EMERGENCY REFERENCE

R.A.C.E.
- Rescue patient(s) from danger
- Activate the alarm
- Contain the fire
- Extinguish the fire

Emergency Numbers
- Palmetto Health Baptist 5000
- Palmetto Health Baptist Easley 27799
- Palmetto Health Richland 6222

P.A.S.S.
- Pull the pin
- Aim the nozzle
- Squeeze the handle
- Sweep the nozzle
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Revised April 3, 2014
Description of Palmetto Health and Its Residency Programs

Palmetto Health is the region's largest, most comprehensive, locally owned, not-for-profit health care resource. Palmetto Health leads the region in the number and volume of inpatient and outpatient services provided because of the depth and breadth of available services including general, acute and critical care; the number and diversity of specialty physicians providing the full array of treatment from primary to emergency care and beyond; care that is delivered with compassion by a staff that records high levels of satisfaction in their work and achieves the highest level of patient satisfaction in the nation; and because of its emphasis on leadership development, patient safety and quality outcomes. All patients are provided needed care regardless of ability to pay.

The 1,138-bed system in Columbia, a JCAHO-accredited institution, has more than 8,400 employees and 1,000 physicians. The hospitals of Palmetto Health provide care for 70 percent of the residents of Richland County and more than 55 percent of the healthcare for the combined Richland/Lexington county area. The latest technology and treatment protocols go hand-in-hand with quality patient care. Palmetto Health is composed of four outstanding hospitals-Palmetto Health Richland and Baptist in Columbia, and the Heart Hospital and Children's Hospital in Columbia.

Baptist Easley Hospital, (109 licensed beds), located in the beautiful upstate of South Carolina, is a leading community hospital which celebrated its 50th anniversary in 2008. The hospital is the primary healthcare service provider in Pickens County.

As of October 1, 2009, Palmetto Health entered a joint venture with Greenville Hospital System University Medical Center to operate Baptist Easley Hospital.

Our hospitals are highly respected, long-time members of the community. Each year, we treat nearly a half million patients, welcome more than 6,600 babies into the world, treat more than 80,000 pediatric patients and 3,000 cancer patients, accommodate more than 160,000 Emergency department visits, perform nearly 50,000 mammograms, and make close to 32,000 home care visits.

Through a formal affiliation agreement with the University of South Carolina, Palmetto Health is closely allied with the University’s School of Medicine.

Palmetto Health’s ACGME accredited specialty and subspecialty programs are listed below. PH also sponsors an ADA accredited residency in Dental Medicine and an Ultrasound Fellowship (EM). The total number of residents is approximately 230.

Specialty Programs:

- Child & Adolescent Psychiatry (P)
- Emergency Medicine
- Family Medicine
- General Psychiatry
- Internal Medicine
- Obstetrics & Gynecology
- Ophthalmology
- Orthopaedic Surgery
- Pediatrics
- General Surgery
Subspecialty Programs:

- Endocrinology, Diabetes & Metabolism (IM)
- Forensic Psychiatry (P)
- Geriatric Medicine (IM)
- Geriatric Psychiatry (P)
- Infectious Disease
- Pulmonary Medicine (IM)
- Sports Medicine (FM)
- Surgical Critical Care

Major participating institutions are listed below. *(Please note that most of Palmetto Health’s graduate medical education (GME) activities occur at Palmetto Health Richland.)*

- Palmetto Health Baptist
- Palmetto Health Richland
- Palmetto Health Baptist Parkridge
- Palmetto Health Children’s Hospital
- Palmetto Health Heart Hospital
- University of South Carolina Neuropsychiatry Clinic
- William Jennings Bryan Dorn Veterans Hospital
Mission & Value Statements

Mission
Palmetto Health is committed to improving the physical, emotional and spiritual health of all individuals and communities we serve; to providing care with excellence and compassion; and, to working with others who share our fundamental commitment to improving the human condition.

Values
- **Compassion** - Caring for people in need and benevolence for people in general.
- **Dignity** - Respecting one’s worth as a human being.
- **Excellence** - Pursuing the highest level of service and quality in all that we do.
- **Integrity** - Adhering to a code of trust, fairness and honesty.
- **Teamwork** - Achieving common goals together.
Standards Of Behavior

All Palmetto Health employees, volunteers and physicians want to be remembered as providing the care and compassion we would want for ourselves and our family members. To make this vision a reality, our attitudes always reflect Palmetto Health's five corporate values, and we conduct ourselves in accordance with the following Standards of Behavior. These standards were developed by a diverse team of Palmetto Health employees and are modeled by all our team members every day.

• I value **compassion**. I will demonstrate courtesy, respond in a timely manner and offer directional assistance.
• I value **dignity**. I will protect privacy, respect diversity and communicate clearly.
• I value **excellence**. I will exceed customer expectations, exhibit a positive attitude, maintain a professional appearance and seek continuous learning.
• I value **integrity**. I will be accountable for my actions and act like an owner.
• I value **teamwork**. I will build relationships, ensure safety and quality, and take pride in Palmetto Health.
**Institutional Commitment**

Palmetto Health, in partnership with the University of South Carolina School of Medicine and other affiliated institutions, regards medical education, graduate medical education, graduate dental education, research and lifelong learning as integral to its commitment to provide safe, compassionate, appropriate and effective care to its patients. The Palmetto Health Board of Directors, administrators, faculty and staff are likewise committed to providing its graduate medical education programs with the necessary financial support for administrative, educational and clinical resources, including personnel, to ensure their quality.

It is our firm belief that educating future physicians and dentists in our graduate medical and dental education programs furthers our mission of improving the physical, emotional, and spiritual health of all individuals and communities we serve; providing care with excellence and compassion; and working with others who share our fundamental commitment to improving the human condition.

We therefore commit ourselves to providing graduate medical education programs that enable physicians in training to develop competence in patient care, medical knowledge, practice-based learning and improvement, interpersonal and communication skills, professionalism, and systems-based practice and to participate in a wide range of scholarly activities under the guidance and supervision of the faculty and staff. We further commit to conducting these programs in compliance with the Institutional, Common, and Program requirements of the Accreditation Council for Graduate Medical Education, its Residency Review Committees, the Commission on Dental Accreditation and the Accreditation Council for Continuing Medical Education.
Patient Bill of Rights

As a patient in our Joint Commission accredited health care facility, you have many rights that we are committed to protecting and promoting. Whenever possible, we will inform you of your rights in advance of furnishing or discontinuing your care. Your rights include the following:

1. To have the staff promptly notify a family member/representative and your physician of your admission to the health care facility.
2. To considerate and respectful care, and to give us feedback about your care. You have the right to personal dignity.
3. To have your cultural, psychosocial, spiritual and personal values, beliefs and preferences respected. You have the right to wear appropriate personal clothing and religious or other symbolic items, as long as they do not interfere with diagnostic procedures or treatment. You have the right to pastoral and other spiritual services.
4. To participate in the development and implementation of your plan of care, and to know the identity and professional status of those involved in your care, including if the care giver is a student or trainee or is professionally associated with other individuals or health care institutions involved in your care.
5. To make informed decisions about your care, treatment and services. This includes being informed of your health status: being involved—prior to and during the course of treatment—in your care planning and treatment, being informed as to all proposed technical procedures and treatment—including the potential benefit(s) and potential drawback(s) or risk(s) as well as alternatives for care, being able to request or refuse medically appropriate treatment to the extent permitted by law and health care facility policy, and to be informed of the medical consequences of such action. If you refuse a recommended treatment, you will receive other medically needed, indicated and available care.
6. To formulate an advance directive (such as a Living Will or Durable Power of Attorney for Health Care) with the expectation that the staff and practitioners will honor the directive to the extent permitted by law and Palmetto Health policy. If you have a written advance directive, you should provide a copy to the health care facility, your family and your doctor. These documents express your choices about your future care or name someone for you if you cannot speak for yourself.
7. To expect that, within capacity and policies, the health care facility will make a reasonable response to any patient’s request for appropriate and medically indicated care and services, including the management of pain. Our health care facility is committed to providing individuals impartial access to treatment or accommodations that are available or medically indicated, regardless of race, creed, sex, national origin, or sources of payment for care.
8. If requested or if medically appropriate and legally permissible, you may be transferred to another facility after being informed about the need for, risks, benefits, and alternatives to transfer. You will not be transferred until the other facility agrees to accept you and you agree to transfer.
9. To personal privacy, to receive care in a safe setting, and to be free from all forms of abuse or harassment. You have the right to refuse to talk with or see anyone not officially connected with the health care facility, including visitors, or people officially connected with the health care facility but not directly involved in your care. You have the right to expect that any discussion or consultation involving your care will be conducted discreetly and that individuals not directly involved in your care will not be present without your permission. You have the right to be interviewed and examined in surroundings designed to assure reasonable visual and auditory privacy. This includes having the right to have a person of one’s own sex present during certain parts of a physical examination, treatment or procedure performed by a health professional of the opposite sex and
the right not to remain disrobed any longer than is required for accomplishing the medical purpose for which disrobing is needed.

10. To access people outside of the health care facility by means of visitors and by verbal and written communication, as long as it does not interfere with treatment.

11. If you do not speak or understand the predominant language of the community, access to an interpreter can be provided.

12. To be free from restraints of any form that are not medically necessary. For behavior management, all patients have the right to be free from seclusion and restraints except in the case of an emergency, when there is an imminent risk of an individual physically harming himself/herself or others, and less restrictive interventions would be ineffective.

13. To confidentiality of your clinical records, except in such cases as suspected abuse or public health hazards and/or when reporting is permitted or required by law. You have the right to have your medical record read only by individuals directly involved in your treatment or in the monitoring of quality. Other individuals can only read your medical record on your written authorization or that of your legally authorized representative. You have the right to expect all communications and other records pertaining to your care, including the source of payment for treatment, to be treated as confidential.

14. To access information contained in your clinical records within a reasonable time frame, and to have the information explained or interpreted as necessary, except when restricted by law and/or as long as it does not interfere with treatment.

15. To know if this health care facility has relationships with other health care facilities, educational institutions or other outside parties that may influence your care.

16. To consent or decline to take part in research affecting your care. If you choose not to take part, you will receive the most effective care the health care facility otherwise provides.

17. To examine and receive an explanation of your bill, regardless of source of payment. You have the right to know about payment methods. At your request and your expense, you have the right to consult with a medical specialist.

18. To expect reasonable continuity of care when appropriate and to be informed of realistic care alternatives when the health care facility services are no longer appropriate.

19. To be informed of the health care facility policies and practices that relate to your care, treatment and responsibilities. You have the right to know about the health care facility resources, such as patient representatives, patient complaints and grievance processes, or ethics committees, that can help you promptly resolve problems and questions about the health care facility services.

20. To ask questions about the care you are receiving. Contact your nurse, or if you wish for your nurse to contact your physician, a call will be placed to that physician or to the physician who is covering your care that day. If requested, the nurse will provide a telephone number for your physician and can assist you with making the call. You have the right to know who is involved in your care. Every caregiver at Palmetto Health will be wearing an identification badge clearly stating his or her name, department and job or title.

21. To voice a concern about your stay and be involved in resolving dilemmas about care, treatment and services. Your concerns are very important to us and we would appreciate the opportunity to resolve them. If you have a concern/grievance, please speak with the staff or request to speak with the unit/department supervisor/manager. If you would rather express the concern/grievance to a patient liaison, call the appropriate number at the bottom of this notice. Staff is available to assist you anytime during your stay and will seek prompt resolution to your concern/grievance. If you want to contact an outside agency before the hospital representative, you may also contact the Department of Health and Environmental Control, 2600 Bull Street, Columbia, SC 803-898-3432, and/or The Carolinas Center for Medical Excellence, 246 Stoneridge Drive, Suite 200, Columbia, SC
Patient Responsibilities

As a patient in our Joint Commission accredited health care facility you have many responsibilities. This is to inform you that you, your family and/or your designated advocate are responsible for:

1. Providing, to the best of your knowledge, accurate and complete information about present symptoms, reason for your visit, past illnesses, hospitalizations, use of medications (prescribed, non-prescribed and herbals), and other matters relating to your health.
2. Helping ensure your safety by knowing your health care providers and reporting concerns, perceived risks, or unexpected changes in your care, treatment, medical condition and/or service provided to you. If you have any suggestions for improving patient safety, please let us know.
3. Speaking Up—Asking questions when you do not understand what you have been told about your diagnosis, medical tests, treatment plan, medications, care or what you are expected to do.
4. Participating in decisions about your treatment and following the care, service or treatment plan developed. You should express any concerns you have about your ability to follow and comply with the proposed care plan or course of treatment to staff and/or your physician. Every effort is made to adapt the plan to your specific needs and limitations. When such adaptations to the care, treatment and/or service plan are not recommended, you are responsible for understanding the consequences of the care, treatment and service alternatives and the possible outcomes if you do not follow the care, treatment or service plan.
5. Following the health care facility’s rules and regulations concerning patient care and conduct.
6. Being considerate and respectful of the health care facility’s personnel and property.
7. Providing information for insurance and for working with the health care facility to arrange payment when needed.
8. Promptly meeting any financial obligation agreed to with the health care facility.
9. Being considerate of other patients, helping control noise and disturbances, abiding by non-smoking policies, and respecting others’ property.
10. Recognizing the effect of lifestyle on your personal health.

For more information about your rights or responsibilities or to give us feedback on your care, please contact Patient Relations, 803-296-5129 at Palmetto Health Baptist, 803-434-6237 at Palmetto Health Richland and 864-442-7559 at Baptist Easley Hospital.
### Medical Executive Committee

#### Officers of the Medical Staff

<table>
<thead>
<tr>
<th>Richland</th>
<th>Baptist</th>
</tr>
</thead>
<tbody>
<tr>
<td>Helmut Albrecht, MD, Chief of Staff</td>
<td>Donen Davis, MD, Chief of Staff</td>
</tr>
<tr>
<td>Frederick Dreyer III, MD, Vice Chief of Staff</td>
<td>TBD, Vice Chief of Staff</td>
</tr>
<tr>
<td>Stephen Watson, MD, Secretary of the Medical Staff</td>
<td>Gregory Malcolm, MD, Secretary of the Medical Staff</td>
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#### Chief of Each Clinical Department

