</td>
<td>Presurg/PSU</td>
<td>On Alert</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Med Retriage</td>
<td>Cardiac Cath Lab Ext.</td>
<td>N/A</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Expansion ECU</td>
<td>Cardiac Cath Lab Ext.</td>
<td>N/A</td>
<td>Optional – prepared but not staffed</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>NonUrgent/Med Center (7749)</td>
<td>ACC</td>
<td>N/A</td>
<td>N/A</td>
<td>Optional – prepared but not staffed</td>
<td>X</td>
</tr>
<tr>
<td>Psychiatric Retriage</td>
<td>6007 Rec. Therapy</td>
<td>At direction EM attending</td>
<td>At direction EM attending</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>OB/GYN</td>
<td>L &amp; D</td>
<td>At direction EM attending</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Support Area</td>
<td>LOCATION</td>
<td>Dr. Minor Level 1 (2-10 pts)</td>
<td>Dr. Minor Level 2 (11-30 pts)</td>
<td>Dr. Major Level 3 (31 – 100 pts)</td>
<td>Dr. Major Level 4 (101 + pts)</td>
</tr>
<tr>
<td>------------------------------</td>
<td>--------------------------------------------------------------------------</td>
<td>------------------------------</td>
<td>--------------------------------</td>
<td>----------------------------------</td>
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</tr>
<tr>
<td>Central Command</td>
<td>Administration (Daytime)</td>
<td>N/A</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Security</td>
<td>Nursing Staff Office, 2nd Floor Sec. Center (Evening)</td>
<td>N/A</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Family Assistance Center</td>
<td>Lobby/Coffee Shop</td>
<td>N/A</td>
<td>X</td>
<td>X</td>
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</tr>
<tr>
<td>Public Relations</td>
<td>Public Relations</td>
<td>N/A</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Employee Child Care Center</td>
<td>7th Floor Activities Room</td>
<td>N/A</td>
<td>X</td>
<td>X</td>
<td>X</td>
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<tr>
<td>Stress Support</td>
<td>Psychiatric Dept. Partial Hosp. – 1st Floor</td>
<td>N/A</td>
<td>X</td>
<td>X</td>
<td>X</td>
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<tr>
<td>Inpatient Evacuation</td>
<td>General Stores Loading Dock</td>
<td>N/A</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>All Other Departments</td>
<td>Normal Location</td>
<td>N/A</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>
**Physician Assignments:**

1. Physician Reporting Areas; report to area of specialty as follows:
   a) Emergency Medicine – Emergency Department
   b) Internal Medicine – Cardiac Cath Lab Ext.
   c) Surgeons (All Specialties) – Presurgical/PSU
   d) Radiology – Radiology Department
   e) Family Practice – Cardiac Cath Lab Ext.
   f) OB/GYN – Labor & Delivery
   g) Psychiatry – 6007 Psychiatry Rec. Therapy
   h) IM/Pediatrics – Cardiac Cath Lab Ext.
   i) Physicians without privileges – Central Command in Administration

2. Physician Disbursements
   a) ED Commander will assign physicians to Triage Area, ED or direct physician assistance in transporting critical patients to other work areas.
   b) Medical Retriage (Cardiac Cath Lab Ext.) Commander will assign physicians to Retriage Team, patient care or as floor officers.
   c) Presurgical Commander will assign physicians to presurgical Retriage Team, patient care or to Surgical suite.
   d) Radiology Commander will assign, as available, one radiologist to ED and one to Presurgical/PSU.
   e) Psychiatric Commander will assign psychiatrists and psychiatric staff to Main Lobby (Family Support Area), first floor Partial Hospitalization (Employee Stress Support Area), or Room 6007 (Psychiatric Patient Retriage Area), 6100 Unit and 6400 Unit

3. Description of In-House Medical Coverage During Plan Activation:
   Each medical House Officer responding to the Cardiac Cath Lab Ext. Room who is assigned to cover the medical needs of the patients on the floor will:
   a) Review patients with charge nurse/designated nurse and manage any pressing medical needs.
   b) Develop a list of patients that could be considered potential discharges if beds are needed.
   c) Review management problem and discharge list with Medical Retriage Commander.
   d) Make a reasonable effort to contact admitting physician.
   e) Review surgical management problems with Surgical Commander.
GETTING STARTED
PHYSICAL EXAMINATION

A physical examination, including pre-employment drug testing, x-ray (if positive TB test in the past) and pertinent laboratory procedures, is required at the start of an appointment. This may include such procedures and/or immunizations as deemed appropriate by Akron General to assure minimal health risk to the House Officer, other staff members, and patients. A copy of the mandatory policy entitled, “Drug Awareness/Substance Abuse for Employees with Individual Contracts,” (3.14) is on file in the Department of Graduate Medical Education.

As part of a fitness for duty evaluation, a Program Director may require a house officer to submit to a physical exam, appropriate testing as well as psychiatric or psychological exam. Failure to complete may lead to dismissal from the Residency.

SECURE I.D. CARD

To obtain a Secure I.D. Card please contact Graduate Medical Education at 330-344-6050.

PHYSICIAN PORTAL

The Physician Portal is a web-based point of access to ChartMaxx, X-ray results, PACS, lab & transcription results, Surgery Schedule, on-line physician directory and more. You can access the Physician Portal from the hospital or by using a VPN connection from your home or office. (Secure I.D. Card is required).

To get to the portal, go to the Web address http://my.agmc.org. For questions, contact Akron Generals Help Desk at 330-344-6604 or Graduate Medical Education at 330-344-6050.
USMLE/COMLEX REQUIREMENT

USMLE/COMLEX Requirements for all Akron General Medical Center Residency Programs.

PURPOSE
To define and standardize the USMLE/COMLEX requirements for all house officers in Akron General Residency Programs. To require house officers to meet national quality standards and benchmarks in preparation for Medical Licensure and Certification by the American Board of Medical Specialties.

POLICY
It is the policy of Akron General Medical Center, Department of Graduate Medical Education that each House officer shall pass the United States Medical Licensing Examination (USMLE) Part 3 or applicable Comprehensive Osteopathic Medical Licensing Examination - COMLEX Level 3 before beginning their PGY-3 year. House officers must fulfill this requirement in order to be considered in academic good standing to be promoted to the next level of training and as an essential element of completing a residency program and receiving an Akron General or NEOUCOMP Residency Completion Certificate (diploma).

A. In order to be offered a PGY-3 contract a PGY-2 must:
   1. Sit for the USMLE Step 3 or COMLEX Level 3 exam by December 31st of his/her PGY-2 year and;
   2. Pass the USMLE Step 3 or COMLEX Level 3 exam by February 28th of his/her PGY-2 year.

   Deadline dates for House officers who are off cycle will be determined by their contract dates.

B. In the case of a house officer who has not passed either exam by February 28th of his/her PGY-2 year, a Program Director may choose:
   1. To notify that house officer in writing that their contract will not be renewed.
   2. Hold that position vacant to allow the house officer to pass the exam before July 1st of their PGY-3 year.

C. No house officer shall receive a PGY-3 contract without successful completion of either the Step 3 or COMLEX 3 exam.

D. Any exception to this policy must be approved in writing by the house officer’s Program Director and Chairman of Graduate Medical Education, and reported to the Graduate Medical Education Committee.

E. House officers or Fellows above the PGY-3 level being considered for advanced placement in Residency or Fellowship Training at Akron General or another ACGME or non-ACGME program must have completed a pathway that makes them fully eligible for medical licensure in the United States.

F. Passage of Step 3 is required for all International Medical Graduates wishing to obtain a H1B Visa Status.
PROCEDURE

A.  **House Officer shall:**

1. Accept responsibility for application, fees and scheduling of USMLE/COMLEX examinations to be in compliance with the Policy. House officer shall present USMLE/COMLEX scores to Program and Graduate Medical Education for inclusion in house officer’s Official Residency File.

2. Review USMLE/COMLEX status with Program Director/Faculty Advisor during biannual reviews.

B.  **Program Director shall:**

1. Track the USMLE/COMLEX status of house officers in New Innovations as well as applicants to the program.

2. Inform house officers in writing of this policy and include the policy in the Program’s House Staff manual.

3. Inform Faculty and Faculty Advisors of the Policy.

C.  **Department of Graduate Medical Education shall:**

1. Review all Residency Programs for compliance with this policy.

2. Oversee any appeal as outlined in the House Officer Manual.


LICENSE/TRAINING CERTIFICATE

It is mandatory that every house officer without a permanent State of Ohio medical license obtain a training certificate from the State Medical Board of Ohio. Applications can be requested from the State Medical Board of Ohio (614-466-3934 or www.license.ohio.gov/lookup/default.asp). The application fee is $75, renewal fee $35. Failure to have a current training certificate will be cause to remove house officer from direct patient care responsibilities.

A training certificate shall be valid for one year but may, at the discretion of the Board, be renewed annually for a maximum of five years. Renewal applications are mailed approximately April 1st for those who initiated their training on July 1st the previous year. Others will receive their application accordingly. The fee for the renewal of a training certificate is currently $35. Renewals are done online and require a credit card.

All house officers are encouraged to apply for permanent licensure at the time of eligibility. The Ohio State Medical Board requires that the applicant personally request the application for permanent licensure and provide the necessary information and documentation. A copy of your permanent licensure must be provided to the Residency Coordinator, GME, for inclusion in your permanent file.
DEA NUMBER

A temporary DEA registration number will be assigned to you by the Pharmacy and can be obtained from the Residency Coordinator of GME. **This DEA number is for training purposes only.** A permanent DEA number can be applied for with your application for permanent licensure by calling 1-800-882-9539, or Internet site www.deadiversion.usdoj.gov.

UNIFORMS AND LAUNDRY

The official uniform for House Officers includes full-length white coat worn over trousers, shirt and tie; or skirt/slacks and blouse. The hospital will furnish you with white coats and launder them free of charge. Soiled scrubs should be placed in the orange bag located in the doctors’ quarters or by the uniform room located in the basement directly across from the brown elevators. Your laundered uniforms can be picked up in the uniform room. Soiled scrubs should not be worn outside the hospital (i.e in the community) if at all possible.

INFECTION CONTROL

The systems of isolation include Standard Precautions and 5 additional categories for higher levels of precautions. These systems are designed to protect patients and healthcare workers by reducing the risk of transmission of infectious agents in the hospital. Since patients with infections are not always identifiable, it is important to consistently use standard precautions with ALL patients.

Standard Precautions are driven by interactions with body substances, requiring barriers for all contact with body substances. Details of the systems are available in the Infection Control Manual on the Intranet (GenNet). Training in protection from bloodborne pathogens is required for all House Officers on a yearly basis by federal law. Details of the regulation are in the Exposure Control Plan in the Safety Manual (also on the Intranet).

GUIDELINES FOR USE OF PERSONAL PROTECTION EQUIPMENT:

- Wear gloves when there is a potential for contact with blood or body substances.
- Wear gloves when handling items or surfaces soiled with blood or body substances.
- Change gloves and perform hand hygiene between each patient contact.
- **Wear gloves for all patient contact in critical care areas.**
- Gowns and gloves are required for entry into a contact precautions room.
- Wash hands and other skin surfaces immediately and thoroughly if contaminated with blood or body substances.
- Handy hygiene is required upon patient room entry and exit. Foam in, Foam out!
- Wear gowns for procedures, which could generate splashes or lead to soiling of clothing with blood or body substances.
- Use face protection—goggles and masks, or face shields—for procedures in which there is a possibility of splashing, spattering or aerolization of blood or body substances.
- Use resuscitation masks when the need for mouth-to-mouth resuscitation arises.
- Send lab coats to the laundry frequently and whenever visibly soiled. Lab coats are your uniform and must be clean at all times.
Respiratory Protection for TB Control:

Special masks, which are classified as respirators are required for persons entering a TB isolation room (Airborne Precautions). All House Officers must be cleared by Employee Health to wear a respirator and be fitted with a respirator. This is a federal requirement under the Respiratory Protection Policy. Fit testing is required yearly.

Hand Hygiene is an expectation before and after patient contact and after contact with equipment or the environment in the patient’s room. Hand hygiene is required for patient room entry and exit.

