Our Mission: To Seek, Teach and Serve
Welcome to UCSF Fresno, a regional campus of the University of California, San Francisco School of Medicine. UCSF Fresno represents a unique medical education and physician training program that is a model for community and university partnership. Our training program gives Central San Joaquin Valley community members access to the highest quality health care services while enabling doctors in training – working alongside the finest physicians – to experience the dynamic interplay of scholarship, research, patient care and community service in California’s fifth largest city and agricultural center.

General Philosophy of the UCSF Fresno Medical Education Program
The care of patients remains the primary responsibility of each medical center. At the same time, effective teaching and research improves the quality of care we provide and benefits the larger community we serve. Using the variety of professional skills and technical knowledge available to us, we seek to develop the most effective diagnostic and therapeutic program for each patient. By applying the scientific research of our faculty, we strive to give each patient the benefits of the most advanced technology. By encouraging and supporting the efforts of our staff, we strive to provide each patient with a sensitive, informed and caring experience. Maintaining high standards of technical and personal service ensures the best possible care for our patients and promotes the best possible learning environment for the many health professionals who train at UCSF Fresno.

We value the ethnic, cultural and social diversity of our patients. We seek to recognize the individual and complex needs of patients and their families while aiming to serve all promptly, courteously and with dignity. In working with the agencies that pay for care, we seek to reduce the financial barriers for those who wish to use our services. By communicating effectively and sharing the information we gain, we ensure patients, with their families and referring physicians, can participate appropriately in the care they receive.

Our ability to respond effectively to our patients begins with our commitment to work together and to serve each other with courtesy and mutual respect. In helping each other perform our responsibilities successfully and to develop our skills, we increase the resources available to our patients and promote the quality of services we provide. By managing our resources prudently, we assure effective care at the lowest possible cost. This allows us to develop new programs in response to the changing health care needs of our patients and advances in medical science and technology.

By anticipating changing health care needs and keeping abreast of new technology and new systems for the delivery and financing of health care, we insure that the medical centers affiliated with UCSF Fresno remain a valuable resource to the people of the Central San Joaquin Valley.
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Section A

Operational Standards/Duties
General Duties/Responsibilities
A house staff is an individual at any level of graduate medical education in a program accredited by the Accreditation Council for Graduate Medical Education (ACGME) or sponsored by UCSF Fresno with a developed curriculum and course of study. Trainees in subspecialty programs and in fellowships are specifically included. Graduate medical education programs focus on the development of clinical skills and professional competencies. House staff are classified according to their postgraduate year (PGY 1-7) of training.

House staff are expected to conduct themselves as professionals in all situations. As such, house staff are expected to dress appropriately, use appropriate language, refrain from actual or perceived harassment, and interact with patients, families, and co-workers in a congenial and constructive manner. This also includes answering pages, being responsive to families, program offices, and GME administration.

House staff are responsible to the program director to whom they have been assigned for all matters pertaining to the professional care of patients. They are responsible to the Associate Dean and the Chief Medical Officer/Chief of Staff at each facility to which they are assigned for matters of administrative policy and procedure.

As a part of their training program, house staff will be given progressive responsibility for the care of the patient. The determination of a house staff’s ability to provide care to patients without a supervising physician present, or act in a teaching capacity, will be based on documented evaluation of the house staff’s clinical experience, judgment, knowledge, and technical skill. This includes the direct supervision of more junior house staff and students within the supervising house staff’s defined competencies and remains under the responsibility of the supervising faculty. Ultimately, it is the decision of the supervising faculty as to which activities the house staff will be allowed to perform within the context of the assigned levels of responsibility.

House staff commit to demonstrate an understanding and acceptance of their personal role in the following:
- Assurance of the safety and welfare of patients entrusted to their care.
- Provision of patient- and family- centered care.
- Assurance of their fitness for duty.
- Management of their time before, during and after clinical assignments.
- Recognition of impairment, including illness and fatigue, in themselves and in their peers.
- Attention to lifelong learning.
- Monitoring of their patient care performance improvement indicators.
- Honest and accurate reporting of work hours, patient outcomes, clinical experience data and other educational and clinical parameters as requested by the GME program, institution, and ACGME.
- Knowledge of the limits of his/her scope of authority, and the circumstances under which he/she is permitted to act with conditional independence.

House Staff Responsibilities
The UCSF Fresno Medical Education Program is centered on the six core competencies of the ACGME. These competencies are reflected in all aspects of the training program. The goal of this competency-based education is to graduate physicians who are competent to enter
practice autonomously. To this end, several job responsibilities prepare the house staff for this aim:

- Fulfill all requirements established by the appropriate accrediting body; ACGME, Fellowship Council, AAST and/or CODA; UCSF Fresno, Bylaws and Rules and Regulations of the Medical Staff of facilities to which house staff may rotate.
- Perform all duties in accordance with the established practices, procedures, and policies of the institution, and those of its programs, clinical departments, and other participating sites to which the house staff is assigned, including California state licensure requirements for physicians in training.
- Perform all duties in compliance with applicable regulatory standards. This includes required licensing, knowledge base and education to ensure compliance with state, federal, JCAHO, Title XXII, and other guidelines.
- Participate in program improvement activities, committees and councils, especially those that affect education or patient care at the program, institution or participating site level.
- Participate in safe, effective, and compassionate patient care under supervision commensurate with their level of advancement and responsibility and the knowledge of the limits of his/her scope of authority, and the circumstances under which he/she is permitted to act with conditional independence. Each house staff is responsible for communicating to the supervising faculty significant issues as they relate to patient care.
- Develop an understanding of ethical, socioeconomic, and medical/legal issues that affect graduate medical education and how to apply cost containment measures in the provision of patient care assist both medical students and fellow house staff in meeting their professional obligations by serving as teachers and role models.
- Comply with established ethical behavior and practices.
- Inform the person(s) that the program designates in the case of an absence.
- House staff are expected to develop a personal program of self-study and professional growth.
- Provide safe, effective and compassionate patient care under supervision commensurate with level of training and responsibility.
- Document all procedures and/or case logs according to their program requirements.
- Participate in the evaluation processes specified by the program/institution.
- Complete medical record documentation that is timely, accurate and legible. Follow the participating sites policy regarding completion of medical records.
- Abide by work hour requirements as specified by the program/institutional policy; accurately report work hours.
- Satisfactorily complete all rotations.
- Be knowledgeable about rotation goals and objectives prior to the start of a rotation. Questions about goals and objectives of a rotation should be clarified with the supervising faculty.
- Participate fully in the educational and scholarly activities of the program. Expected levels of attendance for educational activities will be set by each program and these should be met.
- Report any breaches of standards and contribute to improvement processes.
- Perform other related duties as assigned.
Customer Service Standards
Listed below are the general standards for all attending staff and house staff at UCSF Fresno. These standards are founded on common sense and courtesy, and are intended to enrich the environment for all personnel as well as for patients, visitors, volunteers and guests. The attending staff and house staff recognize that patients, visitors and colleagues are to be treated with courtesy, sensitivity and respect at all times. All staff are expected to make the "extra effort" to ensure a professional, gracious and overtly hospitable environment for patients, visitors and colleagues. The goal is to maintain an atmosphere of personal and institutional excellence where outstanding performance is expected.

Patients and visitors are guests in our institution. As such, all attending staff and house staff are expected to:

- Yield to them in elevators and stairwells, holding doors open for them as necessary;
- Introduce themselves and colleagues;
- Offer assistance if there is the slightest indication that it is needed;
- Address them by their surnames unless asked to do otherwise by the patient or visitor;
- Respect their privacy by knocking before entering their room;
- Maintain a neat and clean environment (e.g., pick up papers or debris in hallways or notify the appropriate department to do so);
- Photo identification badges must be worn above the waist and clearly visible, in compliance with Title XXII of the California Administrative Code;
- Clothing must be neat, clean and appropriate for work assignments. Shoes must be safe, quiet, in good repair, and appropriate for the work to be performed;
- Hair and facial hair must be clean, controlled and trimmed so as not to interfere with job duties;
- Jewelry, cosmetics and other accessories may not be worn where safety or health standards would be compromised;
- Hosiery or socks shall be worn always;
- Perfume, cologne or fragrant aftershave lotions or other fragrant products should not be worn in patient care areas; and
- Comply with HIPAA and privacy regulations.

UCSF Fresno Code of Ethics
The citizens of California entrust UCSF Fresno with the responsibility for providing high-quality teaching, health care and research, and for ensuring the highest standards of ethical conduct and integrity are practiced in meeting these responsibilities. The personal and professional conduct of each member of the UCSF Fresno community is expected to be consistent with and fully comply with these principles. All members of the UCSF Fresno community are expected to engage in the following:

- Integrity – conducting ourselves with integrity in our dealings with and on behalf of the University.
- Respectful behavior – treating everyone with civility, courtesy, tolerance and acceptance, and recognizing the worth, dignity and unique characteristics of each individual.
- Trustworthy conduct – including dependability, loyalty and honesty in communications and actions.
- Accountability – taking personal responsibility for one’s actions and decisions.
• Fair and just actions – utilizing equitable processes in decision making.
• Responsible management – including prudent use of University resources in a fiscally responsible manner.
• Compassion – caring for others, both within and apart from the UCSF Fresno community, and providing the highest quality service to patients and humanity.
• Good citizenship – striving to make the UCSF Fresno community function well now and in the future.
• Excellence – conscientiously striving for excellence in our work.

Principles of Community
UCSF Fresno is dedicated to learning and teaching in the health sciences. UCSF Fresno serves society through four primary missions: teaching, research, patient care and public service. Faculty, staff, house staff and students on the UCSF Fresno campus are a composite of many races, creeds and social affiliations. To achieve campus goals, individuals must work collaboratively with mutual respect and with forbearance.

