USF-Lehigh Valley
SELECT Program Manual

This document addresses information pertinent to SELECT Program students at the University of South Florida (USF)-Lehigh Valley campus.

While at USF-Tampa, SELECT Program students should reference the USF Morsani College of Medicine M.D. Program Student Handbook.

2018 – 2019
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I. WELCOME!

On behalf of our faculty, administration, and staff, we are delighted to welcome our SELECT Program students to University of South Florida (USF)-Lehigh Valley! We are committed to the success of our students. This document was created to provide you with helpful information pertinent to your time at USF-Lehigh Valley.

While at USF, SELECT Program students should reference the USF Morsani College of Medicine M.D. Program Student Handbook. Students at the USF-Lehigh Valley campus are subject to all of the policies and procedures of the University of South Florida (USF) and the Morsani College of Medicine (MCOM) detailed in the M.D. Program Student Handbook. Additional resources and procedures governing time spent on the USF-Lehigh Valley campus are described herein.

USF’s Associate Dean for Student Affairs, Dr. Kira Zwygart, is available in her office during school hours (8:00a.m.-5:00p.m.) at 813-974-2068, by cell phone at 813-624-8803, or at home at 813-963-6227 for emergency issues. In addition, the Associate Dean for Educational Affairs, Dr. Robert Barraco, and the Assistant Dean for Student Affairs, Dr. Melissa Brannen, at the USF-Lehigh Valley campus, are also available at the numbers listed below.

Additional helpful information can be found online on the USF Health Morsani College of Medicine website. Please note that any updates to this manual will be posted online.

II. LEHIGH VALLEY HEALTH NETWORK

LEADERSHIP OF USF-LEHIGH VALLEY

Brian Nester, D.O. 
President & Chief Executive Officer 
LVH-Cedar Crest (CC) 
610-402-7505

Thomas Whalen, M.D. 
Executive Vice President & Chief Medical Officer 
LVH-Cedar Crest 
610-402-7502

Robert Barraco, M.D. 
Associate Dean for Educational Affairs USF-Lehigh Valley 
Chief Academic Officer 
1247 DOE; 610-402-2563 
Robert_D.Barraco@lvhn.org

USF-Lehigh Valley Student Affairs

USF-Lehigh Valley’s Office of Student Affairs is here to serve students. For the convenience of our students, we offer walk-in office hours Monday-Friday 8:00am-4:00pm at the Office of Student Affairs located conveniently at 1247 S Cedar Crest Blvd, second floor. Please see the receptionist at the front desk or utilize the self-serve digital kiosk to contact staff and gain
entrance into the office. Additionally, we are also available by appointment. Additional contact information is as follows:

Melissa Brannen, M.D.
Assistant Dean for Student Affairs USF-Lehigh Valley 1247 DOE; 610-402-2563
Melissa.L.Brannen@lvhn.org

Maggie Hadinger, Ed.D., M.S.
Director, Medical Education 1247 DOE; 610-402-2475
Margaret_A.Hadinger@lvhn.org

Kelli Herman, MBA
Senior Specialist, Student Affairs 1247 DOE; 610-402-2786
Kelliann.Herman@lvhn.org

Shannon Stelle
SELECT Office Coordinator 1247 DOE; 610-402-2484
Shannon.Stelle@lvhn.org

USF-Lehigh Valley Educational Affairs

Maggie Hadinger, Ed.D., M.S.
Director, Medical Education 1247 DOE; 610-402-2475
Margaret_A.Hadinger@lvhn.org

Angela Davis
SELECT Curriculum Specialist 1247 DOE; 610-402-2316
Angela.Davis@lvhn.org

Brian Fisher, MSIT
UME Assistant Assessment Administrator 1247 DOE; 610-402-2596
Brian.Fisher@lvhn.org

USF-MCOM Admissions

Emilie Croft
SELECT Program Admissions Specialist 1247 DOE; 610-402-2807
Emilie_B.Croft@lvhn.org

HOSPITAL CONTACTS

<table>
<thead>
<tr>
<th>Department</th>
<th>Reason for Calling</th>
<th>Phone#</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee/Student Health</td>
<td>Communicable Illness/ Exposures</td>
<td>610-402-8869</td>
</tr>
</tbody>
</table>
Information Services (Help desk)  Computer access/problems  610-402-8303
Security  Non-Emergency situations  610-402-8220
Main Hospital Number  All campuses  610-402-8000

BUILDING AND ROOM CODES

Lehigh Valley Hospital – Cedar Crest  LVH-CC
John and Dorothy Morgan Cancer Center  JDMCC
Kasych Family Pavilion  Kasych
Educational Conference Center  ECC
Video-Conference Room  VTC

Lehigh Valley Hospital – 17th & Chew Sts.  LVH-17th St.
17th Street School of Nursing  17SON

Lehigh Valley Hospital – Muhlenberg  LVH-Muhlenberg

One City Center  OCC

Department of Education, 2nd Floor,  1247 or DOE
1247 S. Cedar Crest Blvd., Allentown, PA 18103

BUILDING PROBLEMS

Please report any problems (broken desks, malfunctioning equipment, lost keys, etc.) to USF-Lehigh Valley’s Office of Student Affairs, 610-402-2569.

TELEPHONES

Directions for using the hospital telephone system:

Press 99 to get an outside dial tone.

To call between campuses, – press 98 followed by the campus prefix (402, 969, 884 or 862) then the four-digit extension.

CALLING BETWEEN CAMPUSES

To Cedar Crest  98-402-xxxx
To LVH-M  98-884-xxxx
To 17th  98-969-xxxx
To OCC  98-862-xxxx

PARKING
Students and LVHN staff are prohibited from parking in patient/visitor parking lots at all campuses. LVHN offers many different parking areas at each location. Parking areas are clearly marked and each location has designated lots. Parking is available free of charge in the assigned lots. However, students are responsible for any penalty incurred if parked illegally at any campus. Illegal parking may result in fines or towing. Students visiting other LVHN campuses or locations must follow the parking rules as assigned.

Questions regarding where to park or parking tickets should be referred to the parking hotline at 610-402-7700.

LVH-Cedar Crest Campus
Students are assigned and required to park in lots J and K by the green water tower or lot U off the access road off Fish Hatchery Road. Shuttle service is available between these lots and to the hospital. Call 610-402-8220 to request shuttle service.