Questions or concerns may be addressed to the Infection Control Practitioners at extension 46532 or pagers #1350, #1444, #1833 and #1329.

MANDATORY EMPLOYEE TRAINING

The Medical Center requires that all employees complete education annually in such areas as: Violence in the Workplace, Infant Abduction, Sexual Harassment, Billing Compliance, Infection Control and Isolation, Patient Confidentiality, Construction Safety, Bloodborne Pathogen Safety, Tornado/Severe Weather, Substance Abuse, Tuberculosis (TB) Control, Electrical Safety, Bomb Threat, Preventing Sprains & Strain, Safe Use of Compressed Gas Cylinders, Phone Disruption, Fire Safety, External/Internal MCI, HIPAA, and Hazardous Materials. The Mandatory Training Steering Committee identifies the specific areas each year.
SCHEDULES AND HOURS
INSTITUTIONAL POLICY FOR HOUSE OFFICER DUTY HOURS IN THE LEARNING AND WORK ENVIRONMENT

This policy describes the institutional policy of Akron General Medical Center for monitoring of duty hours for all the residency programs it sponsors.

The ACGME standards emphasize the responsibilities of the programs, sponsoring institutions and the accrediting body relating to safe patient care and appropriate learning environment for house officers. These areas must be addressed: (1) placing appropriate limits on duty hours, (2) promoting institutional oversight, (3) promoting and defining supervision and (4) fostering high-quality education and safe patient care, with house officer involvement in hospital quality improvement and patient safety efforts.

Definition – Duty hours are defined as all clinical and academic activities related to the residency program (i.e., patient care (inpatient and outpatient), administrative duties related to patient care, the provision for transfer of patient care, time spent in-house and at-home during call activities, and scheduled academic activities such as conferences. Internal and external moonlighting is also part of duty hour requirements.

Program Requirement

Each residency program must establish formal written policies governing house officer duty hours that are consistent with the institutional and program requirements. This policy will be communicated to the house officer and faculty annually. It is the responsibility of the program director to monitor duty hours with sufficient frequency to ensure that the duty hour requirements are being met. Program directors are encouraged to utilize duty hour data from individual house officers as part of the semi-annual evaluation process.

Institutional Oversight

Institutional oversight will be accomplished in two ways. The first is through the use of a hot line in which house officers may report duty hour violations anonymously. The second method is through the year-end house officer survey. On an annual basis, the Chair of the Graduate Medical Education Committee/Designated Institutional Officer will present data to the Graduate Medical Education Committee on all approved programs with respect to duty hour compliance.
**Reporting**

Annually, or upon request of the Graduate Medical Education Committee, each program director of an RRC-approved residency training program under the sponsorship of Akron General Medical Center will present a formal report to Graduate Medical Education Committee on their program compliance with both ACGME and RRC requirements as they relate to house officer Duty Hours. The program director will describe the individual program policy of monitoring duty hours, how the duty hours are recorded and verified and how variances in the duty hours are addressed. A copy of their policy should be presented at this time.

The Graduate Medical Education Committee will review the data presented by the individual Program Directors and Designated Institutional Officer. Such data will be presented to the Department of Graduate Medical Education and the Research Committee of the Board of Directors and the Organized Medical Staff annually. The individual program policy should be approved at this time.

**Violations**

Repeated violations involving specific house officers, rotations or programs will be evaluated by the Graduate Medical Education Committee on a semi-annual basis. If identification and education is ineffective, then house officers that are consistently out of compliance will be required to appear before the Graduate Medical Education Committee and provide reasons for their non-compliance, as well as an action plan to ensure future compliance with these regulations.

Repeated violations by a house officer will be cause for reprimand, probation or dismissal from the training program. Similarly, rotations with repeat violations will be subject to exclusion from the training programs.

**Duty Hour Exception**

Akron General Medical Center as a sponsoring institution fully supports the duty hour requirements as currently published. A petition from a program requesting greater than a ten-percent increase in duty hours exception is inconsistent with the published standards and will not be accepted for review by the Graduate Medical Education Committee.
MOONLIGHTING

Moonlighting:

Moonlighting is neither encouraged nor required as a condition of employment as a member of the house staff at Akron General Medical Center and may be inconsistent with sufficient time for rest and restoration to promote the house officer's educational experience and safe patient care.

In order to moonlight, a house officer is required to obtain permission from his/her program director in the form of a prospective, written statement of permission that is made part of the house officer's file.

House officer acknowledges that their performance will be monitored for the effects of these activities and adverse effects may lead to withdrawal of permission. House officer also acknowledges that internal moonlighting is subject to duty hour requirements and that external moonlighting is not subject to professional liability indemnification by Akron General Medical Center.

External sites that are not part of the Residency Training Program represent external, not internal moonlighting.

Sunlighting:

Sunlighting (working for income during hours when an individual has duties and responsibilities to the service on which he/she is training) will NOT be permitted at any time. Any monies derived from teaching activities related to the Northeastern Ohio Universities College of Medicine (NEOUCOM), from any other required teaching activity, or from any income-producing activity as part of the residency program will be payable only to the respective department or House Staff Association and not to any individual or group of house officers.
ROTATION SCHEDULE

House officers are assigned to their duties and responsibilities by their Program Director and the Department of Graduate Medical Education in accordance with the educational requirements of the Accreditation Council on Graduate Medical Education (ACGME). Annually, a schedule of clinical rotations is prepared for each house officer. The rotation schedule may be adjusted to meet individual needs or desires providing the residency program requirements are met. All changes in the rotation schedule must be requested in advance for review by the appropriate residency Program Director.

Any and all changes in regular assignments must be a written authorization from the Program Director and/or the house officer’s immediate clinical supervisor and approved by the Department of Graduate Medical Education. Request for change to the rotation schedule forms are available in the Department of Graduate Medical Education.

ON-CALL SCHEDULE

Call schedules are developed by each department on a monthly basis, usually two to four weeks in advance of the beginning of each month. Because of this advance scheduling, house officers’ vacation and conference requests are to be submitted at least six weeks in advance. See also the section on Vacations and Conferences.

MILITARY SERVICE

In the case of Military Reserve Duty, the stipend of the House Officer will be discontinued for the period of active duty. If the reserve pay is not commensurate with the Akron General Medical Center stipend, the difference between the Reserve pay and Akron General Medical Center stipend will be provided by the Medical Center.

UNSCHEDULED TIME OFF

Any request for approval for unscheduled time off (time is considered “unscheduled” once the call schedule has been completed or six weeks prior to the time requested) must be submitted to the Program Director. The Program Director must be informed by the house officer of the proposed arrangements for temporary coverage in their absence. Requests should be submitted as early as possible. Upon approval of the Program Director, the house officer will inform the Department of Graduate Medical Education and the Chairman of any hospital department(s) which may be affected by the absence. Failure to comply with this protocol will be considered an unexcused absence.
WHERE THINGS ARE
GRADUATE MEDICAL EDUCATION OFFICE

Department of Graduate Medical Education:

The Department of Graduate Medical Education is located in the Conference Center Building next to the auditorium. Within the Department of Graduate Medical Education are the offices of Undergraduate and Graduate Medical Education, Continuing Medical Education and the Chairman of Graduate Medical Education.

WOMEN’S HEALTH CLINIC

The goal of the Women’s Health Clinic is to provide high quality health care to a population that may not have traditional medical insurance. We hope to approximate private practice in a subspecialty office and educate house officers in quality, cost effective outpatient care. We believe that we can ensure a valuable learning experience for the house staff through the collaborative supervisory efforts of appropriate subspecialty attending physicians and the OB/GYN nursing staff.

The Women’s Health Clinic is located at 676 S. Broadway, 2nd floor, suite 203. House officers are requested to notify the Health Center Staff of any absences or vacations at least two months in advance or arrange coverage under urgent situations. Please remember that you are always responsible for a patient’s care, not just during open hours.

Patients are given specific appointment times, it is not a free, walk-in clinic. The Women's Health Clinic phone number is 330-344-6800.

RADIOLOGY DEPARTMENT

Requisitions:

1. Each and every request for a radiographic study must be accompanied by a relevant clinical history including known symptomatology and known diagnoses. A “rule out” diagnosis is unacceptable.

2. On “House” or “Clinic” cases, the full name and beeper number of the House Officer requesting the procedure should be provided on the requisition. On the order, the name of the physician who is ordering the test must appear on that line, not House or Clinic.

3. If there is a question as to which exam or procedure can best provide the information desired, please consult with a Radiologist prior to requesting the procedure.

4. If a radiological consultation or participation is desired after hours, the Radiologist should be contacted by the attending physician or House Officer personally. The name and telephone of the Radiologist “on-call” can be obtained at the Radiology reception desk (extension 46450).

5. When a “wet reading” is requested, please have the beeper number and full name of the House Officer to be notified of the results printed on the requisition order after “wet reading.” If you anticipate a shift change, provide an additional beeper number and the time that one should switch to the new beeper number when the “wet reading” is called.
Case Review:

1. Many images are available for review on the picture archiving and communications system (PACS). Training in use of the PACS is available through the Department of Radiology PACS administrator (extension 47227). A film clerk can assist you in finding images or burning a CD. Please be prepared to provide a full name and medical record number or birth date of the patient.

Films for Conference:

1. A list of films necessary for teaching conference must be provided to our file clerks at least 48 hours in advance. Patients’ names must be correctly spelled; the medical record number must also be provided.

2. Images only available on PACS can be printed onto CD-ROM. Images on CD-ROM must be requested at least 48 hours in advance. Patient’s name must be spelled correctly; the medical record number must also be provided. In addition, the specific study you want to review and the date it was performed must be provided.

Operating Room Films:

1. In order for surgical films to be interpreted in a timely manner, all hard copies of OR films must be placed back in master jacket so they may be returned to file room. Please do not remove these films from OR.
Radiology Reports:

1. The Department of Radiology makes every attempt to interpret all exams as soon as possible. The vast majority of the cases are interpreted and dictated on the same day. The transcription of the dictations follows as soon as possible. Once the film has been dictated, it is available to you via a telephone call-in system. A copy of the front and back of a digital dictation instruction card is provided below.

Listen Instructions for Digital Dictation System from Touch-Tone Phone:

1. Dial 330-344-2904.

2. Voice prompt to enter user ID, followed by the # key. (Physicians should use their own ID Number)

3. Voice prompt to enter medical record #.

4. System will search for reports on pt with that MRN.

5. To search for a different report on the same pt press 5.

6. When you are finished, please disconnect from the system press the 9 key.

Additional Functions:

1 = Play

2 = First Job

3 = Rewind

4 = Pause

5 = Next Job

#5 = Increase Speed

#4 = Decrease Speed

## = Job Information

** = Reset speed to Normal

#3 = Increase Volume

9 = Disconnect

1. Once the dictation is transcribed, it is available on the hospital computer system for viewing upon approval. It will also be available on Chartmaxx after approval. Report will print on appropriate nursing unit when electronically approved.

2. If there is a problem obtaining a report, please contact the Radiology File Room at ext. 47682 for further assistance.
Dictation Work Types:

With our new transcription system, we are able to offer much more to the physician. We have been able to start using several new work types for your convenience and will be able to do even more in the future. As a reminder, listed below are our present work types. When possible, please use the account # instead of the medical record #. This speeds up the processing and makes a more accurate interface with ChartMaxx.

Work Types

1 = Medical H&P
2 = Operative Report
4 = Discharge Summary
6 = Cath report & Letters
8 = Consults ***
9 = Presurgical H&P
11 = Radiology
400 = ED Critical
401 = ED Admission
404 = Treated & Released
407 = ED Minor
409 = Attending Note
411 = ED Radiology Findings ***
442 = ASC Operative Report
911 = STAT Report ***

*** Denotes New Work Type

We also have other department-specific work types which are too numerous to be listed here.
**Listen Line Access:**

To access all dictated reports:

1. Dial the dictation system (46026).
2. Hit #1 for all work other than radiology, #2 – Radiology reports
3. Enter your 4-digit ID number followed by the # sign.
4. Enter the patient’s medical record number
5. You will hear the patient’s reports starting with the most current.
Hit a “5” to hear the next most current.