Several principles of community life are established to guide individual and group actions at UCSF Fresno. Adherence to these principles is essential to ensure the integrity of the University and to achieve our goals. UCSF Fresno faculty, staff, house staff and students are asked to acknowledge and practice these basic principles of community life:
• We affirm that members of the UCSF Fresno community are valued for their individual qualities, and members are encouraged to apply their unique talents in creative and collaborative work.
• We recognize, value and affirm that social diversity contributes richness to the University community and enhances the quality of life for individuals and groups at UCSF Fresno. We take pride in our various achievements, and celebrate our differences.
• We affirm the right of freedom of expression within the UCSF Fresno community and also affirm commitment to the highest standards of civility and decency toward all persons.
• We are committed to creating and maintaining a community where all persons who participate in University activities can work together in an atmosphere free from all forms of abusive or demeaning communication.
• We affirm the individual right of public expression within the bounds of courtesy, sensitivity and respect.
• We recognize the right of every individual to think and speak as dictated by personal belief, to express individual ideas and to state differences with other points of view, limited only by University requirements regarding time, place and manner.
• We reject acts of discrimination, including those based on race, ethnicity, gender, age, disability, sexual orientation and religious or political beliefs.
• We recognize that UCSF Fresno is devoted to public service, and encourage members of the UCSF Fresno community to participate in public service activities in their own communities and recognize their public service efforts in off-campus community settings.
• We affirm that each member of the campus community is expected to work in accord with these principles and to make individual efforts to enhance the quality of life for all.
ACGME Competencies

The ACGME has directed that all GME training programs ensure that each house staff demonstrate six core competencies:

- **Patient Care** that is compassionate, appropriate and effective for the treatment of health problems and the promotion of health. House Staff must be able to perform all medical, diagnostic, and surgical procedures considered essential for the area of practice.
- **Medical Knowledge** of established and evolving biomedical, clinical, epidemiological and social-behavioral sciences, as well as the application of this knowledge to patient care.
- **Practice-Based Learning and Improvement** demonstrated by showing the ability to investigate and evaluate their care of patients, to appraise and assimilate scientific evidence, and to continuously improve patient care based on constant self-evaluation and lifelong learning.
- **Interpersonal and Communication Skills** that result in the effective exchange of information and collaboration with patients, their families and other health professionals.
- **Professionalism** as manifested through a commitment to professionalism and an adherence to ethical principles.
- **Systems-Based Practice** as manifested by actions that demonstrate an awareness of and responsiveness to the larger context and system of health care, including the social determinants of health, as well as the ability to call effectively on other resources to provide care that is of optimal health care.

The Residency Review Committee (RRC) for each specialty is responsible for ensuring that every training program has a curriculum for teaching the competencies. Specialty groups developed outcomes-based milestones as a framework for determining house staffs’ performance within the six ACGME Core Competencies.

**Why Should I Care About the Competencies?**

- The UCSF Fresno Graduate Medical Education office is regularly reviewed by the ACGME to ensure that it is in substantial compliance with all ACGME requirements. Part of these reviews includes our house staffs’ familiarity with the six general competencies, and how well they are doing in terms of the competencies.
- All programs are required to have written goals and objectives for each rotation or educational experience that incorporate the specific general competencies one must achieve to pass the rotation. House staff should receive a copy of these goals and objectives on an annual basis.
- Programs will evaluate house staff’s performance in terms of the general competencies. The general competencies are reflected in evaluations from faculty and other groups such as patients, peers, clinical staff, families, etc.
- The ACGME surveys house staff annually about all aspects of their educational programs, including integration and understanding of the general competencies. Responses that indicate a lack of personal awareness or integration of the competencies in the curriculum or evaluation process reflect poorly on the program and may lead to citations and an ACGME accreditation site visit.
- House staff in programs undergoing ACGME site visits or “internal reviews” will be questioned about the general competencies. House staff could be asked questions
designed to assess their knowledge of and experience with general competency issues, or may be asked to self-assess how well they are doing on each one.

**Clinical Experience and Educational Work Hours (formerly Duty Hours)**

House staff **clinical and educational work hours** in the learning and working environment are governed by ACGME guidelines and are monitored by the Graduate Medical Education Committee via its ad hoc Educational Work Hours Subcommittee and individual programs. All efforts should be made to maximize educational opportunities while minimizing fatigue and service requirements. Monitoring clinical and educational work hours is intended to minimize the possibility of fatigue related errors and to enhance the learning environment. House staff are required to comply with the clinical and educational work hour requirements and report their hours completely and accurately. Failure to report hours completely and accurately constitutes grounds for disciplinary action ranging up to and including dismissal from UCSF Fresno. As part of the orientation process, house staff sign a statement that includes language from the ACGME Common Program Requirements indicating their understanding and agreement that it is the house staff’s responsibility to report clinical and educational work hours accurately, honestly and in a timely fashion.

**Moonlighting**

UCSF Fresno believes that house staff should achieve the goals and objectives of their training program, which are to produce in the broadest sense, the fully competent physician capable of providing high quality care to his/her patients. Without compromising the goal, it may be feasible for some house staff to seek outside professional activities – “moonlight” – if they adhere to the guidelines within this policy. House staff are responsible for ensuring moonlighting and other outside activities do not result in fatigue that might affect patient care or learning. House staff are responsible for complying with their program’s Clinical and Educational Work Hours policy, which must be consistent with the UCSF Fresno **Clinical Experience and Educational Work Hours Policy**.

- **Internal Moonlighting** is defined as extra work for extra pay performed at a site that participates in the house staff’s training program. This activity must be supervised by faculty and is not to exceed the level of clinical activity currently approved for the trainee. While performing internal moonlighting services, house staff are not to perform as independent practitioners. Internal moonlighting hours must be documented in the residency management database and must comply with the UCSF Fresno **Clinical Experience and Educational Work Hours Policy** and the individual’s training program’s policy.

- **External Moonlighting** is defined as work for pay performed at a site that does not participate in the house staff’s training program. External moonlighting hours must be documented (including days, hours, location, and brief description of type of service(s) provided) to comply with Medicare reimbursement requirements for GME. UCSF Fresno requires all moonlighting hours be documented in the residency management database. For external moonlighting and some internal moonlighting, the trainee is not covered under the University’s professional liability insurance program as the activity is outside the scope of University employment. The trainee is responsible for his/her own professional liability coverage (either independently or through the entity for which the trainee is moonlighting), DEA licensure, Medicare (or other governmental) provider number and billing training, and licensure requirements by the Medical Board of California any other requirements for clinical privileging at the employment site.

- **House Staff Who Are Not Permitted to Moonlight** – First year residents and/or first year fellows are not permitted to moonlight. Residents with a Postgraduate Training
License (PTL) are not allowed to moonlight externally. Physicians/house staff sponsored by ECFMG for J-1 status are not permitted to moonlight.

It is the responsibility of the house staff to obtain written permission to moonlight from the program director prior to beginning the moonlighting activity. This is true both for internal and external moonlighting (see definitions above). The program director will monitor house staff performance in the program to ensure moonlighting activities are not adversely affecting patient care, learning or fatigue. If the program determines the house staff’s performance does not meet expectations, permission to moonlight will be withdrawn. Monitoring information will be reviewed periodically by the Educational Work Hours Subcommittee and reported to the GMEC.

Confidentiality of Medical/Patient Information
UCSF Fresno upholds the highest standards regarding record confidentiality. House staff, faculty, medical students and administrative staff may have access to confidential medical records and patient account information on a need-to-know basis in the course of employment, performance improvement, research, or education/training. All such information is confidential in accordance with patient medical record and information confidentiality laws, rules and regulations. Confidential information shall not be disclosed or otherwise made available to any other person other than the affected patient or appropriate persons involved with the medical care of the patient, research activity or educational process. All discussions of patients among members of the health care or educational team shall be limited to settings removed from the public ear (e.g., not in elevators, hallways, cafeterias, etc.)

“Confidential information” denotes all information acquired in the course and scope of employment that is obtained by discussion, consultation, examination, treatment, and/or direct access to records. This includes, but is not limited to hospital, medical, or computer records and may include any information held in patient files or any electronic medical record or patient account record.

Faculty, house staff, medical students and administrative staff are expected to abide by the policies and procedures established at each institution where they work/learn regarding patient confidentiality. A violation of policy may result in corrective action up to and including termination of employment or training. A misuse of medical data and/or inappropriate release or disclosure of information may also result in monetary loss and/or prison term for violation of medical privacy, as covered under Federal law (HIPAA).

HIPAA/Privacy
The Health Insurance Portability and Accountability Act (HIPAA) of 1996 mandated significant changes in the legal and regulatory environments governing the provision of health benefits, the delivery and payment of health care services, and the security and confidentiality of individually identifiable, protected health information. The law is composed of two major legislative actions: provisions for health insurance reform and requirements for administrative processes. Complying with all aspects of HIPAA has required that providers and all entities within the health care industry (including clinical research) to abide by certain standards in information systems, operations policies and procedures, and business practices.

Smoke & Tobacco-Free at Work Policy
UCSF Fresno is a smoke-free and tobacco-free campus, providing a tobacco-free environment for its faculty, staff, students, house staff, patients, and visitors.
UCSF employees are required to be tobacco-free while at work, during any scheduled work shift (including all breaks) whether on or off campus. The policy prohibits the use of cigarettes, e-cigarettes, cigars, snuff, snus, water pipes, pipes, hookahs, chew, unregulated electronic nicotine delivery system, and any other non-combustible tobacco product.

The policy is intended to:

- Provide a healthful environment for everyone who works and visits the UCSF Fresno campus;
- Demonstrate our commitment to promoting health for patients;
- Demonstrate our commitment to improve the health of the campus community and employees;
- Further create a culture of wellness on campus; and
- Set an example we hope other organizations and businesses will follow.

