

Lehigh Valley Health Network's Medical Student Orientation

Kelli Ripperger
Medical Student Coordinator

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Who needs to complete orientation?

- All medical students must complete all parts of this orientation every academic year
- If you had a previous rotation at LVHN this academic year, you do not need to complete the orientation process again
- If you have not been at LVHN this academic year, please review all the information on this website and complete the required forms

Orientation Information

- The information contained in this PowerPoint presentation is outlined in more detail in the Medical Student Handbook
- Please carefully review the handbook prior to your rotation start date

Three Campuses



LVH – CC



LVH - 17



LVH - Muhlenberg

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Who We Are

- Largest academic community hospital in PA
- Largest Level 1 Trauma Center in PA
- Certified Stroke Center
- Employees – 9,656
Medical Staff – 1,100+
Nurses – 2,334
- Magnet Hospital
- 154,792 ED visits /
63,743 admissions
- 988 acute care beds
- 3 hospital campuses
- Revenues over
\$1 Billion



- **“A Passion for Better Medicine”**
 - Tagline which tells our story: We are a health network that encourages those who strive to improve, celebrates success but quickly anticipates the next goal, and believes in the power of teamwork to make a difference
- **Logo**
 - Confirms our core beliefs. The logo’s three elements stand for patient care, research and education. The elements overlap to reflect teamwork and connectedness and branch out beyond the circle, signifying our reach into the community. They are constantly moving, conveying our energy, drive and commitment to passion.

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Our Mission

... is to heal, comfort and care for the people of our community by providing advanced and compassionate health care of superior quality and value, supported by education and clinical research.

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Building relationships with

PRIDE

It's how we interact at LVHN with all patients, their family members, our guests and colleagues.

Privacy

We respect everyone's right to privacy and will keep confidential all personal and medical information unless it is required for diagnosis or treatment, or by law.

- Discuss confidential information in private.
- Knock or announce self before entering a room or personal space.
- Cover or screen patients appropriately.
- Protect others from unnecessary visitors.

Respect

We value a diverse environment and embrace each person's uniqueness, beliefs, rights and needs.

- Respect everyone regardless of cultural background, race, ethnicity, age, gender, religion, disability, sexual or cultural identity.
- Be dependable. Arrive on time, ready to work.
- Respond to customers in a timely manner.
- Avoid gossip and maintain a professional demeanor.

Involvement

We commit ourselves to teamwork, collaboration and honest, open communication.

- Work as a team and help those in need.
- Put the needs of others first. Hold doors and elevators, letting patients go first. Ensure patients in wheelchairs face the elevator doors. Keep noise levels down.
- When interacting with our customers, remember **RIDE!** (Acknowledge them by name, smile, make eye contact. Introduce yourself, role and purpose; Describe duration of how long it will take for their needs to be met; Explain in lay terms what to expect; Thank them!)

Dignity

We always maintain a positive attitude and display a high standard of professional conduct when representing LVHN.

- Explain and ask patients' permission before performing a procedure, test or intervention.
- Wear ID spray ID tag at all times.
- Handle conflicts and complaints efficiently and politely by asking the **NEXT** (Hear people out; Empathize with them; Apologize for the inconvenience; Take Action to resolve the problem).

Empathy

We create an environment of understanding and concern for all with empathy and compassion.

- Anticipate people's needs and help them before being asked.
- Ask customers if you are meeting their needs and expectations.
- Help find individuals find their way.

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610-402-CARE LVHn.org

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610-402-CARE LVHN.org

Hospital Contact Information

<u>Department</u>	<u>Reason for Calling</u>	<u>Phone / Ext.</u>
Kelli Ripperger	Medical Student Coordinator	610-402-2554
Employee Health	Blood/Body Fluid Exposures	610-402-8869
Engineering	Dorm Issues 17 th St after hours	610-402-8515 610-969-2256
General Services – 17th	SON Dorm Cleaning	610-969-2706
IS (Help Desk)	Computer Access Problems	610-402-8303
Linen Services	Request additional linens	610-969-2466
Security	Non-emergency	610-402-8220
Main Hospital Number	All campuses	610-402-8000

Student Coordinators by Dept

Anesthesiology	Robin Gregory	610-402-8896
Dental Medicine	Pat Atno	610-969-2245
Emergency Medicine	Donna Bigelow	484-884-3017
Family Medicine	Marcia Shaffer	610-969-4962
Medicine	Shelly Ketchens	610-402-4412
OB/GYN	Kimberly Moser	610-969-2412
Pathology	Dennis Cornfield, MD	610-402-4327
Pediatrics	Kate Adams	610-402-7712
Psychiatry	Natalie Knerr	610-402-5766
Radiology	Susanne Sipos	610-402-8088
Surgery	Regina Klein	610-402-1297