**To Access only radiology reports:**

1. Dial the dictation system.
2. Hit #2
3. Follow steps 3-5 as above.

If you do not come across the report you are looking for, try entering the account # or for radiology, the procedure #.

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**LABORATORY**

This is only a summary of laboratory services available. For additional information, please consult the Laboratory Users Guide, available on the intranet. To access the User’s Guide online:

1. Go to Akron General Medical Center Home Page.
2. Click Laboratory (under Departments)
3. Formulary of Drugs and Lab Reference Guide.
4. Click on Indexes.
5. Click on Alphabetical under Akron General Medical Center Laboratory.
6. Click on first letter of the test name.
7. Scroll & click desired test.

Outside the Medical Center the User’s Guide is available at ONLINE.LEXI.COM/LOGIN
Log In: AGMCLAB
Password: AGMCLAB

Microglucose “fingerstick” testing is performed by nursing personnel. Results that are less than 40 or greater than 400 will be verified by the Chemistry Department upon receipt of a specimen ordered for a glucose.
Contact Pathologist “On-Call” For:

1. Emergency requests regarding Cytology or Surgical Tissues.
2. Requests not covered as “STAT” in laboratory manual.
3. Special problems or procedures.
4. Pathologist does not need to be called for autopsy authorization notification. Autopsies will be performed starting at 8:00 a.m., Monday through Friday.

Laboratory Tests and Procedures Available on a 24-Hour Basis:

Note: The following lists of tests are those routinely available 24 hours a day, seven days a week. When a test is required that is not routinely available, the physician who ordered the test should call the laboratory supervisor. The supervisor or senior technologists on duty will process the request with the appropriate medical director.

**Blood Bank**

- Antibody Screen (Indirect Coombs)  Crossmatch(es) with Type and
- Cryoprecipitate  Screen
- Direct Coombs  Crossmatch Additional Unit(s)
- Platelets  Packed Leukoreduced Red Cells
- Type and Screen  Frozen Plasma
<table>
<thead>
<tr>
<th>CHEMISTRY/URINALYSIS</th>
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<tbody>
<tr>
<td>Acetaminophen</td>
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<td>Acetone</td>
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<td>Albumin</td>
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<td>Alcohol</td>
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<td>Alkaline Phosphatase</td>
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<td>Ammonia</td>
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<td>Amylase</td>
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<td>Bilirubin</td>
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<td>Blood Gases</td>
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<tr>
<td>BUN (Urea Nitrogen)</td>
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<tr>
<td>Calcium, Ionized</td>
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<tr>
<td>Calcium</td>
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<tr>
<td>Carbamazepine</td>
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<tr>
<td>Carbon Dioxide</td>
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<td>Carbon Monoxide</td>
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<tr>
<td>Chloride</td>
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<td>Cholesterol</td>
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<td>CPK-CK</td>
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<td>CKMB</td>
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<td>CKMB%</td>
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<td>Creatinine</td>
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<tr>
<td>Creatinine, Urine</td>
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<tr>
<td>Digoxin</td>
</tr>
<tr>
<td>Ethylene Glycol (sent to reference lab)</td>
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<tr>
<td>Fecal Occult Blood</td>
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<td>Fetal Fibronectin</td>
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<tr>
<td>FLM-Fetal Lung Maturity</td>
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<td>Free T4</td>
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<tr>
<td>Gentamicin</td>
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<tr>
<td>GGTP</td>
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<tr>
<td>Glucose, CSF and</td>
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<tr>
<td>Miscellaneous Fluids</td>
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<tr>
<td>Glucose</td>
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<tr>
<td>HA1C</td>
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<tr>
<td>hCG, Serum</td>
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<tr>
<td>hCG, Urine</td>
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<tr>
<td>HDL</td>
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<tr>
<td>Iron</td>
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<tr>
<td>Lactic Acid</td>
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<tr>
<td>LDH</td>
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<tr>
<td>Lidocaine</td>
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<td>Lipase</td>
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<td>Lithium</td>
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<tr>
<td>Magnesium</td>
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HEMATOLOGY/COAGULATION

AT III
Body Fluid Cell Count/Diff
CSF Cell Count/Diff
D-Dimer
Erythocyte Sedimentation Rate
Fibrin Split Products
Fibrinogen
Hematocrit
Hemoglobin
Hemogram
Hemogram and Differential
Heparin
Monotest
Partial Thromboplastin Time (PTT)
Platelet Count
Prothrombin Time
Reticulocyte Count
White Blood Cell Count
MICROBIOLOGY

CSF Latex tests for:

Haemophilus influenzae (sent to reference lab)

Neisseria meningitidis (sent to reference lab)

Streptococcus Group B (sent to reference lab)

Streptococcus Pneumoniae (sent to reference lab)

CSF India Ink Prep

Cultures inoculated 24 hours/day

Rapid Strep Screen, Throat

Rapid Influenza A&B Antigen

Smear, for Gram Stain

(Must be interpreted by house officer from

6pm to 7am Mon-Fri and from 3pm to 7am Sat-Sun)

A summary of microbiology susceptibility data is available on the Akron General Medical Center intranet.

Laboratory Designation For Requesting Services:

The Department of Pathology and Laboratory Medicine has given careful consideration to test designations, which will assure the most efficient handling of specimens in a medically appropriate manner. The test ordering categories are designated and defined below as follows: STAT, TIMED and ROUTINE.

The success or failure of the system relies on the responsible use of these categories by all personnel. As the number of stat requests increases, the average turnaround time of any single request also increases. Obviously, those patients whose need for rapid service is real will be deprived by any use of the stat order for patients whose need is not immediate. Please make every attempt to follow the guidelines as listed below.
STAT:

Definition: Derived from the Latin “statim” meaning “immediate,” stat is used for an order of a laboratory test whose result is necessary for the immediate management of a life-threatening situation or timely diagnostic evaluation of a patient. Designated orders are given top priority and expedited in the laboratory. When multiple “stat” requests are simultaneously received, they will be given priorities as follows:

1. Trauma Patients in ECU
2. Requests on patients having CPR regardless of location
3. Special Care Nursery
4. Emergency Care Unit
5. Cardiac Surgery Unit/OR
6. Intensive Care Units/Progressive Intensive Care
7. Coronary Care Units
8. Labor and Delivery
9. Any other nursing unit in the order in which the requests are received

TIMED: To be collected at a specific time. TAT as stated in lab manual.

ROUTINE:

Definition: An order for a laboratory test that is useful for proper diagnosis and management of the patient.
Autopsies:

1. Autopsy consent is obtained from the appropriate next of kin, who is of sound mind and 18 years of age or older, in the following order:
   a) Deceased person during his lifetime
   b) Legal guardian
   c) Surviving spouse
   d) Children
   e) Parent
   f) Sibling
   g) Grandchildren
   h) Other relative

   NOTE: Durable power of attorney does not extend to autopsy consent.

2. The Restriction Line must be filled out. Specific designation whether “head” (CNS) is to be included or not and any specific instructions are to be completed on the autopsy permit. All autopsies are to be done fresh (no embalming).

3. Consent for Autopsy must be in writing and therefore telephone consent is not adequate. If the next of kin is unable to come to the hospital to sign the consent, a telegram or fax consent is acceptable if the family member is more than 50 miles away. The telegram or fax must state the patient’s name, the name and relationship of the person authorizing the autopsy, and must specify the extent of the autopsy by including one of the following statements:
   a) Complete examination of the body including the head
   b) Examination of the body NOT including the head
   c) Examination of the body limited to (list of areas)

4. Check with morgue between 7:00 a.m. and 2:00 p.m. to see when autopsy will be performed (ext. 4-6207), Monday-Friday.

5. Instruct the medical unit clerk to notify the funeral home of the family’s choice and that the Pathology Department will call them when the body is ready to be transported to the funeral home.

6. Members of the House and Attending Staffs are strongly encouraged to attend autopsies on inpatients on their service.
**Medical Examiner’s Cases:**

Consult the Medical Examiner's Book or call the pathologist “on-call” if in doubt.

Check the chart for reason for admission. DOAs, any form of trauma, therapeutic misadventures, operative deaths, etc., are reportable to the Coroner.

Consult with the pathologist “on call” if any questions arise. When in doubt, notify the Medical Examiner’s office. When cases are reported to the Medical Examiner, please note in the patient’s chart.

A complete description of the requirements can be found in Section A, Number 20, of the Nursing Department Policy/Procedure Manual.

**On-Call Quarters & House officer’s Lounge:**

The on-call quarters is stocked daily with sandwiches, milk, juice and fruit. A lounge area is provided and includes a television and computers. No removal of food for personal use outside hospital is allowed.

Lockers are provided in the lounge area for temporary storage of personal items. These lockers are to be used on a TEMPORARY BASIS ONLY. Personal locks should be used on these lockers, as they are to be utilized by house officers and students who are currently serving in the facility.

**All house officers are expected to maintain the appearance of the lounge area and to keep the area clean, neat and professional in appearance.**

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**MEDICAL LIBRARY**

The Medical Library of Akron General Medical Center occupies a 6,500 square foot area adjacent to the main lobby and across from the Medical Center’s Administration offices. The Medical Library is staffed Monday, Wednesday and Friday, 8:00 a.m. to 4:30 p.m.; Tuesday and Thursday from 8:00 a.m. to 8:00 p.m. Access to the Medical Library is available to house officers 24 hours a day with a keypad code.

The Medical Library's print collection includes 25 journal titles and 3,900 textbooks. We subscribe to over 5,000 electronic journals and hundreds of electronic books through multiple vendors and publishers. The Medical Library also subscribes to popular full text database such as UpToDate, Access Medicine, MD Consult, VisualDx, and the Cochrane Database of Systematic Reviews. All of our electronic research databases and journals are available off-site through the VPN network, with the exception of Up To Date.

Library services include literature searches by a professional librarian using research databases that include PubMed/Medline, PsychInfo, and the Cochrane Database of Systematic Reviews. Our interlibrary loan department will supply you with material not available on-site.

The Medical Library offers a 13-station computer lab with high-speed access to the Internet and ChartMaxx, as well as 4 computer stations outside the lab. We are an OhioLINK member library, which allows physicians with our library card to search the catalogs and borrow material from all major research libraries in the state of Ohio. For more information or personalized training, contact the library staff at 330-344-6243.
RESEARCH

The research program provides support for clinical and basic research. Personnel are available to help develop and implement research studies. The Calhoun Research Laboratory has facilities for housing small animals, tissue culture, biomechanical testing and image analysis.

The Akron General Medical Center Intranet site has information about our Research Committee requirements; availability of funding, instructions on writing a proposal or consent form, contact people and other helpful information. Forms, training tutorials and meeting deadlines and our quarterly research newsletter are also found at this site. The Akron General Medical Center Internet site has a listing of current clinical trials and other clinical research activities and publications. Go to the MedEd & Research sidebar to access this information. Contact Lisa Treen, Director of Research Administration at 330-344-6084 for information about these programs.

HEALTH INFORMATION MANAGEMENT (HIM)

Location and Hours:

The Health Information Management Department is located on the ground floor of the hospital across from the employee cafeteria. It is open 7:00 am – 11:30 pm, seven (7) days a week.

The hospital uses a computerized medical records system known as ChartMaxx. Medical records may be completed on-line on the ChartMaxx System. Computers are available in Health Information Management; on each patient care unit, Medical Library, Physicians’ Service Center, outpatient areas including Akron General Medical Center Health & Wellness Facilities and Children’s Hospital and Robinson Memorial Hospital. You may also complete from home using a Secure I.D. Card.

Training:

Training for ChartMaxx is available in Health Information Management weekdays from 8:00 AM until 3:00 PM.

Security:

Medical records may not be removed from the Medical Center at any time. Microfilm may be reviewed in Health Information Management. Electronically stored records on ChartMaxx may be reviewed on all patient care areas, Medical Library, Physicians’ Lounges, outpatient treatment areas and in Health Information Management. A conference room in Health Information Management is available for conferences where electronically stored medical records are to be reviewed.

Suspension:

House officer suspensions will occur for any medical record not completed timely. Suspensions occur for one (1) or more medical record/s that have not been completed 16 days from the process date.

Suspensions occur promptly at 11:00 a.m. every other Wednesday.