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<thead>
<tr>
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<tr>
<td>Anesthesia-Turner, James F., MD</td>
<td>Orthopaedics – Koon, David E., Jr., MD</td>
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<tr>
<td>Cardiac Services – Prosser, Leverne M., MD</td>
<td>Pathology – Guerry, Paul L., III, MD</td>
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<td>Children’s Hospital – Stephenson, Kathryn A., MD</td>
<td>Psychiatry – Raynor, Jeffrey D., MD</td>
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<tr>
<td>Dentistry – Curtis, James W., Jr., DMD</td>
<td>Radiology – Savoca, William J., MD</td>
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<td>Emergency Medicine – Privette, Troy W., Jr., MD</td>
<td>Surgery – Burke, James R., MD</td>
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<tr>
<td>Family Medicine – Anderson, William D., III, MD</td>
<td>Urology – Beasley, John G., MD</td>
</tr>
<tr>
<td>Internal Medicine – Weissman, Sharon, MD</td>
<td>Interim Dean – Taylor, Caughman, MD</td>
</tr>
<tr>
<td>Nephrology – Powell, Thomas B., MD</td>
<td>Chief Medical Officer – Raymond, James I., MD</td>
</tr>
<tr>
<td>Neurology – Selph, James F., III, MD</td>
<td>Credentials Committee Chair – Nottingham, James M., MD</td>
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<tr>
<td>Neurosurgery – Webb, Sharon W., MD</td>
<td>Physician Executive, PHR – Risinger, Jennifer D., MD</td>
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<tr>
<td>OB/GYN – Burgis, Judith T., MD</td>
<td>PH Board Representative – Gerard, William C., MD</td>
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<tr>
<th>Baptist</th>
<th>Pathology – Rizzo, Kathryn A., DO</th>
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<tr>
<td>Anesthesia – Parks, William B., III, MD</td>
<td>Pediatrics – Coates, Eric W., MD</td>
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<td>Emergency Medicine – Cruea, Steven L., MD</td>
<td>Radiology – Taffoni, Matthew J., MD</td>
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<td>OB/GYN – Wild, Mark D., MD</td>
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<td>Ophthalmology – Harder-Smith, Donna R., DO</td>
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<td>Surgery - Critical Care</td>
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Office of Graduate Medical Education

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(803) 434-7184 | (803) 434-4419  
Karen.White@PalmettoHealth.org
# Palmetto Health Residency Departments

<table>
<thead>
<tr>
<th>Department</th>
<th>Chairman</th>
<th>Program Director</th>
<th>Residency Coordinator</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Dental Education</strong></td>
<td>James Curtis, DMD</td>
<td>David Hicklin, DMD</td>
<td>Marcia Benson</td>
</tr>
<tr>
<td>434-6567, 10 Medical Park Rd.</td>
<td>434-6622</td>
<td>434-6621</td>
<td>434-4424</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:James.Curtis@palmettohealth.org">James.Curtis@palmettohealth.org</a></td>
<td><a href="mailto:David.Hicklin@palmettohealth.org">David.Hicklin@palmettohealth.org</a></td>
<td><a href="mailto:Marcia.Benson@PalmettoHealth.org">Marcia.Benson@PalmettoHealth.org</a></td>
</tr>
<tr>
<td><strong>Dorn VA Medical Center</strong></td>
<td>Carole Pillinger, MD</td>
<td>Carolyn Adams, SES</td>
<td>Tom Wiseman</td>
</tr>
<tr>
<td>776-4000, 6439 Garners Ferry Rd. Columbia, SC 29209</td>
<td>695-7933</td>
<td><a href="mailto:Carolyn.Adams@va.gov">Carolyn.Adams@va.gov</a></td>
<td>695-7934</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:Carole.Pillinger@va.gov">Carole.Pillinger@va.gov</a></td>
<td></td>
<td><a href="mailto:Thomas.Wiseman@va.gov">Thomas.Wiseman@va.gov</a></td>
</tr>
<tr>
<td><strong>Emergency Medicine</strong></td>
<td>William Gerard, MD</td>
<td>Thomas Cook, MD</td>
<td>Sherry Allen</td>
</tr>
<tr>
<td>434-7088, 14MP, Ste. 350</td>
<td>434-3308</td>
<td>315-9966</td>
<td>434-3790</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:bgerardmd@gmail.com">bgerardmd@gmail.com</a></td>
<td><a href="mailto:tpcookmd@hotmail.com">tpcookmd@hotmail.com</a></td>
<td><a href="mailto:Sherry.Allen@palmettohealth.org">Sherry.Allen@palmettohealth.org</a></td>
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<td>William Gerard, MD</td>
<td>Pat Hunt, MD</td>
<td>Sherry Allen</td>
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<td><a href="mailto:Sherry.Allen@palmettohealth.org">Sherry.Allen@palmettohealth.org</a></td>
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<td><strong>Family Medicine</strong></td>
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<td>Shannon Mewborn</td>
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The Accreditation Council for Graduation Medical Education (ACGME) is a private, non-profit professional organization that accredits approximately 8,000 residency programs in the United States, educating more than 100,000 residents. Its mission is to improve health care in the United States by ensuring and improving the quality of graduate medical education of physicians. A 27-member Board of Directors governs the ACGME.

Major interests of the ACGME are:
- Resident curricula and standards of resident education
- Support of the program directors and faculty who teach residents
- Patient and resident safety
- Learning environments
- Institutions that are appropriate for graduate medical education
- Chronically troubled institutions that need help with graduate medical education.

Goals of the ACGME are: to establish the educational standards of graduate medical education, and to evaluate the quality of medical education programs.

ACGME CORE COMPETENCIES
Each resident must achieve competency in each of the 6 ACGME competencies prior to completion of residencies. Programs may have further specifications according to their ACGME residency committee. The programs integrate the following 6 ACGME competencies into their curriculum:

Patient Care
Residents must be able to provide patient care that is compassionate, appropriate, and effective for the treatment of health problems and the promotion of health.

Medical Knowledge
Residents must demonstrate knowledge of established and evolving biomedical, clinical, epidemiological and social-behavioral sciences, as well as the application of this knowledge to patient care.

Practice-based Learning and Improvement
Residents must demonstrate the ability to investigate and evaluate their care of patients, to appraise and assimilate scientific evidence, and to continuously improve patient care based on constant self-evaluation and life-long learning. Residents are expected to develop skills and habits to be able to meet the following goals:
- Identify strengths, deficiencies and limits in one’s knowledge and expertise
- Set learning and improvement goals
- Identify and perform appropriate learning activities
- Systematically analyze practice using quality improvement methods and implement changes with the goal of practice improvement
- Incorporate formative evaluation feedback into daily practice
- Locate, appraise and assimilate evidence from scientific studies related to their patients’ health problems
- Use information technology to optimize learning
- Participate in the education of patients, families, students, residents and other health professionals
**Interpersonal and Communication Skills**
Residents must demonstrate interpersonal and communication skills that result in the effective exchange of information and collaboration with patients, their families, and health professionals. Residents are expected to:

- Communicate effectively with patients, families and the public, as appropriate, across a broad range of socioeconomic and cultural backgrounds
- Communicate effectively with physicians, other health professionals and health related agencies
- Work effectively as a member or leader of a health care team or other professional group
- Act in a consultative role to other physicians and health professionals
- Maintain comprehensive, timely and legible medical records

**Professionalism**
Residents must demonstrate a commitment to carrying out professional responsibilities and an adherence to ethical principles. Residents are expected to demonstrate:

- Compassion, integrity and respect for others
- Responsiveness to patient needs that supersedes self-interest
- Respect for patient privacy and autonomy
- Accountability to patients, society and the profession
- Sensitivity and responsiveness to a diverse patient population, including but not limited to diversity in gender, age, culture, race, religion, disabilities and sexual orientation

**Systems-based Practice**
Residents must demonstrate an awareness of and responsiveness to the larger context and system of health care, as well as the ability to call effectively on other resources in the system to provide optimal health care. Residents are expected to:

- Work effectively in various health care delivery settings and systems relevant to their clinical specialty
- Coordinate patient care within the health care system relevant to their clinical specialty
- Incorporate considerations of cost awareness and risk-benefit analysis in patient and/or population-based care as appropriate
- Advocate for quality patient care and optimal patient care systems
- Work in inter-professional teams to enhance patient safety and improve patient care quality
- Participate in identifying system errors and implementing potential systems solutions

**The Clinical Learning Environment Review Program (CLER): What are the objectives of CLER?**
Since the release of the Institute of Medicine’s report on resident hours and patient safety, there have been calls for enhanced institutional oversight of duty hour limits and of efforts to enhance the quality and safety of care in teaching hospitals. In response, the ACGME established the Clinical Learning Environment Review (CLER) program as a key component of the NAS, with the aim to promote safety and quality of care. CLER focuses on six areas important to the safety and quality of care in teaching hospitals and the care residents will provide in a lifetime of practice after completion of education:

- Engagement of residents in patient safety
- Engagement of residents in quality improvement (including opportunities for reducing health disparities)
- Enhancing practice for care transitions
- Promoting appropriate resident supervision
- Duty hour oversight and fatigue management
- Enhancing professionalism in the learning environment and in reporting to the ACGME
Administrator On Duty Support (AOD)

The Hospital Administrator on Duty (AOD) is responsible for the daily operational flow of the medical center. As a direct extension of the Chief Operating Officer and the Vice Presidents, the A.O.D. is your influential partner that brings a wealth of medical knowledge and hospital policy guidance to the table to support your patient care decision-making. The AOD can be reached 24 hours a day on pager 803-352-0996. You may also text-page the AOD via the Administrator on Duty Webpage found on the Palmetto Health Richland MyPal intranet under the Richland tab. We encourage you to contact the AOD “Early & Often” whenever there is a question or concern regarding the Placement, Care or Transfer of a patient within or outside of our medical center. By allowing the AOD to support you, together, we can navigate whatever the situation to a Safe and Successful Outcome for the patient, their family and our staff.

AOD Paging Via MyPal Instructions

Palmetto Health Richland My Pal
1. Click on Richland
2. When page opens you will see Administrator on Duty at the top of the Left Menu
3. Click on Administrator on Duty and the AOD Webpage will open.
4. You will See AOD Paging at the top of the Left Menu on the new page.
5. Click on AOD Paging and the page will open giving you the following instructions:

Please include the following information in your Text Message:
- **Unit** – Ex. STICU, 4 West, Stork’s Landing
- **Who Has Need** – Ex. Staff/Patient/Family
- **Urgency of Page** – Ex. STAT or ASAP
- **Call Back Number** – Ex. Use Unit Main Number: I.E. STICU 7500
- **Name of Staff Member Sending Text Message**
- **Need to Call Back** – Ex. Call to confirm

Example: STICU: We need a Six Pack of Coke; ASAP; Ext. 7500; Ivy Harmon

To page the AOD, please click on **803-352-0996**. Once an AOD pager number has been selected, the window will open to **www.metrocall.com** and the staff member will enter the text message and then select the send button.
**AIDET Training**

Residents will be expected to understand the AIDET model (acknowledge, introduce, duration, explanation, thank you) used by all clinical and non-clinical staff at Palmetto Health in the care of patients and their families, along with Palmetto Health’s Standards of Behavior. This model promotes patient compliance.

**Benefits Information**

The health and dental plans as well as other benefits offered to you can be found on Palmetto Health intranet by clicking on Human Resources, Total Rewards and Benefits plans. Tutorial format can also be found there. This information will also be located on New Innovations.

**Certifications**

Residents are required to send a copy of their program-required certification (e.g. ACLS, ATLS, FCCS, PALS, BLS, NALS or ALSO) to Graduate Medical Education in a timely fashion. The Palmetto Health Training Center (803-434-5910) can schedule training. Training instructions and schedules are located on the Palmetto Health intranet under Training. The physical location of the training center is at the Palmetto Health Simulation Center, 15 Medical Park, 3555 Harden Street Ext., Columbia, SC 29203. Certifications must be kept up-to-date (see HR policy #145, Section C of Resident Manual).

**Committees**

It is an ACGME requirement and institutional policy that residents and fellows participate in development and review of process and policies in the following ways:

- GMEC – (Resident Council Officers)
- GME Internal Review Committees

Resident representation is an integral part of the following medical staff committees:

- By Laws
- Children’s Hospital Surgery
- Credentials
- JCAHO RFI Committee on Unapproved Abbreviations (ad hoc)
- Maternity Care
- Medical Staff’s Medical Executive Committee
- Oncology
- OR/PACU
- Patient Care
- Trauma
- ICU
Computer-Epicenter Information System At Palmetto Health Richland

The Department of Clinical Quality Informatics plays an important role in improving the quality of patient care and safety by standardizing best practices, reducing unnecessary variation, and reducing medication errors. Through the development and advancement of evidence-based order sets toward implementation of Computerized Provider Order Entry (CPOE) and work with performance improvement initiatives, the goal is to close the loop between requirements, recommendations and care provided. The CQI Department assists Palmetto Health’s providers with educational support on various clinical applications including some of the following:

- CPOE (computerized provider order entry)
- EPIcenter (electronic medical record)
- EPMobile (patient information for handheld devices)
- Radiology and cardiology image retrieval
- VPN and remote access

Controlled Substance Licensure (State & Federal DEA)

Residents are eligible to obtain a controlled substance license (state DEA) if they have a valid South Carolina medical or dental license. Applications will be completed prior to orientation. **If a resident does not obtain a state AND federal DEA license, he/she cannot write controlled substance prescriptions.** The state DEA license ($125) has to be renewed by October 1 of each year and the federal DEA license ($731) is a three-year license. Each resident is assigned a unique expiration date. Be sure that your state DEA renewal invoices are sent to Graduate Medical Education by the deadline for payment. A copy of the updated registration should be sent to the GME office. The same process is required for federal DEA renewals that are due if you are in 4, 5 or 6 year programs.

Counseling, Stress Management, Impairment

For Residents who are in need of counseling, medical or psychological services, see Palmetto Health E-Care, the employee assistance program. They assist staff and their families with the resources needed to resolve personal, family or job related problems. They are staffed with well-trained, caring professionals and are located in a confidential area of campus with a stand-alone record system. See more information at [www.palmettohealth.org/body.cfm?id=1856](http://www.palmettohealth.org/body.cfm?id=1856) or call 803-296-5879.

Credit Union

The Palmetto Health Credit Union has offices at 9 Richland Medical Park Road on the Palmetto Health Richland campus, and at 1501 Sumter Street on the Palmetto Health Baptist campus. Residents are eligible to join the Credit Union, which provides a convenient way to save or borrow money via payroll deductions.
**Disaster Responsibilities For Department Of Medical Education**

1. Residents/Fellows in the hospital at the time the disaster plan is implemented will report to the physician in charge of the Emergency Department.
2. Upon notification by the designated hospital representative that the disaster plan is in operation, the Vice President for Medical Education will make the decision to call or designate someone to call the Department Chairmen/Directors of Education (DC/DE).
3. Upon arrival at the hospital, the DC/DE or their designee will assess the situation and implement specific departmental plans and resident callback as deemed necessary.
4. After appropriate resident callback has been accomplished, the DC/DE should then report to the physician resource area located in the Physician’s Lounge for further instructions and assignments.
5. If the severity of the disaster warrants, the Chief Medical Officer/DIO or his/her designee will call support personnel assigned to Medical Education. Personnel will report directly to the Personnel Pool to be reassigned as needed.