The University of California Smoke and Tobacco Free Environment Policy is driven by the strategic goal to improve the level of safety and quality within the hospital, ambulatory areas, satellite campus locations, and the surrounding community. For additional information please view the Smoke & Tobacco Free UC resources online.

Free tobacco cessation resources are available online for UCSF faculty, staff, students, and house staff.

**Health Exams, Immunizations and Blood-Borne Pathogens**

Physical examination – California law requires that a medical evaluation be performed by a physician as a condition of employment in a hospital and that the house staff is free of symptoms of any infectious disease. To satisfy this requirement, a Pre-Placement Health Statement will be provided to new house staff prior to employment for completion and signature by a licensed health care provider.

- **Measles (Rubeola), Mumps, Rubella and Varicella Screening** – All trainees are required to be screened for measles, mumps, rubella and varicella antibodies. To satisfy this requirement, a Pre-Placement Health Statement will be provided to new house staff prior to employment to document the required titers submission of supporting documentation will be required (titers).

- **Hepatitis B** – Vaccination with the recombinant DNA vaccine for hepatitis B is recommended for all health care workers. Full immunization requires three doses (the second dose two months after the first, then another five months later). Post vaccination antibody titers are recommended. Arrangements may be made through CRMC Employee Health to initiate/complete the series/to have post vaccination antibody titers drawn. If a house staff declines the hepatitis B vaccination upon initial employment, the vaccination declination form within the Pre-Placement Health Statement must be signed.

- **Influenza Vaccination (Flu Season: September 1 – March 31)** – All trainees are required to be immunized for Influenza by November 15 of every year or submit a declination form in lieu of vaccination. CRMC offers no-cost vaccinations through their Employee Health Services (EHS) or at various clinics throughout their facility. Non-compliant trainees will be required to wear a mask in patient care and clinical areas or be subject to stepped discipline as described in Medical Staff Bylaws.

- **TDAP** – As of 2014, all incoming trainees are required to be immunized for TDAP. To satisfy this requirement, a Pre-Placement Health Statement will be provided to new
house staff prior to employment to document the required immunization. Submission of supporting documentation will be required (proof of immunization).

- **Tuberculin Skin Test** – Under current CDC guidelines, individuals in high-risk areas are required to have a two-step tuberculin skin test prior to employment and be tested annually thereafter. All staff with patient contact are considered to be in high-risk areas and must comply with this testing requirement.

New incoming house staff must 1) provide the results from one TB skin test within a year of their start date, and 2) provide results of a TB skin test within three months of their start date or one negative QuantiFERON test within 12 months of start date is acceptable. Individuals with a history of positive TB skin tests are required to submit a copy of the written interpretation of a chest x-ray taken within one year of start date. Annual TB skin tests will be provided by Community Medical Centers free of charge. Program offices (and house staff) will be notified when house staff are due for screening. Continuing trainees with a history of positive TB skin tests only need to submit a Continuing Health Statement, which includes a sign and symptom review. UCSF Fresno GME will monitor compliance with these requirements. Appointment and continued employment may be held in abeyance pending house staff participation each year in required health screening.

**Certifications**

All house staff are required to be certified in Advanced Cardiac Life Support (ACLS) except for those in Pediatrics who must hold current Pediatric Advanced Life Support (PALS) and Neonatal Resuscitation Program (NRP) certifications before beginning their term of employment at UCSF Fresno. Only American Heart Association (AHA) certifications will be accepted.

Each training program, in accordance with the RRC and medical staff requirements, determines the regulations for all other certifications (i.e., ATLS, PALS, NRP, etc.).

All continuing house staff must renew their certifications as required by that organization and maintain certification throughout their training. Keeping certifications current is the responsibility of the house staff. House staff should provide a copy of the recertification card(s) to their program coordinator. Recertification may be arranged with any AHA approved vendor. However, the course is free through Community Medical Centers Education & Development. To sign up for this free course(s), please refer to the [ACLS or PALS Certification Policy](#) for instructions.

**California Medical Licensure**

The California Business and Professions Codes Section (2065-2066) permits allopathic and osteopathic medical school graduates to practice medicine under the following conditions:

- Graduates of US, Canadian, or international medical schools who have less than thirty-six months of postgraduate training must have a Postgraduate Training License (PTL) in order to participate in ACGME accredited programs. To be eligible for a PTL, allopathic (MD) residents must show completion of passing Step 1 and both components of Step 2 (Clinical Skills and Clinical Knowledge) of the USMLE examination.
- Osteopathic (DO) residents must have taken and passed the COMLEX Levels 1, 2, Cognitive Evaluation (CE) and 2 Performance Evaluation (PE). House staff must have received all of their medical school education from and graduate from a:
- U.S. or Canadian medical school accredited by the Liaison Committee for Medical Education (LCME), the committee on Accreditation of Canadian Medical Schools; or
- Foreign medical school which has been evaluated by the Educational Commission for Foreign Medical Graduates (ECFMG), the foreign medical school is listed on the World Federation Medical Education (WFME), the Foundation for Advancement of International Medical Education and Research (FAIMER) World Directory of Medical Schools joint directory, or the World Directory of Medical Schools; or
- U.S. osteopathic medical school accredited by the AOA’s Commission on Osteopathic College Accreditation (COCA)
- Acceptance into a residency program.

- The Medical Board of California (MBC) requires completion of 36 months of training in a Board-approved program accredited by either ACGME, Royal College of Physicians and Surgeons of Canada, or College of Family Physicians of Canada, for all applicants regardless of whether the medical school attended was domestic or international, and a passing score on the USMLE Step III or COMLEX Level 3 to qualify for medical licensure. Twenty-four (24) consecutive months of training must be successfully completed in the same program.

During the orientation process, incoming unlicensed house staff will complete an EF form for MD trainees or an OMB.23 form for DO trainees, which UCSF Fresno will provide to the appropriate medical board. These forms notify the medical board of the house staff’s registration with a specific training program.

It is the responsibility of the house staff to know, understand and meet all applicable licensure laws. More information is available within UCSF Fresno’s Licensure Policy.

**Full/Renewal Licensure**

UCSF Fresno expects all house staff to receive and renew their licensure as soon as possible and within indicated deadlines. House staff are professionally responsible for receiving and maintaining a current, valid medical or dental license. Practicing medicine without a valid license may lead to disciplinary action. California state law specifically prohibits licensed physicians and those required to have a license to continue training, from practicing without a valid license. It is the expectation of the UCSF Fresno residency training programs to require house staff to meet the state law and have no clinical contact if they do not have a valid license. House staff who continue to train without a valid license may be fined by their medical/dental board in amounts ranging from $100 to $2,500 depending on the severity of the violation.

If a trainee has not received or renewed his/her license within the required timeframe, the house staff will be restricted to non-clinical duties, may use vacation if available or other appropriate leave, which may include suspension without pay or termination from the residency training program. The program should follow the leave process for reporting requirements and notification regarding board eligibility and the effects of leave.

**Medical Licensure Resources**

To facilitate the process of obtaining a medical license, GME sponsors an annual license fair in early spring at the UCSF Fresno Center for Medical Education and Research (UCSF Fresno Center). Trainees have access to a notary public, photos, fingerprinting services, and
application forms. The GME office has developed an online resource portal to assist residents with the application process. If a trainee is unable to attend the license fair, he/she must follow the procedures outlined on the website of the Medical Board of California or the Osteopathic Medical Board of California.

**California Dental Licensure**

Dental licensure application material may be obtained from the Dental Board of California website. Residents must have their DDS/DMD degree from a university-based dental education program accredited by the Commission on Dental Accreditation (CODA). Residents then have a written and clinical examination requirement.

**DEA Requirements**

All UCSF Fresno training programs require licensed house staff to obtain DEA certificates. House staff should check with their program offices regarding specific requirements and procedures for obtaining DEA numbers and the tamper-proof triplicate prescription blanks. Some programs may qualify for a DEA-fee exemption. Please see the DEA Policy for more information.

- Registration – a physician licensed in the State of California may apply for a Drug Enforcement Administration number either by completing DEA Form #224 online or by mail. Fees must be paid when the DEA Form #224 is submitted.
- Fee Exemption – exemption from payment of the application fee is limited to federal, state or local government officials or institutions. As employees of UCSF Fresno, all residents and fellows qualify for the fee exemption. Trainees should use their program director’s name as the certifying official supervisor when applying for the fee exemption. Refer to the full policy for additional details. However, if the “fee exemption” classification is used, the DEA number is valid only at UCSF Fresno training sites and is not valid for external moonlighting. House staff transferring from other institutions with fee-exempted certificates should follow the policy on changing the exempting institution and updating their address within 30 days of transfer.

**National Provider Identifier (NPI)**

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) mandated the adoption of standard unique identifiers for health care providers and health plans. As a result, the Centers for Medicare and Medicaid Services (CMS) created the National Provider Identifier (NPI) number. All house staff are required to have a National Provider Identification number assigned by the Centers for Medicare and Medicaid Services, which will be collected at onboarding. It is a 10-digit permanent number assigned for a provider’s entire medical career. House staff should keep their information up-to-date through the National Plan and Provider Enumeration System.