Charting Responsibilities:

Telephone Orders: All telephone orders should be signed within forty-eight (48) hours.

Verbal Orders: All verbal orders should be signed as soon as possible after giving the order(s) or within (48) hours.
All documentation requires a legible signature & Pager #

**Chart Completion:** The medical record is completed by the least senior house officer on the case. In the case of two or more least senior house officers, the chart is completed by the discharging house officer. The first assistant on a surgery dictates the operative report and discharge summary, unless otherwise determined by the surgeon. If there is any confusion about who is to complete the chart, one reassignment will be made. After that, the chart will be assigned to the chief house officer. The chief house officer will then make the final determination on who should complete.

**Rotations:** The house officer is responsible for completion of all medical records before leaving for a rotation off site.

Medical students must be monitored and a house officer or attending physician must cosign all entries. Medical students are prohibited from dictating reports.

**Outpatient Surgery Charts:**

Outpatient surgery charts require an admission history and physical examination report, appropriate diagnostic work, a written operative progress note and a dictated operative report. The final progress note must have the final diagnoses and procedures listed, with no abbreviations. These reports are to be completed at discharge.

**Emergency Department Charts:**

Any consulting house officer who is not currently rotating in the ED who sees a patient needs to write all orders on a Hospital Order Sheet and NOT on the ED Order Sheet. This will insure any consultant orders will follow the patient to the floor/unit. This, however, does not mean that any urgent orders cannot be taken off in the ED.

**Charts on Re-admission:**

To review previous medical records on a patient, determine if the chart is on microfilm or ChartMaxx. ChartMaxx records can be viewed on the computers located on each patient care unit. Microfilm records must be viewed in Health Information Management. Microfilm may not be removed from Health Information Management except to predetermined areas.

**Central Dictating System:**

The central dictating system can be accessed by dialing 46026, 46818 or 42099 on any touch-tone phone. If calling from outside the medical center, dial 330-344-6026. NEVER use a cell phone. Enter your ID# followed by the “#” sign. Enter the work type you wish to dictate followed by the “#” sign. Enter the account number followed by the “#” sign. Dictate the medical record number and the dates of service as part of your dictation.

Dictate at a steady even tone. Don’t talk slowly or rapidly. Please don’t eat or chew gum while dictating. NEVER use a cell phone. Please dictate from land lines only. Be considerate of the person who will be listening to your voice and sounds as they transcribe your report. If you wish to PAUSE, PRESS 4. PRESS 2 to resume dictation. If you want to be sure you are in the system, PRESS 3 to reverse a few words. PRESS 2 to resume dictation. State your name, account number, the patient’s name (spell if necessary), the patient’s medical record number, the type of report you are dictating and dates of service. Spell new medical terms or new drugs. Your cooperation will ensure your reports are transcribed quickly and filed on the correct chart and in the correct visit.

At the conclusion of your dictation, pressing “##” will give you the job number for your dictation. You may want to make a note of this for future reference if necessary.
Work Types:

1 = History and Physical
2 = Operative Report
3 = Discharge Instructions only
4 = Discharge Summary
6 = Cardiac Cath
8 = Consult
9 = Surgical History & Physical

There are other department-specific work types you may be using during your rotations.

Listen Line Access:

To access all dictated reports:

1. Dial the dictation system (42099, 46026 or 46818). Outside the Medical Center, add 330-34 before each number.
2. Hit #1
3. Enter your 4-digit ID number followed by the # sign.
4. Enter the patient’s medical record number
5. You will hear the patient’s reports starting with the most current.
   Hit a “5” to hear the next most current.

To Access only radiology reports.

1. Dial the dictation system.
2. Hit #2
3. Follow steps 3-5 as above.

If you do not come across the report you are looking for, try entering the account # or for radiology, the procedure #.
MEDICAL PHOTOGRAPHY

Digital Photography & Video Applications:

Medical Photography Department provides the following digital services for the House Officers and Attending Staff:

A. Digital images for lectures and conferences. This can include:
   - Articles
   - X-rays
   - Patient photography
   - Surgical photography

Medical Photography Department will be making a CD disk as an end product, which will allow you to insert digital images from the list above, into a PowerPoint presentation.

B. Video-taping/editing

C. CD duplication

D. Printing of Digital posters

Photographic work except surgery, patient, morgue and tissues must be in the Department and ready to be photographed at least three (3) working days prior to the date of the conference.

For use of any equipment, e.g., LCD Projector with laptop, etc., please call the Medical Photography Office at 330-344-6419. Please place the request for all audio/visual equipment as soon as conference is scheduled to make sure there is equipment available. Equipment is given on a first-come, first-serve basis and is to be picked up and returned by the user to our Department or the Security Office on the 2nd floor. Please return equipment as soon as possible.

For your convenience you can e-mail the Medical Photography Department for equipment request at mark.riggs@akrongeneral.org, toni.daniel@akrongeneral.org or john.walker@akrongeneral.org.
SECURITY

Security Dispatch is located in the central lobby area of the second floor level of the main hospital. Security will assist you with intervention with combative/violent patients or visitors, escort service to vehicles during night hours in decks and parking lots, after hour access to offices, departments, (with proper authorization) call rooms, etc., battery boost and key service.

Security Office (located in the Basement of the Building):

The Security Badging Office will assist you with vehicle registration and photo ID’s, and is located in room #G821, on the Ground Floor of the Main Hospital, near the entrance to Plant Operations. The office hours are from 9:00am to 10:00am, and from 2:00pm to 4:00pm. You may also call the Badge line at ext. 42199 to leave requests for name or department changes, as well as reporting lost badges. All replacements will be left in the Security Dispatch Office on the 2nd floor. A $10.00 non-refundable fee is assessed by payroll deduction for replacement of photo ID’s, for lost or stolen badges. ID badges must be worn at all times. The key card must be returned to the Security Department upon the permanent completion of your program.
HOUSE OFFICER RESPONSIBILITIES
HOUSE OFFICER RESPONSIBILITIES

Akron General Medical Center commits its resources to provide an excellent environment for its Graduate Medical Education Programs that meet the standards of the essentials of accredited residencies and Graduate Medical Education, established by the Accreditation Council for Graduate Medical Education (ACGME). In return for working in such an environment, house officers are charged with the following responsibilities:

1. Develop personal programs of self-study and professional growth with guidance from the teaching staff;
2. Participate in safe, effective and compassionate patient care, under supervision, commensurate with their level of advancement and responsibility;
3. Participate in institutional programs and activities involving the Medical Staff and adhere to established practices, procedures and policies of the institution;
4. Participate and follow organizational utilization management protocols and policies, as well as quality of patient care, patient safety and service excellence policies and initiatives;
5. Participate completely in the educational and scholarly activities of their program and, as required, assume responsibility for teaching and supervising other house officers and students;
6. Participate in educational endeavors, including institutional committees and councils, especially those related to quality patient care, patient safety and residency education efforts and activities;
7. Understand and abide by all institutional and program-defined duty hour requirements;
8. Participate in the evaluation of the quality of education provided by the hospital;
9. Develop an understanding of the ethical, socioeconomic, and medical/legal issues that affect Graduate Medical Education and of how to apply cost containment measures in the provision of patient care;
10. Serve as a positive role model for junior house officers and medical students; and
11. Assist in recruiting new house officers to the institution.
PERFORMANCE AND DECORUM

The House Officer shall carry out educational and patient care assignments designated by the Chairman/Program Director of his/her specialty department.

The House Officer will perform all assignments in a manner consistent with the most current policies, rules and procedures delineated by the Board of Directors and the Medical Staff of Akron General Medical Center.

The House Officer will also conduct himself/herself in a professional, moral, and ethical manner commensurate with his/her status and obligation as a physician and according to all organizational policies.

The House Officer is always expected to maintain an appropriate and professional appearance. House Officers are expected to maintain appropriate and professional attire, and adhere to the hospital Dress Code Policy (HR policy #9.1). Appropriate attire for House Officers includes wearing professional attire or scrubs; a clean, white lab coat (provided by Akron General Medical Center); and their official hospital identification badge prominently displayed at all times. Individual departments may have additional dress code requirements, as does Children’s Hospital Medical Center of Akron, where some House Officers occasionally serve. House Officers are required to meet all defined dress code requirements.

The House Officer shall demonstrate the attainment of the required skills commensurate with his/her level of training. The failure to observe or perform to the prescribed conduct and performance set forth herein may result in disciplinary action.

SMOKING

According to Akron General Human Resources policy #9.4 Smoking/Tobacco, Akron General provides a safe and healthy tobacco-free environment for all staff and visitors. All House Officers are expected to abide by this policy.

Therefore, smoking or the use of any tobacco products is strictly prohibited on all Akron General Campuses including Akron General Medical Center, Edwin Shaw Rehab, Akron General Health & Wellness Centers and Akron General Health Centers. This policy applies to all persons including patients, visitors, employees, volunteers, physicians, House Officers, and all others on their grounds, including property regularly maintained by Akron General. This includes not smoking in a vehicle parked on these grounds. House Officers are prohibited from smoking or using tobacco products any time between start and end of their shift.

Effective January 1, 2009, Akron General will not hire anyone who smokes or uses tobacco. Former smokers and tobacco users must be free from use of any nicotine product for at least 90 days before being considered for employment. The pre-placement screening process will include a urine screen for cotinine, a metabolite of nicotine found in cigarette smoke.

If any person(s) is found violating the Smoke/Tobacco-Free Environment policy, staff is to courteously inform him/her that use of tobacco products is prohibited on the grounds. It is the responsibility of all staff to help enforce this policy. House Officers who violate the smoke/tobacco-free environment policy, are subject to progressive discipline.
PERSONAL BUSINESS/TELEPHONE

House Officers are expected to abide by the Akron General Human Resources policy #9.8 Use of Personal Electronic Devices and Personal Phone Calls. House Officers should review and be familiar with this policy which is located on the hospital intranet under the Human Resources manual section.

Any personal business that must be done during the regular business hours of the community must be pre-arranged with the program's chief house officer.

All House Officers must be routinely available to the Medical Center by telephone. House Officers must report their telephone numbers, and any changes to the Residency Coordinator of Graduate Medical Education, the Department of Human Resources, and the telephone operators in the Department of Telecommunications.
QUESTIONS, CONCERNS, AND COMPLAINTS

It is the policy of Akron General Medical Center, including its Department of Graduate Medical Education, that positive employee relations and morale can be promoted through open communication. Akron General Medical Center encourages House Officers to express their questions, and report their concerns or make complaints, without fear of retribution or retaliation.

Questions, concerns or complaints about the Program or Program personnel may be directed, as appropriate, to the Program Director, to the Chairman of Graduate Medical Education, to the Human Resources Department of Akron General Medical Center, or to their respective staffs. Questions, concerns or complaints may be expressed verbally in person, by telephone, email, or in writing.

Questions or concerns about quality patient care or safety may be made by calling the Quality Hot Line at (330) 344-7901 or calling extension 81628.

Questions or concerns about compliance can be made by calling Corporate Compliance Officer at extension 44032.

Questions or concerns about HIPAA violations can be made by calling the HIPAA hotline at (330) 344-4722 or emailing the privacy officer at privacyofficer@agmc.org.

Questions or concerns about harassment, sexual harassment or misconduct, discrimination or alcohol/substance abuse may be directed to the Akron General Medical Center Human Resources Department.

It is Akron General’s intent to address, respond, and resolve promptly, appropriately, and formally or informally, as circumstances warrant.
CODE OF CONDUCT

House Officers must comply with the Akron General Medical Center Standards of Conduct, Code of Conduct, and Conflict of Interest policies that are accessible on the Akron General Medical Center intranet (http://my.agmc.org) and are incorporated by reference into this House Officer Manual. You may also request a written copy of these policies.

House Officers are expected to speak, act, appear, perform, and dress in a manner consistent with their status as a physician, both within the hospital and when representing the hospital at any public function. Program Directors have the authority to impose disciplinary action, including immediate disciplinary action, when warranted by circumstances, for a House Officer’s violation of Standards of Conduct, Code of Conduct, or Conflict of Interest policies, disruptive actions, unprofessional or behavior, inappropriate dress, or other conduct unbecoming of a House Officer.