**Email**

All residents are assigned a Palmetto Health email account and must be used for all business email communication. Emails can be accessed from any computer with internet access. It is the responsibility of the resident or fellow to retrieve emails in a timely manner. With some exceptions, most email addresses appear: FirstName.LastName@palmettohealth.org. External email address to check email is: https://my.mail.palmettohealth.org/owa/. More explanation will be provided during IT segment of Palmetto Health Orientation.

**Exposures – Blood Borne Pathogens Exposure Plan**

The following exposures require immediate attention:
- Needle Stick/Sharp Injury
- Contamination of open cut by blood, saliva, urine, pus, stool or other bodily fluids
- Splash to mucous membranes (eyes, mouth) by bodily fluids

**Steps if Exposed:**
- Clean affected area immediately
- Notify your Supervisor
- Complete EOI form **to be signed immediately by Supervisor** for Employee Health
- Immediately report to Employee Health, Monday-Friday from 7:30 a.m.-4:30 pm at (803) 434-7442

Any other time of day or night, notify the AOD before reporting to the ED. Report to Employee Health the next business day for further follow up.
Foreign Language/Sign Language Interpreter Access

The inability to communicate with patients can interfere with patient care, and patients have the legal right to receive healthcare in a way that does not discriminate against them on the basis of language skills or national origin. Palmetto Health provides Spanish interpreters 24/7. For services, call is 803-434-8500 and listen for the prompts. For sign language interpreters, contact Patient Relations at 803-434-6237 or, if an event occurs overnight or on weekends, page AOD (Administrator on Call-operator will have access).

Identification Badges

All residents at Palmetto Health will be issued a picture ID card, which is required to be worn at all times (See Lewis Blackmon Act).

The Palmetto Health Richland Security Office (#434-7351, First Floor of SMP) issues identification cards. Identification cards lost or damaged will be replaced at a charge of $15.00.

Each resident is assigned a 5-digit employee ID number, which is issued at Orientation, and must be used on forms, re-enrollment of benefits and safety training annually.

Joint Commission On Accreditation Of Health Care Organizations (JCAHO)

http://www.jointcommission.org/

As a resident providing health care at Palmetto Health, you will play a significant role in maintaining compliance with JCAHO standards. JCAHO site visits are no longer scheduled. So it is expected that you become familiar with the standards provided in the JCAHO Handbook located under services on the Palmetto Health intranet and to be ready at all times.

JCAHO evaluates and accredits more than 4,500 Hospitals. JCAHO is an independent not-for-profit organization that is the nations’ predominant standard setting and accrediting body in health care today. They are responsible for developing state-of-the-art professional standards and evaluating the compliance of hospitals against these benchmarks.

To maintain accreditation, organizations experience extensive on-site reviews by JCAHO teams (usually a physician, nurse, administrator) approximately every three years. They evaluate the organization’s performance in areas that affect patient care and how well staff are educated and guided toward improved performance.

At the end of the survey, the team scores the hospital on how well it met JCAHO standards. They access Patient Rights and Organization Ethics, Assessment of Patients, Care of Patients, Education to Patients and Families, Continuum of care, improvement of Organization performance, Leadership, Management of Environment of Care, Management of Human Resources, Management of Information, Surveillance, Prevention and Control of Infection, Medical Staff, Residents and Nursing.
JCAHO Goals:

- Improve Accuracy of Patient Identifiers
- Sentinel Event – Blood Transfusion Errors
- Patient, Procedure, Site Verification
- Improve Effectiveness of Communication Among Caregivers
- Look Alike, Sound Alike Drugs
- Medication Errors Related to Potentially Dangerous Abbreviations
- Improve Safety of Using High-Alert Medications
- Eliminate Wrong-Site, Wrong-Patient, Wrong-Procedure Surgery
- Improve the Safety of Using Infusion Pumps
- Improve Effectiveness of Clinical Alarm Systems

Licensure

All medical residents are required to have a valid license to practice medicine in the State of South Carolina. Depending on your circumstances, this license may be a limited license or a permanent license. Limited license application fees ($160) are paid for by Palmetto Health for residents. Permanent license application fee of ($580) is paid by Palmetto Health, but the resident is responsible for the FSMB/FCVS fee of ($430-460) for online credentialing of the application – a requirement of SC Medical Board, as well as the CBC fingerprinting application and fee, and AMA Physician Profile request and fee.

*Send copies of renewed license wallet cards to Graduate Medical Education in a timely fashion prior to June 30th.*
The PHR Josey Health Sciences Library is located on the 6th floor across from the resident on call rooms.

**Hours:**
- Monday-Friday, 8 a.m.-5 p.m.
- Closed weekends and holidays
- 24-hour ID badge access to the Library is available to:
  - Residents
  - Fellows
  - Medical Faculty

**Phone** (803) 434-6312  
**Fax** (803) 434-2651  
**E-Mail** phrlibrary.phrlibrary@palmettohealth.org

**Library Staff:**
- *Mark Spasser*
  Director, Research Services  
  mark.spasser@palmettohealth.org
- *Cynthia Garrett*
  Library Manager  
  cynthia.garrett@palmettohealth.org
- *Marline Robinson*
  Administrative Coordinator  
  marline.robinson@palmettohealth.org

**General Information / Library Patrons**
The Josey Health Sciences Library at Palmetto Health Richland provides access to, and instruction in the efficient and effective use of, information resources that enhance the educational and clinical practice missions of Palmetto Health. The Library serves all administrative and management staff, medical staff, residents and fellows, affiliated health sciences students, nurses, and, selectively, to area health care professionals.

**Fees may apply to some groups for some services.** A printed fee schedule is available on request. The requestor is advised of applicable fees before the service is provided.

**Use of library computers is limited to research, patient care and other Palmetto Health-related purposes.**

**Library Collection and Circulation**
The print collection includes approximately 3,000 book titles and 400 journal titles. The non-print collection includes microfilm/microfiche, audio/video cassettes, compact discs and 35mm slides from the Ciba/Netter anatomical collection, as well as access to more than 4,000 electronic resources. Books, journals, and electronic resources in the Library's collections support health administration, clinical medicine, nursing and allied health subjects. In addition to computer workstations, the library has study carrels, a current periodicals reading area and a small learning resource room with audiovisual playback equipment.

Journals and books marked "REF" or "CORE" are for in-library use only and cannot be checked-out. Items needed for slide production or other processing by Instructional Media are exceptions and need to be coordinated with the librarian.
Loan Periods:
• Books – 3 weeks
• AV materials – 1 week

Items should be returned via the book return drop located in the hallway outside the library in order to assure accurate check-in. One renewal is allowed.

Overdue Items
Late Fees:
• Books/AVs – $.50/day
• Slides – $.10/day
• $10 maximum fine

Overdue and fine notices are mailed weekly. If items are not returned and records cleared after the third notice, library privileges are suspended. Lost or damaged items will be billed at the current replacement cost. The borrower accepts financial and replacement responsibility for all items at the time of checkout. **Items checked out from the library are solely the borrower’s responsibility.**

Collection Development
While suggestions for new resources are welcome, budgetary constraints require us to prioritize which print materials and electronic resources are considered for purchase. Those priorities include:
• Palmetto Health priorities served (i.e., the importance of the item to the Palmetto Health community),
• Strengths and weaknesses of the existing collection in the subject area,
• Currency, popularity, and timeliness of the topic,
• Item’s publication date and cost,
• The anticipated importance of the topic in the future,
• Favorable review(s),
• Author(s)/editor(s)’ qualifications and reputation
• Language of the work,
• Format and the library’s ability to provide the tools to use the format, and
• Appropriateness of including textual material in the field in the library’s collection

To suggest an item for purchase, please email Cynthia Garrett or call 803-434-2694. A suggestion form is available in the Library.