LVH-17th & Chew Sts. Campus
Students are assigned and required to park in lot 7 at the lower entrance to the fairgrounds on Liberty Street. Students are also permitted to park in the patient/visitor lot 2 next to the 17th SON building after hours Monday through Friday (5:00 PM to 7:00AM) and on weekends. A USF-Lehigh Valley ID badge is required to access these lots. Note: The city of Allentown hosts the Allentown Fair in this area during late August into September. Student Affairs will notify students of alternative parking available during this time.

LVH-Muhlenberg Campus
Students are assigned and required to park in lot F at the event pad on the top of the hill at the main hospital entrance.

COMMUTING
Students receiving financial aid are allotted funds to assist with commuting expenses. Students with questions about this funding should contact Joan Bailey, Associate Director, Financial Aid (USF MCOM) at joanbailey@health.usf.edu.

LIBRARY SERVICES
Library Services at LVHN will provide articles and books, assist with searches or offer any medical reference services you might need. All resources borrowed from any of the libraries should be returned on or before the due date. Failure to return resources in a timely fashion will result in restriction of future loan privileges and will be reported to the Office of Student Affairs. All library materials must be returned and any outstanding fines paid prior to graduation or your diploma will not be released.

When connected to the LVHN network, visit our homepage to see all resources or find additional information about Library Services. Call us at 610-402-8410 or email us at LibraryServices@lvhn.org.
**Digital Library Website**

http://library.content.lvhn.com/ (must be connected to LVHN network to use this link)

From the LVHN-CC Intranet – use FIND FAST – choose Library Services. When you access the Digital Library Web Site from the LVHN Intranet, from EPIC, or remotely, you can:

- Use over 3,000 medical e-books, 3,500 print books, 15,000 full text e-journals, and 1,100 multimedia resources
- Access library subscribed resources and over 160 medical databases available on the Internet.
- Request a research consultation; an article, book or book chapter; help with a literature search; or other library services.
- Download Browzine – a service that allows you to browse, read and follow thousands of LVHN’s Digital Library’s scholarly journals on your Android or iOS mobile devices. You can track your favorite journals and see similar titles.
- Writing an article? Creating a poster? Find writing and citing resources, poster preparation information and the LVHN poster request form.
- Find reading lists, subject guides and journal club pages. Use online tutorials for subscribed resources to maximize your use of them.

**Mobile Library Website**

The mobile library website is available at http://intranet.lvhn.com/library. Log in using your normal network login

**Library Resources in Epic**

- Use Web Links in the upper right corner to open a window to Library Services.
- Lexicomp is integrated in Epic and can be accessed on the Medication ordering and MAR screens. You can also get to Lexicomp under Web Links/Library Services.
- Dynamed Plus can be accessed in these screens: Health Maintenance, Diagnoses / Chief Complaint, Allergies, Procedures Entry, Flowsheets, Results, and Vitals. You can also get to Dynamed Plus under Web Links/Library Services.

**Library Policies**

When the libraries are locked, 24-hour access is obtained using your hospital ID badge.

Under no circumstances are individuals permitted to:

- Allow after-hours entry to anyone else including family members and friends
- Use someone else’s card to gain entry to the library
- Request anyone to allow them to enter the library
- Make excessive copies (over 100 pages per day)
Be advised that a video surveillance system monitors after-hour library use and violations of library policies may result in forfeit of library privileges.

At LVHN-CC, covered drinks are permissible; please restrict food to the high tables in the front of the library.

**Locations and Contacts**

The Body Family Medical Library, located at LVHN-CC, is the main location for Library Services. The front desk is staffed Monday through Friday, 12:30 AM to 4:00 PM (610-402-8410). There is also a “virtual” teleconferenced librarian available 10:00 AM to 12:00 Noon – just go into the collaboration room to speak directly to the librarian. She can check out books, answer questions and help with literature searches or other library services.

The library at LVHN-Muhlenberg is located near the South Entrance of the hospital. The library is not staffed. Computers are available but no printers.

The library at LVHN-Hazelton is staffed Monday through Wednesday 7:30 AM to 4:00 PM (570-501-4847).

The library at LVHN-Schuylkill is located on the second floor of the School of Nursing at the South campus. Contact the librarian at 570-621-5033 for access codes.

**PLACES TO STUDY**

Student study space is available on a 24-hour basis at all three hospital sites: LVH-CC in the Student Lounge on the third floor of the Anderson Wing, the Student Lounge on the first floor Kasych Pavilion, the Body Family Medical Library, 17th Street SON in the Student Study and Lounge Space located on the second floor in the School of Nursing, and at LVH-Muhlenberg in the Medical Library. Additional study space is available in the Student Lounge in the Department of Education in the 1247 building. Please contact Debra Lamontagne at 610-402-2569 or Debra_L.Lamontagne@lvhn.org with any questions or concerns.

**LACTATION ROOMS**

Lactation rooms are available at the following locations:

- **LVH-Muhlenberg** – Family Health Pavilion, first floor; south lobby 61 building, third floor
- **LVH-Cedar Crest** - Pool Pavilion, 6th floor directly located off the staff elevator; Kasych Family Pavilion, 1st floor; Jaindl Family Pavilion, 1st floor near grand staircase.
- **LVH-17th & Chew** – First floor, near yellow elevators
- **LVH-17 School of Nursing** – Second floor, northeast wing across from the lunch room
- **LVH-Pocono** – Second floor, next to L&D
- **LVHN-One City Center** – 6th floor; 7th floor; 8th floor; 9th floor near elevators
LVHN-Mack Boulevard – 2nd floor, near conference room C; 3rd floor, ladies room near elevator; 4th floor, ladies room near elevator; 5th floor, ladies room near elevator
1247-DOE – 2nd Floor; Conference Room E

**CHAPELS/MEDITATION ROOMS**

Chapels and/or Meditation Rooms are available for student use at LVHN hospital sites.

LVH-CC
- Chapel: first floor of the Pool Pavilion
- Meditation Room: first floor in the Cancer Center lobby

LVH-17
- Meditation Room: third floor (just off the blue elevator)

LVH-M
- Chapel: first floor tower (behind the main staircase)
- Meditation Room: third floor South tower

Please contact the Office of Student Affairs for a list of other local areas of worship.

