

# House Staff Handbook

Approved by GMEC

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## **Our Mission: To Seek, Teach and Serve**

Welcome to UCSF Fresno, a regional campus of the University of California, San Francisco School of Medicine. UCSF Fresno represents a unique medical education and physician training program that is a model for community and university partnership. Our training program gives Central San Joaquin Valley community members access to the highest quality health care services while enabling doctors in training – working alongside the finest physicians – to experience the dynamic interplay of scholarship, research, patient care, and community service in California’s fifth largest city and agricultural center.

## **General Philosophy of UCSF Fresno**

The care of patients remains the primary responsibility of each medical center. At the same time, effective teaching and research improves the quality of care we provide and benefits the larger community we serve. Using the variety of professional skills and technical knowledge available to us, we seek to develop the most effective diagnostic and therapeutic program for each patient. By applying the scientific research of our faculty, we strive to give each patient the benefits of the most advanced technology. By encouraging and supporting the efforts of our staff, we strive to provide each patient with a sensitive, informed and caring experience. Maintaining high standards of technical and personal service ensures the best possible care for our patients and promotes the best possible learning environment for the many health professionals who train at UCSF Fresno.

We value the ethnic, cultural and social diversity of our patients. We seek to recognize the individual and complex needs of patients and their families while aiming to serve all promptly, courteously and with dignity. In working with the agencies that pay for care, we seek to reduce the financial barriers for those who wish to use our services. By communicating effectively and sharing the information we gain, we ensure patients, with their families and referring physicians, can participate appropriately in the care they receive.

Our ability to respond effectively to our patients begins with our commitment to work together and to serve each other with courtesy and mutual respect. In helping each other perform our responsibilities successfully and to develop our skills, we increase the resources available to our patients and promote the quality of services we provide. By managing our resources prudently, we assure effective care at the lowest possible cost. This allows us to develop new programs in response to the changing health care needs of our patients and advances in medical science and technology.

By anticipating changing health care needs and keeping abreast of new technology and new systems for the delivery and financing of health care, we ensure that the medical centers affiliated with UCSF Fresno remain a valuable resource to the people of the Central San Joaquin Valley.

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# Section A: Operational Standards/Duties

## General Duties/Responsibilities

A house staff is an individual at any level of graduate medical education in a program accredited by the Accreditation Council for Graduate Medical Education (ACGME) or sponsored by UCSF Fresno with a developed curriculum and course of study. Trainees in subspecialty programs and in fellowships are specifically included. Graduate medical education programs focus on the development of clinical skills and professional competencies. House staff are classified according to their postgraduate year of training (i.e., PGY 1).

House staff are expected to conduct themselves as professionals in all situations. As such, house staff are expected to dress appropriately, use appropriate language, refrain from actual or perceived harassment, and interact with patients, families, and co-workers in a congenial and constructive manner. This also includes answering pages, being responsive to families, program offices, and GME administration.

House staff are responsible to the program director to whom they have been assigned for all matters pertaining to the professional care of patients. They are responsible to the Assistant Dean/Designated Institutional Official and the Chief Medical Officer/Chief of Staff at each facility to which they are assigned for matters of administrative policy and procedure.

As a part of their training program, house staff will be given progressive responsibility for the care of the patient. The determination of a house staff's ability to provide care to patients without a supervising physician present, or act in a teaching capacity, will be based on documented evaluation of the house staff's clinical experience, judgment, knowledge, and technical skill. This includes the direct supervision of more junior house staff and students within the supervising house staff's defined competencies and remains under the responsibility of the supervising faculty. Ultimately, it is the decision of the supervising faculty as to which activities the house staff will be allowed to perform within the context of the assigned levels of responsibility.

House staff commit to demonstrate an understanding and acceptance of their personal role in the following:

- Assurance of the safety and welfare of patients entrusted to their care.
- Provision of patient- and family- centered care.
- Assurance of their fitness for duty.
- Management of their time before, during and after clinical assignments.
- Recognition of impairment, including illness and fatigue, in themselves and in their peers.
- Attention to lifelong learning.
- Monitoring of their patient care performance improvement indicators.
- Honest and accurate reporting of work hours, patient outcomes, clinical experience data and other educational and clinical parameters as requested by the GME program, institution, and ACGME.
- Knowledge of the limits of his/her scope of authority, and the circumstances under which he/she is permitted to act with conditional independence.

## House Staff Responsibilities

The UCSF Fresno is centered on the six core competencies of the ACGME. These competencies are reflected in all aspects of the training program. The goal of this competency-based education is to graduate physicians who are competent to enter practice autonomously. To this end, several job responsibilities prepare the house staff for this aim:

- Fulfill all requirements established by the appropriate accrediting body; ACGME, Fellowship Council, AAST, OTA and/or CODA; UCSF Fresno, Bylaws and Rules and Regulations of the Medical Staff of facilities to which house staff may rotate.
- Perform all duties in accordance with the established practices, procedures, and policies of the institution, and those of its programs, clinical departments, and other participating sites to which the house staff is assigned, including California state licensure requirements for physicians in training.
- Perform all duties in compliance with applicable regulatory standards. This includes required licensing, knowledge base and education to ensure compliance with state, federal, JCAHO, Title XXII, and other guidelines.
- Participate in program improvement activities, committees, and councils, especially those that affect education or patient care at the program, institution or participating site level.
- Participate in safe, effective, and compassionate patient care under supervision commensurate with their level of advancement and responsibility and the knowledge of the limits of his/her scope of authority, and the circumstances under which he/she is permitted to act with conditional independence. Each house staff is responsible for communicating to the supervising faculty significant issues as they relate to patient care.
- Develop an understanding of ethical, socioeconomic, and medical/legal issues that affect graduate medical education and how to apply cost containment measures in the provision of patient care assist both medical students and fellow house staff in meeting their professional obligations by serving as teachers and role models.
- Comply with established ethical behavior and practices.
- Inform the person(s) that the program designates in the case of an absence.
- House staff are expected to develop a personal program of self-study and professional growth.
- Provide safe, effective and compassionate patient care under supervision commensurate with level of training and responsibility.
- Document all procedures and/or case logs according to their program requirements.
- Participate in the evaluation processes specified by the program/institution.
- Complete medical record documentation that is timely, accurate and legible. Follow the participating sites policy regarding completion of medical records.
- Abide by work hour requirements as specified by the program/institutional policy; accurately report work hours.
- Satisfactorily complete all rotations.
- Be knowledgeable about rotation goals and objectives prior to the start of a rotation. Questions about goals and objectives of a rotation should be clarified with the supervising faculty.
- Participate fully in the educational and scholarly activities of the program. Expected levels of attendance for educational activities will be set by each program and these should be met.
- Report any breaches of standards and contribute to improvement processes.
- Perform other related duties as assigned.

## Customer Service Standards

Listed below are the general standards for all attending staff and house staff at UCSF Fresno. These standards are founded on common sense and courtesy and are intended to enrich the environment for all personnel as well as for patients, visitors, volunteers, and guests. The attending staff and house staff recognize that patients, visitors, and colleagues are to be treated with courtesy, sensitivity, and respect at all times. All staff are expected to make the "extra effort" to ensure a professional, gracious, and overtly hospitable environment for patients, visitors, and colleagues. The goal is to maintain an atmosphere of personal and institutional excellence where outstanding performance is expected.

Patients and visitors are guests in our institution. As such, all attending staff and house staff are expected to:



- Yield to them in elevators and stairwells, holding doors open for them as necessary;
- Introduce themselves and colleagues;
- Offer assistance if there is the slightest indication that it is needed;
- Address them by their surnames unless asked to do otherwise by the patient or visitor;
- Respect their privacy by knocking before entering their room;
- Maintain a neat and clean environment (e.g., pick up papers or debris in hallways or notify the appropriate department to do so);
- Photo identification badges must be worn above the waist and clearly visible, in compliance with Title XXII of the California Administrative Code;
- Clothing must be neat, clean and appropriate for work assignments. Shoes must be safe, quiet, in good repair, and appropriate for the work to be performed;
- Hair and facial hair must be clean, controlled and trimmed so as not to interfere with job duties;
- Jewelry, cosmetics and other accessories may not be worn where safety or health standards would be compromised;
- Hosiery or socks shall be worn always;
- Perfume, cologne or fragrant aftershave lotions or other fragrant products should not be worn in patient care areas; and
- Comply with HIPAA and privacy regulations.

## UCSF Fresno Code of Ethics

The citizens of California entrust UCSF Fresno with the responsibility for providing high-quality teaching, health care and research, and for ensuring the highest standards of ethical conduct and integrity are practiced in meeting these responsibilities. The personal and professional conduct of each member of the UCSF Fresno community is expected to be consistent with and fully comply with these [principles](#). All members of the UCSF Fresno community are expected to engage in the following:

- Integrity – conducting ourselves with integrity in our dealings with and on behalf of the University.
- Respectful behavior – treating everyone with civility, courtesy, tolerance, and acceptance, and recognizing the worth, dignity and unique characteristics of each individual.
- Trustworthy conduct – including dependability, loyalty and honesty in communications and actions.
- Accountability – taking personal responsibility for one’s actions and decisions.
- Fair and just actions – utilizing equitable processes in decision making.
- Responsible management – including prudent use of University resources in a fiscally responsible manner.
- Compassion – caring for others, both within and apart from the UCSF Fresno community, and providing the highest quality service to patients and humanity.
- Good citizenship – striving to make the UCSF Fresno community function well now and in the future.
- Excellence – conscientiously striving for excellence in our work.

## Principles of Community

UCSF Fresno is dedicated to learning and teaching in the health sciences. UCSF Fresno serves society through four primary missions: teaching, research, patient care and public service. Faculty, staff, house staff and students on the UCSF Fresno campus are a composite of many races, creeds and social affiliations. To achieve campus goals, individuals must work collaboratively with mutual respect and with forbearance.

Several principles of community life are established to guide individual and group actions at UCSF Fresno. Adherence to these principles is essential to ensure the integrity of the University and to achieve our goals. UCSF Fresno faculty, staff, house staff and students are asked to acknowledge and practice these basic [principles of community](#) life:

We affirm that members of the UCSF Fresno community are valued for their individual qualities, and members are encouraged to apply their unique talents in creative and collaborative work.

