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 following EPIC training)
   - EPIC computer training *may or may not* be required for your rotation. Details about the training will announced at Orientation on day 1. Online eLearning epic training modules should have been completed prior to today.

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)
   - Pager tutorial available online at [http://www.fresno.ucsf.edu/undergrad/links.html](http://www.fresno.ucsf.edu/undergrad/links.html)
   - Pagers: can receive text pages 559pagernumber@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

4. **Housing at Riverview Garden Apartments**
   - Housing rules & regulations available online: [http://www.fresno.ucsf.edu/undergrad/housing.htm](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 Amanda.*
     - 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](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](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
• 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](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](http://www.fresno.ucsf.edu/undergrad/maps.html)
• (lot 16 & 18 do not require permit) **lot 4 requires parking permit:** (OB/GYN students*)
• Be mindful of signage up and around the hospital regarding parking restrictions, permit parking, patient only parking.
• 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 & Psychological 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
• Insight Employee Assistance Program - 3 free visits in any 6 month period available after hours or when Psychologist is not available.
• Student Psychological & Well Being services available by drop in or appointment. Contact BLiao@fresno.ucsf.edu

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

• Infection control power-point is available in welcome email attachment
• 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, Childrens)
• Computer Training Modules: tutorials for EPIC, EMR, Synapse and ChartMaxx can be accessed online at [http://www.fresno.ucsf.edu/undergrad/orientation.htm](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, 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 taking exam, please check out either before or after your exam.**
   - If you are unable to checkout with the UME office by 3:30pm then you must notify the UME staff (559) 499-6519
   - 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- 1st 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](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 4th 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)
     - Thursday 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:*
o FCM: 3rd floor - Suite #326 / UCSF Fresno Center / **Marcy Cooks** (559) 499-6466

o OB/GYN: 2nd floor - Suite #233 / UCSF Fresno Center / **Wendelen Rodriguez** (559) 499-6540

o PEDS: 2nd floor - Suite #219 / UCSF Fresno Center / **Alissa Fowler** (559) 499-6555

o PSYCH: 3rd floor / UCSF Fresno Center / **TBD** (559) 499-6576

o SURGERY: Community Regional Medical Center (CRMC) / 1st 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

o ORTHO SURG: Community Regional Medical Center (CRMC) / located in Community Medical Plaza (attached to hospital on the 2nd floor next to the elevators)
  o Ask for **Maureen Walker** (559) 459-4004

o IM&NEURO: UCSF Fresno Center / 3rd Floor / **Natasha Saleem** (559) 459-6394

o NEURO @VA Hospital

o EMERGENCY MED: UCSF Fresno Center / 2nd Floor / **Toni Conmy** (559) 499-6647

---

**UME Staff Contact Information**

Kenny Banh, MD, Assistant Dean (559) 499-6530
Loren Alving, MD, PRIME Curriculum Director (559) 499-6516
Kasan Jones, Program Manager (559) 499-6545
Dr. Betty Liao In-House Psychologist (559) 499-6689
Lacey Leonard, Student Life Development Specialist (559) 499-6524
Grace Carlson, SJV Prime Coordinator (559) 499-6527
Linda Alvarez, Health Professions Specialist (559) 499-6523
Monica Wall, Student Affairs Coordinator (559) 499-6519 Mwall@fresno.ucsf.edu
Jonathan Medina, UME Program Coordinator (559) 499-6534

Updated 6/22/2017