Disciplinary action also may be taken against a House Officer for academic dishonesty, breach of medical ethics, scientific misconduct, failure to fulfill the duties and responsibilities of a House Officer, or any act or omission deemed dangerous or negligent regarding patient care, or posing an actual or potential risk to colleagues, staff, patients, patient families, or to the public.

Disciplinary actions at Level 3 or higher taken against a House Officer will become part of the House Officer’s permanent record. Accessibility to, and disclosure, of disciplinary actions at Level 3 or above will be subject to applicable state and federal law.
SEXUAL HARASSMENT

Akron General Medical Center will not permit sexual harassment in any form to be engaged in at this facility. Sexual harassment includes unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a nature where submission to the conduct is an explicit or implicit term of condition of the job, is used as a basis for employment decisions, interferes with work performance, or creates an unfavorable working environment.

An employee having knowledge of any alleged sexual harassment is to report it to the supervisor and/or Department of Human Resources. Such reports will be held in confidence and the employee will be protected from harassment or retaliation for reporting such conduct.

Any employee who engages in any type of sexual harassment will be subject to discipline up to and including discharge, depending on the severity of the offense. Any employee who is aware of a person who engages in sexual harassment and fails to report it will be subject to discipline.

Akron General strives to ensure that the work environment is always focused on patient care and education. A hostile environment will not be tolerated. A hostile environment is defined as offensive conduct relative to an employee’s gender that a reasonable man or woman should not have to endure, or the victim’s subjective perception would find the work environment hostile or abusive.

A QA hotline is available for house officers’ to report any concerns regarding instances of unprofessional behavior (house officer to house officer, attending physician to house officer, house officer to student, etc.) or patient care (quality) issues. Call extension 81628.
PROMOTION OR NON-RENEWAL OF HOUSE OFFICER CONTRACT

General Performance of House Officers:  
The House Officer shall carry out educational and patient care assignments designated by the Chairman/Program Director of his/her specialty department. The House Officer will perform all assignments in a manner consistent with the most current policies, rules and procedures delineated by the Board of Directors and the Medical Staff of Akron General Medical Center. The House Officer shall demonstrate the attainment of the required skills appropriate for his/her level of training. Failure to comply with the prescribed conduct and performance set forth herein may result in verbal notice or warning, written warning or reprimand, probation, remediation, suspension, non-renewal of contract, or termination and dismissal from the program.

Promotion of House Officer:  
The House Officer must demonstrate progress toward the goals of clinical competence in the six core competencies, cognitive achievement, and accumulation of a fund of knowledge commensurate with physicians certified by the respective specialty board. A House Officer will be evaluated, at least, semi-annually by the faculty and/or Program Director. Each of these written summary evaluations will become part of the House Officer's permanent file. Accessibility and disclosure will be subject to applicable state and federal law.

Probation or Remediation:  
When a House Officer functions below the level of appropriate performance, the House Officer may be placed on probation for a period of time to be determined by the Program Director, but not to exceed a cumulative six months during the House Officer's residency.

A House Officer also may be placed in remediation, which differs from probation and does not have any maximum duration.

The reasons for probation and/or remediation, as well as the specific deficiencies, and reformation expected, will be identified and reported to the House Officer and the Department of Graduate Medical Education.

At the conclusion of the period of probation and/or remediation, the House Officer will be re-evaluated by the Program Director. The Program Director may recommend: (1) an end of probation and/or remediation due to resolution of the deficiencies; (2) continuation or extension of probation, but not to exceed a cumulative six months during the House Officer’s residency, and/or continuation of remediation; or (3) non-renewal or termination of the contract of the House Officer.
Non-Renewal

Akron General Medical Center, if practical, will endeavor to provide written notice of intent not to renew a House Officer's contract no later than four months prior to the end of the House Officer's current contract. If the primary reason for nonrenewal occurs within the four months prior to the end of the contract, Akron General Medical Center will provide as much written notice of the intent not to renew as the circumstances will reasonably allow, prior to the end of the contract. This provision does not apply to a House Officer who is in his/her anticipated graduation year.

The Department of Graduate Medical Education will be notified of the results and details of the re-evaluation and of any further action instituted by the Department Program Director.
GUIDELINES FOR HOUSE OFFICER REMEDIATION AND
DISCIPLINARY ACTION

The goal of Graduate Medical Education programs is to educate House Officers in their selected specialties so that they can perform independently as clinically competent physicians after graduation. The purpose of these Guidelines is to identify situations, including (but not limited to) poor academic performance, lack of professionalism or interpersonal communication skills, inappropriate conduct, or failure to demonstrate peer level achievement of the six core competencies, and to initiate remedial or disciplinary action that is fair, consistent, and appropriate with the intent, if possible, to remediate behavior and improve clinical or academic performance.

Remedial or disciplinary action aims to identify, address and attempt to remediate or improve clinical and academic performance and/or professional behavior. While desirable to attempt progressive disciplinary or remedial action, if reasonably practical, a stepped approach is not mandated.

Guidelines

The following Levels are intended as Guidelines only. Any Level may be skipped, accelerated, combined, or otherwise modified, depending on circumstances:

- **Verbal notice or warning (Level 1)** is appropriate when an academic, clinical or behavioral deficiency is identified. The Program Director will review the verbal notice or warning with the House Officer. A verbal notice or warning does not need to be documented in the House Officer's file, but the Program Director may keep a record by internal memorandum or otherwise of verbal notices or warnings. A verbal notice or warning is not eligible for Reconsideration or Internal Review Appeal.

- **Written warning or reprimand (Level 2)** is appropriate in circumstances when a deficiency identified through a verbal notice or warning has not been corrected, or if a more serious academic, clinical or behavioral deficiency occurs. The Program Director will review with the House Officer the deficiency that prompted the written warning or reprimand, as well as the substance of the written warning or reprimand. The Program Director should explain to the House Officer disciplinary or remedial action options, including (but not limited to) probation, remediation, suspension or non-renewal of the House Officer Contract, if the deficiency continues or is unresolved. The written warning or reprimand will be documented in the House Officer's file, but the House Officer may or may not be given a copy of the written warning or reprimand. A written warning or reprimand is eligible for Reconsideration but is not eligible for Internal Review Appeal.

- **Probation (Level 3)** is appropriate if there is no or non-satisfactory improvement in deficiencies cited in the written warning or reprimand and/or if additional deficiencies are identified. The House Officer may continue to work during probation, but probation is limited to a cumulative maximum of six months over the course of the residency. A House Officer who is on probation may not advance to the next PGY level unless approved by the Program Director and Chairman of the Department of Graduate Medical Education. The Program Director will meet with the affected House Officer to explain Probation, establish goals for ending Probation, and describe the consequences if the House Officer fails to demonstrate improvement necessary to get out of Probation. Probation is eligible for Reconsideration and Internal Review Appeal.

- **Suspension or Involuntary Leave of Absence (Level 3)** is appropriate where there are serious issues, including (but not limited to) patient safety and/or potential harm to self or others, and/or serious disruption to the Program, or during the pendency of an Internal Review Appeal when termination has been recommended. It is permissible to impose suspension immediately, where warranted, without first going through other Levels. During suspension, the House Officer is relieved of all Program responsibilities
and is denied physical and electronic access to the facilities. Suspension or Involuntary Leave of Absence is eligible for Reconsideration and Internal Review Appeal.

- **Termination of House Officer Contract for Cause or Dismissal from the Program (Level 4)** is appropriate when serious academic and/or behavior deficiencies or problems (including, without limitation failure to satisfy core competencies) exist despite previous remedial and/or disciplinary efforts. Termination or Dismissal is eligible for Reconsideration and Internal Review.

**Alternative Actions**

- **Voluntary Leave of Absence (LOA)**—A House Officer may go a voluntary Leave of Absence (LAO) for personal reasons or to complete treatment for a medical or psychiatric condition.

- **Remediation**—Remediation differs from probation and is designed to address through educational means identified clinical and/or academic deficiencies. The goal of remediation is to improve competence and academic performance. There is no maximum time limit in which a House Officer may remain in remediation. The Program Director has the option either to create a written remediation plan or to document in the House Officer's file the deficiencies identified for remediation. A House Officer who is placed in remediation may request a Reconsideration, but remediation is not eligible for Internal Review Appeal.

**Program Director Authority and Responsibility**

The Program Director has the authority and responsibility to recommend or impose appropriate disciplinary or remedial action involving House Officers under his/her direction, subject to review by the Chair of the Department of Graduate Medical Education.

At the time of a written warning or reprimand, probation, suspension, or remediation, the Program Director should outline in writing the following:

1. Conduct and/or Performance issues and expectations;
2. Timeframe to reassess;
3. How will assessment occur, including tools, methods or processes to be used.
4. Criteria determining success; and
5. Consequences of House Officer's failure to satisfy or comply.

The Program Director will review with the House Officer the reasons for a written warning or reprimand (Level 2) or the terms and expectations involved in remediation. The Program Director has the discretion either to have the House Officer sign a written warning or reprimand or remediation or prepare a memo for the House Officer's Program file indicating that the Program Director had reviewed the reasons or terms, as applicable.

In the case of probation, suspension or termination (Level 3 or Level 4), the Program Director will review with the House Officer a summary, which the House Officer will be asked to read and sign, verifying that he/she has met and reviewed the subject disciplinary action with the Program Director. Signing does not necessarily indicate the House Officer’s agreement with the recommended or imposed action. The Program Director will note if the House Officer refuses to sign for summary, which will be included in the House Officer's Program file.

A copy of pertinent documentation regarding the House Officer in connection with a Level 3 or Level 4 disciplinary action or remediation will be sent to the Department of Graduate Medical Education in a timely fashion. Executive summaries are encouraged. A House Officer may provide a written response to any Level 3 or Level 4 disciplinary action.
LOA AND ACADEMIC TRAINING

Akron General Medical Center as a sponsoring institution for a number of residency programs recognizes that during the course of training, house officers may need to utilize one or more leaves of absence (LOA). Salary, length of time off, continuation of fringe benefits and other employee benefits are described in polices established by the Human Resources department of Akron General Medical Center. (http:\\ my.agmc.org; section 10.1) Extended or multiple LOAs can detract from the training of a house officer and may prolong the period of training.

The Program Director is uniquely suited to determine whether additional training is required when a house officer requests an LOA. If possible the house officer will meet with the Program Director before an LOA to determine whether the LOA will require additional training past the expected date of graduation of the house officer. The determination of such additional training will be based on the Program Director's knowledge of the house officer's current or anticipated educational deficiencies, ability to replace the missed training during their residency program, evaluations from peers and faculty members of past and current educational performance and when necessary, discussions with the individual RRC representative and Chairman of Graduate Medical Education.

Any house officer requiring extended training after their scheduled graduation date must be approved by the Chairman of Graduate Medical Education.

Continuation of benefits past the expected date of graduation will be at the same postgraduate training level.
POLICY FOR RECONSIDERATION AND INTERNAL REVIEW APPEAL

Recommendations or Actions Eligible for Reconsideration Only

A House Officer may request Reconsideration of a written warning or reprimand (Level 2), or recommended remediation. A House Officer may mail or deliver in person a written request for Reconsideration to the Chairman of the Department of Graduate Medical Education within seven calendar days of the recommended or imposed action. The Chairman promptly will review the request for Reconsideration with the Program Director who recommended or imposed it. The Chairman will affirm, overrule, modify or otherwise attempt to resolve any disagreement about the action by other appropriate means. The Chairman will notify the House Officer in writing of the disposition of the recommended or imposed action, which will be binding and final without further review or Internal Review Appeal.

Recommendations or Actions Eligible for Reconsideration and Internal Review Appeal

A House Officer has the right to request Reconsideration of any recommended or imposed adverse action that could result in dismissal or significantly threaten the House Officer’s career development, including (but not limited to) probation (Level 3), suspension (Level 3), termination/dismissal (Level 4) from the program, or non-renewal of the House Officer Contract for performance reasons. The House Officer must request Reconsideration in writing, which must be mailed or delivered in person to the Chairman of the Department of Graduate Medical Education within seven calendar days of the recommended or imposed action.