**CAFETERIAS**

LVH-17th St.
- Food Court - Lobby Level Daily 6:30am – 2:00pm

LVH-CC
- Food Court Weekends 6:30am – 9:00pm
  - M-F 1:00am - 4:00am
  - 5:00am-9:00pm
- Starbucks Coffee Cart (Jaindl Pavilion) M-F 7:30am – 3:00pm
- Coffee Shop Café (Jaindl Pavilion) M-F 7:00am – 2:00pm

LVH-Muhlenberg
- Food Court - Lobby Level Daily 6:30am – 9:00pm

**FITNESS CENTERS**

Membership at the following fitness centers is available to SELECT students free of charge. Membership includes: use of all fitness facilities; comprehensive cardiovascular, free weight and resistance training centers; group fitness classes; fitness assessment and personalized exercise program; and locker room amenities including towels. Memberships are also available to students’ families, for a fee. When registering to join, please bring appropriate identification. Paperwork can be completed online or at the Fitness Center. Please contact USF-Lehigh Valley’s Office of Student Affairs for a listing of other fitness centers in the area.

LVHN Fitness—Cedar Crest
1243 S. Cedar Crest Blvd., Lower Level
Allentown, PA 18103 610-402-3699
Hours: M-F 5:00am – 9:00pm; Saturday and Sunday 7:00am – 3:30pm
STUDENT PROGRAMS AND ORGANIZATIONS

There are many student organizations already in existence at the Lehigh Valley Campus. Student Organizations and membership are chartered through the Lehigh Valley Campus Medical Student Council. Please see your council representatives for specific details regarding student organizations.

STUDENT ACTIVITIES GUIDELINES

Background:

Both USF and LVHN are responsible for activities that involve our students and activities that take place on our respective campuses.

Purpose:

These guidelines outline the process by which a SELECT student or faculty advisor may propose an activity involving SELECT students or taking place on LVHN property.

Issues of particular concern:

- Vendors or other outside speakers, particularly education vendors, must be pre-approved before coming on-site.
- No pharmaceutical or medical device vendors are permitted for students to bring on campus.

Guiding Principles:
**Pre-approval -**
- Any student event or activity running at any Department of Education site, including those located at 1247 S. Cedar Crest Blvd and any activity involving the Interdisciplinary Simulation Center or its staff, materials, or equipment must be pre-approved by DOE leadership.

**Advisor -**
- Any student group that wishes to offer a session outside the normal curriculum and wishes to do so at the Department of Education must have a designated group advisor.
- The advisor is ultimately responsible for the activity.
- The advisor must be actively involved in the planning of the activity and it is highly recommended the advisor be on-site during the activity.
- If DOE simulation space or equipment is requested and approved, the advisor or faculty designee is required to be on-site to supervise the activity.

**DOE rooms –**
- DOE rooms must be re-set once the activity is completed as per templates which are posted in meeting areas.
- All AV equipment, projectors and computers must be turned off at the conclusion of the activity.
- Any remaining food and beverages must be removed from the room and trash disposed of properly at the conclusion of the activity.

**Process steps for informal USF student groups:**
Any student or faculty member who wishes to offer a session outside the normal curriculum and wishes to do so at the Department of Education must comply with the following:
- **Pre-approval** - The advisor is responsible for ensuring all logistics are completed as appropriate. [*See Pre-Approval Process below*]
- **Room reservations** - The advisor is responsible for reserving any non-DOE rooms needed. Any student requesting a DOE room reservation should be forwarded to Kayla Fineran so that the request can be reviewed centrally, ensure there are no conflicting events, and to ensure the event or activity has been approved.
- **Catering** - Any student group requesting catering should be forwarded to Kayla Fineran for assistance placing the order.
- **Funding** - The advisor is responsible for securing any necessary funds for catering, materials, etc.
Process steps for approved, formal USF student organizations/interest groups:

- Pre-approval - The advisor is responsible for ensuring all logistics are completed as appropriate.
  *For any activity involving the Interdisciplinary Simulation Center or its staff, materials, or equipment, the advisor is responsible for ensuring that a DOE project request is logged so the request can be considered. Requests must be pre-approved by DOE leadership. **See Pre-Approval Process below***
- Room reservation - If the request is for use of a DOE classroom or learning center only, the reservation request should be forwarded to Ms. Shannon Stelle so that the request can be reviewed centrally and ensure there are no conflicting events, and so that the room can be reserved via the Meeting Room Manager system.
- Catering - Catering requests must be submitted to the class treasurers for approval. Treasurers will forward approved requests to Ms. Kelli Herman for tracking at least two weeks prior to the activity. Ms. Herman will then forward requests to Ms. Stelle for ordering.

**Pre-Approval Process:**
- The advisor or student lead for the activity must contact DOE for approval at least 30 days prior to the activity. Events submitted for consideration with less time may not be approved.
- Click here to complete activity request form - [https://form.jotform.com/60635101588959](https://form.jotform.com/60635101588959)
- DOE representative will review the proposed activity and communicate questions and/or approval to the requester.
  - **Approvers:**
    - Dr. Brannen (Student Affairs and education vendors),
    - Dr. Barraco (Education Affairs – anything curricular but off clerkship),
    - Mr. Tim McCann (Simulation)
    - Dr. Hadinger (Misc)

**Questions?**
Please contact the Director of Medical Education [Margaret_A.Hadinger@lvhn.org](mailto:Margaret_A.Hadinger@lvhn.org) 610-402-2475.

**COMMITTEES**

SELECT students have opportunity to participate in certain USF-Tampa and USF-Lehigh Valley committees. Contact Kelli Herman at [Kelliann.Herman@lvhn.org](mailto:Kelliann.Herman@lvhn.org) or (610) 402-2786 for more information.

**LVHN COMPUTERS**
As part of the SELECT program, students will learn in a collaborative environment using the latest health care technology, including mobile thin-client devices. While on the USF- Lehigh Valley campus, these devices allow constant network access to USF-Lehigh Valley educational content and systems, as well as the ability to document within medical records. In addition, the wireless capabilities of these devices allows for quick access to medical resources such as DynaMed and PEPID, e-journals and various electronic texts.

During Orientation Week, each student will be assigned, and become responsible for, a thin-client device and battery(ies). At the completion of the 4th year, students will be responsible for returning this device and accessories to the USF-Lehigh Valley Office of Student Affairs to become eligible for graduation. Should a device or accessory be lost or damaged, the USF-Lehigh Valley’s Office of Student Affairs and LVHN’s Security Department should be notified immediately. If a USF-Lehigh Valley device is lost or damaged, the student assigned that device is accountable for 25% of the replacement costs ($225.00 for thin-client device, $30.50 for battery, $10.00 for power cord).