We recognize, value and affirm that social diversity contributes richness to the University community and enhances the quality of life for individuals and groups at UCSF Fresno. We take pride in our various achievements and celebrate our differences.

We affirm the right of freedom of expression within the UCSF Fresno community and also affirm commitment to the highest standards of civility and decency toward all persons.

We are committed to creating and maintaining a community where all persons who participate in University activities can work together in an atmosphere free from all forms of abusive or demeaning communication.

We affirm the individual right of public expression within the bounds of courtesy, sensitivity and respect.

We recognize the right of every individual to think and speak as dictated by personal belief, to express individual ideas and to state differences with other points of view, limited only by University requirements regarding time, place and manner.

We reject acts of discrimination, including those based on race, ethnicity, gender, age, disability, sexual orientation and religious or political beliefs.

We recognize that UCSF Fresno is devoted to public service and encourage members of the UCSF Fresno community to participate in public service activities in their own communities and recognize their public service efforts in off-campus community settings.

We affirm that each member of the campus community is expected to work in accord with these principles and to make individual efforts to enhance the quality of life for all.

## ACGME Competencies

The [ACGME](#) has directed that all ACGME-accredited GME training programs ensure that each house staff demonstrate six core competencies:

**Patient Care** that is compassionate, appropriate, and effective for the treatment of health problems and the promotion of health. House Staff must be able to perform all medical, diagnostic, and surgical procedures considered essential for the area of practice.

**Medical 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** demonstrated by showing 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 lifelong learning.

**Interpersonal and Communication Skills** that result in the effective exchange of information and collaboration with patients, their families and other health professionals.

**Professionalism** as manifested through a commitment to professionalism and an adherence to ethical principles.

**Systems-Based Practice** as manifested by actions that demonstrate an awareness of and responsiveness to the larger context and system of health care, including the social determinants of health, as well as the ability to call effectively on other resources to provide care that is of optimal health care.

The Residency Review Committee (RRC) for each specialty is responsible for ensuring that every training program has a curriculum for teaching the competencies. Specialty groups developed outcomes-based milestones as a framework for determining house staffs' performance within the six ACGME Core Competencies.

#### Why Should I Care About the Competencies?

The UCSF Fresno Graduate Medical Education office is regularly reviewed by the ACGME to ensure that it is in substantial compliance with all ACGME requirements. Part of these reviews includes our house staffs' familiarity with the six general competencies, and how well they are doing in terms of the competencies.

All programs are required to have written goals and objectives for each rotation or educational experience that incorporate the specific general competencies house staff must achieve to pass the rotation. House staff should receive a copy of these goals and objectives on an annual basis.

Programs will evaluate house staff's performance in terms of the general competencies. The general competencies are reflected in evaluations from faculty and other groups such as patients, peers, clinical staff, families, etc.

The ACGME surveys house staff annually about all aspects of their educational programs, including integration and understanding of the general competencies. Responses that indicate a lack of personal awareness or integration of the competencies in the curriculum or evaluation process reflect poorly on the program and may lead to citations and an ACGME accreditation site visit.

House staff in programs undergoing ACGME site visits or "internal reviews" will be questioned about the general competencies. House staff could be asked questions designed to assess their knowledge of and experience with general competency issues or may be asked to self-assess how well they are doing on each one.

## Clinical Experience and Educational Work Hours (formerly Duty Hours)

House staff [clinical and educational work hours](#) in the learning and working environment are governed by ACGME guidelines and are monitored by the Graduate Medical Education Committee via its ad hoc Educational Work Hours Subcommittee and individual programs. All efforts should be made to maximize educational opportunities while minimizing fatigue and service requirements. Monitoring clinical and educational work hours is intended to minimize the possibility of fatigue related errors and to enhance the learning environment. House staff are required to comply with the clinical and educational work hour requirements and report their hours completely and accurately as 100% compliance for work hours is expected. Failure to report hours completely and accurately constitutes grounds for disciplinary action ranging up to and including dismissal from UCSF Fresno. As part of the orientation process, house staff sign a statement that includes language from the ACGME Common Program Requirements indicating their understanding and agreement that it is the house staff's responsibility to report clinical and educational work hours accurately, honestly and in a timely fashion.

## Moonlighting

Pursuant to ACGME program requirements and University policy, moonlighting is a privilege and is at the discretion of the program director. The program director can deny any moonlighting request for any reason, such as if the Resident is deficient in their training and/or not meeting expectations for their program or if the Resident would violate the eighty (80) hour maximum work week.

Resident must be in good standing with the program and must obtain written permission from their program director to moonlight internally and/or externally. Permission will not be unreasonably denied.

**Internal Moonlighting** is defined as extra work for extra pay performed at a site that participates in the house staff's training program. This activity must be supervised by faculty and is not to exceed the level of clinical activity currently approved for the trainee. While performing internal moonlighting services, house staff are not to perform as independent practitioners. Internal moonlighting hours must be documented in the residency management database and must comply with the UCSF Fresno [Clinical Experience and Educational Work Hours Policy](#) and the individual's training program's policy.

**External Moonlighting** is defined as work for pay performed at a site that does not participate in the house staff's training program. External moonlighting hours must be documented (including days, hours, location, and brief description of type of service(s) provided) to comply with Medicare reimbursement requirements for GME. UCSF Fresno requires all moonlighting hours be documented in the residency management database. For external moonlighting and some internal moonlighting, the trainee is not covered under the University's professional liability insurance program as the activity is outside the scope of University employment. The trainee is responsible for his/her own professional liability coverage (either independently or through the entity for which the trainee is moonlighting), DEA licensure, Medicare (or other governmental) provider number and billing training, and licensure requirements by the Medical Board of California any other requirements for clinical privileging at the employment site.

**House Staff Who Are Not Permitted to Moonlight** – First year residents (PGY1) and house staff sponsored by ECFMG for J-1 status are not permitted to moonlight whatsoever.

It is the responsibility of the house staff to obtain written permission to moonlight from the program director prior to beginning the moonlighting activity. This is true for both internal and external moonlighting (see definitions above). The program will monitor house staff performance to ensure compliance with clinical and educational work hour requirements and that moonlighting activities are not adversely affecting patient care, learning or fatigue. If the program determines the house staff's performance does not meet expectations, permission to moonlight will be withdrawn. Moonlighting is not intended to be a substitute for adequate staffing.

## Confidentiality of Medical/Patient Information

UCSF Fresno upholds the highest standards regarding record confidentiality. House staff, faculty, medical students, and administrative staff may have access to confidential medical records and patient account information on a need-to-know basis in the course of employment, performance improvement, research, or education/training. All such information is confidential in accordance with patient medical record and information confidentiality laws, and rules and regulations. Confidential information shall not be disclosed or otherwise made available to any other person other than the affected patient or appropriate persons involved with the medical care of the patient, research activity or educational process. All discussions of patients among members of the health care or educational team shall be limited to settings removed from the public ear (e.g., not in elevators, hallways, cafeterias, etc.)

"Confidential information" denotes all information acquired in the course and scope of employment that is obtained by discussion, consultation, examination, treatment, and/or direct access to records. This includes, but is not limited to hospital, medical, or computer records and may include any information held in patient files or any electronic medical record or patient account record.

Faculty, house staff, medical students and administrative staff are expected to abide by the policies and procedures established at each institution where they work/learn regarding patient confidentiality. A violation of policy may result in corrective action up to and including termination of employment or training. A misuse of medical data and/or inappropriate release or disclosure of information may also result in monetary loss and/or prison term for violation of medical privacy, as covered under Federal law (HIPAA).

## HIPAA/Privacy

The [Health Insurance Portability and Accountability Act \(HIPAA\) of 1996](#) mandated significant changes in the legal and regulatory environments governing the provision of health benefits, the delivery and payment of health care services, and the security and confidentiality of individually identifiable, protected health information. The law is composed of two major legislative actions: provisions for health insurance reform and requirements for administrative processes. Complying with all aspects of HIPAA has required that providers and all entities within the health care industry (including clinical research) to abide by certain standards in information systems, operations policies and procedures, and business practices.

## Smoke & Tobacco-Free at Work Policy

UCSF Fresno is a smoke-free and tobacco-free campus, providing a tobacco-free environment for its faculty, staff, students, house staff, patients, and visitors.

UCSF employees are required to be tobacco-free while at work, during any scheduled work shift (including all breaks) whether on or off campus. The policy prohibits the use of cigarettes, e-cigarettes, cigars, snuff, snus, water pipes, pipes, hookahs, chew, unregulated electronic nicotine delivery system, and any other non-combustible tobacco product.

The policy is intended to:

- Provide a healthful environment for everyone who works and visits the UCSF Fresno campus;
- Demonstrate our commitment to promoting health for patients;
- Demonstrate our commitment to improve the health of the campus community and employees;
- Further create a culture of wellness on campus; and
- Set an example we hope other organizations and businesses will follow.

The [University of California Smoke and Tobacco Free Environment Policy](#) is driven by the strategic goal to improve the level of safety and quality within the hospital, ambulatory areas, satellite campus locations, and the surrounding community. For additional information please view the Smoke & Tobacco Free UC resources [online](#).

Free tobacco cessation resources are available [online](#) for UCSF faculty, staff, students, and house staff.

## Health Screenings, Immunizations/Titers

**Measles (Rubeola), Mumps, Rubella and Varicella Screening** – All incoming trainees are required to be screened for measles, mumps, rubella and varicella antibodies. To satisfy this requirement new house staff will be required to submit the required titers as part of the pre-employment process.

**Health Screenings** - All trainees are required to complete a health screening to ensure that they are free of symptoms of any infectious disease. To satisfy this requirement, a Pre-Placement Health Questionnaire will be provided to new house staff prior to employment for completion.

**Hepatitis B** – Vaccination with the recombinant DNA vaccine for hepatitis B is recommended for all health care workers. Full immunization requires three doses (the second dose two months after the first, then another five months later). Post vaccination antibody titers are recommended. Arrangements may be made through CRMC Employee Health to initiate/complete the series/to have post vaccination antibody titers drawn. If a house staff declines the hepatitis B vaccination upon initial employment, the vaccination declination form within the Pre-Placement Health screening process.

**Influenza Vaccination (Flu Season: September 1 – March 31)** – All trainees are required to be immunized for Influenza by November 15 of every year or submit a declination form in lieu of vaccination. CRMC offers no-cost

vaccinations through their Employee Health Services (EHS) or at various clinics throughout their facility. Non-compliant trainees will be required to wear a mask in patient care and clinical areas or be subject to stepped discipline as described in Medical Staff Bylaws.