Reference/Computer Searches
Patrons can ask Library staff to perform a computer search of published literature for citations/full text articles on specific topics, or they can search the literature themselves. They can search the biomedical literature in PubMED or in the databases to which the library subscribes through EBSCOhost.

Printing/Photocopying / Document Delivery
Library visitors can print from any Library computer to a networked printer, free of charge. *Use print preview to print only needed material.*
The Library copier can be accessed as follows:

- **Coins** – $.10/page – $1, $5, or $20 dollar bills accepted
- **Copy code/cards** ($.07 per page) – residents, physicians, medical staff and affiliated students are given a copy code by Library staff. Copy cards are available for purchase ($.50/card) from library staff.
  - *Copy codes are for single copies of professional materials*
  - *Copying personal items costs $.10 per page*

At the patron’s request, library staff will set aside journal issues so that the patron may photocopy needed articles. The patron will be notified when items are ready. Photocopying within **four** working days is encouraged so items can be re-shelved for use by other patrons.

Another service available to patrons is document delivery through interlibrary loan (ILL). If the Library does not own or have electronic access to a specific title, Library staff will try to obtain a copy of the material from another health sciences library. Lending libraries, with whom we do not have a reciprocal lending arrangement, may charge a fee for this service (the cost can range from $5 to $20 per article). Patrons will be invoiced for any charges.

**Library Orientation / Education**

The Library staff provides instruction to groups and individuals in the most effective use of Library resources. Demonstrations and one-on-one training are used to familiarize patrons with computers and mechanical equipment in the library. The goal of education is to help patrons become **proficient and independent** in their access, evaluation, and use of Library resources, wherever their location and whatever their format.

**Summary of Services**

- Loan books and audiovisual items from the Library collection
- Locate and acquire/borrow items from other health sciences libraries
- Search electronic databases for information/citations on topics
- Answer brief reference questions
- Provide instruction on use of library equipment and resources
- Pull items owned by the library for patron's use

The University of South Carolina Library serves as the School of Medicine’s information gateway to over 28,000 biomedical electronic journals, over 400 electronic textbooks, over 80 biomedical databases, a diagnostic decision support system (DxPLAIN), consumer health information, an online catalog, and PASCAL, South Carolina’s state-wide electronic library. The library’s print collection consists of more than 116,000 volumes. More resources may be accessed remotely through the library’s Web page. School of Medicine students and faculty also have access to all of the electronic resources available from the Thomas Cooper Library of the University of South Carolina. To further explore the School of Medicine Library’s resources, consult the library’s website at [http://uscm.med.sc.edu/](http://uscm.med.sc.edu/). Palmetto Health pays for these services to also be extended to the residents and an ID and password will be installed on your personnel page of New Innovations for your use.
MD Consult

Palmetto Health GME also provides MD Consult. This site brings the leading medical resources together into one integrated online service to help physicians efficiently find answers to pressing clinical questions and make better treatment decisions.

- Find answers quickly
- Keep up with new developments
- Educate patients

A service of Elsevier, a world leader in health care and medical science publishing, MD Consult operates a family of electronic information resources that meet the clinical content needs of physicians and other health care professionals.

Leading Medical Reference Books:
The complete text of over 50 leading medical reference books. Users can search the entire collection simultaneously to pinpoint the specific information needed. Also, search and compare over 50,000 high-quality images.

Full-Text Journals and Clinics of North America:
Full text articles are available through a powerful search engine that includes the complete contents of over 80 journals and Clinics of North America. PDFs are available for many of the journal and Clinics of North America articles.

Journal Databases:
Simultaneously search the full text of our online journals and millions of MEDLINE abstracts.

Guidelines:
Access our collection of more than 1,000 peer-reviewed practice guidelines, which are regularly updated and organized by topic and authoring organization for easy browsing.

Patient Education:
Nearly 10,000 printable, patient handouts which you can customize, adding your own notes, patient instructions, and contact information.

CME:
Grand Rounds activities across 15 specialties. FREE CME credit for the first five conferences that you submit for credit. Plus Clinical Cornerstone and FREE CME, sponsored by Exerpta Medica.

Drug Information:
MD Consult drug information is provided by Gold Standard. Accepted standard

MD Consult includes patient education handouts that you can customize to help your patients understand their illnesses and your treatment recommendations.
Medication Ordering / Prescription Writing

Thousands of deaths are annually recorded as a result of medical ordering errors. As a resident, you will be writing medical orders on a regular basis and will play a vital role in eliminating medication errors by adhering to the following:

All medication orders must contain the following to meet the required minimum standard:

• Legible handwriting, (printing if needed)
• Pt. name, medical record number, unit
• Legible signature and ID number of prescriber
• Drug name (written in entirety)
• Dosage
• Route of Administration
• Frequency or rate
• If marked as PRN, a PRN reason is required
• Range orders (example: 5-10 mg every 4-6 hours) are prohibited
• Weight when necessary (antimicrobial form, peds. patients)
• Body surface area of chemotherapy orders
• List of Prohibited Abbreviations is available through “PHDOC” and the Palmetto Health formulary website “phformulary.net”

General Guidance

Write legibly on all medication orders and prescriptions. Printing in all capital letters is easier to read and will reduce the number of phone calls requesting order clarification.

Avoid all abbreviations on orders/prescriptions. A specific set of abbreviations are prohibited at Palmetto Health Richland. Use of these abbreviations may prompt a call from a nurse or pharmacist for clarification. These prohibited abbreviations include:

• U or IU for units for International Units. Write out “units”. “U”s have been mistaken for a zero or four, which is particularly dangerous in insulin doses.
• Lead, don’t trail. Use leading zeros when the number is less than one, but do not use trailing zeros for numbers greater than one. For example, 5.0 can look like 50 and .5 can look like 5. Breaking this rule has proven deadly.
• MS04, MS and MgS04. These abbreviations for morphine and magnesium are easy to misread. Write out the name “morphine” and “magnesium”. While it may sound ridiculous that a health care professional would mix up these two medications, it has happened right here at Richland.
• Qd, qid or qod. Too many times these abbreviations look interchangeable when written on an order. Write “daily”, “every day”, “four times daily” ad so forth.

Other examples of abbreviations that may be misinterpreted are:

• ug. This abbreviation has been read as “mg”, which results in a thousand-fold medication error. Write out as “mcg” or “microgram”.
• AD, AS, AU, OD, OS, OU ad, as, au, od, os and ou. Use right, left, both or each in place of these Latin abbreviations and eye or ear to designate the body site.
• **SC or SQ.** Write out subcutaneously. This abbreviation can easily be mistaken for numbers trailing the intended dose.

• **Roman numerals (I, ii, iii and etc.).** If spaced too closely together or if the number of dots don’t match the number of lines. It is impossible to know if 1, 2, or 3 is intended. Don’t use Roman numerals.

• **X # d.** Unless they are equal, no one will know if you want a specific number of days or doses. Spell it out.

Include the indication and/or purpose for all medications, especially on “as needed” orders. Even if you think the medication may be used for only one purpose, someone else may think differently. Not only will this reduce the potential for errors in dispensing, but it will also enhance patient education on outpatient prescriptions.

Write complete medication orders and prescriptions. Include the patient’s names, medication names, strength, dose, dosage form, route of administration, frequency and duration. Differentiating between various dosage forms (ex. extended release, slow release, IV, IM, suppository, oral liquid) is necessary for many medications.