Students are not permitted to conduct personal business on network owned computers and laptops, as per LVHN policies located on www.lvh.com.

SELECT STUDENT WIRELESS NETWORK

Dedicated wireless internet access for use on personal computers and devices is available for SELECT students. The SELECT wireless network is intended for use by SELECT medical students (only) who have valid and active LVHN and USF user accounts. This service is available at all LVHN hospital locations and other network facilities and promotes wireless personal computing for education and research. Accounts will be pre-established for you by Information Services with I/S representatives being on-site at 1247 S Cedar Crest at various dates/times to configure this network connection for you on your laptop or tablet device. Accounts created for students are active for a designated time, after which students will receive a prompt to update their password.

Connecting with Windows 10

Step 1 – Right-Click the wireless icon from the system tray.
Step 2 – Select the “Open Network and Sharing Center”.
Step 3 – Select “Set up a new connection or network”.
Step 4 – Select “Manually connect to a wireless network”.
FOLLOW THE WINDOWS 7 INSTRUCTIONS STARTING AT STEP 6

Connecting with Windows 7

Step 1 – Open the available network dialog by selecting the wireless icon from the system tray.
Step 2 – Select the “Open Network and Sharing Center” link at the bottom of the connection dialog.
Step 3 – Select the “Manage wireless networks” link in the upper left hand corner of the Network and Sharing Center.

Step 4 – Select “Add” from the horizontal menu.

Step 5 – Select “Manually create a network profile”

Step 6 – Enter the Wi-Fi information as follows. The Network Name is case sensitive.
Step 7 – Select “Next” to create the connection.
Step 8 – Select “Change connection settings”.
Step 9 – Select the “Security” tab from the properties dialog.

Step 10 – Select the “Settings” button for the network authentication method.
Step 11 – Uncheck “Validate server certificate” if checked.
Step 12 – Select the “Configure…” button for the Authentication Method.

Step 13 – Uncheck the box for “When Connecting: Automatically use my Windows logon name and password (and domain if any).”

Hit “Apply” or “OK” on all open dialogs; now look for “LVH-DOT1X” in your available wireless networks. When you try to connect you will be prompted for your LVHN domain credentials (this is typically a letter followed by 4 numbers).

Connecting with Mac OS X

Step 1 – Open the Wi-Fi selection menu from the taskbar.

Step 2 – Select the “Join Other Network…” menu item.
Step 3 – Enter the network details as follows. The “Network Name” is case sensitive and should be entered exactly as shown. Your username and password is referring to your LVHN credentials, which for example you would also use to log in to your WYSE device.

Step 4 – Select “Join” to connect. If you are prompted with any certificate notifications, please accept them.

Connecting with Windows XP

Step 1 – Access the networking menu by right-clicking the wireless icon in the system tray.

Step 2 – Select “View Available Wireless Networks” from the menu.
Step 3 – Select the “Change advanced settings” link from the right hand menu.

Step 4 – Select the “Wireless Networks” tab.
Step 5 – Click the “Add” button under the “preferred networks” area.
Make sure to enter the “Network name (SSID)” exactly as shown because it is case sensitive.

**Step 6** – Select the “Authentication” tab at the top of the window.

**Step 7** – Change the “EAP type” to “Protected EAP (PEAP)”. 
Step #8 – Click the “Properties” button just below the “EAP type” dropdown.
Step #9 – Uncheck the “Validate server certificate” checkbox.
Step #10 – Select the “Configure...” button next to the “Select Authentication Mode” dropdown.
Step #11 – Uncheck the “Automatically use my Windows logon name and password (and domain if any).” Checkbox and then hit “OK”.

Hit “Apply” or “OK” on all open dialogs; you should eventually see a message saying “Click here to select a certificate or other credentials for connecting to the network LVH-DOT1X”. Click this box and enter your LVHN domain credentials when prompted. This is the same username and password you would use to log into your WYSE device. Enter LVHHN for the domain.

Troubleshooting
If you have any issues, please contact;
Brian David
1247 Department of Education, 2ND Floor
brian.david@lvhn.org
(610) 402-2816

EMAIL

Email is the official form of communication. Students are required to check both USF-Tampa and USF-Lehigh Valley email DAILY and will be held accountable for all transmissions.

Although email is our primary means of communication with students, we may also send mailings via the U.S. mail system. U.S. postal mail address changes must be communicated to USF-Tampa’s Office of the MD Registrar.

PAGERS/PAGING

Pagers are issued to the students by the USF-Lehigh Valley Office of Student Affairs. Students are expected to have their pagers on and in working order during normal business and call hours. Please check with your individual clerkship course director regarding any other additional communication expectations.

Please note: students will be charged the standard $99.95 replacement fee if their pager is lost, damaged, or stolen. Pagers must be returned to the Office of Student Affairs prior to graduation. The paging instruction manual is available at http://www.lvh.com/pdf/Alpha_Elegant_Manual.pdf

Options for using the LVHN paging system:
- To use the hospital operator, dial 8999 and place your request with the operator.
- If the 4-digit extension is known, dial 5100 and follow the directions given by the voice prompt.
• If the area code and pager number are known, dial 99 for an outside line and enter the complete number at the dial tone. Follow the paging directions given by the voice prompt.

**IDENTIFICATION BADGE**

Each student will be issued an LVHN badge. ID badges are to be worn above the waist on your white lab coat during work hours. Badges should be free of stickers and pins. Students should have an emergency code card, as well as a Joint Commission card, attached behind their ID badge for quick reference.

ID badges are coded with a magnetic strip that allows access to designated hospital and parking areas. Students are granted access to specific clinical areas determined by the department in which they are rotating. Security determines parking lot access.

Please call USF-Lehigh Valley’s Office of Student Affairs should you have any problems with your ID badge or if you need a replacement ID badge. There is a $25 fee for replacing lost ID badges. ID badges must be returned to the Office of Student Affairs prior to graduation. For other questions or card access requests call 610-969-1978.

**POSTERS AND PRESENTATIONS**

In our digital world where presentations and posters are posted to the internet through conference websites and the LVHN Scholarly Works repository, it is important that these works are prepared within legal guidelines. These works reflect the reputation of the SELECT Program, USF, and LVHN.