**TDAP/Td** – AAI incoming trainees are required to be immunized for TDAP/Td. To satisfy this requirement new house staff will be required to submit the required immunization supporting documentation as part of the pre-employment process.

**Tuberculin Skin Test** – Under current CDC guidelines, individuals in high-risk areas are required to have a two-step tuberculin skin test prior to employment and be tested annually thereafter. All staff with patient contact are considered to be in high-risk areas and must comply with this testing requirement.

New incoming house staff must:

- 1) provide the results from one TB skin test within a year of their start date, and
- 2) provide results of a TB skin test within three months of their start date or one negative QuantiFERON test within 12 months of start date is acceptable. Individuals with a history of positive TB skin tests are required to submit a copy of the written interpretation of a chest x-ray taken within one year of start date.

Annual TB skin tests will be provided by Community Medical Centers free of charge. Program offices (and house staff) will be notified when house staff are due for screening. Continuing trainees with a history of positive TB skin tests only need to submit a Continuing Health Statement, which includes a sign and symptom review. UCSF Fresno GME will monitor compliance with these requirements. Appointment and continued employment may be held in abeyance pending house staff participation each year in required health screening.

**COVID Vaccine** - UCSF issued a mandatory Covid-19 vaccine policy (following a UC-wide Covid-19 vaccination policy) requiring that all members of the University community obtain the Covid-19 vaccine primary series and one booster. As of January 23, 2024, the updated policy for current employees requires a) documentation of the monovalent booster vaccination or b) documented vaccination declination. All incoming trainees will be required to submit proof of vaccinations.

## Certifications

All house staff are required to be certified in Advanced Cardiac Life Support (ACLS) except for those in Pediatrics who must hold current Pediatric Advanced Life Support (PALS) and Neonatal Resuscitation Program (NRP) certifications before beginning their term of employment at UCSF Fresno. Only American Heart Association (AHA) certifications will be accepted.

Each training program, in accordance with the RRC and medical staff requirements, determines the regulations for all other certifications (i.e., ATLS, PALS, NRP, etc.).

All continuing house staff must renew their certifications as required by that organization and maintain valid, unexpired certification(s) throughout their training. Keeping certifications current is the professional responsibility of the house staff. House staff should provide a copy of the recertification card(s) to their program coordinator on or before the expiration date. Recertification may be arranged with any AHA approved vendor. However, the course is free through Community Regional Medical Center. To sign up for this free course(s), please refer to the [ACLS or PALS Certification Policy](#) for instructions.

## California Medical Licensure

There are two main licenses to practice as a physician surgeon in California: The Postgraduate Training License (PTL) and the Physician's and Surgeon's (P&S) license.

It is the responsibility of the house staff to know, understand and meet all applicable licensure laws. More information is available within UCSF Fresno's [Licensure Policy](#) and by visiting the [Medical Board of California](#) and/or the [Osteopathic Medical Board of California](#).

### Postgraduate Training License (PTL)

Allopathic and osteopathic house staff trainees from Board-approved medical schools entering UCSF Fresno training programs who have not completed 12 months (for graduates of U.S. or Canadian medical schools) or 24 months (for graduates of international medical schools) of board-approved postgraduate training is required to obtain a PTL within 180 days after enrollment. If the PTL is not issued within 180 days of commencing ACGME-accredited training in California, all clinical activities must cease until the PTL is issued. The Board considers clinical practice beyond the 180 days as unlicensed practice of medicine, and you can be subject to a citation and fine, the denial of your PTL application, and/or other action.

All postgraduate training must be accredited by the American Council for Graduate Medical Education (ACGME), Royal College of Physicians and Surgeons of Canada (RCPSC), or The College of Family Physicians of Canada (CFPC).

To be eligible for a PTL, the applicant must be enrolled in an ACGME accredited postgraduate training program in California, have received all their medical education and graduated from a recognized medical school and have passed an examination(s) recognized by the Medical Board of California (for allopathic graduates) or the Osteopathic Medical Board of California (for osteopathic graduates). International medical school graduates must be certified by the Educational Commission for Foreign Medical Graduates (ECFMG).

### Transition from PTL to Physician's and Surgeon's (P&S) License

PTL holders who have successfully completed 12 months (U.S. or Canadian medical school graduates) or 24 months (IMG) of ACGME-accredited postgraduate training are required to transition their PTL to a full and unrestricted CA P&S license. If the PTL expires before being issued a P&S License, then all clinical practice in California must cease. All postgraduate training programs must be accredited by the Accreditation Council for Graduate Medical Education (ACGME) in the United States, the Royal College of Physicians and Surgeons of Canada (RCPSC), or the College of Family Physicians of Canada (CFPC) in Canada.

Applicants must also meet the Board-specific examination requirements related to the P&S license application process and request their program to submit final verification of completion of the training required to obtain a P&S license in CA.

PTL holders should schedule and pass the Board-specific examinations far enough in advance to ensure the Board receives the exam score prior to their PTL expiration date. The PTL expiration date may not be extended to allow more time to pass the required exam to continue practicing in California. The P&S license must be issued prior to the expiration of the PTL as practice is not permitted with an expired PTL.

To allow sufficient time for processing, applicants may submit the transition application six months prior to completion of the required training. If the PTL expires and a P&S license is not obtained, the trainee must cease all clinical activity in California until a P&S license is issued. The P&S license will

not be issued until all requirements are met. Failure to obtain a P&S license prior to expiration of the PTL may result in disciplinary action, up to and including dismissal. PRACTICE IS NOT PERMITTED WITH AN EXPIRED PTL.

**Out-of-State P&S Applicants (Non-PTL holders applying for a Physician's and Surgeon's License)** Trainees from Board-approved medical schools who do not hold a CA PTL and have completed 12 months (U.S. or Canadian medical school graduates) or 24 months (IMG) of ACGME-accredited postgraduate training will need to obtain a full and unrestricted CA P&S license.

**Allopathic** trainees from out-of-state Board-approved medical schools who have completed the Board-approved training requirement of 12 months (U.S. or Canadian medical school graduates) or 24 months (IMG) of ACGME-accredited postgraduate training will have 90 days after enrollment to a UCSF Fresno training program to obtain a P&S license. If a P&S license is not obtained within 90 days after enrollment, the trainee must cease all clinical activity in California until a P&S license is issued. Applicants must meet all other Board related requirements for the P&S license before a P&S license is issued.

**Osteopathic** trainees who have completed 12 months of Board-approved postgraduate training are required to have a full and unrestricted California license on the first date of enrollment at UCSF Fresno. Applicants must meet all other Board related requirements for the P&S license before a P&S license is issued.

Trainees who currently hold a full and unrestricted out-of-state medical license are required to have a California P&S license on the first day of enrollment at UCSF Fresno.

## Renewal Licensure

UCSF Fresno expects all house staff to receive and renew their licensure as soon as possible and within indicated deadlines. House staff are professionally responsible for receiving and maintaining a current and valid medical or dental license. Practicing medicine without a valid license may lead to disciplinary action. California state law specifically prohibits licensed physicians and those required to have a license to continue training or practicing without a valid license. It is the expectation of the UCSF Fresno training programs to require house staff to meet the state law and have no clinical contact if they do not have a valid license. House staff who continue to train without a valid license may be fined by their medical/dental board depending on the severity of the violation.

If a house staff has not received or renewed his/her license within the required timeframe, the house staff will be restricted to non-clinical duties. The house staff may use vacation time if available or other appropriate leave time, which may include suspension without pay or termination from the training program to cover time away from clinical duties until a valid license is secured. The program should follow the leave process for reporting requirements and notification regarding board eligibility and the effects of leave.

## Medical Licensure Resources

The GME office has developed an [online resource portal](#) to assist house staff with the application process. UCSF Fresno does not maintain California Legislative information; therefore, House staff are required to follow the procedure and guidance outlined on the website of the [Medical Board of California](#) or the [Osteopathic Medical Board of California](#) to obtain proper licensure to practice as a physician surgeon in California.



## California Dental Licensure

Dental licensure application material may be obtained from the [Dental Board of California website](#). House staff must have their DDS/DMD degree from a university-based dental education program accredited by the Commission on Dental Accreditation (CODA). The UCSF Fresno OMFS training program strongly encourages residents to obtain their California Dental License during their first year of residency and is required by the end of the second year of dental residency. Failure to meet this requirement will result in expulsion from the program, suspension from the program, and/or program extension.

More information can be obtained from the UCSF Fresno Licensure Policy.

## DEA Requirements

PGY2 or higher trainees are expected to apply for and obtain a Drug Enforcement Administration (DEA) certification upon receiving a medical license. DEA certification must be renewed in a timely manner, prior to expiration. PGY1 residents will not obtain a DEA certification until they are a PGY2 resident, with the exception of dental residents who may obtain a DEA certification during their first year of training as a part of their program's policy. Please see the [DEA Policy](#) for more information.

- Registration – house staff licensed in the State of California may apply for a California DEA certification by visiting the [DEA Diversion Control Division webpage](#) and completing the registration process.
- Fee Exemption – exemption from payment of the application fee is limited to federal, state, or local government officials or institutions. As employees of UCSF, all house staff qualify for the fee exemption. Trainees should use their program director's name as the certifying official supervisor when applying for the fee exemption. Refer to the UCSF Fresno DEA policy for additional details. If the "fee exemption" classification is used, the DEA number is valid only at UCSF Fresno training sites and only when moonlighting internally; an exempt DEA is not valid for external moonlighting. House staff transferring from other institutions with fee-exempted certificates should follow the policy on changing the exempting institution and updating their address within 30 days of transfer.

Effective June 27, 2023, all DEA-registered practitioners, with the exception of practitioners who are solely veterinarians will be required to satisfy a new one-time eight-hour training on the treatment and management of patients with opioid or other substance use disorders. House staff who are DEA-registered practitioners should visit [www.DEAdiversion.usdoj.gov](http://www.DEAdiversion.usdoj.gov) for information on how they can satisfy the new training requirement.