Provide dosages “per dose”, not solely by volume or by dosage unit. For example write “Use 5mg”, not 5ml, or 1 tab.

Avoid medical jargon (i.e. Banana Bag, Rally Pack). List the ingredients needed in the product.

Include patient information in addition to the patient’s name. Age, allergies, height, and weight can also help avoid an error especially in the very young or very old.

Use both generic and brand names on the prescription or medication order to clarify look-alike medications.

Use preprinted order forms whenever possible.

Avoid misspelling medication names. When in doubt, check it out. Call your pharmacist.

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**New Innovations**

Palmetto Health GME provides New Innovations software as an interactive tool in the area of medical education and department administration, to unify data into a centralized data warehouse and to complete tasks, historically performed using multiple, incompatible methods, through one common interface. It is a web based residency management software program. The program maintains information about you. It can range from your demographics, evaluations, procedures, to duty hours and other necessary information. Your program coordinator will discuss with you the ways in which they use the software and what level of participation is expected from you. If you have any technical questions about New Innovations, please contact Margie Malone, Medical Education, at 803-434-2184 or email Margie.Malone@palmettohealth.org.
On Call Rooms/Resident Lounges

The main Residents’ Lounge is presently located on 6th Floor of Palmetto Health Richland to the left of the Library. The space is equipped with an on-call fridge, additional fridge/microwave, TV, four computers and printers, and work out equipment. The Emergency Medicine/Psych/Ophthalmology, Family Medicine, Internal Medicine, Orthopaedic and Surgery call rooms are also located on the 6th floor across from the Library.

The Surgery Residents’ Lounge is located on the 3rd Floor of Palmetto Health Richland; equipped with fridge/microwave, TV, 4 computers/printer. The Pediatric call room suite is located in the Children’s Hospital on 3rd Floor and OB/Gyn call room suite is located on 4th Floor of PHR. The Pulmonary call room is currently located on the 9th floor of Palmetto Health Richland, off the back elevators. The Student Lounge and call room is located on 6th Floor of Palmetto Health Richland.

Please keep the doors of the call rooms secured at all times for your safety and others. Security can be reached at 803-434-7351.

Pagers

- **Delete messages.** The pager holds 19 up to messages, anything after 19 will not show on your pager.
- **Check your battery light.** Replace when it gets low.
- **Protect your pager** by keeping it in the holder, away from water or being dropped. The charge for a replacement pager is $97.00 for Statewide, $47.50 for In-House.

Spare Statewide pagers If a spare is needed, you will need to call the Service Desk at ext. 44357. The on-call Telecommunications Engineer will coordinate with you and Security to meet at the Switchboard in the basement so you can sign out a loaner pager.

The Switchboard is responsible for alerting your pager for most codes. Trauma codes are called by Air Ambulance. Codes can be added to your pagers if needed, however, once they are added, you will receive those codes 24/7. The only way not to receive them is to turn off your pager or have me remove the code.

Your pager works on a frequency. Because of construction and obstacles, your pager may experience zones which the frequency will not penetrate, so you will not receive pagers. Inside the VA hospital is one area that has been identified. If you experience a problem in an area, please report it to the HelpDesk at 44357 as it could be a problem with a transmitter in the area.

If you are carrying two or more statewide pagers, allow several inches between each one. If they are side by side, it can cause the pagers to miss pages.

To page an in house pager (115XXXX) with a numeric message:
Internally, from a phone with a 434 exchange, dial 41111, you will be prompted to enter the pager number and then your numeric message. Pressing the # key once will signal end of message and transmit the numbers.
Externally, dial 434-6624; you will be prompted to enter the pager number and then your numeric message. Press # at the end of your numeric message.

**To page a statewide pager (803352XXXX) with a numeric message:**
1. Dial the pager number.
   a. If you are in house, you will need to dial “9” first, to indicate that you are calling an outside line.
   b. You will not need to dial 803 unless you are out of our calling area.
2. You will be prompted to enter your numeric message.
3. Press # at the end of your numeric message.

**To send a text message to a pager from Groupwise:**
Address your message to the pager number @page.palmettohealth.org
EX: 803352XXXX@page.palmettohealth.org
5XXXX@page.palmettohealth.org

**Do not forward an attachment.** If you want to send an existing email to a pager, cut and paste it into a new message. Forwarding to a pager will lock up the system. If this occurs, you will have to send your text messages through USA Mobility until the system can be repaired. Any messages that are in the queue when it is locked up are usually dumped, meaning others will not get their intended messages. Be careful when entering the pager number and address to ensure the system does not get bogged down with errors. Limit is 255 characters, but be brief. No one wants a message that long on his or her pager. You can also build a group to send text messages to. You would build this group as you would any group of outside addresses. Be sure to put each member of your group as: 803352XXXX@page.palmettohealth.org or 5XXXX@page.palmettohealth.org

**To send a text message through email using USA Mobility (Statewide only),** from your email service or from Groupwise, address your message as follows: 803352XXXX@page.metrocall.com

**To send a text message from the internet with no email:** (Statewide only)
1. Go to www.USAMobility.com
2. About half-way down the page on the left hand side, you will see Send a Message
3. Click go
4. Put in the entire pager number (10 digits).
5. Click Continue
6. Type in your message
7. Click Send

If you experience any problems with your pager, please call the Service Desk at 44357 (HELP). This extension works from any in-house phone, Richland or Baptist. They will create a ticket that goes to Telecommunications. Please leave a contact phone number where you can be reached if Telecommunications cannot reach you by your pager. Remember, after hours there are spares at the Richland Switchboard.

**Emergency codes with descriptions are displayed on the first page of your manual, please review.**
Parking

Palmetto Health Richland campus provides designated parking areas for residents during patient care shifts and this information is located in the Parking Policy under Section B of this manual.

PPD Skin Test Or Chest X-Ray

The hospital requires a health physical as well as completion of PPD skin testing or chest x-ray prior to employment. Every year thereafter, no later than June 15th, the residents must have an annual PPD skin test or chest x-ray completed, as do all clinical employees as described in Health Works Procedures 1030 and 1040. Off-cycle residents must have an annual PPD skin test or chest x-ray completed by their annual anniversary date.

Procedures Consult

Palmetto Health GME provides Procedures Consult, a new online multimedia training and reference tool that helps physicians, medical residents and students prepare for, perform and test their knowledge of top medical procedures. It is designed to meet the procedural needs of physicians through every stage of their career. Residents and students can watch videos of experts performing procedures, once or as many times as necessary, before performing procedures themselves. This program can assist physicians who are looking for avenues to maintain their skills and knowledge and have a new, easy way to access important reference content. Procedures Consult helps reduce the potential for medical errors and complications by providing immediate, 24/7 access to information on high-risk/high-volume procedures as well as medical procedures performed infrequently, but are critical to patient safety.
Professional Liability Insurance

Palmetto Health has purchased “claims made” professional liability protection from Continental Casualty Insurance Company to protect all employees including Residents/Fellows. This protection was purchased through Palmetto Healthcare Liability Insurance Program (PHLIP) that is a captive insurance program. The limits of professional liability afforded are $1,200,000 per claim that involves an employed Resident/fellow. This coverage is subject to an aggregate limit of $18,000,000. All aggregate liability limits are shared among the participating members of PHLIP. There are multiple hospital and hospital system members of PHLIP. (Coverage is subject to periodic change by the PHLIP Board of Directors.)