A Health Care Provider Taxonomy Code for classifying medical students, interns and residents, who are not yet licensed (based on state licensing requirements), is available for use: Student, Health Care (390200000X). The code is defined as follows: An individual who is enrolled in an organized health care education/training program leading to a degree, certification registration, and/or licensure to provide health care. Medical students, interns and residents who are not licensed should select the Student, Health Care code when applying for NPIs. Once licensed as an allopathic or osteopathic physician, the physician should update his/her data in the National Plan and Provider Enumeration System (NPPES) by submitting a change in the Health Care Provider Taxonomy Code to reflect the change in status from medical student to physician.
Identification Badges
A UCSF Fresno photo identification name badge and a CRMC badge will be issued to each house staff. Both badges must be worn at all times and will provide entry to both CRMC and the UCSF Fresno building. Only a legal name and credentials (MD, DO, DDS, DMD) will be printed on the badge. The original ID badges are provided by the Graduate Medical Education office at no charge. There is a $25 (amount subject to change) badge replacement fee for lost or stolen badges. If the ID badges are damaged and still under the possession of the resident, they will be replaced free of charge. ID badges for other sites/facilities may be required and should be arranged through the programs. Appropriate badges should be worn based upon the rotation site.

Email Accounts
All house staff will be assigned a UCSF Fresno email account at the time they begin training. Accounts are set up by the UCSF Fresno Information Technology Services (559-499-6660). UCSF Fresno email accounts will not be forwarded to another email account. Communication to house staff will be done via UCSF email. House staff are responsible for the content of their UC email and are expected to check their UC email accounts on a regular basis.

Employment and Academic Documents
All employment and academic documents must be in English or must be accompanied by an English translation. Documents in their original language must be submitted with the authorized, complete and exact English translation issued by the university, a government agency or a certified translation agency.

Promotion/Annual Contract Paperwork
For promotion requirements specific to a program/specialty, please refer to the training program’s policy and procedure manual. The institution has an overall Promotion of House Staff Policy. Contracts are completed on an annual basis (July to June) and must be renewed each year (March to May). House staff will be asked to complete an updated health statement, attestation, and a PPD reading. At the discretion of the Associate Dean, house staff will be pulled from clinical services to complete the necessary paperwork.

Graduation Ceremony/Certificates of Program Completion
Each year, UCSF Fresno holds a graduation ceremony for all trainees who are graduating from their training program. Psychiatry residents who have not completed their training program but are fast-tracking into a fellowship may participate in the graduation ceremony. House staff who are off cycle and may graduate later should participate in the graduation ceremony (with their class) unless they choose to wait until the next available ceremony (held annually in June).

Certificates of Program Completion are issued to individual trainees who have met the requirements of the training program. The exception to this policy applies to Psychiatry residents who are fast tracking into a fellowship. They will receive a certificate that verifies their training dates. Chief residents who are completing a true chief resident program (extra year of training program) will be issued a certificate verifying their dates as a chief resident. Non-UCSF employed house staff will receive a certificate if the program has been approved through sizing and the GME office has received a final evaluation in advance.

Call Schedules
Call schedules can be found online through Amion. House staff should check with their program office for password information to access the call schedule information. Each program is responsible for keeping schedules up-to-date. Questions about the posted schedule should be directed to program offices. House staff taking call from home should check with their respective program director regarding any response time requirements.

**Rotation Schedules/Off Campus Rotations**
The location of program rotation schedules varies by program. House staff should check with their program office for further information. House staff should check with their home program office prior to beginning rotations at an affiliated site to obtain the necessary procedures for reporting to the rotation site. Upon arrival for a rotation in an affiliated hospital, house staff must report to the appropriate office to complete necessary paperwork. House staff are responsible for adhering to the policies and procedures established by the GMEC, the institutions in which they function and their individual training programs.

House staff will adhere to the work schedules (rotation and call) as announced by the program director or designee. Requests for changes in assigned schedules must be cleared using procedures established by the appropriate program office. Informal, unapproved "switches" in schedules between house staff are not acceptable.

Off-campus electives/rotations require approval from the Assistant Dean of GME. House staff should work with their program coordinator on the application process.

**Committee Membership**
UCSF Fresno recognizes the importance of house staff participation on committees that affect patient care and/or educational training. There are a number of committees that encourage house staff representation, in addition to one’s program. House staff should check with their program for additional information if they’re interested in serving. Participation on these various committees is invaluable and appreciated.

**Chief Residents Committee**
UCSF Fresno has established a Chief Residents Committee charged with providing input to the Assistant Dean for GME and the DIO on matters affecting medical education. Membership includes chief resident representatives from each residency training program.

Members of the Chief Residents Committee are in a unique position to share information with their peers and bring questions/concerns to the attention of administrative staff. As part of their chief resident assignment, they are encouraged to disseminate information to and bring forth issues from their colleagues. A chief resident orientation is held before the start of the new academic year to review responsibilities and expectations.

**UCSF Fresno Resident Council**
In 2010, UCSF Fresno started its very first Resident Council. The Council consists of peer selected house staff officers from a variety of programs and all house staff are welcome to join. The Council’s mission is to provide house staff an active voice about the decisions of the Graduate Medical Education Committee (GMEC). The Council also focuses on house staff well-being and promoting educational interest by offering grants throughout the academic year.

**Medical Student Teaching**
Residents and fellows play an important instructional role in the clinical education of medical students. In order to fulfill that responsibility, residents and fellows need to be familiar with the competencies and milestones expected of third and fourth year medical students and have orientation and faculty development resources available to enhance their teaching and assessment skills. All residents must comply with the Residents and Fellows as Teachers Policy. All programs place high priority on the house staff’s responsibility for teaching and acting as role models for the medical students. The main points of the “Student Statement of Principles” include maintaining the highest standards of honesty, confidentiality, respect for others, and responsibility.

Mid-Level Practitioners in the Training of House Staff
Mid-level practitioners are used in many training programs. These practitioners are highly skilled in their particular roles and have specific accountability to staff physicians within their service/department. Some are expected to provide patient care services independent of house staff while others are supervised by or provide supervision to house staff. Working with mid-level practitioners forms the type of collaborative patient care becoming the norm in the community. Because the mid-level practitioner may play varying roles, each program must provide guidelines for these interactions as a part of its curriculum. The following are suggested guidelines for use of mid-level practitioners in house staff training:

Guidelines:

a. Curriculum – The role of the mid-level practitioner is defined in the curriculum goals.

b. Supervision – The program will define the staff supervision of the mid-level practitioner.

c. The program will indicate the role of the mid-level practitioner in teaching house staff and provide a mechanism for evaluation by the house staff.

d. The program will define a mechanism for resolving conflicts between mid-level practitioners and house staff.

e. Training

   i. The use of a mid-level practitioner should not interfere with training of house staff.

   ii. Whenever house staff and mid-level practitioners are in training together, their roles will be defined by the program.

Medical Records Completion and Delinquency Policy
Medical record/electronic health record entries must be completed promptly, timed, dated and authenticated by the author within 14 days following the patient’s discharge. A medical record/electronic health record/electronic health record lacking any required element or required authentication is considered incomplete. Medical record/electronic health records that are incomplete for any reason 14 days after discharge are delinquent. House staff are expected to adhere to the same policy as members of the medical staff in regard to medical record completion. Furthermore, academic credit can be withheld at the prerogative of the program director. House staff may also be suspended for failure to comply with the timely completion of medical records. The involved individual has the right to challenge this decision via the established UCSF Fresno Academic Due Process Policy and Leave Policy. On CMC’s The Forum, see CMC Policies>Medical Staff>Medical Record Suspension. In the event another facility does not have a policy regarding the completion of medical records, this policy would apply.
Use of the World Wide Web, University Name, Seal or Logo and Publishing Guidelines
The University of California has a detailed policy regarding the "Conditions of Use of the World Wide Web" emphasizing applicable laws regarding copyright restrictions; reference to University policies and public laws; restrictions regarding criminal and civil activities. These restrictions also apply to the restricted use of any University name, seal or logo. Guidelines are established for individuals and/or units publishing information on UCSF servers or commercial servers funded by University budgets, advertising or use of resources for personal purposes.

The guidelines also state that "supervisors shall apply necessary and appropriate corrective action whenever an employee fails to meet the required standards of conduct or performance." House staff and students should work with their research coordinators, preceptors or program directors to obtain prior permission if they are searching the World Wide Web for research purposes or for information that may be construed as an illegal activity. Information related to the UCSF seal/logo and publishing guidelines is available on the UCSF Brand Identity site.

Health Care Vendor Policy
Relationships between (Pharmaceutical) Vendors and Clinicians – All employees of the University of California are subject to the conflict-of-interest provisions of the Political Reform Act and to the University of California policies delineated in the Business and Finance Bulletin G-39 (Conflict of Interest Policy). The Health Care Vendor Relations Policy is intended to supplement the aforementioned provisions as follows:

In addition to compliance with the requirements of law, University officers and employees must avoid the appearance of favoritism in all their dealings on behalf of the University. All University officers and employees are expected to act with integrity and good judgment and to recognize that the acceptance of personal gifts from those doing business or seeking to do business with the University, even when lawful, may give rise to legitimate concerns about favoritism depending on the circumstances.

This policy applies to all University house staff who are at the UCSF Fresno location.
Section B

Payroll Services, Salary, Benefits, Leave
Payroll
All house staff are paid monthly on the first of each month, for the month prior. If you didn’t provide a direct deposit authorization form, your paycheck will be mailed to the address on file. You may enroll or change direct deposit by visiting At Your Service.

Salary
Concurrent with appointment to UCSF Fresno, house staff are employees of UCSF. House staff are exempt, salaried employees of UCSF and are not eligible for overtime compensation or extra duty pay.
- Salary scales for house staff are established by the UC Office of the President (UCOP) and are consistent throughout the UC medical schools. Salary scales are reviewed annually by the UCSF Fresno GMEC. Employment packages describe Fresno pay and benefits.
- Salary amounts are contained in the UCSF Fresno appointment contract and are also available from each program office, the UCSF Fresno Graduate Medical Education office, or on the UCSF Fresno house staff portal site.
- Information related to salary can be accessed through At Your Service.