## National Provider Identifier (NPI)

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) mandated the adoption of standard unique identifiers for health care providers and health plans. As a result, the Centers for Medicare and Medicaid Services (CMS) created the National Provider Identifier (NPI) number. All house staff are required to have a National Provider Identification number assigned by the Centers for Medicare and Medicaid Services, which will be collected at onboarding. It is a 10-digit permanent number assigned for a provider's entire medical career. House staff should keep their information up to date through the <https://nppes.cms.hhs.gov/#/>.

A Health Care Provider Taxonomy Code for classifying medical students, interns and residents, who are not yet licensed (based on state licensing requirements), is available for use: Student, Health Care (390200000X). The code is defined as follows: An individual who is enrolled in an organized health care education/training program leading to a degree, certification registration, and/or licensure to provide

health care. Medical students, interns and residents who are not licensed should select the Student, Health Care code when applying for NPIs. Once licensed as an allopathic or osteopathic physician, the physician should update his/her data in the National Plan and Provider Enumeration System (NPPES) by submitting a change in the Health Care Provider Taxonomy Code to reflect the change in status from medical student to physician. The NPI type should be listed as "individual" NPI type.

## Identification Badges

A UCSF Fresno photo identification name badge and a CRMC badge will be issued to each house staff. Both badges must be always worn and will provide entry to both CRMC and the UCSF Fresno building. Only a legal name and credentials (MD, DO, DDS, DMD) will be printed on the badge. The original ID badges are provided by the Graduate Medical Education office at no charge. There is a \$25 (amount subject to change) badge replacement fee for lost or stolen badges. If the ID badges are damaged and still under the possession of the house staff, the damaged ID will be replaced free of charge. ID badges for other sites/facilities may be required and should be arranged through the programs. Appropriate badges should be worn based upon the rotation site. A badge request form can be obtained from the [UCSF Fresno House Staff Portal](#).

## Email Accounts

All house staff will be assigned a UCSF email account at the time they begin training. Accounts are set up by main campus UCSF Information Technology Services, 415-514-4100 or <http://ucsf.service-now.com/ess/>. UCSF email accounts will not be forwarded to another email account. Communication to house staff will be done via UCSF email. House staff are responsible for the content of their UC email and are expected to check their UC email accounts on a regular basis.

Local Fresno Information Technology Services can be reached at 559-499-6660 or [https://ucsf.service-now.com/ess/fresno\\_it\\_support](https://ucsf.service-now.com/ess/fresno_it_support)

## Employment and Academic Documents

All employment and academic documents must be in English or must be accompanied by an English translation. Documents in their original language must be submitted with the authorized, complete, and exact English translation issued by the university, a government agency or a certified translation agency.

## Promotion/Annual Contract Paperwork

For promotion requirements specific to a program/specialty, please refer to the training program's policy and procedure manual. The institution has an overall [Promotion of House Staff Policy](#). Contracts are completed on an annual basis (July to June) and must be renewed each year (March to May).

Continuing house staff will be asked to complete annual onboarding paperwork that includes and is not limited to, Appointment Contract, Attestation, Health Statement, Annual Mask Fit Test and PPD/QuantIFERON reading. At the discretion of the Assistant Dean/Designated Institutional Official, house staff will be pulled from clinical services to complete the necessary paperwork.

## Graduation Ceremony/Certificates of Program Completion

Each year, UCSF Fresno holds a graduation ceremony for all house staff who are graduating from their training program. Psychiatry residents who have not completed their training program but are fast-tracking into a fellowship may participate in the graduation ceremony. House staff who are off cycle and may graduate later may participate in the graduation ceremony (with their class) unless they choose to wait until the next available ceremony (held annually in June).

[Certificates of Program Completion](#) are issued to individual trainees who have met the requirements of the training program. The exception to this policy applies to Psychiatry residents who are fast tracking into a fellowship. They will receive a certificate that verifies their training dates. Chief residents who are completing a true chief resident program (extra year of training program) will be issued a certificate verifying their dates as a chief resident. Non-UCSF employed house staff will receive a certificate if the program has been approved through the appropriate committee(s) and the GME office has received a final evaluation in advance.

## Call Schedules

Most program call schedules can be found through their online platforms. House staff should check with their program office which call schedule software their program utilizes and for password information to access the call schedule information. Each program is responsible for keeping schedules up to date. Questions about the posted schedule should be directed to program offices. House staff taking call from home should check with their respective program director regarding any response time requirements.

## Rotation Schedules/Off Campus Rotations

The location of program rotation schedules varies by program. House staff should check with their program office for further information. House staff should check with their home program office prior to beginning rotations at an affiliated site to obtain the necessary procedures for reporting to the rotation site. Upon arrival for a rotation in an affiliated hospital, house staff must report to the appropriate office to complete necessary paperwork. House staff are responsible for adhering to the policies and procedures established by the GMEC, the institutions in which they function and their individual training programs.

House staff will adhere to the work schedules (rotation and call) as announced by the program director or designee. Requests for changes in assigned schedules must be cleared using procedures established by the appropriate program office. Informal, unapproved "switches" in schedules between house staff are not acceptable.

Off-campus electives/rotations require approval from the Assistant Dean of GME. House staff should be familiar with the [UCSF Fresno Away Training Rotations for House Staff](#) policy and work with their program coordinator on completing the application process.

## Committee Membership

UCSF Fresno recognizes the importance of house staff participation on committees that affect patient care and/or educational training. There are several committees that encourage house staff representation, in addition to the house staff's home program. House staff should check with their program for additional information if they are interested in serving committee membership. Participation on these various committees is invaluable and appreciated.

- **Chief Residents Committee**

UCSF Fresno has established a Chief Residents Committee charged with providing input to the Assistant Dean for GME and the DIO on matters affecting medical education. Membership includes chief resident representatives from each residency training program.

Members of the Chief Residents Committee are in a unique position to share information with their peers and bring questions/concerns to the attention of administrative staff. As part of their chief resident assignment, they are encouraged to disseminate information to and bring forth issues from their colleagues. A chief resident orientation is held before the start of the new academic year to review responsibilities and expectations.

- **UCSF Fresno Resident Council**

In 2010, UCSF Fresno started its very first . Council membership is open to all active UCSF Fresno house staff and consists of peer selected house staff officers from different programs. The Council’s mission is to provide house staff an active voice about the decisions of the Graduate Medical Education Committee (GMEC). The Council also focuses on house staff well-being and promoting educational interest by offering grants throughout the academic year.

## Medical Student Teaching

Residents and fellows play an important instructional role in the clinical education of medical students. In order to fulfill that responsibility, residents and fellows need to be familiar with the competencies and milestones expected of third- and fourth-year medical students and have orientation and faculty development resources available to enhance their teaching and assessment skills. All house staff must comply with the [Residents and Fellows as Teachers Policy](#). All programs place high priority on the house staff’s responsibility for teaching and acting as role models for the medical students. The main points of the “[Student Statement of Principles](#)” include maintaining the highest standards of honesty, confidentiality, respect for others, and responsibility.

## Advanced Practice Providers in the Training of House Staff

Advanced Practice Providers (APP) are used in many training programs. These providers are highly skilled in their roles and have specific accountability to staff physicians within their service/department. Some are expected to provide patient care services independent of house staff while others are supervised by or provide supervision to house staff. Working with mid-level practitioners forms the type of collaborative patient care becoming the norm in the community. Because the mid-level practitioner may play varying roles, each program must provide guidelines for these interactions as a part of its curriculum. The following are suggested guidelines for use of mid-level practitioners in house staff training:

### Guidelines:

- Curriculum – The role of the mid-level practitioner is defined in the curriculum goals.
- Supervision – The program will define the staff supervision of the APP.
- The program will indicate the role of the APP in teaching house staff and provide a mechanism for evaluation by the house staff.
- The program will define a mechanism for resolving conflicts between APPs and house staff.

### Training:

The use of an APPs should not interfere with training of house staff.

Whenever house staff and APPs are in training together, their roles will be defined by the program.

## Medical Records Completion and Delinquency Policy

Medical record/electronic health record entries must be completed promptly, timed, dated and authenticated by the author within 14 days following the patient’s discharge. A medical record/electronic health record/electronic health record lacking any required element or required authentication is considered incomplete. Medical record/electronic health records that are incomplete for any reason 14 days after discharge are delinquent. House staff are expected to adhere to the same policy as members of the medical staff regarding medical record completion. Furthermore, academic credit can be withheld at the prerogative of the program director. House staff may also be suspended for failure to comply with the timely completion of medical records. The involved house staff may the right to appeal such decision via the established UCSF Fresno [Academic Due Process Policy](#) and [Leave](#)

[Policy](#). On CMC's *The Forum*, see CMC Policies>Medical Staff>Medical Record Suspension. In the event another facility does not have a policy regarding the completion of medical records, this policy would apply.

## Use of the World Wide Web, University Name, Seal or Logo and Publishing Guidelines

The University of California has a detailed policy regarding the "[Conditions of Use of the World Wide Web](#)" emphasizing applicable laws regarding copyright restrictions; reference to University policies and public laws; restrictions regarding criminal and civil activities. These restrictions also apply to the restricted use of any University name, seal or logo. Guidelines are established for individuals and/or units publishing information on UCSF servers or commercial servers funded by University budgets, advertising or use of resources for personal purposes.

The guidelines also state that "supervisors shall apply necessary and appropriate corrective action whenever an employee fails to meet the required standards of conduct or performance." House staff and students should work with their research coordinators, preceptors or program directors to obtain prior permission if they are searching the World Wide Web for research purposes or for information that may be construed as an illegal activity. Information related to the UCSF seal/logo and publishing guidelines is available on the UCSF Brand Identity [site](#).

## Health Care Vendor Policy

Relationships between (Pharmaceutical) Vendors and Clinicians – All employees of the University of California are subject to the conflict-of-interest provisions of the Political Reform Act and to the University of California policies delineated in the Business and Finance Bulletin G-39 ([Conflict of Interest Policy](#)). The [Health Care Vendor Relations Policy](#) is intended to supplement the aforementioned provisions as follows:

In addition to compliance with the requirements of law, University officers and employees must avoid the appearance of favoritism in all their dealings on behalf of the University. All University officers and employees are expected to act with integrity and good judgment and to recognize that the acceptance of personal gifts from those doing business or seeking to do business with the University, even when lawful, may give rise to legitimate concerns about favoritism depending on the circumstances.

This policy applies to all University house staff who are at the UCSF Fresno location.

