

During Rotation: Frequently Asked Questions for Short-term Trainee Appointment

“Short-term” refers to trainees that are based at another institution and are rotating at MD Anderson for approximately four weeks up to one semester.

This document is intended to answer common questions that may arise during your clinical rotation at UT MD Anderson Cancer Center. You are encouraged to print this document and carry it with you to refer to during your rotation. You may also consider an electronic form as URLs are provided. Should you have additional questions, please contact your program director or staff.

Safety

CODE BLUE

How do I call a code blue?

- The contact information for calling a code blue can be found in your badge holder on a green card. The number is 713-792-7099.

When should I call a code blue?

- The Code Blue Team should be activated in response to an individual (including a patient, visitor, or employee) exhibiting any of the following:
 - Unresponsiveness
 - Stops breathing
 - Has no pulse
 - Requests help for difficulty breathing
 - Is in apparent physical distress

Please see the CPR Services & Emergency Medical Response (Code Blue) Policy for additional information; <http://inside.mdanderson.org/departments/acute-care-services/cpr-services-emergency-medical-response-code-blue-policy.pdf>

MERIT TEAM (MEDICAL EMERGENCY RAPID INTERVENTION TEAM)

How do I call Merit Team?

- Merit can be activated through a page operator by dialing 713-792-7090

When should I call Merit Team?

- Merit team is a resource available to employees, patients, family members, and caregivers for response to a change in the patient’s condition. Reasons to activate Merit include the following;
 - Concern / uncomfortable with patient condition
 - Respiratory Distress
 - Acute Change in Vital Signs (BP, Heart Rate, Temperature, c/o Chest Pain)
 - Change in Mental Status
 - Agitation or Delirium
 - Change in Urine Output
 - Nursing "Gut Instinct"

For more information, please see the [Medical Emergency Rapid Intervention Team \(Merit\) Policy \(MDACC Institutional Policy #CLN1002\)](#)

ADVERSE PATIENT EVENT REPORTING

How do I report adverse patient events?

- Adverse patient events can be reported by clicking on the icon that says “UHC Safety Intelligence” found on an MD Anderson desktop. The Event Report consists of a one page document where one can provide details on the type of event/incident. After filling out the document, you can then click “submit”.

Additionally, please see the Patient Safety Event Report Policy on guidelines and procedures for patient safety reporting: <http://edmpids1.mdanderson.edu/apps/ipp/published/ipp/ADM0349.pdf>

PATIENT SAFETY

Where can I find more information on patient safety topics?

- The Office of Clinical Education webpage titled Clinical Learning Environment (CLE) has information and resources that all trainees should be familiar with. The link is provided for your convenience; <http://inside.mdanderson.org/education/office-of-graduate-medical-education-ogme-/clinical-learning-environment.html>. Specifically, the materials under “Patient Safety” should be reviewed.

NEEDLE STICK

What should I do if a needle stick or other exposure occurs?

- In an event of a needle stick or exposure to blood borne pathogens, the following procedure will need to be followed;
 - 1) Immediately wash needle-sticks and cuts with soap and water
 - 2) Flush splashes to nose, mouth or skin with water
 - 3) Irrigate eyes with clean water, saline or sterile irritant for 15 minutes
 - 4) Page **(713) 604-OUCH (6824)** for an occupational health nurse 24 hours a day seven days a week
 - 5) Report any blood or body fluid exposure, including needle-sticks, cuts and splashes
 - 6) Notify supervisor of exposure
 - 7) Complete an [employee accident report](#) — include name and medical record number of source patient

The contact information is provided below and can also be found in your badge holder on a green card. Needle sticks: **713-604-6824**; (24-hour pager) **713-604-OUCH**

INCLEMENT WEATHER

Do I have to come to work in an event of severe weather or emergency condition?

