

UCSF FRESNO  
Undergraduate Medical Education – Orientation Outline

1. **Welcome to UCSF Fresno**

- Student introductions: name, school, level, etc.

2. **Orientation Overview – What will be covered today – What time we will be done**

- Orientation lasts for about 2 hours – probably done by 10:15
- Will review policies and procedures regarding health, parking, check out, etc.
- Brief tour of UCSF Fresno Center
- Computer training – tutorial and login
- Report to your clerkships by 10:30 or 11:00 a.m. (or as instructed)
- EPIC computer training **may** or **may not** be required for your rotation. Details about the 6 hour training will be included in your “Welcome Email” or provided to you at the Orientation.

3. **Assigned Items**

- Pagers and ID badges
- ID badges: please report missing/lost ID badges to UME office; ID badges have been pre-programmed to give access at UCSF Fresno Center (24 hr) and CRMC
- Students on PEDS 110 and PEDS 140.41 rotation: please badge in and out of the NICU (as to not create a code situation)
- Your dictation ID is your Last Word user number. Do NOT use someone else’s ID (physician, resident, other clinical person) when dictating.
- Pager tutorial available online at <http://www.fresno.ucsf.edu/undergrad/links.html>
- Pagers: can receive text pages [559pagenumber@usamobility.net](mailto:559pagenumber@usamobility.net); return pages promptly; 85- return call to CRMC; 83- return call to ACC; 459-xxxx return call to CRMC or ACC
- Assigned Item Sheet: read acknowledgments, fill out, sign and return top copy to student coordinator
- Student keeps a copy of assigned item sheet for computer codes/access information
- Fill out/collect confidentiality & HIPPA forms

4. **Housing at Riverview Garden Apartments**

Housing rules & regulations available online: <http://www.fresno.ucsf.edu/undergrad/housing.htm>

Check-In

- If there were issues with housing upon your arrival, please report today during orientation
- Submit housing inventory sheet – if applicable, or email your list of issues
- Parking consists of one stall per 2 bedroom unit (carport number in housing packet) students must share
- 3 bedroom unit utilizes street parking only - use Lexington Ave.
- Additional parking is available near dumpster by buildings 250 and 252 or in front of management office on Poplar Ave.
- Your car will be towed if you park in ‘wrong’ spot (no park zone, red zone, etc.)
- In the event of an emergency (fire, flood, etc...) call 911 (notify apartment management, notify UME office)

Repairs

- Report repairs directly to Riverview Garden Apartment management office. \*Manager is Mara. Office Hours: Monday-Friday 8:30am-5:30pm and Saturday 9am-5pm. The office is closed on Sundays.
- phone number is: (559) 432-3653 (also available in your housing packet and on internet site under student housing link)
- leave message on answering machine if you call after hours (notify UME staff if issues/problems are not resolved within 24 to 36 hrs.)
- you will be notified if someone from UME or Management enters your apartment (via text page, email or phone call)

Miscellaneous

- Apartment Security: (559) 495-3000
- On-Call Maintenance: (559) 488-2153
- Regarding roommate assignments, check email for updates from UME
- Significant others should not be residing full time in the apartment; if this is happening please contact the UME office (this is against UME policy unless previously approved by the UME office).
- Keep thermostat set at reasonable temperature to avoid high power bills (\$180 monthly allotment for 2 bedroom unit/ \$210 for 3 bedroom unit)
- **TURN OFF THERMOSTAT WHEN YOU MOVE OUT AT END OF ROTATION**
- Return furniture to its original location prior to your departure.
- Move out by noon the day after your rotation ends or be charged – unless UME office approves an extension. Also see “last day checkout info” online <http://www.fresno.ucsf.edu/undergrad/orientation.htm>

5. **Housing at Palazzo at Campus Pointe**

Housing rules & regulations available online: <http://www.fresno.ucsf.edu/undergrad/palazzo.html>

Check-In

- If there were issues with housing upon your arrival, please report today during orientation

- Submit housing inventory sheet- if applicable, or email your list of issues
- Parking sticker allows students to park in uncovered stalls inside complex gates (parking sticker must be displayed in lower right hand corner of windshield). Guests/visitors must park outside complex gates.
- Your car will be towed if you park in the 'wrong' spot (no park zone, red zone, etc.)