## Section B: Payroll Services, Salary, Benefits, Leave

### Payroll

All house staff are paid monthly on the first of each month, for the month prior. If you did not provide a direct deposit authorization form, his/her paycheck will be mailed to the address on file. House staff may enroll or change direct deposit by visiting [UC Path](#).

### Salary

Concurrent with appointment to UCSF Fresno, house staff are employees of UCSF. House staff are exempt, salaried employees of UCSF and are not eligible for overtime compensation or extra duty pay.

- Salary scales for house staff are established by the collective bargaining agreement between the University of California San Francisco and the Committee on Interns and Residents (CIR/SEIU). Salary scales are reviewed annually by the UCSF Fresno GMEC. Employment packages describe Fresno pay

and benefits.

- Salary amounts are contained in the UCSF Fresno appointment contract and are also available in the collective bargaining agreement. .
- Information related to salary can be accessed through [UC Path](#).

## Educational Funds

The University shall reimburse eligible Residents for authorized expenses in recognition of educational objectives incurred for events or equipment that are not required but may further the Resident's professional development. Residents should consult the University's Educational Funds Policy for eligibility requirements.

## Chief Resident Stipend

Chief resident shall be compensated one hundred fifty dollars (\$150) per calendar month for their services. Co-chief resident assignments are compensated at appropriate prorated amounts.

- Chief residents will be selected by their program director with concurrence from the Graduate Medical Education office.
- The duties of the chief residents will be defined by their program director and may be rotated among the residents.
- Residents who are appointed to an additional year beyond the normal residency training period for that program to serve as chief resident (e.g., PGY4 residents in Internal Medicine) will be compensated at the appropriate PG level pay range and are not eligible for the additional monthly chief resident stipend.

## Retirement Contribution

Based on trainees' employment by the University as house staff physicians, they are required to contribute 7.5% of their monthly wages to the UC's Defined Contribution Plan-Safe Harbor Account. Only a few/rare exceptions to this requirement might prevail (e.g., due to visa/tax-treaty status). Enrollment is automatic and begins the first day of an eligible appointment. This automatic contribution into their own pre-tax UC Retirement Savings account is in lieu of the requirement to pay Social Security payroll taxes. These contributions default into a relatively conservative investment option among the UC-managed CORE Funds available at Fidelity Retirement Services. To learn more about changing prospective investment options and/or making changes to existing accumulations/investments, the participant would be well-advised to login at [Fidelity](#). There are no provisions to opt-out of DCP SH participation nor are there any options to opt-in to Social Security.

Upon separation from the University, trainees may leave their funds with Fidelity if they have more than \$2,000 in the plan, request a distribution to be paid to them or arrange for a direct rollover of their money to an IRA or other qualified employer plan.

House staff are also eligible to enroll in the UC 403(b) and 457(b) retirement savings plans. Be sure to review the [Summary Plan Descriptions for the 403\(b\) and the 457\(b\)](#) regarding early withdrawal penalties and other important plan rules. For more information and to enroll, please login at [Fidelity](#).

## W-2 Tax Form

House staff can choose to receive their W-2 electronically through [UC Path](#). Otherwise, they will be mailed by the January 31 deadline to the address on file through payroll.

## Benefits

House staff are employees of the University of California, San Francisco and are eligible to participate in house staff benefits such as health, dental, vision, life, flexible spending accounts, accidental death and dismemberment, and short- and long-term-disability plans offered through the UCSF School of Medicine. If house staff choose to opt out of health insurance coverage, they will be opted out of all other benefit plans. All benefits and annual premiums are re-negotiated annually by the UCSF Benefits department on behalf of the Assistant Dean and GMEC.

The benefit plans for house staff are different from the various plans offered to faculty and staff employees. Information regarding plan choices are available [online](#).

Open Enrollment takes place in May or June (2024 Open Enrollment: May 1-24) of each year with a July 1 effective date. New enrollment and/or changes in coverage must be made during this period. Elective changes are not allowed at any other time during the academic year. Upon initial selection of coverage and enrollment, the effective date of coverage will be retroactive to the date of employment. The trainee and eligible dependents or a domestic partner must be registered. To add a domestic partner, the Declaration of Domestic Partnership form must be completed with an enrollment form. If dependents are acquired during the year, they may be added within the appropriate timeframe as determined by UCSF HR. Deletions of dependents can be done at any time of the year. Adding or deleting domestic partners can be done any time of the year.

## Life Insurance and Accidental Death and Dismemberment

House staff enrolled in any health insurance plan have coverage under life insurance and accidental death and dismemberment insurance in the amount of \$50,000. UCSF Fresno Human Resources provides a "Designation of Beneficiary" form at the time of employment. This designation may be changed at any time by filing a new form with UCSF Fresno Human Resources.

## Disability Benefits (Short-Term and Long-Term)

Short-Term (STD) and Long-Term Disability (LTD) insurance is provided to house staff enrolled in any health insurance plan. Detailed information and claim forms are available [online](#).

## Workers' Compensation Insurance

If a trainee sustains a work-related injury, blood/body fluid exposure or illness, he/she is eligible to receive benefits under the workers' compensation laws. This program is designed to guarantee medical attention for the injury or illness and to ensure regular monetary benefits as a means of financial support while medically unable to return to work. The University pays the premiums for this program.

Initial management including counseling, assessment of risk and treatment (including medications) will be initiated at the training site where the incident occurred. Report to Employee Health Services during office hours or the Emergency Department after hours. You must contact UCSF Fresno Graduate Medical Education Office at (559) 499-6416 within 24 hours of the occurrence for further instructions. House staff may be required to sign a release of information so that records can be obtained from the site where the incident occurred. Information regarding workers' compensation and its activation process is available upon request from UCSF Fresno Human Resources or [online](#).

## Disability Management Service Office

Disability Management Services administers the UCSF worker's compensation program and facilitates return-to-work initiatives and reasonable accommodation for individuals who have or who may develop health problems affecting employment. These processes comply with the institutional leave policies.

## Professional Liability (Malpractice Insurance)

Residents and fellows (and medical students who are regularly matriculated and following a regularly prescribed course of study in the health sciences) in approved UCSF Fresno training programs are provided professional liability

coverage by the Regents of the University of California self-insured program. This coverage is for claims that occur within the course and scope of their University training activities (provided actual fraud, corruption or malice on the part of the individual is absent). This includes claims reported or filed after the completion of the program (in private occurrence-based policies, this is known as ‘tail’ coverage). Insurance coverage for elective, off-site rotations is not automatic. Coverage for elective off-site rotations is determined on a case-by-case basis as part of the off-site rotation approval process.

A copy of a sample Professional Liability Certificate can be located [online](#).

Note: UCSF professional liability coverage does not include external moonlighting activities (e.g., activities that have not been assigned or approved as part of UCSF Fresno training program).

## Risk Management – UCSF Fresno

UCSF Fresno Risk Management Services serves as an active, cooperative liaison between UC physicians and the risk management programs of affiliated facilities. For questions about risk management issues, contact UCSF Fresno Risk Management at 559-499-6407 or [Fresno- Risk@ucsf.edu](mailto:Fresno-Risk@ucsf.edu). Contact UCSF Fresno Risk Management immediately upon receipt of any legal notice such as a deposition, subpoena, notice of intent to sue, or legal complaint. The UCSF Fresno Risk Management office can also provide verification of coverage when required.

## Leave of Absence

UCSF Fresno supports a work and training environment that offers solutions to the complex issues individuals face in balancing their work and family commitments. The collective bargaining agreement sets forth the details of leaves for house staff. Please refer to the Leaves article in the collective bargaining agreement for more information.

## Effect on Board Certification and Program Completion

If a trainee requests a leave of absence, the program is required to notify the house staff in writing within a timely basis regarding the impact the leave will have on his/her training requirements and eligibility to participate in the certifying board exam. Before the leave occurs, programs should refer house staff to the following [UCSF Fresno Board Eligibility webpage](#) for information related to board requirements on leaves of absence and certification eligibility.

Absences/Leaves (including Sick Leave) from the training program may jeopardize the resident/fellow’s approval of credit for training or additional training may be required by the specialty Board/RRC.

Programs must notify the house staff and the GME office if additional time is required to complete training within 15 workdays of the house staff’s return to work.

If, because of a leave, additional training experiences are necessary for the house staff to satisfy Board or RRC requirements, the provision of make-up training is subject to the availability of an appropriate residency position, the operational needs of the department (including funding constraints) and the requirements of applicable law and University policy.

## Administrative Leave

Administrative leave with compensation for professional and/or educational activities (off-site exams, presentations, conferences, etc.) is scheduled by mutual agreement with the program and/or department. Programs must include guidelines within their program specific policies and ensure that usage complies with Board/RRC requirements.

## Holidays

House staff do not get holiday leave/time off. Holidays for house staff will be consistent with the schedule at the institution/service to which they are assigned and with the policies of the program and/or GME. If a house staff is scheduled to work on a holiday, they do not receive extra duty pay or get another day to take at a later date. If the house staff is not scheduled to work at their assigned clinical site, they don’t have to report for duty. House staff



must request in advance specific holidays in accordance with the vacation and leave policy.

## Vacation Leave

Vacation leave with compensation shall be four 7-workdays per academic year. Vacation time does not accrue from year to year and must be scheduled and taken in the same academic year the vacation is earned. Procedures for requesting and assigning vacation schedules must follow written policy and be in compliance with each program's ACGME Program Requirements and specialty board requirements, which concern the effect of leaves of absence, for any reason, on satisfying the criteria for completion of the residency or fellowship.

## Sick Leave

Sick leave with compensation shall be twelve (12) workdays per academic year. Sick leave does not carry forward from year to year and must be taken in the same academic year that it's earned.

## Bereavement Leave

House staff are eligible to use five (5) workdays of sick leave for bereavement.

## Jury Duty

1. A resident who is summoned and required to serve on jury duty shall be granted leave with pay for the time spent on jury service and in related travel, not to exceed the number of hours in the Resident's normal workday and the Resident's normal workweek. The Program Director and/or department must be notified as soon as a jury summons is received.
2. Deferment or excused absence from jury service can only be granted by the court pursuant to the procedure outlined in the jury summons Notice.

## Family and Medical Leave Act (FMLA)

Details related to FMLA, CFRA, Pregnancy, Personal, and Disability Leave are all governed by the collective bargaining agreement. All references to these topics should be found in that agreement.