Housing

- Housing is provided for visiting Medical Students at the former School of Nursing building
- Double occupancy dorm rooms
- Kitchen w/ refrigerator and microwave
 - Ø Mark all items in fridge
 - Ø Return cafeteria trays
 - Ø Clean-up after each use
- Cooking appliances and extension cords are prohibited in the dorm rooms



17th Street Campus

School of Nursing Building

- Housing is located on the 4th floor of the former School of Nursing building and is accessible by card access only.
- Main entrance is locked between 1800 and 0600. Card access is required during this time.
- Rooms are cleaned prior to student's arrival. Daily upkeep is the responsibility of each student.
- Trash bags/cans may be placed in the hallway for pick-up.

17th Street Campus School of Nursing Building

- Clean linens are available on a daily basis
- Computer room (4911) is available 24/7
- Wireless access available in common areas
 - Access directions are posted on the bulletin board
 - Wireless provided by Division of Education
 - Do not download any illegal or questionable material. Attempting to access pornography sites will result in immediate termination.
- Laundry facilities (room 4922) are available 24/7

Rules of the House



- No alcoholic beverages
- No smoking
- No overnight guests
- Do not tamper with LVHN computer equipment or install personal computer equipment into the LVHN network ports
 - Accessing files or communications with no business purpose is prohibited and may be punished in accordance with LVHN policy and any applicable State and/or Federal law

Anyone found to be in violation of house rules will be dismissed from their rotation and the housing area immediately

LVHN ID Badge



- ID Badges are issued by Security at check-in.
- If you do not have housing, your ID badge will be at CC front desk on the first day of your rotation.
- Allows access to designated department and parking areas.
- ID badges must be visible and worn at all times while on hospital property.
- Do not place pins in ID badge
- \$15 replacement fee for lost ID.
- Return badge to Security at end of rotation unless you will be here for your next rotation

Meals



- Meal allowance is encoded to student ID badges. The balance for your entire rotation is frontloaded on your ID badge.
 - Medical Students = \$25/week
 - PA Students = \$50/rotation
- Allowances may be used at all campus cafeterias

17 th & Chew Campus (Lobby level)	Daily	6:30am - 6:15pm
Cedar Crest Campus		
Food Court (Lobby Level)	Daily	6:30am – 8:00pm
Starbucks Coffee Cart (Jaindl Pavilion)	M-F	7:30am – 3:00pm
Coffee Shop (Cancer Center)	M-F	7:45am – 2:15pm
Muhlenberg Campus (Lobby level)	Daily	7:00am – 7:00pm

Study Lounges

- Cedar Crest – 3rd Floor across from Management Suite (elevator next to cafeteria)
- 17 & Chew – 1st Floor (yellow elevator)
- Computers and printers
- Lockers are available in all student lounges
 - Bring a lock

Dress Code

- All personnel are required to maintain standards of dress and grooming appropriate for a professional health care environment
- No artificial nails if you provide direct patient care
- ID must be worn at all times
- See Medical Student Handbook for complete policy

Fitness Centers

- 3 Fitness centers available for use:
 - 1243 S Cedar Crest Blvd, Allentown
 - 1770 Bathgate Road, Bethlehem
 - 2100 Mack Boulevard, Allentown

- \$15 week or \$42.50 per month

Telephone Instructions

- Press 99 to get an outside line
- Between campuses, press 98 followed by the campus prefix, then 4-digit extension
- Sleep room phone extensions are corresponding to the sleep room number. For example:
Cedar Crest Room 304 (610) 402-1604
17th & Chew Room 4928 (610) 969-4928

Pagers/Paging



- Pagers will be issued by the clinical department coordinator
- 610-402-8999 will connect you to the page operator
- 610-402-5100 will allow you to page by entering the person's 4-digit code and your call-back number
- Alpha paging is available at the hospital intranet site
- **Return all pagers to the department coordinator before leaving your rotation**

To alpha page click the pager icon on the LVHN home page

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EMPLOYEE INTRANET
search.....

Departments | Resources | Technology | Help

RECENT SEARCHES

- [social media policy](#)
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- [code orange](#)

Live Support!
CLICK HERE

Centricity Resources
CLICK HERE

LVHN IN THE MEDIA

- Lehigh Valley Health Network w

One of America's Best Hospitals

LVH ranked by *U.S. News & World Report* for 17 straight years.

BEST HOSPITALS
USNews
NATIONAL RANKED IN 3 SPECIALTIES 2012-13

Click to Watch. Click to Share. Click to Learn.

Visit Mission Central.