Educational Funds
Individual programs have the option to provide educational funds each academic year (currently $500 maximum per academic year) for their trainees. Programs will address in their policy how they will determine eligible expenses in accordance with University policy.

Trainees must be on UCSF Fresno payroll no later than September 14 at the time the educational fund is requested and with the expectation of continued education for the academic year within a UCSF Fresno program. Trainees who are not employed by the University are not eligible for educational funds. Trainees beginning training after September 15 will not be eligible to receive educational funds in that academic year. However, they will receive the full educational funding stipend by the last academic year of their training at UCSF Fresno.

Educational funds are provided annually to house staff according to individual program policy. It is the individual program’s responsibility to develop a policy with respect to allowable educational expenses and how trainees will be reimbursed for those educational expenses. See the Educational Funds Policy for more information.

Chief Resident Stipend
Chief residents shall be compensated one hundred fifty dollars ($150) per calendar month for their services. Co-chief resident assignments are compensated at appropriate prorated amounts.
- Chief residents will be selected by their program director with concurrence from the Graduate Medical Education office.
- The duties of the chief residents will be defined by their program director and may be rotated among the residents.
- Residents who are appointed to an additional year beyond the normal residency training period for that program to serve as chief resident (e.g., PGY4 residents in Internal Medicine) will be compensated at the appropriate PG level pay range and are not be eligible for the additional monthly chief resident stipend.
Retirement Contribution
Based on trainees’ employment by the University as house staff physicians, they are required to contribute 7.5% of their monthly wages to the UC’s Defined Contribution Plan-Safe Harbor Account. Only a few/rare exceptions to this requirement might prevail (e.g., due to visa/tax-treaty status). Enrollment is automatic and begins the first day of an eligible appointment. This automatic contribution into their own pre-tax UC Retirement Savings account is in lieu of the requirement to pay Social Security payroll taxes. These contributions default into a relatively conservative investment option among the UC-managed CORE Funds available at Fidelity Retirement Services. To learn more about changing prospective investment options and/or making changes to existing accumulations/investments, the participant would be well-advised to login at Fidelity. There are no provisions to opt-out of DCP SH participation nor are there any options to opt-in to Social Security. Upon separation from the University, trainees may leave their funds with Fidelity if they have more than $2,000 in the plan, request a distribution to be paid to them or arrange for a direct rollover of their money to an IRA or other qualified employer plan.

House staff are also eligible to enroll in the UC 403(b) and 457(b) retirement savings plans. Be sure to review the Summary Plan Descriptions for the 403(b) and the 457(b) regarding early withdrawal penalties and other important plan rules. For more information and to enroll, please login at Fidelity.

W-2 Tax Form
House staff can choose to receive their W-2 electronically through At Your Service. Otherwise, they will be mailed by the January 31 deadline to the address on file through payroll.

Benefits
House staff are employees of the University of California, San Francisco and are eligible to participate in house staff benefits such as health, dental, vision, life, accidental death and dismemberment, and short- and long-term-disability plans offered through the UCSF School of Medicine. If house staff choose to opt out of health insurance coverage, they will be opted out of all other benefit plans. All benefits and annual premiums are re-negotiated annually by the UCSF Benefits department on behalf of the Associate Dean and GMEC.

The benefit plans for house staff are different from the various plans offered to faculty and staff employees. Information regarding plan choices are available online.

Open Enrollment takes place in June of each year with a July 1 effective date. New enrollment and/or changes in coverage must be made during this period of time. Elective changes are not allowed at any other time during the academic year. Upon initial selection of coverage and enrollment, the effective date of coverage will be retroactive to the date of employment. The trainee and eligible dependents or a domestic partner must be registered. To add a domestic partner, the Declaration of Domestic Partnership form must be completed with an enrollment form. If dependents are acquired during the year, they may be added within 31 days of a marriage, divorce, birth or adoption. Deletions of dependents can be done at any time of the year. Adding or deleting domestic partners can be done any time of the year. At the time of separation from the University, continued insurance coverage under the terms of COBRA may be elected. House staff have 60 days from the date of employment to arrange COBRA coverage and may continue COBRA benefits for up to 18 months. Additional information regarding this coverage is available with UCSF Fresno Human Resources or online.
Life Insurance and Accidental Death and Dismemberment
House staff enrolled in any health insurance plan have coverage under life insurance and accidental death and dismemberment insurance in the amount of $50,000. UCSF Fresno Human Resources provides a "Designation of Beneficiary" form at the time of employment. This designation may be changed at any time by filing a new form with UCSF Fresno Human Resources.

Disability Benefits (Short-Term and Long-Term)
Short-Term (STD) and Long-Term Disability (LTD) insurance is provided to house staff enrolled in any health insurance plan. Detailed information and claim forms are available online.

Workers' Compensation Insurance
If a trainee sustains a work-related injury, blood/body fluid exposure or illness, he/she is eligible to receive benefits under the workers' compensation laws. This program is designed to guarantee medical attention for the injury or illness and to ensure regular monetary benefits as a means of financial support while medically unable to return to work. The University pays the premiums for this program. Initial management including counseling, assessment of risk and treatment (including medications) will be initiated at the training site where the incident occurred. Report to Employee Health Services during office hours or the Emergency Department after hours. You must contact UCSF Fresno Human Resources at (559) 499-6416 within 24 hours of the occurrence for further instructions. House staff may be required to sign a release of information so that records can be obtained from the site where the incident occurred. Information regarding workers' compensation and its activation process is available upon request from UCSF Fresno Human Resources or online.

Disability Management Service Office
Disability Management Services administers the UCSF worker’s compensation program and facilitates return-to-work initiatives and reasonable accommodation for individuals who have or who may develop health problems affecting employment. These processes comply with the institutional leave policies.

Professional Liability (Malpractice Insurance)
Residents and fellows (and medical students who are regularly matriculated and following a regularly prescribed course of study in the health sciences) in approved UCSF Fresno training programs are provided professional liability coverage by the Regents of the University of California self-insured program. This coverage is for claims that occur within the course and scope of their University training activities (provided actual fraud, corruption or malice on the part of the individual is absent). This includes claims reported or filed after the completion of the program (in private occurrence-based policies, this is known as ‘tail’ coverage). Insurance coverage for elective, off-site rotations is not automatic. Coverage for elective off-site rotations is determined on a case-by-case basis as part of the off-site rotation approval process.

A copy of a sample Professional Liability Certificate can be located online.

Note: UCSF professional liability coverage does not include external moonlighting activities (e.g., activities that have not been assigned or approved as part of UCSF Fresno training program).

Risk Management – UCSF Fresno
UCSF Fresno Risk Management Services serves as an active, cooperative liaison between UC physicians and the risk management programs of affiliated facilities. For questions about risk management issues, contact UCSF Fresno Risk Management at 559-499-6407. Contact Risk Management immediately upon receipt of any legal notice such as a deposition, subpoena, notice of intent to sue, or legal complaint. The UCSF Fresno Risk Management office can also provide verification of coverage when required.

Leave of Absence
UCSF Fresno supports a work and training environment that offers solutions to the complex issues individuals face in balancing their work and family commitments. Any leaves of absence identified as a part of the UCSF Fresno Academic Due Process Policy are not covered under this policy. Reporting of leaves of absence related to Due Process should be discussed with the GME office on a case-by-case basis.

Leave of Absence is defined as time away from the training program (paid or unpaid) when the following occurs:
- Leave without pay.
- Negative balance in paid leave categories (vacation/sick/educational leave) that requires a payroll adjustment.
- Incapacity of more than three (3) consecutive days plus continuing treatment by a health care provider for a serious health condition.
- Use of leave (paid or not paid) that will result in an extension of training.
- Leave in accordance with FMLA/CFRA.

Effect on Board Certification and Program Completion
If a trainee requests a leave of absence, the program is required to notify the resident in writing within a timely basis regarding the impact the leave will have on their training requirements and eligibility to participate in the certifying board exam. Before the leave occurs, programs should refer house staff to the following link for information related to board requirements on leaves of absence and certification eligibility.

Absences/Leaves (including Sick Leave) from the training program may jeopardize the resident/fellow’s approval of credit for training or additional training may be required by the specialty Board/RRC. Programs must notify the house staff and the GME office if additional time is required to complete training within 15 work days of the house staff’s return to work.

If, as a result of a leave, additional training experiences are necessary for the house staff to satisfy Board or RRC requirements, the provision of make-up training is subject to the availability of an appropriate residency position, the operational needs of the department (including funding constraints) and the requirements of applicable law and University policy.

Proration of Leave Time
All use of leave time is subject to program approval and accrual is based on the normal academic year (July 1 to June 30). All leave time (vacation, sick and education) should be prorated for any house staff who begins training off-cycle (outside of the normal academic year) or whose training results in off-cycle completion.

Duration of Leave
The total length of any leave together (paid and unpaid) may not exceed four (4) calendar months unless the program director requests approval for an extended leave and financial
support from the Associate Dean. Consecutive leaves of absence cannot be granted for more than one (1) year in duration.

**Benefit Status During Leave**
House staff are eligible to maintain insurance coverage during any leave of absence for up to seven (7) months if they pay their portion of their premium contribution (if applicable). If the leave extends beyond seven (7) months, house staff have the option of maintaining insurance coverage for the remainder of the leave by reimbursing the University the total cost of their insurance coverage (University’s contribution plus the house staff premium contribution, if applicable) on a monthly basis.

Premium payments must be made payable to the “UC Regents” and delivered or mailed to: UCSF Fresno, Attention: Human Resources, 155 N. Fresno Street, Fresno, CA 93701. Any payment covering insurance benefits must be received on the first of the month in which the coverage is applicable. Late payments will initiate termination of benefits and COBRA Continuation Coverage information will be forwarded to the house staff at the address of record. Group coverage may be continued under COBRA benefits for up to 18 months.