The Chairman and the Program Director, who recommended or imposed the action, promptly will meet to review and reconsider the action. The Chairman will affirm, overrule, modify or otherwise attempt to resolve any disagreement regarding the adverse action by other appropriate means. The Chairman will notify the House Officer in writing, in person, or by certified mail (return receipt requested) of the disposition of the recommended or imposed adverse action.

If the Chairman's decision is to uphold the recommended or imposed appealable action, or modify it in such a way that it still threatens the House Officer's career development, the House Officer may request in writing an Internal Review Appeal within seven calendar days from the date the House Officer receives notification from the Chairman.

Internal Review Appeal Panel

The Internal Review Appeal will be heard by an Internal Review Appeal Panel I of five persons consisting of the following:

- Three current or past members of the Graduate Medical Education Committee selected by the Chairman of the Department of Graduate Medical Education (none of whom were involved in taking the adverse action against the House Officer);
- The President or other officer of the House Staff Association; and
- The Senior Vice President, Medical Affairs or his/her designee.

The Chairman of Graduate Medical Education shall preside at the Internal Review Appeal proceedings to maintain order and decorum. The Internal Review Appeal Panel is a "peer review" committee as defined by Ohio Revised Code, Section 2305.25.
Scheduling the Internal Review Appeal

The Internal Review Appeal proceedings will be held as promptly as mutually convenient and reasonably practical, but no later than thirty (30) calendar days from the date the House Officer’s written request for an Internal Review Appeal is received by the Chairman.

Internal Review Appeal Process

The Internal Review Appeal of the recommended or imposed adverse action, which involves the competency and/or professional conduct of the House Officer, is a peer review proceeding, as defined by Ohio Revised Code, Section 2305.251. The Internal Review Appeal proceedings, and those participating in them, are entitled to all protection and privileges afforded by Ohio Revised Code, Section 2305.251 and 2305.252.

An Internal Review Appeal is not the same as court hearing or a "hearing," as that term is used in the Medical Staff Bylaws. An Internal Review Appeal does not give the House Officer the right to conduct formal discovery or to compel the attendance of any person as a witness. The House Officer may review and receive a copy of his/her residency Program and Graduate Medical Education files within seven days after making a written request. The House Officer may review, but not copy, any other document the Program Director is relying upon for making the recommendation or imposing the action. The review may take place at the Internal Review Appeal proceedings. The parties are encouraged to share in advance the names of persons who may speak on their behalf at the Internal Review Appeal proceedings in order to maximize the effective use of time allotted for the Internal Review Appeal. Neither the House Officer nor the Program Director who recommended or imposed the appealable adverse action shall be represented by an attorney at the Internal Review Appeal proceedings. The House Officer or Program Director may request other House Officers or active members of the medical staff to assist at the proceedings. Neither side is bound by the rules of evidence. The Chairman will have the discretionary right to exercise reasonable control over the proceedings regarding relevancy and appropriateness of written or oral testimony, including the discretionary right to limit or preclude scurrilous or irrelevant testimony or documents.

Both sides will have an equal opportunity to present their respective positions. Both sides will have an equal opportunity at the beginning of the proceedings to review all documents and written information that the other intends to present. The Program Director who recommended or imposed the appealable adverse action will present first. The House Officer will then present his/her position. Both parties will be allotted equal time to give written and oral testimony and produce witnesses on their respective behalves. Both parties will be able to ask the other questions. Members of the Internal Review Appeal Panel and the Chairman may ask questions of either party at any time. Generally, an Internal Review Appeal proceeding will be completed within three hours, though the Internal Review Appeal Panel may agree to extend the time for good cause. A stenographic record of the proceedings will be taken, but that record is privileged under Ohio Revised Code, Section 2305.252. The House Officer is not entitled to a copy of the stenographic record.

Objective and Standard of Review

The objective of the Internal Review Appeal is to gather information in order for the Internal Review Appeal Panel to determine the fairness of the recommended or imposed adverse action. The Internal Review Appeal Panel may affirm, reverse, or modify the recommended or imposed action. The burden is on the House Officer to prove by the greater weight of credible evidence that the recommended or adverse action was arbitrary, capricious, or not reasonably supportable. If the House Officer cannot meet this burden, the Internal Review Appeal Panel must uphold the action.
Timing of Final Decision

The Internal Review Appeal Panel may begin its deliberations following the dismissal of the parties immediately after the proceedings, or within a reasonable time thereafter. As soon as reasonably practical, but no longer than 30 days following the Internal Review Appeal proceedings, the Internal Review Appeal Panel will render a written decision, which will be final and binding upon all parties with no further right of appeal. Written notice of the decision will be provided to the involved parties. The written decisions will become part of the House Officer's permanent record. Access to, and disclosure of, will be subject to state and federal law.
HOUSE OFFICER FILE

House Officer File:

A Graduate Medical Education permanent file will be maintained on each House Officer, and retained in the Graduate Medical Education Office. This file shall include the following items as applicable:

- Annual House Officer contracts;
- Annual contract authorization forms;
- Medical school diploma;
- Official academic transcripts;
- Dean’s letter;
- Three (3) current letters of recommendation;
- USMLE or COMLEX scores – Step 1 and Step 2, clinical knowledge and clinical skills assessment;
- Current BLS & ACLS certification (if required);
- ERAS application;
- ECFMG Certificate (if applicable);
- J-1 or H-1B visa information (if applicable);
- Valid Training Certificate; and
- Graduation authorization (at successful completion of program)

The House Officer’s permanent residency program file is retained in the Program Director's office. This permanent house officer file contains program-specific information concerning the house officer.

House Officers have the right to review the documentation in their Graduate Medical Education file with adequate advance notice (at least two business days), and while in the presence of a Graduate Medical Education representative. Under no circumstances shall this file be removed from the Department of Graduate Medical Education. House Officers may not add or remove any items to their Graduate Medical Education file. House Officers may request one (1) entire copy of their Graduate Medical Education file as a courtesy, only if the house officer has filed a formal request for appeal to the Designated Institutional Officer. Such a request must be made in advance, providing at least two business days to process the request.

House Officers have the right to review the documentation in their permanent house officer file, that is maintained by the individual programs, with adequate advance notice (at least two business days), and while in the presence of a program representative appointed by the Program Director. Under no circumstances shall this file be removed from the Program’s Office.

House Officers may not add or remove any items from their permanent house officer file. House Officers may request one (1) entire copy of their permanent house officer file as a courtesy, only if the house officer has filed a formal request for appeal to the DIO. Such a request must be made in advance, providing at least two business days to process the request.

The Department of Human Resources at Akron General Medical Center also maintains a data file on each House Officer. House Officers are responsible for notifying the Residency Coordinator in the Department of Graduate Medical Education and the Department of Human Resources of any change of name, address, or telephone number so the data file may be kept current.
STIPENDS AND BENEFITS
STIPENDS/PAYCHECKS

Akron General will provide each House Officer with a stipend as described below. Stipends represent compensation for patient care services and support for the educational components of the residency program. The appropriate stipend level will be recommended by the Department of Graduate Medical Education annually and is subject to the approval of the Board of Trustees.

The stipends for the 2011-12 academic years are as follows:

- First year level of training $49,000
- Second year level of training $49,200
- Third year level of training $50,685
- Fourth year level of training $53,045
- Fifth year level of training $55,105
- Sixth year level of training $57,165

Stipends must be deposited directly into a checking account in a participating bank of the House Officer’s choosing according to a bi-weekly schedule determined by Akron General. The House Officer will continue to be offered his/her appointment, with accompanying stipend and perquisites, only as long as his/her obligations, as described in this manual, continue to be performed in an acceptable and professional manner.

House Officers’ pay stubs may be viewed on the employee portal at www.akrongeneral.org/employee. The annual stipend is divided into 26 equal pay periods, each covering a two-week period. It is the house officers’ responsibility to notify Human Resources and/or Graduate Medical Education of any monies overpaid in error. Federal, state and local laws require the following deductions be made from the gross income of house officers: federal withholding tax, social security, City of Akron income tax, and State of Ohio income tax.
HOUSE OFFICER MEAL ALLOWANCE

The hospital Cafeteria is open to Hospital House Officers, employees, students, nurses and official guests. The Doctors’ Dining Room is routinely used by physicians for meals. Hours for meals are as follows:

Continental Breakfast  6:30 a.m.-7:00 a.m.
Full Breakfast   7:00 a.m.-10:00 a.m.
Lunch  11:00 a.m.-1:30 p.m.
Dinner   4:30 p.m.-7:30 p.m.
Snacks   1:30 p.m.-3:30 p.m.
Night   1:30 a.m.-3:30 a.m.

Individual meals are provided in the cafeteria at no cost to the on-duty House Officers. House Officers swipe their name badge to obtain free meals in the hospital cafeteria. House Officers are allotted a bi-weekly allowance of $130. If a House Officer should go over the allotted amount, the overage will be deducted from the House Officer's paycheck. If you are detained for any reason, the cafeteria will hold food on your request to do so. Food is also available in the main on-call quarters on the 4th floor.

In addition, meals will be provided for your immediate family (spouse and/or children) in the cafeteria on Saturdays, Sundays and those holidays recognized by the hospital while a house officer is on duty. All receipts should be submitted to Graduate Medical Education reflecting these charges.

No removal of food from hospital property is allowed. Adverse action up to and including termination from program will occur.
Excellent benefit plans are available to House Officers and their eligible dependents (spouses and children only).

Akron General Medical Center offers “Flexible Resources,” a flexible benefits program which allows you to design your own personal benefits program by choosing various options of health, life insurance and reimbursement accounts. House officers are initially eligible on July 1. Open enrollment is conducted once each year during October. Election changes become effective each January 1.

**Health Insurance:**

House Officers may choose from several medical insurance programs to meet individual and family needs. The medical plans offer no out-of-pocket co-pays or deductibles when a House Officer, and family members, have inpatient or outpatient procedures performed at the following locations: Akron General Medical Center, Akron General Health and Wellness Centers, Akron Children’s Hospital, Edwin Shaw Rehab, and Lodi Community Hospital.

These high quality plans include a pharmacy benefit and House Officers can take advantage of many perks such as payroll deduction, lower co-pays, discounted maintenance medications, and over-the-counter products when utilizing Akron General’s outpatient pharmacy. Coverage is also available at most retail pharmacies.

The costs of these plans are waived for House Officers.

**Dental Insurance:**

Akron General offers dental coverage to help with the costs of routine dental care, major dentistry and orthodontics. The coverage offers 2 free cleaning and exams per year (up to the usual and customary amount) with no network dentist required.

The cost of this dental coverage has been waived for House Officers.

**Vision Discounts:**

House Officers and family members are offered discounts on exams, glasses or contact lenses through Akron General Vision Center. An eye exam every 24 months is covered by Akron General’s medical insurance plan.

**Flexible Spending Accounts:**

Contributions to Health Care or Dependent Care Flexible Spending Accounts (FSA) help you save for medical or daycare expenses. These tax-free contributions could result in significant tax savings. Use the Stored Value Card (debit card) provided to pay at point-of-purchase for convenience.

**Life Insurance:**

Akron General offers term life insurance coverage at no cost to you. Coverage equals 1 x annual salary, limited to $50,000. You may elect additional coverage up to a maximum of 5 x annual salary.
Dependent Life Insurance:

You may elect dependent life insurance for your spouse and each dependent child. Spouse coverage is $10,000 and dependent child coverage is $5,000.

Disability Insurance:

An individual LTD benefit is provided and becomes payable 90 days after the onset of an approved illness or injury. This policy provides a $1,200 monthly benefit and can be continued beyond employment. You may also purchase additional coverage.

Retirement:

Akron General offers a 401k plan to House officers. You may enroll during any of the quarterly enrollment periods, and will receive the employer match after completing one year of service with 1000 hours worked. Newly hired employees receive a 100% match on the first 3% of contributions and then are matched at 50% for the next 2% contributions, up to a total of a 4% match for a 5% employee contribution.

Financial Counselors are available on site each week to answer employee questions and concerns regarding retirement and financial goals. Akron General also offers periodic education sessions, seminars and tools to help with your retirement savings.