LVHN ANNOUNCEMENTS

- BlackOUT 6!
- Insulin Pump Support Group
- Cardiology Grand Rds - 6/1/12
- Society of Chest Pain Centers
- Cardiology Grand Rounds 5-4-20

FIND FAST

ADDITIONAL BANNER ADS
Click [HERE](#) for Marketing home page.

Misson Central | Check Up | Magnet Attractions

WHATS NEW

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Social Media Policy

- If you participate in social media and your association with LVHN is identified, it is expected that your participation is consistent with LVHN Code of Conduct and PRIDE behaviors
 - Always protect patient privacy
 - Follow all applicable LVHN policies
 - Do not disclose confidential or proprietary information
 - Be clear that you are speaking for yourself and not on behalf of LVHN
 - You are personally responsible for all content you publish
 - Use your personal email address for social media participation
 - Respect copyright and fair use laws
- Policy is available in the Medical Student Handbook

Parking

- Cedar Crest: Assigned student parking is in lots J and K by the green water tower. Shuttle service is available from 0600-1000 and 1500-2000 from this lot to the main entrance.
- 17th & Chew Street: Assigned student parking is in lot 7, on Liberty Street. This is a gated lot accessed by swiping your ID. Lot 2 is available after hours from 1700 to 0700.
- Muhlenberg: Assigned student parking is in the north lot of the 1770 Bathgate Drive building.

Students are responsible for all parking fines and/or towing.

Parking in public areas is not recommended.

LVHN campus maps can be found in the Medical Student Handbook.

Health Science Library

- Students are given 24/7 badge access to all three LVHN campus libraries. Each library is staffed Monday through Friday from 0830 to 1700
- Students agree to abide by Library Rules outlined in the Medical Student Handbook
- For security purposes, do not prop doors or admit anyone who does not have access via ID
- Photocopying and printing are free of charge in each library
- Visit the library's website for access to over 700 ebooks, 7,000 ejournals, research tools and other resources

Evidence Based Medicine

- Evidence Based Medicine workshop offered the first Tuesday of each month, 1500-1700 in Kasych Computer Lab
 - Attendance requirements up to individual depts
- Fresno Assessment – tool which aids in the development of the EBM workshop.
 - Students should complete the Fresno Assessment (found on the Medical Student Orientation website) prior to their rotation start date.

Packages

- Use the following address to receive packages at LVHN:

**Kelli Ripperger
c/o Your Name
Office of Student Affairs (DOE)
1247 S. Cedar Crest Blvd., Second Floor
Allentown, PA 18103**

- You will be notified of all packages received and arrangements can be made to pick-up at the above office or at one of the Libraries after-hours.

Health Insurance/Illness

- All students are required to provide proof of personal health insurance
- Students are responsible for billable medical treatment not covered by their personal health insurance
- All illnesses, other than an injury or medical emergency, should be referred to student health at the medical school campus if at all possible.
- Under no circumstances is a student to be treated by a preceptor or any other faculty in the department where they are rotating.

Routine Illness

- Contact your rotation department
- Contact the LVHN Sick-Line at 610-402-9717
- Call your Primary Care Physician. If they cannot see you, the following practices are available. Call Kelli at 610-402-2554 for expedited appointment scheduling:

For students other than Family Medicine clerkship:

Lehigh Valley Family Health Center
1730 Chew Street
Allentown, PA 18104
(610) 969-3500

For students other than Internal Medicine clerkship:

LVPG Internal Medicine
1210 S. Cedar Crest Boulevard, Suite 3600
Allentown, PA 18103
(610) 402-1150

Emergency Care

- Report the incident immediately to department manager or preceptor
- Complete an Employee Incident Report (available from department manager)
- Report directly to the Emergency Room for immediate treatment
- Notify medical school student health office
- Follow-up with LVHN Employee Health

Blood & Body Fluid Exposures

- Wash immediately with soap and water
- Follow same steps as Emergency Care
- Call 610-402-STIK for detailed instructions

Hospital Safety/ OSHA Training

- Safety training should be completed at your medical school prior to arrival.
- Additional information is included in the Medical Student Handbook and is also available on LVHN's intranet site.
- Department-specific training will be discussed at the department orientation

Mandatory Evaluation of Clerkship

- Completed evaluations are required in order to receive a grade for your rotation
- Anonymous – not available to clerkship directors
- *New Innovations* email notifications are generated daily until evaluation is completed.

Login Information

(Example: Mary Smith)

Institution Login: LVH

Username and Password: msmith

Computer Training

- Computer log-in and department specific training, if required, will be held at the department orientation on the first day of your rotation

Where to Report

- Instructions regarding where to report the first day of your rotation can be found in the Medical Student Handbook
- Depending on your rotation, you may additionally receive an email with further instructions

Questions

Contact Kelli Ripperger
Kelliann.Ripperger@lvhn.org

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