#### Repairs

- Report repairs directly to the Palazzo Leasing office.  
Office Hours: Monday- Saturday 9am-12am and Sunday 10am-10pm.
- phone number is: (559) 291-6400 (also available in your housing packet and on internet site under student housing link)
- You can also report repairs via email to [palazzo@rpmcompany.net](mailto:palazzo@rpmcompany.net)
- Leave message on answering machine if you call after hours (notify UME staff if issues/problems are not resolved within 24 to 36 hrs.)
- you will be notified if someone from UME or Management enters your apartment (via text page, email or phone call)
- In the event of an emergency (fire, flood, etc...) call 911 (notify apartment management, notify UME office)

#### Miscellaneous

- Apartment Security: (559) 283-9900
- On-Call Maintenance: (559) 291-6400 (leasing office; if you call after hours it will provide you with instructions)
- Regarding roommate assignments, check email for updates from UME
- Significant others should not be residing full time in the apartment; if this is happening please contact the UME office (this is against UME policy unless previously approved by the UME office).
- Keep thermostat set at reasonable temperature to avoid high power bills (\$210 monthly PG&E allotment for 4 bedroom unit)
- TURN OFF THERMOSTAT WHEN YOU MOVE OUT AT END OF ROTATION
- Return furniture to its original location prior to your departure.
- Move out by noon the day after your rotation ends or be charged – unless UME office approves an extension. Also see "last day checkout info" online <http://www.fresno.ucsf.edu/undergrad/orientation.htm>

#### 6. Parking at UCSF Fresno & Training Sites

- Maps available online at <http://www.fresno.ucsf.edu/undergrad/maps.html>
- Review individual maps
- Be mindful of signage up and around the hospital regarding parking restrictions, permit parking, patient only parking, etc.
- UME will not be responsible for parking charges while on rotation in Fresno. Citation Review Form can be accessed online at [http://www.fresno.ucsf.edu/undergrad/forms/Citation\\_Review\\_Form.pdf](http://www.fresno.ucsf.edu/undergrad/forms/Citation_Review_Form.pdf).
- CRMC security can be reached at (559) 459-6575.

#### 7. Student Health Services

- Policy for accessing health care in Fresno (for UCSF & visiting students) is available online and in your orientation folder
- Follow your personal health insurance guidelines while in Fresno
- A roster of Primary Care doctors in the area is provided for you and available online at [http://www.fresno.ucsf.edu/undergrad/forms/primary\\_care\\_providers.pdf](http://www.fresno.ucsf.edu/undergrad/forms/primary_care_providers.pdf).
- Insight Employee Assistance Program- 3 free visits in any 6 month period

#### 8. Infection Control/Post Exposure Information

- Power-point presentation is available online [http://www.fresno.ucsf.edu/undergrad/forms/blood\\_body\\_fluid.pdf](http://www.fresno.ucsf.edu/undergrad/forms/blood_body_fluid.pdf). Slide presentation is available in your orientation folder.
- In the event of exposure or injury consult the Employee Health Office at the facility where you are on rotation (i.e. CHCC, CRMC, etc.)
- CRMC Employee Health can be reached at (559) 459-6416.
- Adhere to all hospital basic fire and safety codes (Code Red, Code Blue etc.)

#### 9. Computer Access/Training

- Computer Access Points for UCSF Fresno Students- resource to be used in addition to code usage information on assigned item sheet; who to call for help column has been highlighted
- Synapse: Use CMC login- students must place cmc/username and their password; CRMC internet login and password must be activated first
- UCSF Fresno Computer Applications document- brief overview of patient applications (supported by CRMC and CHCC)
- Computer Training Modules: tutorials for Last Word, EMR, Synapse and ChartMaxx can be accessed online at <http://www.fresno.ucsf.edu/undergrad/orientation.htm>.
- Brief computer training with Bobby McCon in computer lab (UCSF students only)
- Students to go to student resource room to log in with codes (EMR, Last Word, UCSF Fresno Center email) – in Live System

#### 10. Fresno Resources for Shopping & Recreation

- List of resources available in orientation folder- grocery stores, places to eat/shop, nightlife, museums, etc.
- Fresno visitor's map available in orientation folder
- Destination Fresno County Magazine- calendar of events, visitors maps, local attractions, etc.
- Contact UME office for recommendations