In the event of severe weather/adverse or emergency conditions, all trainees should check the RING Line (713-792-7464 or 2-RING), for instructions as to the current Severity Level for the institution and reporting instructions. For further information on emergency conditions, please look up the following policy; [Inclement Weather / Adverse or Emergency Conditions Policy \(UTMDACC Institutional Policy # ADM0297\)](#)

Access & Login

COMPUTER LOGIN

How do I log into the computer?

- You will need to log in for the first time with your MyID username (institutional user ID) and temporary password.

At the Windows log-in screen, you will need to type your MyID username and temporary password. The default temporary password is: **A+Employee ID+Last 4 digits of SSN+z** (example: A1626430011z).

EMAIL ACCESS

How do I access my MD Anderson email?

- You will need to call 4INFO to set up your MD Anderson email account. This can be done on your first day. Once the email account has been set up, you can then access your email by double clicking on the Outlook icon located on the desktop. Further instructions will also be available at the time Outlook is launched.

BADGE ACCESS

How do I obtain badge access?

- Your ID badge is granted general access based on the MD Anderson location information provided by your department/supervisor on the Recommendation Form submitted with the Discover application. However, requests for access to secured locations must be sent directly to UTPD by an authorized department representative.

CLINIC STATION

How do I access Clinic Station?

- After you been issued a badge and added to PeopleSoft, access to clinic station can be granted based on your rotation. The manager or proxy will need to log in to Information Security Access Request Page (ISARP): <http://isarp.mdanderson.org> to request a ClinicStation account. You should expect to have access within at least 2-3 days. If you experience any problems, please contact your program office.

How do I log into Clinic Station?

- There are two ways to log into ClinicStation:
 - 1) Netpass username and password
 - 2) MyID username and password
- Most trainees log into ClinicStation with their Netpass username and password. You should only use your MyID username and password if you have been instructed to do so.
- The ClinicStation icon can be found on the desktop where you can type your username and password to log in.
- If you experience any problems, please call 4-Info.

Where can I find more information about Clinic Station/Online Records and related topics such as Dictation?

- More information can be found using the following link;
<http://inside.mdanderson.org/departments/health-information-management/faq.html#12>

SCRUB ACCESS

How do I obtain scrub access?

- Scrubs will need to be obtained from MD Anderson as the trainee cannot wear scrubs provided from home. A Scrub Access Form will need to be filled out and signed by your program manager/director/trainee coordinator. Please note that if you do not have scrubs early in the rotation, loaner scrubs are available at the Perioperative access desk, located in the Main Building in room B5.4540, following approval of your preceptor.

EDUCATION CENTER

How do I access Education Center?

- The Education Center can be accessed using MD Anderson MyID username/password by using the following link to log in; <http://inside.mdanderson.org/education/edcenter/index.html>. After logging in, you will need to click on the “Learn” tab in order to be directed to the main page where one can search for courses. The search box is located on the left hand side of the page where keywords or course numbers may be entered. If enrolled in a course by the department, the information can be found under “My Enrollments” tab located on the left hand side of the main page. Once a course is found, choose “Click here to enroll”. The individual course screen will display where you can then choose “Enroll”. An email confirmation and Outlook invite will be sent to confirm the session.

How to Instructions

BLACKBERRY/PAGER

The following are instructions to assist you in sending a page via email or phone.

- To send an alphanumeric page from an email account:
 1. Open a new email and enter the pager email address as the recipient
 2. Leave a short message with your call back number.
 3. Send the email.
- To send a numeric page from any phone:
 1. Dial the 10 digit pager number
 2. After the prompt, key in your 10 digit phone number for the return call.
 3. Hang up when complete.

Education

What events are held on the MD Anderson campus?

- A list of events held on any of the MD Anderson campuses can be found on the following website:
<http://www3.mdanderson.org/calendar/>

How can I learn more about developing skills in managing difficult patient encounters?