COBRA:

Residents and clinical fellows who separate from the University may be eligible to continue their medical, dental and vision coverage under COBRA continuation. Trainees also may want to explore other insurance options under the Affordable Care Act. Resources are available at [www.healthcare.gov](http://www.healthcare.gov) external link (national) or [www.coveredca.com](http://www.coveredca.com) external link (California).

- [COBRA for Residents and Fellows](#)

## Section C : Services

### Discounts

To access discounts available to house staff, please visit the house staff [Discounts & Wellness Page](#).

### Caregiver Solutions – Bright Horizons Care Advantage's Sittercity / Years Ahead

To access a comprehensive database of babysitters, nannies, senior care providers, elder companions, pet sitters, tutors, and housekeepers as back-up care, please visit UCSF's Campus Life Services [site](#).

## Fitness Center

The fitness center is private and designated for the exclusive use of medical staff, residents, fellows, students, employees, and active volunteers of Community Regional Medical Centers (CRMC). CRMC's I.D. badge access is required. No public entry will be permitted, and family members will not be allowed access. The fitness center is located at 2335 E. Kashian Lane on the first floor of the East Medical Plaza. To sign up, you will need to complete the required online Enrollment HLC (Health Stream Learning Center) using your CMC login. Instructions are provided below. Your CRMC badge will activate within 24-48 hours, allowing you access to the gym. The policies of CRMC govern their fitness center and may change without notice.

If you need assistance with the HLC online training, please contact Education and Development at (559)724-4216 or via email [EducationDevelopment@communitymedical.org](mailto:EducationDevelopment@communitymedical.org)

## How to Access Your HLC

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- 1.) Go to Community's "The Forum" : <http://forum/Pages/Default.aspx>
- 2.) Click [Learning Opportunities](#) at the top of the page.
- 3.) Click [All Education](#) in the drop down menu.
- 4.) In the [Personal Development](#) section, click on the [HLC Training](#) link.
- 5.) This will lead you to the log in page for your HLC training, log in.
  - a. [User](#) name and password.  
-This should be the same username and password used to log into
- 6.) Once you have logged in, click on the [Catalog](#) tab located at the top c

## Laundry Service

Provision of laundry services varies according to training site. It is the house staff's responsibility to check with his/her program office regarding specifics.

## Housing / Living Quarters

UCSF Fresno does not provide housing to house staff in Fresno. Information from third parties about housing opportunities, apartments, realtors and relocation services is made available to new house staff as part of orientation in-processing.

## Call / Sleeping Rooms

House staff call rooms are located at each affiliated training site. The number and location of call/sleeping rooms vary according to training site and program. It is the house staff's responsibility to check with his/her program office for specific locations of call/sleeping rooms, access codes and/or keys. House staff should utilize the call room(s) reserved for their program/specialty. If their call room is full, they may utilize a room that is available for any program/specialty.

## Lactation Rooms

- UCSF Fresno

Third floor near the elevators; with a refrigerator; no key or code needed.

- **Veteran's Administration Central California Health Care System (VACCHCS)**

Located on the 7<sup>th</sup> floor, 7A04 next to the restrooms outside of the Executive Suite. Key can be obtained from the Executive Secretaries.

- **Fresno Heart Hospital**

Second floor, door 21.091A, badge access is required.

- **Valley Children's Hospital**

- NICU Lactation Room (door frame number 20421): located on the second floor just inside the main entrance to the NICU, there are 5 stations available, with breast pumps provided.
- NICU Endeavor Lactation Room (door frame number 20537): located at the entrance to NICU Endeavor. There are two stations available, with breast pumps provided.
- Discovery Bridge Lactation Room (door frame number G0762): located at the entrance to Discovery, first door on the left on the Discovery Bridge. There are two stations available with breast pumps provided.
- Explorer Lactation Room (door frame number 103130): located next to the employee lounge in the middle of the unit. There is one station available, with breast pump provided.

Keys are not required, if the door is unlocked, it is available. Refrigeration is available in the GME Resident Lounge and the Nilson Resident work room.

- **FHCN**

Lactation room is available on the first floor, there is a designated refrigerator for milk storage and locking door.

- Community Medical Centers

## Lactation Rooms at Community

Community Medical Centers supports mothers who need to pump breast milk while at work. A total of 13 lactation rooms are available across our organization, all equipped with electrical access should you need it.

### Clovis Community

**Bed Tower 2, first floor** – outside ICU entrance, north doors. Badge access entry\*  
Women’s restroom nearby

**Bed Tower 2, fourth floor** – outside CPCU department. Badge access entry\*

**Bed Tower 2, fifth floor** – outside Med–surg. department. Badge access entry\*

**CCI** – second floor, east corridor across from Stephanie Molinet’s office  
Door code entry: 2229\*

### Community Regional

**Annex** – 2nd floor, north corridor  
Badge access entry\*

**Community Medical Plaza MOB** – 1st floor, next to Mother’s Resource Center  
Badge access entry\*

**North Medical Plaza** – 3rd floor, rooms #3308 and 3309, next to break room  
Door code entry provided upon request

**TCCB** – 4th floor, across from cath labs  
Badge access entry\*

### Fresno Heart & Surgical

**Second Floor** – outside of PACU & Pre–Op  
Badge access entry\*  
Women’s restroom nearby
 

- Inside Pre–Op, across from procedure room

### Community Behavioral Health

**First Floor** – 1st floor, outside unit 3  
Badge access entry\*

### Shaw Business Office

**Finance Department – Building 1560**  
Inside next to the women’s restroom  
Unlocked, can lock from inside  
Women’s restroom connected

**Auditorium – Building 1630, Suite 160**  
Office next to the kitchen  
Unlocked, can lock from the inside  
Refrigerator & sink in the kitchen, around the corner

### Community Care & Subacute Transitional Care

**First Floor** – Clinical Manger’s Office  
Keyed entry (request access from leadership)

\*Badge access entry must be requested through a HEAT ticket with approval from your manager.

\*If you are a resident or fellow, please send an access request to,  
[CRMCClinicalLearningEnvironment@communitymedical.org](mailto:CRMCClinicalLearningEnvironment@communitymedical.org)

For additional supplies, please contact Isabel at 559–459–6761

For all other questions or concerns, please contact [HREmployeeRelations@communitymedical.org](mailto:HREmployeeRelations@communitymedical.org)



Rev. 02/09/2024

## Meal Allowance

House staff on duty have access to adequate and appropriate food services 24 hours a day in all institutions. Each facility has its own policies regarding the provision of food for house staff. House staff should check with their program office for information regarding meal benefits and charging policies at the various rotation sites.

**Community Health Systems (CHS)** Offers free meals and snacks in Physician Lounges and PRC's. In addition, a meal stipend is issued and can be accessed by swiping your CMC badge. The badge can be used at any CHS cafeteria, bistro or cafe. Please see PRC Etiquette and meal stipend rules below. Please refer to each site for food availability details.

### **PRC Etiquette:**

- Only those with badge access are permitted
- Food should only be accessed during scheduled shift hours
- Consumption should be limited to what is necessary during your shift
- Please do not take additional food home

### **Badge Use Rules:**

- Badge Holder must be present when using the badge
- Do not give your badge to someone else to swipe
- Badge must be physically present to swipe. You cannot verbally give your CMC ID or badge # to use or a picture of your badge on your phone
- Badges may only be used to purchase food and beverage items. They may not be used to purchase gift items in the gift shop
- Balances at the end of the academic year cannot be transferred to a gift card
- Badge allotment should be used throughout the academic year. Do NOT wait until end of the year to use remaining balance
- There are NO exceptions. Please do NOT request otherwise from nutritional staff

**Community Regional Medical Center (CRMC)** Complimentary breakfast, lunch, dinner, snacks and drinks are available at the small PRC daily, except on National Holidays.

PRC Serving times

Breakfast 7am-9am

Lunch 11:30a-1:30p

Dinner 5pm-7pm.

Snacks and grab and go meals (exp. sandwiches and salads) are stocked at 2:30pm and 8:00pm.

Food can also be purchased at:

CRMC Main Cafeteria: 7 days a week 6:00am – 8:00pm

Hot Breakfast 6:00a-10:30a

Lunch 11:00a-2:30p

Dinner 3:00p-8:00p

Open for Graveyard 12:00a-3:00a

Closed completely 8pm-12am & 3am-6am

The cafeteria is open during the 30-minute window for change over from breakfast to lunch and lunch to dinner for snacks, beverages and Grab & Go Items.

Grounds and Grains (Coffee shop): 7 days a week 6:00a-2:00a

Bistro@2823: 7 Days a week 24 Hours

North Medical Plaza Café 215: Monday-Friday 7:00a-2:00p (Closed 10:30a-11a)

**Clovis Community Medical Center (CCMC)** House staff have access to complimentary food in the physician lounge.

Food can be purchased at:

CCMC Main Cafeteria: 7 days a week 6:30am – 9:00pm

Hot Breakfast 6:30a-10:00a

Lunch 11:00a-2:00p

Dinner 4:30p-9:00p

Open for Graveyard 1:00a-3:00a

Closed completely 9pm-1am & 3am-6:30am

The cafeteria is open during the 1-hour window for change over from breakfast to lunch and we offer beverages, snacks, Grab & Go, etc.... Between lunch and dinner, we still have some stations open as well as beverage, Grab & Go, etc...

Evert's Bistro: 7 days a week. 6:30am-9:00pm/1:00am-3:00am

**Fresno Heart & Surgical (FHSH)** House staff have access to complimentary food in the physician lounge.

Food can be purchased at:

Café Bistro: Monday through Friday 7:00am-7:30pm/ Weekends and holidays 8:00am-2:00pm

## Veteran's Administration Central California Health Care System (VACCHCS):

Meals will be provided regularly in the Resident Suite located on the 7<sup>th</sup> floor room 7B05. Resident and Fellow meal cards will be provided during orientation or shortly after.

## Valley Children's Hospital (VCH):

Nutritious food is available for purchase in the Grape Jelly Fish Café 6am-2am and Starbucks 6am-11pm (located on the ground floor). In addition, on Tues-Thurs at 7:15am Morning Report Breakfast served in the GME Resident Lounge. The GME Resident Lounge is stocked with other grab and go items available to all residents 24 hours/day.