#### 11. Last Day Checkout Process

- Outgoing email sent a week before rotation ends
- Complete online program/department evaluations online prior to checkout
- Must check out with UME office by **3:30pm** the day your rotation ends- return ID badge, CRMC parking placard (if assigned)
- If you are unable to checkout with the UME office by 3:30pm then you must notify the UME staff (559) 499-6524
- Housing items
  - **Riverview Garden Apartments:** Apartment keys and gate opener- can either be returned to the UME office (at checkout) or left in the apartment management drop box (on Poplar Ave). Please leave apartment items in an envelope labeled with your first and last name.
  - **Palazzo at Campus Pointe:** Apartment keys, access card and parking sticker- can either be returned to the UME office (at checkout) or returned to the front desk of the leasing office at Palazzo. Please leave apartment items in an envelope labeled with your first and last name. **Please lock your bedroom door upon departure.**
- Students have until 12 noon the day after the rotation ends to move out of housing.

#### 12. Community Regional Medical Center (CRMC) Hospital Access & Resources

- Photo ID badge (badge is pre-programmed to give you access at CRMC)
- Due to high security, most locations are accessible via badge access only
- Physician lounge & med rooms at CRMC not accessible with medical student badge
- Sierra Room (medical student/resident lounge) is accessible to students; ID badge required for entry; breakfast and lunch provided- 1<sup>st</sup> floor, down the hall from the physician's lounge
- Meals can also be purchased in the cafeteria
- A map and photo of the Sierra room is available online <http://www.fresno.ucsf.edu/undergrad/orientation.htm>

#### 13. Other Medical Student Resources

- Medical Libraries
  - UCSF Fresno Center- part time librarian; 24 hr access with ID badge.
  - VA- Library in breezeway; may need security key after hours
  - CRMC- library located in 4<sup>th</sup> floor annex, full time librarian, hours: 8:30am-5pm
  - CHCC- library located on Garden Level, ground floor Rm 280; full time librarian
- UCSF Fresno Center Resources
  - 24 hr building access
  - Student resource room (rm 133) - computer and printing access, lockers, mini-fridge, etc.
  - door code access- you will be given the code today during tour of center
  - Free printing anywhere in the building (student lounge, library, UME suite)
  - report issues or concerns to UME staff
  - Green card in folder (review)
- Other
  - Professionalism--returning pages, emails, etc.
  - End Evaluations--do NOT hand carry to department (submit to UME office)
  - Wednesday Special Lecture Series--attendance required for lunch.
  - UCSF Bookstore (internet link under Medical Student Resources).

#### 14. Questions

#### 15. Tour UCSF Fresno Center- end in student resource room (rm 133) to check computer codes/access.

**Where to report for your clerkship following orientation:**

- **FCM:** 3<sup>rd</sup> floor - Suite #326 / UCSF Fresno Center / **Cheryl Gallo** (559) 499-6472
- **Ob/Gyn:** 2<sup>nd</sup> floor - Suite #233 / UCSF Fresno Center / **Diane Casey** (559) 499-6548
- **Peds:** 2<sup>nd</sup> floor - Suite #219 / UCSF Fresno Center / **Tina Giraldes** (559) 499-6562
- **Neuro:** VA Hospital / Neurology / **Pat McMurry** (see handout for details—  
Office is on east side of VA bldg, above medical library) (559) 228-5328
- **Psych:** 3<sup>rd</sup> floor / UCSF Fresno Center / **Lynn Bracha** (559) 499-6577
- **Surgery:** Community Regional Medical Center (CRMC) / 1<sup>st</sup> floor / take hallway located between information desk and bank of elevators. Proceed and you will see SURG department. Enter and ask for **Marie DiStefano** (559) 459-4090
- **Orthopedic Surgery:** Community Regional Medical Center (CRMC)/ 7<sup>th</sup> floor/ Department of Orthopedic Surgery.  
Ask for **Jenny McHenry** (559) 459-3546
- **Internal Medicine:** UCSF Fresno Center / 3<sup>rd</sup> Floor / **Judy Thomas** (559) 499-6484
- **Emergency Medicine:** UCSF Fresno Center / 2<sup>nd</sup> Floor / **Toni Conmy** (559) 499-6647

**UME Staff Contact Information**

**Kasan Jones, Program Manager (559) 499-6516**  
**Lacey Leonard, Medical Student Coordinator (559) 499-6524**  
**Linda Alvarez, Program Assistant (559) 499-6523**

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