- The Complete Guide to Communication Skills in Clinical Practice can be found at the link below:
<http://www.mdanderson.org/education-and-research/resources-for-professionals/professional-educational-resources/i-care/pocketguide-texttabscombined-oct2014final.pdf>

How can I learn more about the multidisciplinary field of oncology?

- For more information about this and other online courses visit The University of Texas MD Anderson Cancer Center's Professional Oncology website at:
www.mdanderson.org/poe

Where can I obtain research articles and related information?

- The Research Medical Library located in Pickens Academic Tower on the 21st Floor, provides educational resources to faculty, staff, and students at MD Anderson. The following webpage can be used to perform a literature search:
<http://www3.mdanderson.org/library/>

Check-out

All trainees are required to check out in the Academic and Visa Administration (AVA)-Trainee Office on or before the last day of their appointment. AVA is located in 1MC 17.3000, and hours for check-out are Mon - Fri: 8:00 am – 4:30 pm. An appointment is not needed. After the trainee completes the exit interview, they are given a green sheet in which they will need to

return to their department. The program manager will then need to fill out the form with a signature and date before returning it to AVA-Trainee.

The checkout process is complete once a trainee has completed the exit interview, has been cleared by all departments required on the clearance form, and has returned the completed clearance form to the Academic and Visa Administration-Trainee Office in person or by interoffice mail or has given the form to his/her department for mailing to AVA-Trainee via interoffice mail. Departments should collect name badge to be shredded within the department.

Miscellaneous

PARKING

How do I obtain parking?

- Parking can only be requested **after check-in**. Contact information is provided below;
Location: Pressler Garage, PGA4.2000
Phone: 713-563-7275
Email: parking@mdanderson.org
Office hours: 6 a.m. to 6 p.m., Monday through Friday

Please note that when requesting parking, it is recommended that you obtain parking close to your building since Employee Shuttles do not start running until 7:30 a.m.

CAFETERIA

What are the hours and locations for the cafeterias at MD Anderson?

The following is a list of cafeterias at MD Anderson:

Café Anderson

Location: Main Building, Floor 1, near The Café Corner, R1.2351

Hours: Weekdays 6:00 a.m. - 8:30 p.m.; weekends 7:00 a.m. - 7:30 p.m.

Café in The Park

Location: Main Building, Floor 2, in The Park

Hours: Weekdays 7:00 a.m.-3:30 p.m.; late hours (M-F) 8:30 p.m.-3:30 a.m.; weekends 11:00 a.m.-7:30 p.m.

Waterfall Café

Location: Mays Clinic, Floor 2, near The Tree Sculpture, ACB2.2402

Hours: Weekdays 6:30 a.m. - 3:00 p.m.

Lantern Café

Location: Pickens Tower, Floor 3, near Elevator N

Hours: Weekdays 7:00 a.m. - 3:00 p.m.

The Oaks Restaurant & Lounge

Location: 1600 Holcombe Blvd, across from the Main Building

Hours: Monday-Friday: 11:00 a.m.-10:00 p.m.; Saturday-Sunday, 5:00 -10:00 p.m.

Market Best, Rotary Café, Fresco's

Location: Rotary house

Cool Beans Café and Bakery

Location: Duncan Building, Floor 2, near Elevator Q, CPB2.3050

Hours: Weekdays 6:30 a.m. - 5:00 p.m.; 2:00-5:00 p.m., grab-and-go items only.

Express Eatery

Location: Main Building, Floor 5, near Elevator D

Hours: Monday-Friday, 7:00 a.m - 3:00 p.m.

Starbucks "We Proudly Serve"

Location: Main Building, Floor 1, near the Aquarium

Hours: Weekdays 6:00 a.m. - 6:30 p.m.

Light Bytes

Location: Pickens Tower, Floor 3, near Elevator N

Hours: Weekdays 6:00 a.m. - 6:00 p.m.

For more information, please see the following link: <http://www.mdanderson.org/patient-and-cancer-information/guide-to-md-anderson/services-and-amenities/dining.html>