• For posters and presentations, you may be preparing for projects outside your required coursework (i.e. for conferences), to begin the poster production process, go to the LVHN intranet (link provided below) and complete the LVHN Poster Request Form. The completed form will be emailed directly to LVHN’s design team for oversight and to LVHN’s preferred design vendor for scheduling and production.

  [https://lvhn.co1.qualtrics.com/SE/?SID=SV_cJjumHzMJTAJRgV](https://lvhn.co1.qualtrics.com/SE/?SID=SV_cJjumHzMJTAJRgV)

  Preferred Design Vendor: Paula Yoo at phygd@aol.com

  For posters and presentations required for a particular USF/SELECT course or clerkship, follow the instructions provided by the course or clerkship director.

All posters and presentations must be reviewed for both HIPAA-protected information and copyrighted material prior to presentation. The presenter is responsible for any violations.

Please refer to the main MCOM handbook for more information on copyright and HIPAA requirements.
SAFETY/SECURITY/EMERGENCY PREPAREDNESS

We are committed to providing a safe and secure learning environment.

Personal Safety

For an emergency situation, dial 555 from a network phone to contact the dispatcher on a dedicated emergency line with no wait. Call 610-402-5555 if on-campus and calling from a cell phone. If you are off-campus and not calling from a network number, please call 911 directly.

To contact Security regarding a non-urgent matter, call 610-402-8220.

To promote campus safety, security officers make rounds both inside and outside the hospital campuses.

All parking lots have emergency call boxes which connect directly to the emergency dispatcher. During shift change, a security officer in a patrol vehicle monitors activity for student safety. A shuttle is also provided as both a measure of convenience and safety to all colleagues and students.

The Security Services Department takes extra steps to ensure that our officers are able to handle all situations with professionalism.

Traffic Services

At USF-Lehigh Valley your safety and well-being is a primary concern. To ensure that students and visitors are able to enter our facilities in a safe manner, we have a security officer in a patrol vehicle monitor the parking lots and roads of our four main campuses.

The security officer assigned outside patrol provides a number of services:

- Jump dead car batteries
- Gain entry to cars that owners are locked out of
- Escorts to your vehicle as requested
- Assists local police with traffic flow during incidents

The security officer assigned outside patrol also monitors where students park to ensure they are in the appropriate area. It is important that colleagues and students park in the designated area, since visitors and patients coming in for treatment should be able to park as close as possible. When a colleague or student does not park in the correct area at our LVH-Cedar Crest and LVH-Muhlenberg campuses, the security officers are sworn in by the city to write parking tickets. Tickets are also issued for parking in a handicap spot without having a placard and for parking in a no parking zone. Vehicles will be towed at the owner’s expense for causing serious safety concerns and for repeat offenses.
Questions regarding where to park or parking tickets should be referred to the parking hotline at 610-402-7700.

**Emergency Management**

USF-Lehigh Valley’s Emergency Management Department is prepared to respond to natural and man-made disasters, suspected cases of bioterrorism and other emergencies in a manner that protects the health and safety of patients, visitors, and staff, and that is coordinated with a community-wide response to a large-scale disaster. The Department of Public Safety and Security Services works closely with the Northeast PA emergency response group, Lehigh and Northampton county emergency management agency, local emergency officials and health care providers to ensure a well-coordinated response to disasters.

Our Public Safety Department maintains a positive and professional relationship with outside law enforcement agencies by assisting these agencies when needed to the highest extent possible. Local police have been supplied with access cards to our facilities to accelerate response time. Salisbury police also monitor the Cedar Crest campus radio frequency and often respond without being called.

**Emergency Notification**

All medical students are assigned a pager and their pagers belong to a paging group. This paging group can be used to send emergency pages to the entire class within moments.

Additionally, students are strongly encouraged to sign up for the Serv PA notification service, which updates users on all state, local, and LVHN-specific emergencies. Notifications can be sent to a student’s LVHN or personal: pager, home, cell, or office phone via automated phone voice messaging, email, or burst text message to your cell phone. Each individual registered will have the ability to select what type of messaging they prefer (more than one can be chosen) to ensure you receive critical communications quickly and efficiently.

**How to Register for SERVPA**
LVHN’s Mass Notification System for Critical Incidents


2. Click on “Not Registered?” link directly below the username and password login.

3. Select “add organizations” and choose Hospital Organizations in pop-up window.

4. Check “Lehigh Valley Health Network” as your Unit.

5. Choose Select.

6. Create an Account: You will then be directed to the series of fields necessary for completion to set up your user account in SERVPA. Please enter the appropriate information and select the applicable options.

7. You will then be asked to agree to all terms of service and provide personal contact information.

8. Follow instructions on form and hit next to finish registration.

9. If you have any problems with your registration, please feel free to email your System Coordinator by clicking on the “contact us” link at the bottom of any screen within SERVPA website.

Security Services Leadership

The Director of Security Services has set up a management system to ensure that all security officers are able to get direction to a problem, and to better serve LVHN’s colleagues, students.
• Operations Manager - Responsible for the oversight and management of the daily network security operations. Coordinates the activities of program development, implementation, monitoring and evaluation for all Security Service operations.

• Captains - There are three security captains that generally work Monday through Friday; one for each shift. Captains handle any unexpected circumstances and manage the officers on duty to ensure that the daily activities are completed with professionalism.

• Lieutenants - There are two lieutenants per shift who act as team leads and help guide officers through day to day activities, providing answers to general questions. Lieutenants also ensure that all procedures are done with consistency.

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DIAL 555 TO REPORT ALL EMERGENCY CONDITIONS

**Hospital Safety**

During their 1st and 2nd years at USF MCOM, students will be trained in routine hospital knowledge including back safety, chemical safety, MSDS information sheets, fire safety, universal precautions and safety for infectious disease. This training and education will be furthered when students arrive at USF-Lehigh Valley. Students will complete safety training as part of their required Canvas orientation modules which must be completed prior to arrival at USF-Lehigh Valley.