## Student Loan Deferment Forms

Many trainees can defer their student loans incurred during medical school or post-graduate training. Federal Stafford, Direct and Perkins loans may be deferred under specific circumstances. Loans made through the Department of Health and Human Services, such as Primary Care Loans, Loans for Disadvantaged Students or Health Professions Student Loans, can generally be deferred throughout internship/residency/fellowship training. Interest on subsidized loans does not accrue during deferment periods. Trainees who do not qualify for a loan deferment can request loan forbearance. Interest accrues during periods of forbearance, but payment is not expected. The most common deferment is the economic hardship deferment, which is based on expected monthly repayment on federal loans exceeding a certain percentage of current salary. If a trainee does not qualify for a deferment, and/or has trouble repaying loans following the deferment period, submitting a request for forbearance on the federal Stafford, Direct and/or Perkins loans for the remainder of residency/fellowship training may be worthwhile. During periods of forbearance, payments are not expected, but interest accrues on both subsidized and unsubsidized loans. Some lenders require that interest be paid

during periods of forbearance.

The following websites have general information regarding loans and repayment:

- Information on [student loans](#) including loan repayment [calculators](#).
- Information on the program <https://studentaid.gov/loan-consolidation/>
- Financial aid information through the [Association of American Medical Colleges](#) (AAMC)

## House Staff Wellness and Well-Being Resources

- **LIVE (Wellness) Committee** – The committee aims to empower providers with the guidance, tools and support they need to achieve a more balanced approach to their wellness. The committee has assembled a collection of wellness resources available. The committee is open to all house staff.  
**Well-Being Resources** – Self-care is an important component of professionalism for house staff and faculty. It is also a skill that must be learned and nurtured in the context of other aspects of residency training. Formal referrals occur when a house staff or medical student is instructed by their program director to contact Dr. Campbell. For informal referrals – those made by a student, house staff, faculty, program director, or chief resident – the resident or student may choose to contact Dr. Campbell or they may utilize one of the UCSF Fresno Wellness and Mental Health Support Service options. For 24/7 assistance, call 559-499-6551. This line is staffed by Dr. Betty Liao or one of her clinical associates. Further resources can be found [UCSF Fresno Wellness and Community: UCSF Fresno](#).
- Faculty and Staff Assistance Program <https://hr.ucsf.edu/teams/faculty-and-staff-assistance-program> The Faculty and Staff Assistance Program (FSAP) provides confidential employee assistance services, utilizing licensed psychologists and postdoctoral trainees and offered at no cost to UCSF faculty, staff, residents, postdocs and clinical fellows.

Schedule an Appointment:

FSAP is currently running all counseling sessions via telephone or Zoom.

To make an appointment for individual counseling or an organizational consultation, please click on the link below (only accessible in UCSF Network or with VPN):

<https://fsap.ucsf.edu/>

Due to the high volume of requests, it may take 3-5 days for a response. If you have any questions, call the main line at 415-476-8279

## House Staff Communication Forums (Mechanisms to Raise Concerns)

UCSF Fresno has several mechanisms in place to allow house staff to raise and resolve concerns. These options are discussed at house staff forums, online via the house staff portal, in program meetings and via posters placed in house staff areas.

- The DIO meets on a rotating basis with house staff from each of the programs
- The Resident Council meets monthly to address issues related to the trainee work environment and educational experience. All house staff are invited to participate.
- [House Staff Representation](#)
- Individually with the DIO and/or GME office
- [Confidential Reporting](#) (work hours, general complaints or supervision concerns) Suggestion box (located in the Resident Lounge – first floor, UCSF building, room 132)

## Library

The UCSF Fresno Center features a state-of-the-art [library](#) with full library services to assist physicians, faculty, house staff, students and staff with the latest medical, scientific and research resources. Users have full access to GALEN, the UCSF digital library, which includes thousands of electronic journals and texts as well as a collection of databases.

UCSF Fresno provides full support for the information needs of its users, including literature searching, instruction and bibliographic management.

The library is in the UCSF Fresno Center at 155 N. Fresno Street, located across the street from Community Regional Medical Center. The library is available to users 24 hours a day. Users also have remote access to all electronic library resources.

## Parking

**CRMC** – House staff may park in lots 16, 18 and 15 (East Medical Plaza (EMP) Parking Garage, non-booth side). Covered bridge access is available from the EMP parking lot directly into the Hospital. Map included (attachment #1). Please note, House Staff do not have access to the parking garage located across from the Emergency Department. This garage is reserved for CMC employees. Map included (attachment #1).

**Valley Children’s Hospital** – All house staff who rotate to Valley Children’s Hospital must attend an orientation prior to their rotation. During orientation, you can park in the visitor parking. After orientation house staff will receive a parking decal for physician parking. Map included (attachment #2).

**VA** – Resident can only park on station if they have a parking sticker. Residents obtain one by submitting an email to [Monica.Saldana@va.gov](mailto:Monica.Saldana@va.gov) containing name, vehicle make, model and license plate. Map included (attachment #4)

- **General Parking** – Parking lot H is designated resident parking only. Parking lot B also has resident designated parking stalls and the Masonic Lot.
- **Satellite Parking**
  - First Street Office Park, 3445 N First Street, Fresno, CA 93703 from 5 a.m. to 9 p.m., Monday through Friday (VA shuttles available).
  - Golden Dynasty Restaurant, 3201 E. Shields Avenue, Fresno, CA 93726 from 5 a.m. to 9 p.m., Monday through Friday (VA shuttles available).
  - Fresno Masonic Center, 3444 E. Shields Avenue, Fresno, CA 93726: from 6 a.m. to 6 p.m., Monday through Friday (VA shuttles available).
  - Masonic Lodge, 992 E. Clinton Avenue, Fresno, CA 93726 from 6 a.m. to 6 p.m., Monday through Friday (VA shuttles available).
- **Disabled Parking** – Persons who are disabled may park in these designated spaces provided they possess a state-issued disabled person placard or license plate.
- **Car Pool** - Designated for motor vehicles occupied by two or more persons. A numbered placard obtained from VACCHCS Police must be displayed to park in these spaces, which are in parking Lot B, and reserved between the hours of 6 to 10 a.m.
- **Resident Parking** – Available for those given authorization in parking lots B and H and at the Masonic Lodge.
- **Other Sites** – Please contact your program coordinator or site contact person regarding parking for all other sites not listed above.

## Security

- **UCSF Fresno Public Safety Services** – UCSF Fresno has dedicated public safety ambassadors (security) assigned to the building (7 days a week; from 6 a.m. to 10:30 p.m.). Security officers actively monitor the campus and are closely connected with CMC. There are several cameras throughout the building to help assist with safety. UCSF employs several communication options in emergency situations, such as display monitors, telephone and computer monitor updates of real time threats. Security is available to escort house staff to their vehicle or destination upon request. The building is equipped with three A.E.D.s and three Stop the Bleed kits for your safety.



UCSF Fresno has onsite training available for CPR and has many CPR trained individuals available to provide lifesaving assistance if needed. To reach security while inside the UCSF Fresno building, dial 6401. From all other lines, dial 559-499-6401.

- **CRMC** – Emergency call boxes are located on each floor of the parking structure which connects directly to security dispatch. There are cameras located throughout the parking structure to aid in safety. CMC Security can escort house staff to their vehicles. Please provide them with 10 to 15 minutes notice. In-house, please dial 56575 to reach security dispatch. From all other lines please dial 559-459-6575.
- **Valley Children’s Hospital** – Valley Children’s Hospital has a team of professionally trained officers to monitor the campus around the clock and respond to staff, visitor and patient concerns. They utilize technology, proactive tactics and cooperative policing components to provide a safer hospital environment. They provide many life-safety services and oversee the hospital access control system, video surveillance system, satellite building alarm systems and parking. The Security Operations Center is always available to assist you 24 hours a day, seven days a week by calling 559-353-5115 or **ext. 35115**. The on-duty Team Lead can be reached at 559-353-9031.
- **VACCHCS** – VACCHCS police service can be reached at 559-228-6982, ext. 6982 from within the facility, by dialing 9-911 from outside the facility or by dialing 911 from a cell phone and the Fresno police will contact VA police via radio. The VA police administration line is 559-241- 6400.

## Section D: Structure for Educational Oversight

The [Accreditation Council for Graduate Medical Education](#) (ACGME) requires that there be an organized administrative system to oversee all training programs sponsored by an institution. In addition, there must be a designated institutional official (DIO) who in collaboration with the Graduate Medical Education Committee (GMEC) has the authority and responsibility for the oversight and administration of the Sponsoring Institution’s ACGME-accredited programs, and responsibility for ensuring compliance with the ACGME Institutional, Common, and specialty/subspecialty-specific Program Requirements.

### Graduate Medical Education Committee (GMEC)

Institutions must have a GMEC that has the responsibility for monitoring and advising on all aspects of residency/fellowship education in compliance with the requirements of the ACGME.

The Sponsoring Institution must have a GMEC that includes at least the following voting members: the DIO; a representative sample of program directors from its ACGME-accredited programs; a minimum of two peer-selected house staff; and a quality improvement/safety officer or his or her designee

The GMEC must meet a minimum of once every quarter during each academic year. Each meeting of the GMEC must include attendance by at least one house staff member. The GMEC must maintain meeting minutes that document execution of all required GMEC functions and responsibilities.

The GMEC of UCSF Fresno hereby adopts the following [responsibilities](#) for the Committee as per ACGME Institutional Requirements.

### GMEC Policies (Academic Policies)

The Graduate Medical Education Committee (GMEC) is the governing body responsible for academic policies including but not limited to:

Academic Due Process

Clinical Experience and Educational Work Hours (formerly Duty Hours)

Educational Funds

Evaluations Policy

Licensure Policy

Leave Policy

Non-Renewal or Non-Promotion of Contract Policy

Promotion of House Staff Policy

Supervision and Accountability Policy

Clinical Responsibilities, Teamwork and Transitions in Care Policy

Impairment Policy

Moonlighting Policy

Please refer to the house staff [UCSF Fresno House Staff Portal](#) or all academic policies regarding graduate medical education.

## Section E: Commission on Dental Accreditation

### Commission on Dental Accreditation (CODA) Requirements

The Commission is recognized by the public, the profession and the U.S. Department of Education as the specialized accrediting agency in dentistry. Accreditation, a voluntary effort of all parties involved, ensures accredited training programs comply with published standards.