Leave categories referred to within the policy are summarized below.

**Administrative Leave**
Administrative leave with compensation for professional activities (off-site exams, presentations, etc.) is scheduled by mutual agreement with the program and/or department. Programs must include guidelines within their program specific policies and ensure that usage complies with Board/RRC requirements.

**Holiday Leave**
House staff do not get holiday leave/time off. Holiday leave for house staff will be consistent with the schedule at the institution/service to which they are assigned and with the policies of the program and/or GME. If a house staff is scheduled to work on a holiday, they do not receive extra work pay or get another day to take later. If the house staff is not scheduled to work at their assigned clinical site, they don’t have to report for work. House staff must request in advance specific holidays in accordance with the vacation and leave policy.

**Vacation Leave**
Vacation leave with compensation shall be 15 days per academic year. In addition to any department regulations concerning vacations, all vacation time must be scheduled with the prior approval of the designated department faculty member and/or program director. Vacation leave does not carry forward from year to year and must be scheduled and taken in the same academic year that it’s earned.

**Educational Leave**
Educational leave with compensation shall be five (5) days per academic year. To the extent that a program does not include educational leave as a portion of the annual vacation leave, each house staff is entitled to use the department educational leave days consistent with the policies and procedures of the department. Educational time does not carry forward from year to year and must be scheduled and taken in the same academic year that it’s earned.

**Sick Leave**
Sick leave with compensation shall be 12 days per academic year for illness, bereavement or disability. In addition, any remaining educational or vacation leave may be used to cover illness or disabilities that exceed 12 days of sick leave. Sick leave does not carry forward from year to year and must be taken in the same academic year that it’s earned.

**Bereavement Leave**

House staff are eligible for up to three (3) work days of compensation in the form of sick leave in the event of a death of the employee’s immediate family, including parents, legal guardian, spouse, children, stepchildren, grandparents, grandchildren, siblings, step-siblings, step-parents, mother-in-law, father-in-law and eligible domestic partners as defined in the Employer’s Health Benefits Summary Plan Descriptions. House staff must request any additional time needed with their chief and/or program director.

**Personal Leave**

House staff may request from his/her program a personal leave of absence to attend to personal matters of a serious, time consuming nature or if other leaves of absence are not available. Requests must be in writing. A personal leave, if granted, is unpaid and may follow the required use of any remaining unused vacation and/or educational leave. The total duration of the personal leave (including paid and unpaid time) may not exceed four (4) calendar months. Approval of a personal leave of absence is subject to the needs of the program in addition to the requirements of the appropriate specialty Board and RRC.

**Jury Duty**

House staff called to Jury Duty or to Grand Jury Duty will not suffer a loss of regular pay for those days when one would otherwise be scheduled to perform their house staff duties. House staff are obligated to keep their department and appropriate rotation service supervisor apprised of the status once a jury summons has been received. Only the court pursuant to the procedure outlined in the Jury Summons Notice can grant deferment or excused absence from jury service. Deferment or excused absence is generally not granted for inconvenience but may be granted for reasons of personal health or undue hardship as determined by the court on a case-by-case basis.

**Family and Medical Leave Act (FMLA)**

The Family and Medical Leave Act (FMLA) entitles eligible house staff to take unpaid, job-protected leave for specified family and medical reasons. FMLA is generally unpaid unless house staff choose to use available leave time (vacation/sick/educational) with program approval.

It allows qualified house staff to take leave up to 12 workweeks in a 12-month period, continuance of health plan coverage, and employment reinstatement rights for one or more of the following reasons:

- The birth of a child and to care for the newborn child within one year of birth;
- The placement with the employee of a child for adoption or foster care and to care for the newly placed child within one year of placement;
- To care for the employee’s spouse, child, or parent who has a serious health condition;
- For a serious health condition that makes the employee unable to perform the essential functions of his or her job, including incapacity due to pregnancy and prenatal care;
- For any qualifying exigency arising out of the fact that the employee’s spouse, child or parent is a covered military member on “covered active duty.”
In addition, eligible house staff may take up to 26 workweeks of leave during a single 12-month period to care for a covered service member with a serious injury or illness if the eligible house staff is the service member’s spouse, son, daughter, parent, or next of kin (military caregiver leave).

Note: Under FMLA, a disabling condition related to pregnancy is considered a serious medical condition. If a woman meets FMLA qualifications and is having a difficult pregnancy and needs time off prior to the birth of the child, that time will count toward her 12-week leave entitlement under FMLA.

In order to qualify for FMLA, house staff must meet the following criteria:
- Provided at least 12 months of University service (does not need to be continuous); and
- Worked at least 1,250 hours in the 12-month period immediately preceding the leave.

**Pregnancy-Related Disability**

Pregnancy Disability Leave or PDL is leave from work to accommodate employees with a pregnancy disability. Even if employees are not eligible for FMLA/CFRA and are disabled by pregnancy, childbirth or a related medical condition, they are entitled to take up to four months of PDL per pregnancy. This leave is in addition to any other leave for which they may be eligible under the provisions of the Fair Employment and Housing Act, California Medical Leave Act, other state laws, local ordinances or employer leave policies.

Leave can be taken before or after birth during any period the employee is physically unable to work because of pregnancy or a pregnancy-related condition. All leave taken in connection with a specific pregnancy counts toward computing the four-month period.

If an employee taking pregnancy disability leave under California law is eligible for FMLA leave, the pregnancy disability leave period and FMLA run concurrently. After the pregnancy disability leave period or at the end of four months of pregnancy disability leave, whichever occurs first, the employee may take a new-child bonding leave under CFRA for up to 12 workweeks (provided she did not use CFRA leave in the preceding 12-month period).

**California Family Rights Act (CFRA)**

The California Family Rights Act (CFRA) amended the 1991 California family and medical leave law to generally mirror the federal Family Medical Leave Act (FMLA). Similar to FMLA, CFRA allows eligible employees up to 12 weeks of leave in a 12-month period for the following reasons:
- Birth of a child, the adoption of a child or the placement of a child in foster care.
- To care for a seriously ill family member or for the employee’s own health condition other than pregnancy-related disability.

Although the provisions of CFRA are similar to FMLA with respect to the birth of a child or the placement of a child for adoption, an employee in California has no protection under this law for pregnancy-related disability. In other words, pregnancy is not covered or considered a serious health condition under CFRA. An employee can use this leave only following the birth of a child for purposes of bonding.

**Disability Benefits (Short-Term)**

Disability pays a disabled trainee up to 66.67% of their salary ($1,200 weekly maximum), following 30 consecutive days of disability for up to 22 weeks. House staff may elect to use
vacation/sick/educational leave to remain on full pay status for the initial 30-day disability wait period.

Maternity leave extending beyond 30 days can often be a qualifying disability. House staff expecting to be on leave for more than 30 days postpartum are wise to file a claim.

**Disability Benefits (Long-Term)**
If a trainee is still disabled after 22 weeks, long-term disability (LTD) benefits kick in. LTD benefits replace up to 66.67% of your salary ($5,000 monthly maximum) until you no longer meet the definition of disabled or reach Social Security Normal Retirement Age (NRA).

The insurance company, Cigna, is responsible for reviewing claims and determining eligibility for benefits.

Note: UC does not participate in the California State Disability Insurance (CA SDI) program. However, house staff who have worked for UC for fewer than 18 months may have some residual CA SDI benefits based on their prior employment and will need to apply for those benefits prior to filing a claim with CIGNA. More information is available on the EDD [site](#).
Section C

Services
Discounts
To access discounts available to house staff, please visit the house staff portal.

Caregiver Solutions – Bright Horizons Care Advantage’s Sittercity/Years Ahead
To access a comprehensive database of babysitters, nannies, senior care providers, elder companions, pet sitters, tutors, and housekeepers as back-up care, please visit UCSF’s Campus Life Services site.

Fitness Center
To sign up for access to the Fitness Center at CRMC, stop by the Fitness Center or sign on to Community’s “The Forum” website to complete the required training and documentation. You will need your CRMC badge to gain access into the fitness center. Hours of operation are 5 a.m. to 11 p.m. If you need assistance with HLC, please contact CRMC’s Education and Development at 559-459-3936 or educationdevelopment@communitymedical.org.

Laundry Services
Provision of laundry services varies according to training site. It is the house staff’s responsibility to check with his/her program office regarding specifics.

Housing/Living Quarters
UCSF Fresno does not provide housing to house staff in Fresno. Information from third parties about housing opportunities, apartments, realtors and relocation services is made available to new house staff as part of orientation in-processing.

Fresno House
UCSF Fresno maintains a four-bedroom house near the UCSF campus in San Francisco for use by house staff, faculty and staff while on official business in San Francisco. Please refer to the Fresno House Policy for details, reservation forms and instructions. Use of the Fresno House is on a first come, first served basis and preference is given to house staff on approved required rotations. The availability of rooms can be found on the online calendar. If you have questions, please call the Graduate Medical Education office at 559-499-6520.

Call/Sleeping Rooms
House staff call rooms are located at each affiliated training site. The number and location of call/sleeping rooms vary according to training site and program. It is the house staff’s responsibility to check with his/her program office for specific locations of call/sleeping rooms, access codes and/or keys. House staff should utilize the call room(s) reserved for their program/specialty. If their call room is full, they may utilize a room that is available for any program/specialty.

