

House Staff Handbook

Approved by GMEC
January 16, 2018

Introduction

Our Mission: To Seek, Teach and Serve

Welcome to the UCSF Fresno Medical Education Program (UCSF Fresno MEP), 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 duty 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 without direct supervision. 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 duty hours requirements as specific by the program/institutional policy; accurately report duty 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 the UCSF Fresno Medical Education Program 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.
- **Medical Knowledge** about established and evolving biomedical, clinical and cognate (e.g., epidemiological and social-behavioral) sciences and the application of this knowledge to patient care.
- **Practice-Based Learning and Improvement** that involves investigation and evaluation of their own patient care, appraisal and assimilation of scientific evidence, and improvements in patient care.
- **Interpersonal and Communication Skills** that result in effective information exchange and teaming with patients, their families and other health professionals.
- **Professionalism** as manifested through a commitment to carrying out professional responsibilities, adherence to ethical principles, and sensitivity to a diverse patient population.
- **Systems-Based Practice** as manifested by actions that demonstrate an awareness of and responsiveness to the larger context and system of health care and the ability to effectively call on system resources to provide care that is of optimal value.

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.
- Residents 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 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 Duty 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 hours 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.

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 Duty Hours Subcommittee and reported to the GMEC.

Confidentiality of Medical/Patient Information

The UCSF Fresno Medical Education Program 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 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 Tobacco Free at Work videos [online](#).

Free 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 CMC 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.
- **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) and Basic Life Support (BLS) 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 [BLS & ACLS or PALS Certification Policy](#) for instructions.

California Medical Licensure

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

- Graduates of US or Canadian medical schools may participate in ACGME accredited programs unlicensed for no more than a total of 24 months. However, they must be registered with the medical board. Registration with the medical board will be completed during the onboarding/orientation process. The Medical Board of California (MBC) requires a minimum of 12 months of training in a single ACGME-accredited program and a passing score on the USMLE Step III to qualify for medical licensure. A license must be obtained by the first day of the 25th month of training. In calculating these months, the MBC counts all approved training in the US (ACGME) or Canada (RCPSC), whether or not credit was granted.
- Graduates of medical schools outside of the United States (international/foreign medical graduates) may participate in ACGME-accredited programs unlicensed, with a valid Postgraduate Training Authorization Letter from the MBC for no more than a total of 36 months. However, they must be registered with the MBC. Registration with the medical board will be completed during onboarding/orientation. The MBC requires a minimum of 24 months of training in an ACGME accredited program (final 12 months must be completed in one program) and a passing score on the USMLE Step III to qualify for medical licensure. A license must be obtained by the first day of the 37th month of training. In calculating these months, the MBC counts all approved training in the U.S. (ACGME) or Canada (RCPSC), whether or not credit was granted.

During the orientation process, incoming unlicensed house staff will complete a Postgraduate Training Registration Form (PTRF) which UCSF Fresno will provide to the appropriate medical board. This form notifies 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](#).

Initial/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 medical or dental license. The Medical Board of California will fine both the house staff and the program director \$2,500.00 if this law is violated (see California Business and Professions Code, Section 2065).

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.

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](#). The licensure process can take six to nine months before a license is issued. Trainees should submit all required documents and application fees to the appropriate medical board six to nine months prior to the requirement of licensure (see California Business and Professions Code, Section 2065).

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. Please use your 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.

Each program has different policies regarding the ordering of prescription triplicate blanks for their house staff. Please contact your residency/fellowship coordinator.

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 always and will provide entry to both CRMC and the UCSF Fresno building. Only a legal name and credentials (MD or DO) 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 you still have them, they will be replaced free of charge. 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 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 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 duty 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 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 at the beginning of each 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

UCSF and UC Davis third-year medical students participate in a number of programs in Fresno. Fourth-year students from UCSF, UC Davis, and other medical schools rotate to UCSF Fresno for elective rotations. House staff are expected to fulfill their role as patient care providers and as teachers. 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 the UCSF Fresno Medical Education Program, 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 managed through [At Your Service](#).

Educational Funds

Individual programs will receive educational funds each academic year (currently \$500.00 maximum per academic year) for all eligible house staff. Funds are to be used for educational purposes as defined in departmental policies and can be disbursed in any of the following ways:

- Programs can receive the entire amount and reimburse house staff for approved expenses.
- Programs can elect to have a portion of the educational funds set aside for educational materials/programs purchased by the program for the house staff use. Remaining educational funds can be paid to residents/fellows directly through their paychecks (less taxes).
- Programs can have their house staff receive the entire maximum amount directly in their pay checks (less taxes).