The Oral and Maxillofacial Surgery residency program is accredited by CODA. The CODA specifically outlines qualifications and expectations of the program director and teaching staff, details of curriculum and program content, eligibility and selection of students/residents, evaluation and due process, rights and responsibilities as well as research requirements. Details of CODA requirements and standards can be located [online](#).

The CODA Standards require that the program must develop clearly stated goals and objectives appropriate to advanced specialty education; document its effectiveness using a formal and ongoing outcomes assessment process that includes measures of advanced education student/resident achievement.

- The financial resources must be sufficient to support the program's stated goals and objectives.
- The sponsoring institution must ensure that support from entities outside of the institution does not compromise the teaching, clinical and research components of the program.

The CODA requires that the Oral and Maxillofacial Surgery residency program routinely evaluates each resident on the following five (5) assessments that measure the acquisition of knowledge, skills and values necessary for specialty level practice.

- **Cognitive Skills** are defined as the core skills your brain uses to think, read, learn, remember, reason, and pay attention.
- **Clinical Skills** are defined as any discrete and observable act within the overall process of patient care.
- **Interpersonal Skills**, also known as people skills, are related to the way you communicate and interact with others including patients, faculty, residents, students, and staff.
- **Patient Management Skills** refers to the problem-solving, decision-making, planning, delegation, communication, and time management when working and managing patients' care.
- **Ethical Standards** refers to the basic principles that when followed, promote values such as honesty, trust, good behavior, fairness, kindness.

All policies and procedures, benefits and requirements referred to in this handbook apply to Oral and Maxillofacial Surgery house staff as well as medical house staff.

## Section F: Important Contact Information

### Contacts: UCSF Fresno Center for Medical Education and Research

Area code: 559

Main Information/Reception	Lobby	499-6400	<a href="mailto:fresno-receptionist@ucsf.edu">fresno-receptionist@ucsf.edu</a>
Associate Dean's Office	Suite 266	499-6400	<a href="mailto:fresno-dean@ucsf.edu">fresno-dean@ucsf.edu</a>
Grants and Research	Suite 317	499-6661	<a href="mailto:fresno-research@ucsf.edu">fresno-research@ucsf.edu</a>
Human Resources (for house staff)	Suite 266	499-6416	<a href="mailto:Fresno-GME@ucsf.edu">Fresno-GME@ucsf.edu</a>
ITS – Computer Help Desk	Suite 317	499-6660	<a href="https://workorder.fresno.ucsf.edu/">https://workorder.fresno.ucsf.edu/</a> <a href="mailto:fresno-ITS@ucsf.edu">fresno-ITS@ucsf.edu</a>
Library	First Floor	499-6510	<a href="mailto:fresno-library@ucsf.edu">fresno-library@ucsf.edu</a>
Graduate Medical Education Office	Suite 251	499-6520	<a href="mailto:Fresno-GME@ucsf.edu">Fresno-GME@ucsf.edu</a>
Risk Management	Suite 266	499-6407	<a href="mailto:fresno-risk@ucsf.edu">fresno-risk@ucsf.edu</a>
Undergraduate Medical Education	Suite 251	499-6523	<a href="mailto:fresno-medical.students@ucsf.edu">fresno-medical.students@ucsf.edu</a>

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

### Contacts: Other Locations/Sites

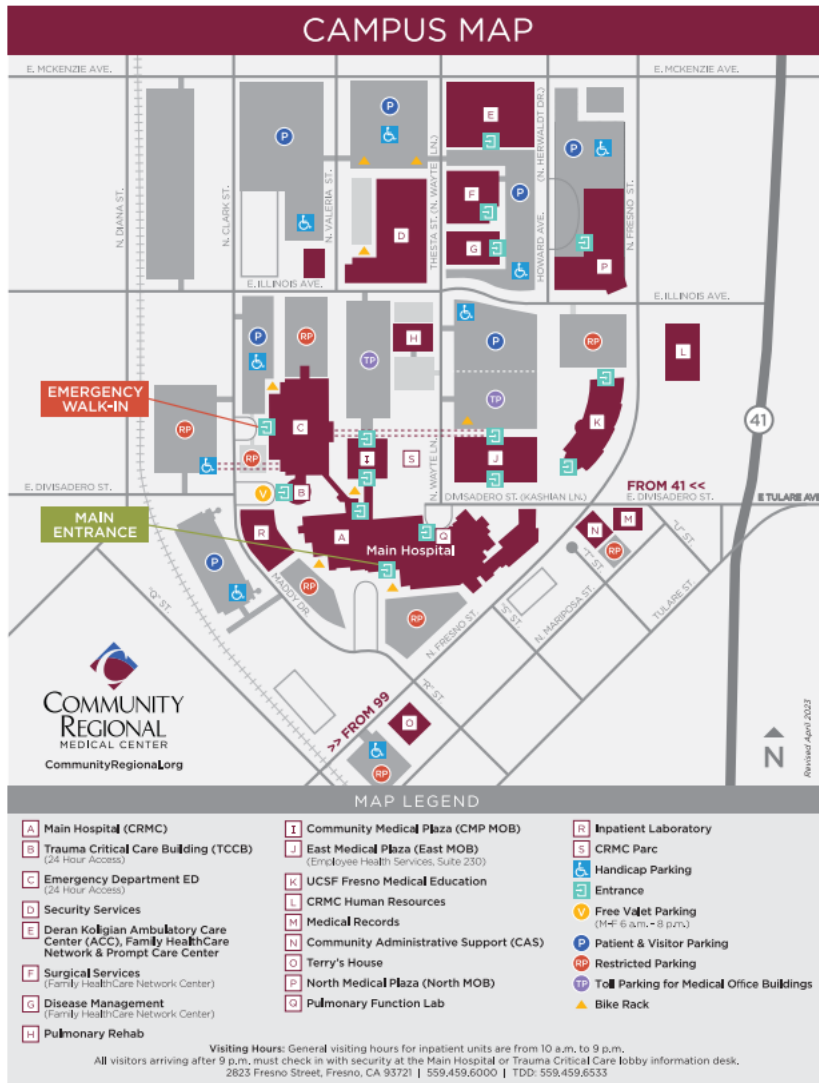
Area code: 559

<b>Community Regional Medical Centers (CRMC Fresno)</b>	459-6000 Main
Medical Staff Office	459-3948
Systems Education (CPR, ACLS, PALS) / Corporate Education	724-4216
IS Internet Help Desk	459-6560
Health Information Management (Divisadero office)	459-3925
Security	459-6575
<b>VA Central California Health Care System</b>	225-6100 Main
Systems Education	See Program Office for details
IS Help Desk	See Program Office for details
Medical Records	225-6100, ext. 5577
Security	225-6100, ext. 6982 (non-emergency), 225-6100, ext. 4444 (emergency)
<b>Valley Children's Hospital</b>	353-3000 Main
Clinical Education	353-5910
Medical Staff Office	353-6115
Health Information Management	353-5402
IS - Computer Help Desk	353-7300
Security	353-5115
GME Program Office	353-5141
VCH Chief Residents	353-7091 / 353-5065

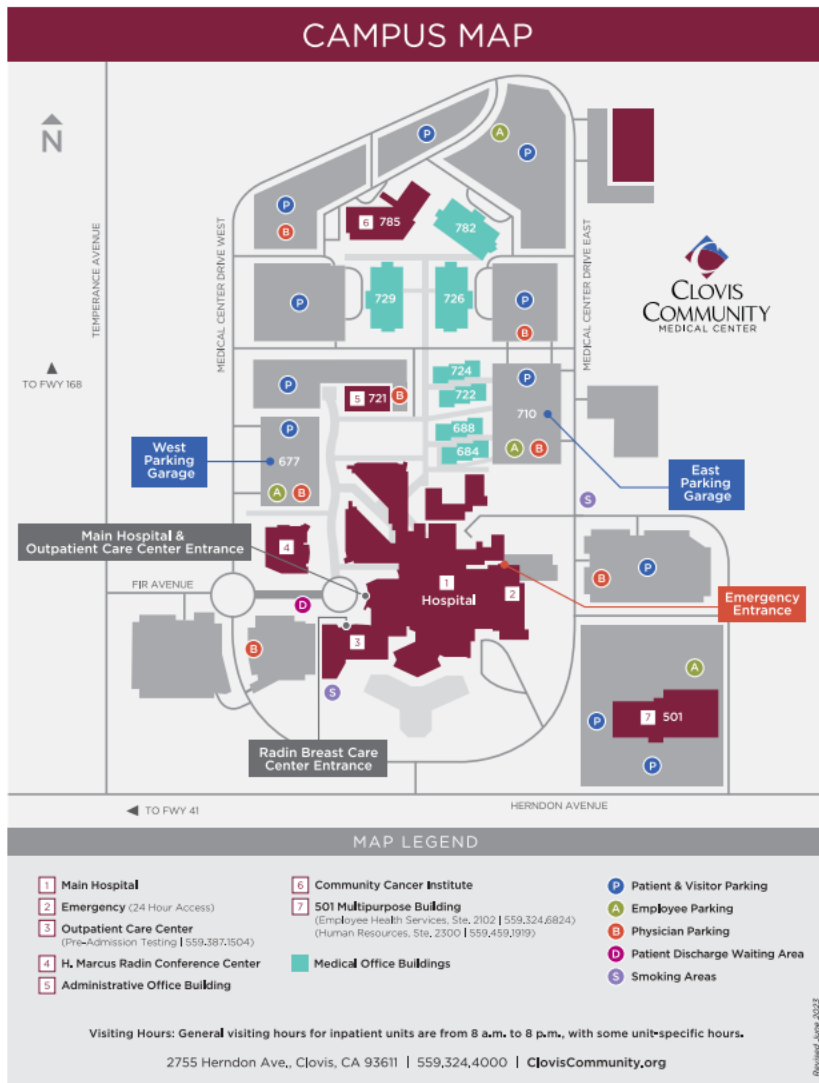
# Section G: Attachments

## Parking Maps

### [Attachment #1: Community Regional Medical Center Campus Map \(link\)](#)



Attachment #2 Clovis Community Medical Center Campus Map (link)



## Valley Children's Hospital Campus Map



# VACCHCS-FRESNO SITE PLAN