**HEALTH INSURANCE**

USF MCOM students are required to have health insurance. Each year, students must provide proof of current health insurance. Students must be aware of their HMO or managed care
provider’s payment allowance outside their service areas. Any student requiring medical care at LVHN will be required to provide the name of the insurance carrier / provider for billing purposes. Each student is responsible for their medical bills should the insurance company deny payment. In addition, students will be responsible for all co-payments at the time medical services are rendered. Information about health insurance options, including an option that is comparable to the option offered by USF MCOM, can be obtained by contacting USF-Lehigh Valley’s Office of Student Affairs.

LOCKERS

Assigned:
Lockers are provided free of charge for SELECT Program students in the Student Study and/or Lounge Space at the LVH-Cedar Crest. Students will be assigned a locker at LVH-Cedar Crest in either the Kasych or 3rd floor Anderson student lounges. You must supply your own lock. Students are responsible to keep the locker clean and free of perishable items. USF-Lehigh Valley’s Office of Student Affairs will notify all students via e-mail when to remove all articles from their hospital lockers. LVHN reserves the right to cut off any lock and inspect a locker at any time.

Temporary:
Lockers are also available in the Outpatient Simulation lobby and the Hospital Simulation area of the Interdisciplinary Simulation Center in the Department of Education at 1247 S Cedar Crest Blvd. When visiting the SIM Center, students can use any locker, take the coordinating key/lanyard during simulation and return them to the lockers when finished.

Lockers are also available at the 17th Street School of Nursing student lounge. Students will need to provide their own lock. LVHN reserves the right to cut off any lock and inspect a locker at any time.

DAYCARE RESOURCES

Please contact USF-Lehigh Valley’s Office of Student Affair for a list of local daycare services.

HOUSING

USF-Lehigh Valley’s Office of Student Affairs is committed to helping students with their transition to the Lehigh Valley. Third and fourth year SELECT Program students learning at USF-Lehigh Valley will be provided housing information and resources. A list of housing options can be obtained by contacting USF-Lehigh Valley’s Office of Student Affairs. Housing is each student’s responsibility. Students with emergency or interim housing needs should discuss these needs as early as possible with the Director, Medical Education or the Assistant Dean for Student Affairs at USF-Lehigh Valley. For third year students, dorm housing may be available on a short term, emergency basis only at the Associate or Assistant Deans’ discretion. If granted, a fee of $50/week may be applied, again up to the Deans’ discretion given the nature of the emergency situation. For fourth year students, dorm housing may be available on a temporary
basis only, with a limit of three consecutive months for any student. A fee of $50/week will be applied.

**DRESS CODE/LAB COATS**

In addition to the dress code outlined in the USF-Tampa Student Handbook, SELECT Program students are expected to follow applicable USF-Lehigh Valley dress code. LVHN requires all personnel while on duty and/or while representing or performing network business to maintain standards of dress and grooming that are appropriate for a professional health care environment and adhere to safety and infection control requirements. All students are expected to maintain an image of professionalism through appearance, grooming and conservative dress. The [dress code](#) is located on the LVH.com intranet in the Administrative Policy Manual.

Students will be provided with one lab coat. Routine care, maintenance and replacement of lab coats are the responsibility of the student. Questions about the care of lab coats should be directed to USF-Lehigh Valley’s Office of Student Affairs.

**MAPS**

Updated maps of LVHN sites are available online at [LVHN.org/facilities-directions](#).

**III. SELECT PROGRAM SPECIFICS**

**SELECT PROGRAM CURRICULUM**

The SELECT Program content and competencies include: leadership knowledge and skills, values-based patient-centered care, and health systems. The program will build a sense of community between students in the SELECT Program and faculty from the Tampa and LVHN regional campuses.

MS1 and MS 2 students in the SELECT Program will be required to complete all existing MCOM required Year 1 and Year 2 courses.

Required Year 3 clerkships and courses will be completed at USF-Lehigh Valley. Year 4 SELECT program requirements for graduation are located at [MD SELECT Graduation Requirements](#).

**CLERKSHIP ELECTRONIC LOGBOOK**

EVValue will be used for logging patient encounters.

Technical support for EVValue is available by contacting Sean Phillips via e-mail at [sphilli6@health.usf.edu](mailto:sphilli6@health.usf.edu) or Brian Fisher at [Brian.Fisher@lvhn.org](mailto:Brian.Fisher@lvhn.org)
IV. USF-TAMPA/USF-LEHIGH VALLEY-SPECIFIC POLICIES AND PROCEDURES

ATTENDANCE

Attendance is expected and will be monitored. The required calendar for student attendance on clinical rotations will be consistent with the MCOM academic calendar. Please refer to the main MCOM handbook for attendance guidelines.

ILLNESS/EMERGENCY PROCEDURES

Emergencies for Personal Illness, Family Illness, etc.

In the event that a student needs to request emergency time for a personal or family illness, the student must follow the steps outlined below:

1. Make contact with the supervising preceptor or team. Contact can be via telephone, page, or email. However, it is the student’s responsibility to make sure that the message regarding the absence is not only sent but also received.

2. Email the Clerkship Director and Clerkship Coordinator to report his/her absence. The student should indicate the nature of the emergency (illness, family concern, etc.). The Clerkship Director may request additional information about the absence. The Clerkship Director may request a physician’s note or a more detailed explanation of the absence.

3. As an alternative to the above process, if a student is significantly impaired, the student may contact the Student Affairs Office at 610-402-2475 or 610-402-2786 to request an excused absence. The Student Affairs Office will then make contact with the supervising team and clerkship director to advocate on the student’s behalf.

If the student needs additional help, please call USF-Lehigh Valley’s Office of Student Affairs. A member of the Student Affairs team is available during business hours by calling 610-402-2475 or 610-402-2786 or contact the Assistant Dean for Student Affairs through the LVHN paging service at 610-402-8999.

At the full discretion of the Clerkship Director, excused absences may require remediation of missed clerkship work, additional days and/or additional material and may proportionally affect the final grade of the clerkship.

If a SELECT student misses more than 3 full calendar days due to illness, the student must follow the process as outlined by Employee/Student Health Services (see below) in order to be cleared to return to rotational activities.
Human Resources Policy #3002.6 Sick Leave:

LVHN’s regulatory obligation to track student illnesses is accomplished through the return to work process, as outlined in V. Procedure, C. Clearance to return to work must be obtained through Employee/Student Health Services after an absence of more than 3 full calendar days, or any condition that results in restrictions upon return to work. The process is:

1) Individuals cleared for full duty by their treating physician should bring their physician’s release to student health services during walk-in hours prior to resuming rotational activities.