Lactation Rooms
House staff have access to lactation rooms at the following sites:
- **UCSF Fresno** – third floor near the elevators; with a refrigerator; no key or code needed.
- **Community Regional Medical Center (CRMC)** – annex second floor; with a refrigerator; door code 9-6-3. TCCB fourth floor; with a refrigerator; door code 9-6-3.
- **Clovis Community Medical Center (CCMC)** – two rooms are available in the five story bed tower with signs outside the doors; fifth floor across from room 2501-2502 and the old concierge office just across the hall from the staffing office and R.T. break room (outside the ICU staff double doors). Each room has two spaces separated by curtains. The rooms have electrical outlets, trash cans, and chairs. Users may access the lactation rooms only for the purposes of expressing and collecting breast milk. Rooms are accessible only by badge reader. Residents must request access in advance by emailing CRMCClinicalLearningEnvironment@communitymedical.org. The email should include the expected start and end date for room use. If no time is stated, access will be disabled at the end of the month.
- **Veteran’s Administration Central California Health Care System (VACCHCS) – MH-1 building; key is available from the clerk at the front of the building. Another room is available in the trailer.**

**Meal Allowance**

House staff on duty have access to adequate and appropriate food services 24 hours a day in all institutions. Each facility has its own policies regarding the provision of food for house staff. House staff should check with their program office for information regarding meal benefits and charging policies at the various rotation sites.

- **Community Medical Centers** – Meals in the physician lounges, cafeteria and cafes are limited to physicians and house staff only while on-site for professional reasons, and should not be obtained for family members, hospital staff or any other individuals. Use of this benefit is monitored and abuses will result in corrective action or withdrawal of this benefit. All programs receive a monthly report of meal expenditures by resident/fellow.
  - **Community Regional Medical Center (CRMC)** – Complimentary breakfast and lunch are available at the CRMC Physician Lounges Monday through Friday. Food is available in the PRC in the evening, including microwavable meals, sandwiches, salads, chips and drinks. The PRC is stocked before the cafeteria closes. Food can be charged by on-call house staff at the CRMC cafeteria between 6 a.m. to 8 p.m., midnight to 3 a.m., and all day on Saturdays, Sundays and holidays. Grounds & Grains also has food available to charge from 6 a.m. to 2 a.m. Bistro@2823 is open 24 hours a day and offers a wide variety of deli and specialty sandwiches. The North Medical Plaza Café is open Monday through Friday from 6:30 a.m. to 4 p.m. The badge allotment for food is set to a $21 daily limit. House staff are responsible for paying any amount over the $21 daily allotment at the time of purchase. Balances reset daily, Shortly before midnight. The remaining balance for the day is printed on the bottom of receipts. Charges at the CRMC cafeteria, Outtakes Café, Bistro@2823, and North Medical Plaza Café will be monitored. Vending machines are always available.
  - **Clovis Community Medical Center (CCMC)** – House staff have access to the physician lounge and are also able to charge food in the cafeteria.
  - **Fresno Heart & Surgical Hospital (FHSN)** – House staff who are rotating to FHSN have access to the physician lounge and are also able to charge food in the cafeteria.

- **Veteran’s Administration Central California Health Care System (VACCHCS)** – While performing on-call at the VACCHCS, a meal or meal equivalent are provided in the house staff call room. On Saturdays and Sundays lunch may also be provided. House staff should check with their program office for additional information.
• **Valley Children’s Hospital (VCH)** – Nutritious food is available for purchase in the Grape Jelly Fish Café. In addition, there is food available in the Medical Staff Lounge on the ground floor and resident room (Nilson Room). VCH doesn’t provide food stipends for meals.

### Student Loan Deferment Forms

Many trainees can defer their student loans incurred during medical school or post-graduate training. Federal Stafford, Direct and Perkins loans may be deferred under specific circumstances. Loans made through the Department of Health and Human Services, such as Primary Care Loans, Loans for Disadvantaged Students or Health Professions Student Loans, can generally be deferred throughout internship/residency/fellowship training. Interest on subsidized loans does not accrue during deferment periods. Trainees who do not qualify for a loan deferment can request loan forbearance. Interest accrues during periods of forbearance, but payment is not expected. The most common deferment is the economic hardship deferment, which is based on expected monthly repayment on federal loans exceeding a certain percentage of current salary. If a trainee does not qualify for a deferment, and/or has trouble repaying loans following the deferment period, submitting a request for forbearance on the federal Stafford, Direct and/or Perkins loans for the remainder of residency/fellowship training may be worthwhile. During periods of forbearance, payments are not expected, but interest accrues on both subsidized and unsubsidized loans. Some lenders require that interest be paid during periods of forbearance.

The following websites have general information regarding loans and repayment:

- Information on [student loans](#) including loan repayment [calculators](#)
- Information on the [Direct Loan Consolidation](#) program
- Financial aid information through the [Association of American Medical Colleges](#) (AAMC)

### House Staff Wellness and Well-Being Resources

• **LIVE (Wellness) Committee** – The committee aims to empower providers with the guidance, tools and support they need to achieve a more balanced approach to their wellness. The committee has assembled a collection of wellness resources available [online](#). The committee meets every other month on the fourth Thursday at noon to focus on ways to make the campus better. The committee is open to all house staff.

• **Well-Being Resources** – Self-care is an important component of professionalism for house staff and faculty. It is also a skill that must be learned and nurtured in the context of other aspects of residency training. Formal referrals occur when a house staff or medical student is instructed by their program director to contact Dr. Campbell. For informal referrals – those made by a student, house staff, faculty, program director, or chief resident – the resident or student may choose to contact Dr. Campbell or they may utilize one of the UCSF Fresno Wellness and Mental Health Support Service options. For 24/7 assistance, call 559-499-6551. This line is staffed by Dr. Betty Liao or one of her clinical associates. Further resources can be found [online](#).

• The UCSF Fresno Medical Education Program offers assistance to house staff who may be having trouble due to chemical dependency or physical, psychological, financial or emotional problems. More information is available through the [Impairment Policy](#).

• **Insight** – As employees of UCSF, house staff have access to the [Insight Employee Assistance Program](#). Insight is a program established to promote employee health and wellness. The services are confidential and free to house staff as UCSF employees. Insight provides counseling assistance for such personal challenges as marital/family issues, drug/alcohol dependencies or emotional and work-related problems. House
staff and their dependents receive three (3) counseling sessions per six-month period. You may contact Insight directly at 559-226-7437.

**House Staff Communication Forums (Mechanisms to Raise Concerns)**

UCSF Fresno has several mechanisms in place to allow house staff to raise and resolve concerns. These options are discussed at house staff forums, online via the house staff portal, in program meetings and via posters placed in house staff areas.

- The DIO/Associate Dean meets on a rotating basis with house staff from each of the programs
- The Resident Council meets monthly to address issues related to the trainee work environment and educational experience. All house staff are invited to participate.
- [House Staff Representation](#)
- Individually with the DIO/Associate Dean
- [Confidential Reporting](#) (work hours, general complaints or supervision concerns)
  Suggestion box (located in the Resident Lounge– first floor, UCSF building, room 132)

**Library**

The UCSF Fresno Center features a state-of-the-art library with full library services to assist physicians, faculty, house staff, students and staff with the latest medical, scientific and research resources. Users have full access to GALEN, the UCSF digital library, which includes thousands of electronic journals and texts as well as a collection of databases.

UCSF Fresno provides full support for the information needs of its users, including literature searching, instruction and bibliographic management.

The library is in the UCSF Fresno Center at 155 N. Fresno Street, located across the street from Community Regional Medical Center. The library is available to users 24 hours a day. Users also have remote access to all electronic library resources.

**Parking**

- **CRMC** – House staff may park in any parking lot on campus excluding the ED parking lot. Only EM residents will be allowed to park in the lot next to the ED and will be provided with a parking placard. Covered bridge access is available from the East Medical Plaza parking lot directly into the hospital. Map included (attachment #1).
- **Valley Children’s Hospital** – All house staff who rotate to Valley Children’s Hospital must attend an orientation prior to their rotation. During orientation, you can park in the visitor parking. After orientation house staff will receive a parking decal for physician parking. Map included (attachment #2).
- **VA** – All house staff who rotate to the VA must register their personal vehicle with the VA Police Service if they park on campus. Map included (attachment #3).
  - **General Parking** – Areas within parking lots A, B, C, F, G and H have been designated for patient/visitor parking between the hours of 5 a.m. to 2:30 p.m., Monday through Friday, excluding holidays. These lots are open to all employees/house staff outside of the designated patient hours.
  - **Satellite Parking**
    - First Street Office Park, 3445 N First Street, Fresno, CA 93703 from 5 a.m. to 9 p.m., Monday through Friday (VA shuttles available).
    - Golden Dynasty Restaurant, 3201 E. Shields Avenue, Fresno, CA 93726 from 5 a.m. to 9 p.m., Monday through Friday (VA shuttles available).
- Fresno Masonic Center, 3444 E. Shields Avenue, Fresno, CA 93726: from 6 a.m. to 6 p.m., Monday through Friday (VA shuttles available).
- Masonic Lodge, 992 E. Clinton Avenue, Fresno, CA 93726 from 6 a.m. to 6 p.m., Monday through Friday (VA shuttles available).
  - **Disabled Parking** – Persons who are disabled may park in these designated spaces provided they possess a state-issued disabled person placard or license plate.
  - **Car Pool** – Designated for motor vehicles occupied by two or more persons. A numbered placard obtained from VACCHCS Police must be displayed to park in these spaces, which are in parking Lot B, and reserved between the hours of 6 to 10 a.m.
  - **Resident Parking** – Available for those given authorization in parking lots B and H and at the Masonic Lodge.
- **Other Sites** – Please contact your program coordinator or site contact person regarding parking for all other sites not listed above.

