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 30 minutes via Zoom
   - Will review documents for policies and procedures regarding housing, health, parking, check out, etc.
   - Virtual tour of UCSF Fresno Center – library behind security desk, student lounge down hall
   - Get your CMC ID badge from CMC HR
   - Virtual Epic training – you will receive a link to join the Epic training meeting
   - Report to programs following Epic training – should receive reporting instructions from department coordinator
   - 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 Item Sheet**
   - Please complete DocuSign assigned item sheet (Read acknowledgments, fill out, check boxes for TB mask fit testing confirmation and receipt of ID badges and pager (if assigned) and submit DocuSign)
   - 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)
   - 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
   - Student will have a copy of their assigned item sheet for computer codes/access information from the eLearnings email

4. **Housing at Riverview Garden Apartments**
   - **Check-In**
     - If there were issues with housing upon your arrival, please report today during orientation
     - Submit housing inventory sheet if applicable, (if there was something missing or damaged on the inventory sheet), 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**
     - 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
5. **Housing at Palazzo at Campus Pointe**  

**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/downloads/last_day_checklist.pdf](http://www.fresno.ucsf.edu/undergrad/downloads/last_day_checklist.pdf)

6. **Parking at UCSF Fresno & Training Sites**
- Maps available online at [http://www.fresno.ucsf.edu/medical-student-programs/mapsparking-transportation/](http://www.fresno.ucsf.edu/medical-student-programs/mapsparking-transportation/)
- (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.
- 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 or [http://www.fresno.ucsf.edu/medical-student-programs/student-wellbeing/](http://www.fresno.ucsf.edu/medical-student-programs/student-wellbeing/)

8. **Student Academic Support**
Here at UCSF Fresno, we offer FREE! Student academic support for remediation and exam prep. Please contact Sydney Rusconi (Student Academic Support) at **559-459-6534** to get connected for one-on-one help or you can email Sydney Rusconi at SRusconi@fresno.ucsf.edu

- Learning skills such as: previewing for lecture, reviewing after lecture, and spaced review
- Test taking strategies
- Identifying and using resources such as texts and reference books, multiple choice questions and related study aids
- Study skills for shelf exams
- Faculty development
- Small and large group workshops
- Study schedules for USMLE Step exams

9. **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.)
10. **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, Children’s)
- Computer Training Modules: tutorials for EPIC, EMR, Synapse and ChartMaxx can be accessed online at
- Students to go to student resource room to log in with codes (EMR, UCSF Fresno Center email) – in Live System
- FHCN Outpatient Clinic will issue a Network Account. Call IS Dept for help 559-793-3577 (internal #3577).
- FHCN will also issue an Identification Badge along with the FH network account info ONLY for outpt center.

11. **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, visitor’s maps, local attractions, etc.
- Contact UME office for recommendations

12. **Last Day Checkout Process**
- Outgoing email sent a week before rotation ends
- Complete online program/department evaluations online prior to checkout
- Must check out by the end of day on the day your rotation ends – return CMC ID badge, UCSF Fresno ID badge, pager (if assigned), and CRMC parking placard (if assigned). **If taking exam, please check out either before or after your exam.**
- If you are unable to check out on the last day of your rotation, you must notify the UME staff (559) 499-6519
  - **Housing items**
    - Riverview Garden Apartments: Apartment keys and gate opener – can be returned to the UME office (at checkout). 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 be returned to the UME office (at checkout). 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.

13. **Community Regional Medical Center (CRMC or CMC) Hospital Access & Resources**
- UCSF Fresno ID badge (badge is pre-programmed to give you access at CRMC and UCSF Fresno center)
- CMC photo ID badge (badge is for identification purposes only and does not have access to any doors)
- 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/small PRC lounge (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/medical-student-programs/orientation-to-fresno-outline/](http://www.fresno.ucsf.edu/medical-student-programs/orientation-to-fresno-outline/)

14. **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
- UCSF Fresno Center Resources
  - 24 hr. building access
  - Student lounge (Room 133, code 2012) - 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).

15. **Questions? Please contact Hailie Williams at 559-499-6519 or hwilliams@fresno.ucsf.edu**

16. **Tour UCSF Fresno Center- end in student resource room (Rm. 133, code 2012) to check computer codes/access**
Clerkship Department Coordinator Information:

- **FCM**: 3rd floor - Suite #326 / UCSF Fresno Center / **Trina Hughes** (559) 499-6624
- **OB/GYN**: 2nd floor - Suite #233 / UCSF Fresno Center / **Wendelen Rodriguez** (559) 499-6540
- **PEDS**: 2nd floor - Suite #219 / UCSF Fresno Center / **Tiffany Tarvin** (559) 499-6560
- **PSYCH**: 3rd floor- Suite #338 / UCSF Fresno Center / **Leslie Irion** (559) 499-6576
- **SURGERY**: Community Regional Medical Center (CRMC) / 1st floor / take hallway located between information desk and back of elevators. Proceed & you will see SURG department, ask for **Marie DiStefano** (559) 459-4090
- **ORTHO SURG**: 2210 E Illinois Ave, Suite 208 Community Regional Medical Center (CRMC)/ located in Community Medical Plaza (attached to hospital on the 2nd floor next to the elevators)  
  - Ask for **Andrew Ranta** (559) 459-3546 or **Jenny McHenry** (559) 459-4004
- **MEDICINE (Derm/Rad)**: 3rd Floor- Suite #307/ UCSF Fresno Center / **Christina Soto** (559) 499-6490
- **NEURO**: East Medical Plaza Suite #301/ **Melody Kawana** (559) 459-6394
- **EMERGENCY MED**: 2nd Floor- Suite #206 / UCSF Fresno Center / **Nicholas Dennie** (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  
Sydney Rusconi, SJV Prime Coordinator (559) 499-6534  
Linda Alvarez, Health Professions Specialist (559) 499-6523  
Juanita Sprowell, UME Coordinator (559) 499-6546  
Hailie Williams, UME Coordinator (559) 499-6519

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