The calculation for available educational funds will be based upon approved specialty medical education training program years (i.e., Internal Medicine = 3 years, Surgery = 5 years, Family Medicine = 3 years, etc.).

House staff 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. House staff who are not employed by the University are not eligible for educational funds.

House staff 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 residents/fellows 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 your employment by the University as a house staff physician, you are required to contribute 7.5% of your monthly wages to the UC's Defined Contribution Plan-Safe Harbor Account. (Note: 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 your 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 log into Fidelity's [website](#). 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, you may leave your funds with Fidelity if you have more than \$2,000 in the plan, request a distribution to be paid to you or arrange for a direct rollover of your money to an IRA or other qualified employer plan.

W-2s

House staff can choose to receive their W-2s 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 the months of June and July 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.

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 duty 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 duty. 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 66.67% of their weekly covered earnings (capped at \$700 per week), following 30 consecutive days of total disability. Benefits continue until the end of the

22nd week benefit period, or until you no longer qualify for benefits, whichever occurs first. 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.

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 Education and Development at 559-459-3936 or educationdevelopment@communitymedical.org.

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.

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.

Fresno House

UCSF Fresno maintains a four-bedroom apartment 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 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.

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. Outtakes Café also has food available to charge from 6 a.m. to 2 a.m. Charges at the CRMC cafeteria and Outtakes Café will be monitored. If the hospital determines unnecessary purchases are being made at any time during this review, house staff may be required to pay for these purchases on a yearly basis. Food is available for purchase (not charged to a house staff account) 24 hours a day at Subway. 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 (FHSB)** – House staff 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 in-house call at the VACCHCS, dinner and breakfast 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

- **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 Committee** – UCSF Fresno’s House Staff Well-Being Committee accepts [referrals](#) for house staff impairment issues. The committee addresses issues of health and well-being that influence the professional and personal lives of medical house staff in the UCSF Fresno MEP. House staff may self-refer or be referred by their program director for help with depression, loss and grief, anxiety, relationship or family problems, academic difficulties, disruptive behavior at work, alcohol or substance use, and many other issues which negatively influence job performance. Our goal is to take a proactive approach to handling house staff issues that promotes a healthier learning and working environment at UCSF Fresno and assists our house staff with the broad range of challenges that can arise during their medical education. Referral by or consultation with this committee is confidential. You may contact any of the following committee members directly or go through your program’s leadership:
 - Dr. Craig Campbell, Psychiatry Program Director: 559-499-6580, ccampbell@fresno.ucsf.edu
 - Dr. Richard Guzzetta, Addiction Specialist: 559-323-4495, rguzzetta@hotmail.com
 - Dr. Betty Liao, UME Clinical Psychologist: 559-499-6689, bliao@fresno.ucsf.edu
 - Dr. Michael Thao, Psychiatrist, VACCHCS: 559-392-9381, Michael.Thao@va.gov
 - Dr. Lori Weichenthal, Assistant Dean, GME: 559-960-8590, lweichenthal@fresno.ucsf.edu

If a house staff is found to be a risk to patient safety by being impaired, he/she may be referred for an evaluation by the Well-Being Committee. If further evaluation is recommended, house staff will be referred to an addiction specialist where substance testing may occur.

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 [Impaired Housestaff 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 Complaints](#) (duty 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** – The Masonic Lodge parking complex at 2992 E. Clinton Avenue and at 3444 E. Shields Avenue has been leased by the VA to serve our patients, employees, volunteers and work study students during peak hours on weekdays. VA shuttles are used to transport those using this lot for parking.
 - **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.
- **Other Sites** – Please contact your program coordinator or site contact person regarding parking for all other sites not listed above.

Security

- **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 life-safety 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](#)

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 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

Main Information/Reception	Lobby	499-6400	info@fresno.ucsf.edu
Associate Dean's Office	Suite 266	499-6400	dean@fresno.ucsf.edu
Grants and Research	Suite 317	499-6661	
Human Resources (for house staff)	Suite 266	499-6416	
ITS – Computer Help Desk	Suite 317	499-6660	ITS-Support@fresno.ucsf.edu
Library	First Floor	499-6510	library@fresno.ucsf.edu
Graduate Medical Education Office	Suite 251	499-6520	gme@fresno.ucsf.edu
Risk Management	Suite 266	499-6407	risk@fresno.ucsf.edu
Undergraduate Medical Education	Suite 251	499-6523	medical.students@fresno.ucsf.edu

A list of program coordinators is available [online](#).