**Security**

- **UCSF Fresno** – UCSF Fresno has dedicated security assigned to the building (7 days a week; from 6 a.m. to 10:30 p.m.). Security officers actively monitor the campus and are closely connected with CMC. There are a number of cameras throughout the building to help assist with safety. UCSF employs a number of communication options in emergency situations, such as display monitors, telephone and computer monitor updates of real time threats. Security is available to escort house staff to their vehicle or destination upon request. The building is equipped with three A.E.D.s and three Stop the Bleed kits for your safety. UCSF Fresno has onsite training available for CPR and has many CPR trained individuals available to provide lifesaving assistance if needed. To reach security while inside the UCSF Fresno building, dial 6401. From all other lines, dial 559-499-6401.
- **CRMC** – Most corridors and hallways on the CRMC campus have telephones to provide easy communication to the CRMC security office. Emergency call boxes are available on all five floors of the parking garage which connects directly to security. There are also numerous cameras on each floor to aid in safety. CRMC security will escort house staff to their vehicle or destination. Please provide them with 10 to 15-minute notice. In-house, please dial 56575 to reach security. From all other lines please dial 559-459-6575.
- **Valley Children’s Hospital** – Valley Children’s Hospital has a team of professionally trained officers to monitor the campus around the clock and respond to staff, visitor and patient concerns. They utilize technology, proactive tactics and cooperative policing components to provide a safer hospital environment. They provide many lifesafety services and oversee the hospital access control system, video surveillance system, satellite building alarm systems and parking. The Security Operations Center is always available to assist you 24 hours a day, seven days a week by calling 559-353-5115 or ext. 35115. The on-duty Team Lead can be reached at 559-353-9031.
- **VACCHCS** – VACCHCS police service can be reached at 559-228-6982, ext. 6982 from within the facility, by dialing 9-911 from outside the facility or by dialing 911 from a cell phone and the Fresno police will contact VA police via radio. The VA police administration line is 559-241-6400.
Section D

Structure for Educational Oversight
The Accreditation Council for Graduate Medical Education (ACGME) requires that there be an organized administrative system to oversee all training programs sponsored by an institution. In addition, there must be a designated institutional official (DIO) who in collaboration with the Graduate Medical Education Committee (GMEC) has the authority and responsibility for the oversight and administration of the Sponsoring Institution’s ACGME-accredited programs, and responsibility for ensuring compliance with the ACGME Institutional, Common, and specialty/subspecialty-specific Program Requirements.

**Graduate Medical Education Committee (GMEC)**

Institutions must have a GMEC that has the responsibility for monitoring and advising on all aspects of residency/fellowship education in compliance with the requirements of the ACGME.

The Sponsoring Institution must have a GMEC that includes at least the following voting members: the DIO; a representative sample of program directors from its ACGME-accredited programs; a minimum of two peer-selected house staff; and a quality improvement/safety officer or his or her designee.

The GMEC must meet a minimum of once every quarter during each academic year. Each meeting of the GMEC must include attendance by at least one house staff member. The GMEC must maintain meeting minutes that document execution of all required GMEC functions and responsibilities.

The GMEC of UCSF Fresno hereby adopts the following responsibilities for the Committee as per ACGME Institutional Requirements.

**GMEC Policies (Academic Policies)**

The Graduate Medical Education Committee (GMEC) is the governing body responsible for academic policies including but not limited to:

- [Academic Due Process](#)
- [Clinical Experience and Educational Work Hours (formerly Duty Hours)](#)
- [Educational Funds](#)
- [Evaluations Policy](#)
- [Licensure Policy](#)
- [Leave Policy](#)
- [Non-Renewal or Non-Promotion of Contract Policy](#)
- [Promotion of House Staff Policy](#)
- [Supervision and Accountability Policy](#)
- [Clinical Responsibilities, Teamwork and Transitions in Care Policy](#)
- [Impairment Policy](#)
- [Moonlighting Policy](#)

Please refer to the house staff [portal](#) for all academic policies regarding graduate medical education.
Section E

Commission on Dental Accreditation
Commission on Dental Accreditation (CODA) Requirements

The Commission is recognized by the public, the profession and the U.S. Department of Education as the specialized accrediting agency in dentistry. Accreditation, a voluntary effort of all parties involved, ensures accredited training programs comply with published standards.

The Oral and Maxillofacial Surgery residency program is accredited by the CODA. The CODA specifically outlines qualifications and expectations of the program director and teaching staff, details of curriculum and program content, eligibility and selection of students/residents, evaluation and due process, rights and responsibilities as well as research requirements. Details of CODA requirements and standards can be located online.

The CODA Standards require that the program must develop clearly stated goals and objectives appropriate to advanced specialty education; document its effectiveness using a formal and ongoing outcomes assessment process that includes measures of advanced education student/resident achievement.

- The financial resources must be sufficient to support the program’s stated goals and objectives.
- The sponsoring institution must ensure that support from entities outside of the institution does not compromise the teaching, clinical and research components of the program.

The Commission on Dental Accreditation (CODA) requires that the Oral and Maxillofacial Surgery residency program routinely evaluates each resident on the following five (5) assessments that measure the acquisition of knowledge, skills and values necessary for specialty level practice.

- **Cognitive Skills** are defined as the core skills your brain uses to think, read, learn, remember, reason, and pay attention.
- **Clinical Skills** are defined as any discrete and observable act within the overall process of patient care.
- **Interpersonal Skills**, also known as people skills, are related to the way you communicate and interact with others including patients, faculty, residents, students, and staff.
- **Patient Management Skills** refers to the problem-solving, decision-making, planning, delegation, communication, and time management when working and managing patients’ care.
- **Ethical Standards** refers to the basic principles that when followed, promote values such as honesty, trust, good behavior, fairness, kindness.

All policies and procedures, benefits and requirements referred to in this handbook apply to Oral and Maxillofacial Surgery house staff as well as medical house staff.
Section F

Important Contact Information
Contacts: UCSF Fresno Center for Medical Education and Research

Area code: 559

<table>
<thead>
<tr>
<th>Service</th>
<th>Location</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main Information/Reception</td>
<td>Lobby</td>
<td>499-6400</td>
<td><a href="mailto:info@fresno.ucsf.edu">info@fresno.ucsf.edu</a></td>
</tr>
<tr>
<td>Associate Dean’s Office</td>
<td>Suite 266</td>
<td>499-6400</td>
<td><a href="mailto:dean@fresno.ucsf.edu">dean@fresno.ucsf.edu</a></td>
</tr>
<tr>
<td>Grants and Research</td>
<td>Suite 317</td>
<td>499-6661</td>
<td></td>
</tr>
<tr>
<td>Human Resources (for house staff)</td>
<td>Suite 266</td>
<td>499-6416</td>
<td></td>
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<tr>
<td>ITS – Computer Help Desk</td>
<td>Suite 317</td>
<td>499-6660</td>
<td><a href="mailto:ITS-Support@fresno.ucsf.edu">ITS-Support@fresno.ucsf.edu</a></td>
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<tr>
<td>Library</td>
<td>First Floor</td>
<td>499-6510</td>
<td><a href="mailto:library@fresno.ucsf.edu">library@fresno.ucsf.edu</a></td>
</tr>
<tr>
<td>Graduate Medical Education Office</td>
<td>Suite 251</td>
<td>499-6520</td>
<td><a href="mailto:gme@fresno.ucsf.edu">gme@fresno.ucsf.edu</a></td>
</tr>
<tr>
<td>Risk Management</td>
<td>Suite 266</td>
<td>499-6407</td>
<td><a href="mailto:risk@fresno.ucsf.edu">risk@fresno.ucsf.edu</a></td>
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<tr>
<td>Undergraduate Medical Education</td>
<td>Suite 251</td>
<td>499-6523</td>
<td><a href="mailto:medical.students@fresno.ucsf.edu">medical.students@fresno.ucsf.edu</a></td>
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A list of program coordinators is available online.

Contacts: Other Locations/Sites

Area code: 559

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<tr>
<td><strong>Community Medical Centers (CMC Fresno)</strong></td>
<td>459-6000 Main</td>
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<tr>
<td>Medical Staff Office</td>
<td>459-3948</td>
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<tr>
<td>Systems Education (CPR, ACLS, PALS)</td>
<td>459-3936</td>
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<tr>
<td>IS Internet Help Desk</td>
<td>459-6560</td>
</tr>
<tr>
<td>Health Information Management (Divisadero office)</td>
<td>459-3925</td>
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<tr>
<td>Security</td>
<td>459-6575</td>
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<tr>
<td><strong>VA Central California Health Care System</strong></td>
<td>225-6100 Main</td>
</tr>
<tr>
<td>Systems Education</td>
<td>See Program Office for details</td>
</tr>
<tr>
<td>IS Help Desk</td>
<td>See Program Office for details</td>
</tr>
<tr>
<td>Medical Records</td>
<td>225-6100, ext. 5577</td>
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<tr>
<td>Security</td>
<td>225-6100, ext. 6981</td>
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<tr>
<td><strong>Valley Children’s Hospital</strong></td>
<td>353-3000 Main</td>
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<td>Clinical Education</td>
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<td>Medical Staff Office</td>
<td>353-6115</td>
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<td>IS - Computer Help Desk</td>
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Section G

Attachments
Parking Maps

Attachment #1 – CRMC Campus Map
Attachment #2 – Valley Children’s Hospital Parking Map

Valley Children’s Hospital Campus Map

1. EMERGENCY
   URGECIAS
2. Imaging Entrance
   Departamento de Imágenes de Diagnóstico
3. Main Entrance
   Entrada Principal
4. Medical Offices
   Oficinas Médicas
5. Outpatient Entrance
   Entrada de Pacientes Ambulatorios
6. Professional Center
   Centro Profesional
7. Ronald McDonald House
   Ronald McDonald House
8. Surgery Entrance
   Entrada de Cirugía
9. Therapy Center
   Centro Terapia

KEY:
- Bus Stop
- Entrance
- Parking

valleychildrens.org
9300 Valley Children’s Place • Madera, CA 93636–8762 • (559) 353–3000
Attachment #3 – VA Map