Palmetto Health has also purchased high excess professional liability protection through PHLIP. The high excess limit is $20,000,000 per claim, except where it is found that the acts of the insured individual were willful, reckless, or grossly negligent, in which case the high excess per claim limit is reduced to $3,000,000. The high excess policy has a $30,000,000 annual aggregate limit, which is also shared by all members of PHLIP. (Coverage’s are subject to periodic change as determined by PHLIP Board of Directors).

It is the responsibility of Palmetto Health and not individual Resident/fellows to purchase the extended reporting period (ERP) endorsement or “tail” coverage. Employed Resident/fellows are scheduled on the Palmetto Health provider list. This provider list reflects the effective date and, as applicable, the termination or graduation date of each provider. Professional liability protection is afforded to each Resident/fellow for claims that occur within the effective date of coverage and until the graduation or termination effective date. Professional liability insurance protection is provided to each Resident/fellow within the scope of the Resident/fellow’s educational program duties and does not extend to any activities outside the scope of the educational program.

This professional liability insurance will only provide coverage for the Resident/fellow in the performance of duties and obligations of this Agreement. It is solely the responsibility of the resident/fellow to obtain and provide for professional and general liability insurance coverage for all employment or professional activities (i.e., “moonlighting”) engaged in by the resident/fellow, which are not an official part of the resident/fellow’s training program. (See Moonlighting GME Policy, Section B & Permission Form)

Release Of Information

Please refer all requests for patient information and other topics to Palmetto Health’s Media/Public Relations office. Please see Palmetto Health’s Media/Public Requests for Patient Information Policy (Formerly Release of Information Policy No. D.7.) and Palmetto Health’s Medical Record Information Release policy D.5.

Residency Certificates

Residency certificates will be awarded at the end of your training period. Should you leave before completing the entire program, a certificate will be issued to cover the approved curriculum months verified by your Program Director. Your program director and the GMEC are the final authority on whether or not credit is given for completing only part of a residency-training program.
Resident Lounges

Presently, there are 2 lounges for residents on the Palmetto Health Richland Campus; 3rd Floor Surgery Residents’ Lounge for OB, Ophth, Ortho and Surg residents equipped with TV and 2 computer stations, fridge and microwave; 6th Floor Residents’ Lounge for all residents with seating, 2 computer stations, and work-out equipment; a common lounge area located in Peds Call Room areas in Children’s Hospital on 3rd floor. All areas are ID badge entry only.

Risk Management/Subpoenas

Risk Management (803-434-6192) or Legal Office (803-296-2234) will be available to assist you with questions regarding subpoenas and assist you with review of medical records that you need pulled for review. Their office may contact you regarding cases that involve Palmetto Health for meetings or depositions related to these legal cases. The Risk Management office will contact you on all Palmetto Health related cases, so it is suggested that you refer all other attorney calls to Risk Management. Do not talk to anyone unless you are 100% sure of who you are talking with.

Safety Training, OSHA, And Corporate Compliance Update

The hospital provides an initial update on mandatory safety training, current Infection Control guidelines, Corporate Compliance and HIPAA at Orientation, and issues of one pair of safety glasses to each new resident. Annually, it is the responsibility of each resident to complete mandatory safety training by designated deadline of Palmetto Health. Online testing is currently required or documentation of resident compliance for appropriate record keeping along with any forms to be signed and/or tests to be taken.

Smoke-Free Policy

Palmetto Health is smoke-free on all campuses. There are no designated smoking areas on campus, so staff must go off site to smoke. This policy applies to patients and their families as well. Visitors who refuse to comply should be reported to the Security Office (803-434-7351). Staff members who refuse to comply with or enforce the smoke-free policy should be reported to their supervisor. Employees are encouraged to attend smoking cessation classes that are offered.

Student Loans (Deferments)

Certain medical school loans are deferrable for part or all of your residency-training period through forbearance or hardship. At the beginning of your residency, you should contact your respective loaning institution and request deferment, forbearance or hardship forms, or inquire of grace period eligibility. These Institutions will not contact you. If you do no take care of confirming your training, they will begin billing you and turn unpaid payments into the Credit Bureau. Upon receipt of these forms, please sign them and send them to the Department of Graduate Medical Education and they will verify dates of deferment on your behalf and mail these documents for you. If you have questions, please contact the Department of Graduate Medical Education. Remember these loans will need verification of deferment annually prior to July 1.
USMLE Step 3

Your program may elect to design a schedule to allow you to take USMLE Step 3 during your intern year. Graduate Medical Education pays up to ($705), with a paid receipt, as a benefit one time only. Please be advised that successful completion of USMLE Step 3 or COMLEX 3 is mandatory. (See GMEC USMLE Step 3 Policy and process/timeline, in Section B) Graduate Medical Education office pays this application fee for first 12 months of training.

Web Sites of Interest

- Association of American Medical Colleges (AAMC) – [www.aamc.org](http://www.aamc.org)
- Accreditation Council of Graduate Medical Education (ACGME) – [www.acgme.org](http://www.acgme.org)
- Education Commission for Foreign Medical Graduates (ECFMG) – [www.ecfmg.org](http://www.ecfmg.org)
- Federation of State Medical Boards (FSMB) – [www.fsmb.org](http://www.fsmb.org)
- Palmetto Health GME/Residencies – [http://www.palmettohealth.org/bodyResidency.cfm?id=1387](http://www.palmettohealth.org/bodyResidency.cfm?id=1387)
- Palmetto Health Intranet - under Training, Community Education Center (Certification training)
- Palmetto Health Intranet - Resident Competencies, under Services
- Palmetto Health Intranet – PHDOC
- SC DHEC Drug Control – [http://scdhec.net/administration/drugcontrol/registration-forms.htm](http://scdhec.net/administration/drugcontrol/registration-forms.htm)
- SC Dept. of Labor, Licensing and Regulation (Dental/Medical Boards) – [http://www.llr.state.sc.us/pol/medical/](http://www.llr.state.sc.us/pol/medical/)
- University of South Carolina School of Medicine - [www.med.sc.edu](http://www.med.sc.edu)
- Veterans Administration Hospital – [www.va.gov/columbiasc/Trainee_Internet_Pages/Student_Trainee_home_Page.htm](http://www.va.gov/columbiasc/Trainee_Internet_Pages/Student_Trainee_home_Page.htm)
Resident Forums

The following mechanisms are in place for the residents to communicate relevant information concerning their work environment and their educational programs.

- **Resident Council** – This forum is open to participation by all residents. It is presided over by elected resident officers and is used to inform the residents of matters of interest to them and to serve as a forum to express their concerns. The Vice President for Medical Education/DIO attends all meetings.

- **Chief Residents’ Rounding** – This bi-annual meeting is scheduled with the Chief Residents in their respective programs with the Vice President for Medical Education/DIO. The purpose of this meeting is to identify best practices and opportunities for improvement related to their clinical work environment.

- **Annual Resident Survey** – In the spring of each year, residents complete an electronic survey on their graduate medical education experiences. This information is compiled in an anonymous way and is used to recognize excellence and/or develop improvements.

Residents’ Auxiliary

The Residents’ Auxiliary is sponsored by Palmetto Health. Organized social activities are planned by residents’ spouses who graciously take their time to organize functions that support residents and their immediate family members. Some of these functions include Frankie’s Fun Park outings, Super Bowl parties, wine tastings, couples’ nights out, holiday drop-ins and oyster roasts.
EXTRAORDINARY CARE™

PalmettoHealth.org  803-296-CARE (2273)

Our Vision: To be remembered by each patient as providing the care and compassion we want for our families and ourselves.