Contacts: Other Locations/Sites

Area code: 559

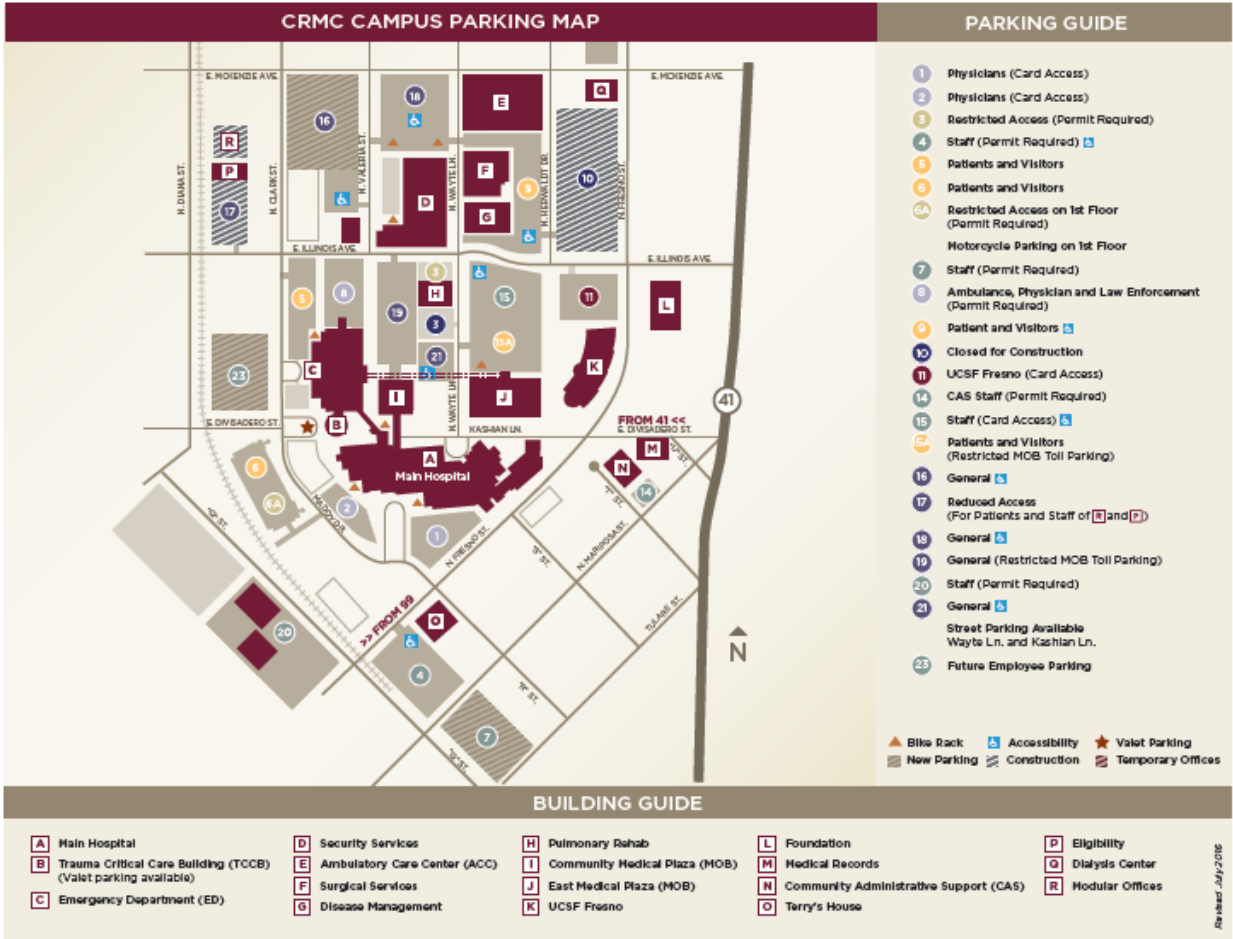
Community Medical Centers (CMC Fresno)	459-6000 Main
Medical Staff Office	459-3948
Systems Education (CPR, ACLS, PALS)	459-3936
IS Internet Help Desk	459-6560
Health Information Management (Divisadero office)	459-3925
Security	459-6575
VA Central California Health Care System	225-6100 Main
Systems Education	See Program Office for details
IS Help Desk	See Program Office for program-specific ADPAC
Medical Records	225-6100, ext. 5577
Security	225-6100, ext. 6981
Valley Children's Hospital	353-3000 Main
Clinical Education	353-5910
Medical Staff Office	353-6115
Health Information Management	353-5402
IS - Computer Help Desk	353-7300
Security	353-5115

Section G

Attachments

Parking Maps

Attachment #1 – CRMC Campus Parking Map



Attachment #2 –Valley Children’s Hospital Parking Map

Valley Children’s Hospital Campus Map

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



valleychildrens.org

9300 Valley Children's Place • Madera, CA 93636-8762 • (559) 353-3000

Attachment #3 – VA Map