Voluntary Benefits:

Available through payroll deduction, you may choose polices such as Auto and Home insurance, Prepaid Legal, Pet Insurance, Critical Illness and Whole Life insurances.

Adoption Assistance:

All full-time and semi-fulltime employees with at least one year of service are eligible to receive paid time off and reimbursement on expenses related to adoption.

Pharmaceutical Benefit:

House officers can obtain prescriptions either through the retail network or through the Akron General Medical Center Ambulatory Care Center (ACC) Pharmacy. Co-pays for the Akron General ACC Pharmacy are 20% (with a minimum of $10 or the cost of the drug, if less) for Tier 1 drugs (preferred) and 35% for Tier 2 drugs ($30 minimum). Co-pays at retail network pharmacies are 30% (with a minimum of $20 or the cost of the drug, if less for Tier 1 drugs (preferred) and 50% for Tier 2 drugs ($40 minimum). 90 -Day maintenance drug fills are available at ACC pharmacy (Your cost equals a 60-Day fill). Generic will be used when available for a $10 co-pay or the cost of prescription, if less. If brand is selected when a generic is available, the employee is responsible for the balance of the cost over the brand co-pay. All prescriptions must bear the signature and personal DEA number of an attending physician.
The House Officer Prescription Policy must be adhered to:

- Any prescription for a house officer and/or his/her family member must be written by an attending physician; that is, by a physician who has completed his/her residency training;

- No over-the-counter medications will be covered under this prescription perquisite.

- It is strongly discouraged for a house officer to write a prescription for an employee.

Failure to comply with this policy will result in written warning, suspension, and possible termination of the House Officer’s contract.
PROFESSIONAL LIABILITY INSURANCE

Akron General Medical Center affords primary* medical malpractice coverage** for all House Officers and will indemnify and defend any and all claims, losses, damages and suits arising out of an allegation of malpractice. This coverage is applicable for duties performed within the scope of the House Officer’s specialty program at Akron General Medical Center and during approved rotations, which are part of the educational program, but offered at other facilities within the United States which Akron General Medical Center has a stipulated agreement.

*Certain specialties may be provided coverage by contract with other acute care facilities participating in the residency program.

**Coverage is provided for compensatory damages, attorney fees and costs the Court deems just and reasonable; however, punitive damages are not covered.

SICK LEAVE

Each House Officer will be allowed four to eight weeks excused absence during each academic year. The amount of absence allowed is based upon your level of training (see below). In such an event, the training period may need to be extended to enable you the ability to fulfill the requirements of your department, specialty board or state licensing board. During each academic year, the payment of stipends and perquisites during excused absence will remain in effect for the following designated periods:

<table>
<thead>
<tr>
<th>Level of Training</th>
<th>Weeks</th>
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<tr>
<td>First year</td>
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<td>Second year</td>
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<td>Third year</td>
<td>6</td>
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<tr>
<td>Fourth year</td>
<td>7</td>
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<tr>
<td>Fifth year</td>
<td>8</td>
</tr>
<tr>
<td>Sixth year</td>
<td>8</td>
</tr>
</tbody>
</table>

Pregnancy leave shall be granted consisting of paid sick time followed by all other unused paid time. The leave of absence is not to exceed four (4) months combined paid and unpaid time for the initial date of disability due to pregnancy. The Human Resources Policy Manual should be consulted for the entire Leave of Absence Policy (10.1) and Family Medical Leave Act (10-1).
FAMILY MEDICAL LEAVE (FMLA)

The Family Medical Leave Act provides up to twelve weeks of leave to an eligible employee for his/her serious health condition or that of a spouse, child or parent, or for the birth of a child or placement for adoption or foster care of a child. Employees are eligible if they have worked for the Medical Center for at least one year and for at least 1250 hours during the past year.

To obtain approved FMLA leave, eligible employees are required to provide advance notice and have a physician certification completed and returned to Akron General. You must provide thirty (30) days advance notice when the leave is foreseeable. We require medical certification to support a request for a leave because a serious health condition may require a second or third medical opinion at our expense. For the duration of an approved Family Medical Leave, Akron General will maintain your health coverage under our group health plan provided you continue to pay your portion of the insurance premiums, if applicable. If you wish to determine if you are eligible for an approved FMLA leave or to obtain more information about such leave, contact your director, Human Resources Policy 10.1 or the Human Resources Department. FMLA questions may be directed to Human Resources at 330-344-7632.

The Benefits Hotline at 330-344-6092 can answer other questions about your benefits.
VACATIONS

All House Officers are entitled to three (3) weeks (i.e., 15 days excluding Saturday and Sunday) PTO (personal time off) during each academic year. PTO time cannot be applied from one academic year to the next. Failure to take one’s allotted PTO time will not result in additional remuneration.

Furthermore, unused vacation time will not be paid upon completion of training and/or upon termination of employment. House Officers are encouraged to fully utilize this benefit during the academic year it is provided.

Leaving before the completion of an academic year disqualifies house officer from vacation and meeting time.

A “Request for Excused Absence” form should be obtained from the Department of Graduate Medical Education. This form must be signed by the Chief House officer of the service to which you are assigned and your Program Director and returned to the Department of Graduate Medical Education.

No PTO may be taken without the Program Directors approval:

1. Between June 15 and July 15.
2. While on rotation at Children’s Hospital, unless arranged with your Program Director prior to June 15 of each academic year.

Vacations/Paid Time Off (PTO):

All House Officers are entitled to three (3) weeks (i.e., 15 days excluding Saturday and Sunday) PTO (personal time off) during each academic year. PTO time cannot be applied or accrued from one academic year to the next. Failure to take one’s allotted PTO time will not result in additional remuneration or compensation.

Furthermore, unused PTO time will not be paid upon completion of training and/or upon termination of employment. House Officers are encouraged to fully utilize this PTO benefit during the academic year it is provided.

Should a House Officer leave the residency program before the completion of an academic year, this shall disqualify them from receiving any remuneration or compensation for any unused PTO or educational meeting time.

To request PTO or an excused absence, the House Officer must complete a “Request for Excused Absence” form from the Department of Graduate Medical Education. This form must be signed in advance of all PTO by all of the following individuals:

1. Chief House officer of the House Officer’s Training Program;
2. Program Director of the House Officer’s Training;
3. Home Training Program will forward request to the Rotating Service Department for approval.
4. Program Director of the service on which the House Officer is currently rotating;
5. Chief House officer of the service on which the House Officer is currently rotating; and
6. Graduate Medical Education representative

All PTO must be approved by all parties in advance of taking PTO and the completed form returned to the Department of Graduate Medical Education. Any call changes with less than 48 hours’ notice must include notification of the senior on call by face to face or phone conversation. Email or text notification is not acceptable.
If a vacation request is denied, notification must be made to the House Officer and their home Training Program’s Chief House officer.

House Officers should refrain from requesting PTO during the following times and situations:

1. Between June 15 and July 15; and
2. While on rotation at Children's Hospital, unless arranged with your Program Director prior to June 15 of each academic year.

Program Directors retain the authority to review and recommend whether a House Officer is approved for PTO. House Officers should refrain from making any travel plans until PTO is approved by all defined parties.
HOUSE OFFICER TRAINING INSIDE & OUTSIDE OF AFFILIATED INSTITUTIONS

**SUBJECT**
Elective house officer training inside & outside of affiliated institutions

**PURPOSE**
To define the policies and procedures necessary to schedule and perform an away rotation. This policy is meant to protect both the institution and the individual house officer from any potential legal, academic, accreditation, or ethical problems related to the performance of away rotations. This policy is in accordance with the ACGME and internal Akron General Medical Center requirements.

**FOCUS**
All elective house officer training outside of Akron General Medical Center and inside its affiliated training institutions.

**GOALS**
The goals of any elective should be to secure additional educational training, not available through Akron General Medical Center or the NEOMED consortium hospitals, for humanitarian reasons or to obtain exposure to potential post graduation practice opportunities.

**POLICY**
When house officer education occurs at a non- Akron General Medical Center institution or site, Akron General Medical Center continues to have responsibility for the quality and appropriateness of that educational experience and must retain authority and oversight for the house officer's activities.

**DEFINITIONS**
For the purpose of this policy, an away elective is defined as a clinical rotation that is at an institution (i.e., hospital) or practice site which:

- Does not currently have a signed training agreement or affiliation agreement with Akron General Medical Center, or
- Is not currently a participating institution for that particular residency program and
- Is outside the NEOMED consortium geographic region.

**CRITERIA FOR APPROVAL**
The following may be used to determine approval or disapproval of an elective request.

- House officer is in good standing with program and institutional requirements.
- Experience not available at Akron General Medical Center/NEOMED consortium
- Provides a unique educational opportunity specific to educational goal
- Potential value to Akron General Medical Center
- Enhances fellowship or practice opportunities
- Is humanitarian
- Not high risk
- Risk management approval
PROCEDURE

Prior to arranging an away rotation the following steps must occur:

The house officer must make a formal request in writing to the program director to obtain permission for the away rotation. This request must be made at least 90 days before the beginning of the rotation.

These rotations must be approved in writing first by their program director, then the Chairman of Graduate Medical Education. A copy of the approval will be kept in the house officer's academic file in the Graduate Medical Education office.

Once approved, the program director should contact the Graduate Medical Education office as soon as possible so that preparation of a training agreement or affiliation agreement between the away rotation site and the institution can begin in a timely manner.

IV. Both a copy of the program director's letter of approval and a completed Away Elective form to include the following information should be provided to the Graduate Medical Education office:

   a. Date and location of the rotation
   b. Specific learning objectives/goals for the rotation
   c. How these objectives will be accomplished
   d. Proposed schedule
   e. Method of evaluating performance
   f. All clinical locations involved in the training
   g. Scope of anticipated activities such as surgery (types), procedures, direct patient care, and research.
   h. The name, contact information and C.V. of the educational preceptor assuming oversight of the Akron General Medical Center house officer at the away site.

V. Once Approved, Akron General Medical Center agrees to provide the following:

   A. Malpractice coverage: Malpractice coverage provided by Akron General Medical Center for house officers is effective only within the scope of the clinical activities as defined in the training or affiliation agreement.

   B. House Staff Stipend: For the period of the away rotation, Akron General Medical Center will continue to provide full stipend and benefits as stipulated in the House Officer contract.

   C. Each away rotation must be accompanied by an appropriate teaching agreement or affiliation agreement that is executed by Akron General Medical Center and the away rotation site. This site can be a hospital, private practice office, or any other clinical entity. The Graduate Medical Education office will be responsible for drafting and maintaining these agreements. Programs may request copies of the signed agreements.

VI. Caveats

   A. Medical License: Medical licensure is done on a state-by-state basis. If the away rotation is out-of-state, it is the responsibility of the house officer to understand and follow the applicable state licensure rules for house officers in Graduate Medical Education programs in that state. Many states will require a training certificate to be issued by the state medical board prior to commencing any clinical activity.
B. Risk Management. Since Akron General Medical Center assumes malpractice coverage for all approved residency rotations (including outside electives), the Chairman of Graduate Medical Education and/or the house officer program director may request review of the proposed scope of clinical activities of the house officer on elective by Akron General Medical Center Risk Management prior to final authorization of the elective.
IMPAIRMENT
HOUSE OFFICER IMPAIRMENT

PURPOSE: To provide a drug free, healthful, safe and secure work and training environment.

FOCUS: House Officers conducting clinical, educational or research activities at Akron General Medical Center.

DEFINITIONS:

1. **Impairment** is a physical or mental condition, which causes a physician to be unable to practice medicine with reasonable care and safety commensurate with his/her level of training or participate in the residency training program as a learner.

2. **EAP** is an Employee Assistance Plan.

3. **Program Director** is the House Officer’s immediate supervisor.

OVERVIEW:

This policy is intended to provide guidance and direction on how to proceed when confronted with a potentially impaired House Officer. It is recognized that the term “impaired or impairment” is a broad definition and encompasses a variety of various impairments, conditions and potential issues. As such, these policy guidelines may not be all inclusive or representative of every situation or circumstance.

House Officers training in an Akron General Graduate Medical Education residency program are considered hospital employees, and as such, are subject to all Akron General policies and procedures.