2) Individuals cleared to return to work with restrictions should call student health services to schedule an appointment and to be advised of necessary documentation.

Information regarding any communicable illness will be collected at the time of the student health visit and maintained in the confidential employee health record.

Employee/Student Health Services should be contacted for any concerns about a student’s communicable condition, regardless of length of absence.

The full policy may be accessed via the LVHN Human Resources policies document, policy #3002.60.

Illness Procedure

If a student becomes ill while on a rotation at USF-Lehigh Valley and requires medical attention, they should first call their Primary Care Physician (PCP). If a student does not have a PCP, they can visit http://www.lvhn.org/find_a_doctor/ to help find a doctor, avoiding practices where students will rotate per their schedules. Students are encouraged not to be treated by faculty members involved in their educational experience.

If the student’s PCP is unable to see the student or will not treat them via the phone, the student may visit any of the ExpressCARE providers LVHN offers. Students can access a list of LVHN ExpressCARE locations or call 610-402-CARE.

In order to facilitate students being seen in the case they are ill, the copay only for a SELECT student’s first visit at an LVHN ExpressCARE provider office will be waived. The only exception is the LVHN-Tilghman ExpressCARE location which is NOT included in this copay discount. Upon arrival the student should tell the office staff they are a SELECT student. If the Walk-In Center staff collects a copay in error or the student receives a bill, the student will need to call LVPG-Patient Relations (484-884-1300) for a refund.

The student’s medical insurance will be billed for all medical treatment and the student will be responsible for all charges not covered by their insurance.
If the student needs additional help, please call USF-Lehigh Valley’s Office of Student Affairs. A member of the Student Affairs team is available during business hours by calling 610-402-2475 or 610-402-2786.

**STUDENT HEALTH**

Comparable to and in collaboration with USF MCOM’s Office of Student Affairs, USF-Lehigh Valley’s Office of Student Affairs will strive to serve our students to empower them to have a meaningful and enjoyable educational experience and promote the individual and professional growth and development of our students.

During the USF-Lehigh Valley orientation process, students will be counseled about options for receiving primary care, specialty care and emergency medical services. Among the available options to students are: care by the student’s PCP, LVHN ExpressCARE centers, or any Lehigh Valley Physician Group practice. Students will have access to physicians/clinicians who are not involved in their academic evaluations or grading.

**LVHN Employee/Student Health Services**

LVHN’s Employee/Student Health Services will provide students with the following services: Tuberculosis screening (baseline, annual, at the completion of the rotation), evaluation and treatment of communicable disease exposures, confidential HIV testing, evaluation and testing related to bloodborne pathogen exposures, and fitness for duty exams.

Employee/Student Health Services are located at LVH-Cedar Crest inside the Jaindl Pavilion, and at LVH-Muhlenberg inside the Westgate Drive entrance. Both offices are staffed by a physician, nurses and support staff. Hours of operation:
- LVH-Cedar Crest - Mon/Fri: 7:00am-4:00pm and Tue/Wed/Thu 7:30am-4:00pm.
- LVH-Muhlenberg - Mon/Tues/Wed/Fri: 7:30am-4:00pm and Thu 7:00-4:00pm.

In addition, an Employee/Student Health nurse is on-call 24 hours per day/7 days per week. The Employee/Student Health nurse can be easily paged from the LVHN Intranet. All visits to the Employee/Student Health Service centers are confidential.

**Impairment**

Students who are suspected of being impaired by drugs or alcohol will be required to comply with Human Resource policy 2001.20 Drug/Alcohol Use and Drug Possession-For-Cause Testing.

**Occupational Injuries and Illness**

Students who are involved in a needle stick, blood or body fluid exposure, or communicable disease exposure, while on rotation at USF-Lehigh Valley, should immediately report directly to
Employee/Student Health. In the case of a needle stick or blood or body fluid exposure, if Employee/Student Health is closed (after 4 pm, weekends and holidays), the student should immediately report to the Emergency Department at the respective campus. Students exposed to a bloodborne pathogen will receive counseling and instructions for follow-up from Employee/Student Health services. Students exposed to an infectious disease will receive counseling and prophylaxis (if warranted) from Employee/Student Health. The student must complete an incident report when any occupationally-related accident occurs while on rotation. Incident reports are paper forms (ADM-02) available on any patient area, in Employee/Student Health services or in the Student Affairs office. The incident must be reported to the course/clerkship director and USF-Lehigh Valley’s Office of Student Affairs as soon as possible so long-term follow-up and counseling can be coordinated.

Emergency Care and Incidents

Students who require emergency services or are involved in any other type of accident, e.g. a fall, strain or sprain etc., while rotating at USF-Lehigh Valley, should report directly to Emergency Department at the respective campus, if emergent care is needed. Options for care not requiring emergency treatment are stated above. An incident report, available on every clinical area or from the USF-Lehigh Valley Office of Student Affairs must be completed for any accident occurring on student rotation. The incident must be reported to the course director and USF-Lehigh Valley’s Office of Student Affairs as soon as possible. Any charges for Emergency Department treatment or follow-up care will be charged to the student’s health insurance and the student is responsible for any copays and deductibles.

Instructions for Blood & Body Fluid Exposures

1. Wash the wound or area IMMEDIATELY with soap and water. If you were splashed in the eyes, nose or mouth, irrigate the mucous membrane with large amounts of water.

2. Report the exposure to your preceptor, complete a LVHN Incident Report and proceed immediately to Employee/Student Health or if after hours to the Emergency Department where your exposure will be evaluated. Reporting for treatment triggers the process to test the source patient for bloodborne pathogen infections consistent with Pennsylvania law. Depending on the circumstances of your exposure and the status of the source patient, post exposure prophylaxis with 3 drugs may be indicated. If indicated, these drugs must be started within several hours of the exposure; therefore, do not delay in seeking evaluation and treatment.

3. Report the any incident including blood or body fluid exposure to the USF-Lehigh Valley Office of Student Affairs.

4. If you are prescribed Post-Exposure Prophylaxis (PEP), you will require follow-up monitoring. PEP will be coordinated by USF-Lehigh Valley’s Employee/Student Health office.
5. Employee/Student Health Office will provide you with testing results and a medical opinion as required by the OSHA Bloodborne Pathogen Standard.

6. Call 610-402-STIK for detailed instructions if you need more information.

7. Any charges for Emergency Department treatment or follow-up care will be charged to the student’s health insurance.

Returning to Clinical Rotation After an Illness

Students who are ill for more than 3 days must be cleared to return to their clinical rotation by health services.

INCLEMENT WEATHER

Unless the USF-Lehigh Valley Associate or Assistant Dean deem otherwise, or unless there is a network-wide issue, weather issues related to clerkships are at the clerkship director discretion. Please check with your clerkship director if you have specific weather-related questions. As a general rule, you are expected to report for duty unless otherwise instructed. Please keep current with weather forecasts, prepare accordingly and leave extra travel time. If you are not experienced with driving in winter weather conditions, we advise that you start seeking out someone who feels comfortable with these conditions and coordinate transportation.

Please note: Network-wide notifications regarding severe weather and other emergencies, as well as about LVHN building closures, are sent via the Serv PA system, as well as via LVHN email. Notifications about SELECT-specific emergency issues are sent via the LVHN paging system as well as via LVHN email. Instructions on how to sign up for the Serv PA system can be found in this manual in the Emergency Notification section.

STUDENT MISTREATMENT/UNPROFESSIONAL BEHAVIOR REPORTING

Harassment

Students who experience any incident that they feel is abuse, mistreatment or unprofessional behavior should communicate this to the Associate Dean for Educational Affairs at USF-Lehigh Valley or designee at 610-402-2563, the Associate Dean for Student Affairs at USF-Tampa or her designee at 813-974-2068, the Assistant Dean for Student Affairs at USF-Lehigh Valley or designee at 610-402-2563 or Olga Skalkos, PhD at 813-974-8509. Please refer to the main MCOM handbook for more information.

Unprofessional Behavior Reporting

Students who witness unprofessional behavior may communicate this to their Clerkship Director, the USF-Lehigh Valley Associate Dean for Educational Affairs, his or her designee, or through the
Assistant Dean for Student Affairs at USF-Lehigh. Violations of the standards of conduct by faculty as enumerated in the Faculty Medical Learner Compact and in other University Policies shall be relayed to the Faculty Affairs dean for action based on USF policy 10.112. Violations by residents will be forwarded to USF-Lehigh Valley’s Associate Dean for Educational Affairs. Please refer to the main MCOM handbook for more information.

GETTING HELP

Any student having academic or personal problems during the rotation is encouraged to contact the clerkship director, the Assistant Dean for Student Affairs or the Associate Dean for Educational Affairs at USF-Lehigh Valley as soon as possible. For academic difficulties, the clerkship director is usually the point of contact for support. For personal concerns, contacting the Assistant Dean for Student Affairs or the Associate Dean for Educational Affairs is recommended. If personal issues are affecting your performance on a clerkship or in a course, it may be wise to inform the clerkship or course director. The Assistant Dean for Student Affairs and the Associate Dean for Educational Affairs are here to help you with your concerns and to serve as your advocates with the clerkship/course director when needed.

To file a grievance with the Commonwealth of Pennsylvania Department of Education, please visit: Higher Education Complaint Form.

ETHICS CONSULTANCY

USF-Lehigh Valley has an array of resources in medical humanities, ethics, and professionalism accessible to students. The network sponsors an ethics committee, as well as an ethics consultation service that can be called upon by anyone in the network.

If a student would like to talk about issues in ethics at any level, from the professional, clinical, or institutional perspective, please contact Brian M Kane, PhD, LVHN’s Ethics Program Consultant at Brian.M.Kane@lvhn.org.

ADVISEMENT, MEDICAL CAREER COUNSELING, ACADEMIC ASSISTANCE, PERSONAL COUNSELING

Personal Counseling

USF-Lehigh Valley’s Office of Student Affairs will offer students resources for stress prevention and personal counseling services. These services will focus on providing students with resources for professional counseling for personal difficulties such as psychological, legal, financial, addictions, marital/family issues and any other personal difficulty.

Students can coordinate personal counseling services through USF-Lehigh Valley’s Student Assistance Program (SAP) provided by Preferred EAP. SAP provides comparable counseling services to USF MCOM’s HELPS program as described in the student handbook. Like USF
MCOM’s HELPS program, USF-Lehigh Valley services are staffed by professional counselors with a degrees and background in counseling. Personal counseling sessions will be kept entirely separate from the student’s educational file and will be treated as health records in order to ensure student confidentiality.

SAP offers crisis intervention services via telephone and in-person; all other services are available in-person at a site off-campus from USF-Lehigh Valley. The first 5 sessions with a SAP therapist are provided at no cost; additional sessions are charged to the student's health insurance.

SAP also provides psychiatric referrals. Students are advised to request non-USF-Lehigh Valley providers when they request psychiatric referrals. Students can contact the SAP at 610-433-8550 for an appointment or to discuss services.

**Tutorial Assistance**

Tutoring and learning assistance is available for students at USF-Lehigh Valley. Students who could benefit from assistance should contact the USF-Tampa Academic Support Center, at 813-974-5815 to request assistance. Tutoring, learning assistance, and remediation will be offered in conjunction with USF-Tampa resources, including MS3 and MS4 tutors, and professional educational consultant services.

**Career Advising**

All USF MCOM students are introduced to a defined career advising program and AAMC’s Careers in Medicine (CiM) program in late fall/early winter of their first year at the Tampa Campus. After an initial meeting in year one, all students are given access to the CiM website and all of its resources and select a career counselor. At USF-Lehigh Valley, faculty career advisors will advise them on career exploration, specialty decision, letters of recommendation, interviewing, and residency selection. All career advising at USF-Lehigh Valley is coordinated through the USF-Lehigh Valley Office of Student Affairs and directed by the Assistant Dean for Student Affairs in conjunction with the office of James Mayer, MD in MD Career Advising at USF MCOM.

At USF-Lehigh Valley, students will be assigned a career advisor who will help coordinate 4th year scheduling, residency applications, write the Medical Student Performance Evaluation (MSPE) and review rank order lists. USF-Lehigh Valley will also provide career workshops and a residency application workshop. While not mandatory, students are highly encouraged to attend these workshops. We will also provide the opportunity to have a mock interview in order to prepare for residency interviews. Program Director 4 (PD4) faculty at USF-Lehigh Valley will sign off on electives at the departmental level as well as the Registrar/Dean at USF-Tampa.