Akron General recognizes the adverse effect employees’ use of drugs or alcohol can have on patients, visitors, other employees or the community at large. Therefore, Akron General is committed to maintaining a drug free work environment.

As such, House Officers must abide by the Akron General Human Resource policy 3.14 entitled “Drug Awareness/Substance Abuse.” This policy is available on the hospital intranet at: http://my.agmc.org under the Human Resources tab.

Highlights of this policy include:

- Akron General will not hire any person who tests positive for drugs.
- House Officers are expected and required to report to training/work on time and in a fit mental and physical condition for work.
- House Officers are expected to be free from any health impairment which is of potential risk to patients or other employees or which may interfere with execution of a House Officer’s duties, no House Officer whose behavior is impaired due to drugs or alcohol, including but not limited to prescribed medications or over-the-counter medications, may work.
- Except as specified within the Akron General Human Resource policy 3.14 entitled “Drug Awareness/Substance Abuse,” the unlawful manufacture, distribution, dispensation, possession or use of alcohol or controlled or illegal substances or drug paraphernalia on Akron General property or while conducting hospital business is absolutely prohibited and will subject the House Officer to immediate termination and potential adverse legal consequences. Alcohol may be served at certain functions with administrative approval.
Akron General Medical Center offers House Officers an Employee Assistance Program (EAP) which provides confidential assistance to those who have drug, alcohol or other problems. Moore Counseling & Mediation Service, Inc. phone number is 1-866-340-6267

Akron General prohibits off-the-job use of drugs and alcohol which may adversely affect a House Officer’s performance, or which may jeopardize the safety of persons or property on Akron General premises.

Any House Officer who divulges a substance abuse problem will be subject to all terms and conditions of HR policy 3.14 Drug Awareness/Substance Abuse.

A reasonable suspicion or an infraction of HR policy 3.14 Drug Awareness/Substance Abuse is grounds for employment termination unless the House Officer agrees to: (1) Undergo a fitness for duty evaluation which may include a physical examination and/or drug and alcohol testing; (2) Sign all appropriate consent and release of information forms; (3) Abide by the recommendations of the health professional conducting the fitness for duty evaluation including referral to the EAP provider or other appropriate assessor; (4) Successfully complete any recommended treatment program; and (5) Execute a Last Chance Agreement which terms and conditions shall be set by Akron General. Any violation of the above is grounds for immediate termination.

Mandatory treatment in lieu of termination for a drug or alcohol problem will be offered only once to any House Officer who has completed his/her introductory period. House Officers who violate this policy during their introductory period are subject to immediate termination.

OTHER CONSIDERATIONS

The State Medical Board of Ohio defines a chemically impaired physician as one who “suffers from impairment of ability to practice according to acceptable and prevailing standards of care because of a habitual or excessive use or abuse of drugs, alcohol, or other substances that impair ability to practice.”

PROCEDURE

In addition to complying with the procedures described in HR policy 3.14 Drug Awareness/Substance Abuse House Officers potentially meeting the definition of “impairment” will be subject to the following:

1. Reports or complaints from professionals regarding possible House Officer impairment will be forwarded to the Program Director (the House Officer’s immediate supervisor) for immediate action.

2. The Program Director (or immediate supervisor) will immediately remove House Officer from patient care responsibilities if patient safety is judged to be at risk. Consultation with an appropriate specialist or referral to EAP will be made.

3. The House Officer may access vacation time or a leave of absence to obtain appropriate evaluation and treatment.

RETURN TO WORK

The decision to allow the House Officer to resume clinical duties will be made by discussions involving the Program Director, Chairman of Graduate Medical Education and any professionals judged to be necessary to determine successful treatment.
REPORTING

A confidential written report prepared by the Program Director and co-signed by the Chairman of Graduate Medical Education will be placed in the House Officer’s personal file.

STUDENTS

Medical students thought to be impaired will be immediately removed from patient care, research, learning or any other professional activity. Removal may occur by their clerkship director, elective sponsor, department chair or other Akron General Medical Center official. Return to previous activities will occur only after consultation and approval with the Chairman of Graduate Medical Education, the sponsoring Akron General department and representative from the student’s Office of Academic Affairs or similar medical school department.
EMPLOYEE ASSISTANCE PLAN

Each year, a few of our House Officers have had personal problems regarding marriages, finances and the ability to cope with stress. Occasionally, a problem with chemical dependency occurs.

Many House Officers do not seek help for their problems due to the anxiety that this will become part of their records and follow them throughout their career. There is also concern that this would inhibit their ability to progress through the program at Akron General. It is the sincere commitment of the Medical Center to provide constructive, rather than punitive, direction to house officers having personal problems.

Several counseling avenues are available to our house officers. These allow you to privately choose and direct assistance in line with your personal preferences. Akron General provides the Employee Assistance Program, which is administered by an independent professional organization called Moore Counseling & Mediation Service, Inc. 1-866-340-6267. All communications are kept strictly confidential. Counseling benefits may also be offered through your medical plan.

You are also most welcome to directly approach the Department Chairman or Program Director in the Department of Psychiatry for assistance and/or direction. Finally, counseling services are available through our Psychology Service as well as counselors in private practice.
SAFETY
FIRE PLAN

Fire Plan: (Code Red)


Code Red indicates a fire in the location announced.

General Instruction – All Personnel:

Report all fires, no matter how minor they may seem in appearance. If you detect a fire, carry out the following procedure IMMEDIATELY:

**Know and follow R-A-C-E**

1. **R**emove persons from the area of immediate danger.
2. **A**ctivate the fire system. Pull the fire alarm box. Call the operator at ext. 46222.
3. **C**ontain the fire by shutting doors.
4. **E**xtinguish the fire with the appropriate fire extinguisher if applicable.

**Evacuate if needed or follow P-A-S-S**

1. **P**ull
2. **A**im
3. **S**queeze
4. **S**weep

**In Case of Fire in the House Staff Quarters:**

1. Sound the alarm.
2. Dial the Fire Operator – ext. 46222 – give the exact location and nature of the fire.
3. Close all windows and doors.
4. Fight the fire with the proper fire extinguisher if applicable.
5. Verify that no one remains sleeping in the area.
6. Evacuate the area if necessary.

**DURING THE DAYTIME HOURS (7:30 a.m. to 4:00 p.m., MONDAY THROUGH FRIDAY) WHEN THE FIRE ALARM SOUNDS IN THE HOSPITAL, THE FOLLOWING INSTRUCTIONS WILL BE CARRIED OUT BY THE HOUSE STAFF:**

1. The members of the House Staff will remain in the area where they are on duty and aid in carrying out the fire plan in that area.
2. The members of the House Staff not on duty will report to Conference Room “A” (Cafeteria), ground floor, to await further instructions to aid in care and evacuation of patients should the need arise.
DURING THE NIGHT HOURS (4:00 p.m. to 7:30 a.m., AND ALL DAY SATURDAY AND SUNDAY):

1. In the event evacuation of a patient unit is required, members of the House Staff will aid the Nursing Staff in the area of the fire in care of the patients and the evacuation of the patients as necessary.

2. The member of the House Staff assigned to the Emergency Department will remain in the Emergency Department only if patients occupy the area.

3. The members of the House Staff assigned to the Obstetrical Suite will remain in that area only if the area is occupied with patients.

4. The members of the House Staff engaged in a procedure in the Operating Room will remain in the Operating Room and continue the procedure as directed by the Senior Surgeon in the Operating Room.

Sounding of the Alarm:

The fire alarm system will chime upon activation and announce the location of the fire. The telephone operator will also announce “CODE RED” and give the location of the fire.

“All Clear, Code Red” will be announced when the Akron Fire Department declares the fire extinguished. You are to continue to carry out the assignments until “All Clear, Code Red” is announced.

Chain of Command:

Fire Marshal for the Hospital is Mr. Joseph Plavecski. During the hours of 4:00 p.m. and 7:30 a.m., the Nursing Coordinator on duty in the Hospital will be in charge at the scene of the fire. With the arrival of the Akron Fire Department, its superior officer will assume charge and the resources of the Hospital are then placed in his/her direction.

A FIRE MANUAL IS AVAILABLE ON THE INTRANET. PLEASE READ IT CAREFULLY AND REREAD IT OCCASIONALLY. FIRE DRILLS ARE HELD AT UNANNOUNCED TIMES. THE PARTICIPATION OF THE MEDICAL STAFF ESTABLISHES A GOOD EXAMPLE FOR THE REMAINDER OF THE HOSPITAL STAFF AND IS ALSO A REQUIREMENT FOR THE JOINT COMMISSION AS WELL AS LOCAL AUTHORITIES.
SAFETY ADDITIONS


Personal cell phones are **prohibited while providing care and/or services to a patient, visitors, patient’s families or other employees.** Cell phones can only be used in private designated “safe zones” that have been approved by supervision.

During the allowed times, social courtesies must be extended to those around you including, but not limited to, volume of conversation, tone of voice and content of communication. When in patient care areas or work areas, the alert function of such devices must be silenced.

Due to the susceptibility of sensitive clinical devices to radio frequency (RF) interference, Akron General Medical Center prohibits the use of cellular phones and other RF transmitting devices within the following areas that have been deemed **“Unsafe”** based upon scientific evidence that supports these areas:

- 3rd Floor- CVSU, PCU, CCU, PICU
- 4th Floor – MICU / SICU
- Special Care Nursery
- Labor and Delivery OR Rooms
- Labor and Delivery Recovery Rooms
- OR Suites / Surgery – (with the exception for LifeBanc as long as they stay inside the suite)
- Pre-operative and Recovery Areas

All cell phones and other RF emitting devices are to be turned off completely (i.e., not in “standby” position) when entering the **“Unsafe”** areas.


AGHS has hazardous chemicals and waste on site. Due to this, EPA and OSHA mandates we have a Hazardous Communication Program. This consists of: storage, disposal, Material Safety Data Sheets (MSDS), spill responses, labeling, and training.

Material Safety Data Sheets (MSDS) are like fingerprints of that particular product / chemical. Ours are located on the Intranet homepage as well as a hard copy in the Safety Department.

If a spill occurs, a Spill Form (SAFE 02- SPILL FORM located on the intranet under forms/safety forms) needs to be completed by person who is responsible for the spill or who found the spill. EPA requires us to report any spill over 16 ounces to them every year. The acronym S-W-I-M needs to be followed during a spill:

S- Secure area  
W- Warn others to stay away and wait help  
I- Inform supervision  
M- Minimize exposure


Due to the Bloodborne Pathogen policy driven by OSHA and accepted by The Joint Commission and CMS, there is to be no food or drink in clinical areas.

The policy states: Eating, drinking, using tobacco products, placing items in your mouth, applying cosmetics or lip balm, and handling contact lenses are **prohibited** in work areas where there is reasonable likelihood of occupational exposure to blood or body fluids or in work areas where blood or body fluids are present. This includes Nurse’s Stations, countertops, or bench tops where blood or OPIM are present. In patient hallways, chart boxes and on hand rails in patient care areas are to be kept free from food or drinks.
Egress:

Per Life Safety regulations regulated by local / state authorities, federal authorities, The Joint Commission and CMS, we are to maintain a free and clear path of egress at all times; especially in clinical areas. Any items in the hallway have to be kept to one side. If any type of disaster occurs in the facility, we need to be able to evacuate quickly if applicable. Cluttered hallways will prevent this from happening and could jeopardize lives.

Reporting Any Environmental or Unsafe Issue:

There are different avenues to utilize if you see an unsafe or environmental issue:

1. **Occurrence / Near Miss report** (located on the intranet under the forms tab- Safety forms- Occurrence/ Near Miss report). Once completed, it is to be sent to the Safety Department. A follow up will occur.
2. **Inform the Director or Manager in the department / unit issue occurs on.**
3. **Inform an Environment of Care Committee Member** (list found on the intranet under Policy- Safety Manual Akron General Medical Center - Environment of Care Committee Members 2011).
4. **Contact Safety Department directly at extension 46128 or pager 1208.**
5. **Call the Quality/Safety Hot Line at extension 81628 (inside only) or 47901. #1 is for Patient Safety/Quality issues and #2 is for employee or environmental issues.**

Any questions can be directed to the Safety department at X46128.