



THE UNIVERSITY OF
TENNESSEE
HEALTH SCIENCE CENTER.

COLLEGE OF MEDICINE - KNOXVILLE
UNDERGRADUATE MEDICAL EDUCATION

Welcome
to Knoxville



Your Complete Guide to the Knoxville Campus...

2026 EDITION

TABLE OF CONTENTS

5	MESSAGE FROM THE DEAN
6	About the College of Medicine - Knoxville
7	About the UT Medical Center
9	KNOXVILLE STUDENT AFFAIRS OFFICE & DEPARTMENT OF UNDERGRADUATE MEDICAL EDUCATION
	11 About Student Affairs
	13 Administrative Team & Contact Information
	15 UT College of Medicine Clinical Rotation Calendar 2025-2026
	18 Knoxville Clerkship Directors
21	ORIENTATION & ONBOARDING
	Part 1. UT Medical Center
	23 Network and Cerner Access
	24 Help Desk/IT Information
	25 Multifactor Authentication
	27 UTMC Way App
	28 CPOE Training
	29 Downloading Citrix
	37 Scrubs
	38 Department Communication Tools
	39 Needle Stick/Blood or Bodily Fluids Exposure Policy
	41 COVID Protocol at UTMC
	43 Medical Codes
	44 Fire Safety
	46 Security
	47 Identification Badges
	48 For Your Information Sheet
	50 UTMC Map and Parking
	52 Directions to Cherokee Farms – CPOE Training Location
	57 Part 2. Department of Undergraduate Medical Education & Campus Orientation
	58 Meals
	59 Vol Card Information
	60 Student Health
	63 TimelyCare
	65 Occupational Health
	66 Social Media Policy
	68 Inclement Weather Policy
	69 BLS/ALS Renewal
	70 Evaluations
	74 QR Code for UTHSC Policies
	75 Check Out Procedures
	77 Dress Code & Absences
78	CAMPUS LIFE & STUDENT RESOURCES
	80 Knoxville Student Leadership
	81 Student Lounge & Computer Room
	82 Campus Activities and Information on Capstone and LSP Presentations
	83 Textbooks
	84 Simulation Center
	85 Information on Lactation Room Locations
	86 Preston Medical Library
	89 UTMC Fitness Center
	91 NBME Exams
	93 Reminder – Time Zone Difference
	94 Social Media Page & Website
	95 Knoxville Student GroupMe QR Code
97	POLICY & GUIDELINES – KNOXVILLE & UTHSC
	99 Account Access Policy for Medical Students
	104 Student Mistreatment Policy
	107 QR Code to UTHSC Policies
109	OUT ‘N ABOUT IN KNOXVILLE
	110 Helpful Knoxville Websites
	111 Downtown Knoxville Map
	112 University of Tennessee Knoxville Campus Map
	113 Knoxville Terminology



Message from the Dean

We welcome you to the University of Tennessee Health Science College of Medicine Knoxville and the UT Medical Center (UTMC). We are exceedingly pleased and delighted that you chose us for your clinical rotations.

The COM-Knoxville offers all 7 M-3 core clerkships and approximately 50 elective M-4 clinical rotations. The overall objective for your rotations is to ensure an optimal learning environment and academic curricula that link to the five ACGME general competencies of patient care, medical knowledge, practice-based learning and improvement, interpersonal and communication skills, professionalism and systems based-practice. We emphasize faculty feedback to students and we promote student interaction with all members of the healthcare team. You receive exposure to a wide range of both chronic and acute disease presentations from a diverse group of patients. Our attending physicians are dedicated to bedside teaching and patient-centric care.

To further ensure student satisfaction and to meet student expectations, the COM-Knoxville also provides a structured Resident as Teachers Program. Several departments have already implemented, or are in the process of implementing, a voluntary Resident Mentoring Program to help identify residents who enjoy working with students, thereby ensuring quality student learning.

We strongly encourage you to provide ongoing feedback; if you experience difficulties of any kind, please reach out to your clerkship director, to the Office of Student Affairs, or to me personally. I am proud of the remarkably talented faculty and staff who are committed to mentoring our next generation of clinicians and sincerely hope you will enjoy your rotations on our campus and getting to know us.



Jonathan Wall, PhD
Interim Dean

About the College of Medicine - Knoxville

We are proud to be a part of the University of Tennessee Health Science Center offering exceptional programs in medicine, dentistry, and oral and maxillofacial surgery. Our educational opportunities are unique in several ways, one of which is our Medical Explorations Program for high school students who express an interest in medicine. Another is our integrated relationship with the University of Tennessee-Knoxville campus providing scholarship opportunities for students, residents, and faculty. Many of our faculty hold joint appointments in other departments.

Collaboration with our College of Medicine campuses in Memphis and Chattanooga allows our medical students to experience different clinical settings and our faculty increased research opportunities. Our partnership with the College of Veterinary Medicine goes well beyond the clinical realm to offer both masters and doctoral degrees for graduate students in Comparative and Experimental Medicine. Similarly, our interaction with the College of Pharmacy on this campus provides an abundance of opportunities for collective education and research.

We are especially fortunate to work with our clinical partner, University Health System, Incorporated to create the University of Tennessee Medical Center Campus providing medical care found only in an academic medical center.

The uniqueness of our campus is exhibited by our graduates who go onto to practice throughout the United States bringing with them the expertise for excellent patient care and the collegiality of a caring provider.

Mission Statement

As a part of the University of Tennessee Health Science Center College of Medicine, the UT Graduate School of Medicine strives to meet the needs of our community, our region, and our state through healing, education, and discovery.

Our mission is to advance medical education required to train the next generation of physicians and dentists, deliver comprehensive and compassionate care with our hospital partners, and conduct innovative research that is meaningful for patients and their families.

Our mission is in concert with the goals and initiatives of our clinical partner, University Health System Incorporated. We work with their administration and staff to fulfill all the regulatory requirements of the ACGME, ACCME, JCAHO, SACS, the State of Tennessee and other appropriate accrediting bodies. Together, the UT Graduate School of Medicine and University Health System, Inc. form the University of Tennessee Medical Center in Knoxville.

GSM Core Values

Innovation
Diversity
Collaboration
Scholarship
Compassion
Integrity

About the UT Medical Center

UT Medical Center Mission Statement

With a three-fold mission of healing, education and discovery, The University of Tennessee Medical Center holds a unique prominence in the area. As the region's only academic medical center, Magnet® recognized hospital and Level I Trauma Center, The University of Tennessee Medical Center serves as a major referral center for East Tennessee, Southeast Kentucky and Western North Carolina. The 710-bed hospital also is home of the region's only dedicated Heart Hospital, only adult and pediatric transplant center, the region's first certified primary stroke center, houses the region's only private-room neonatal intensive care unit and serves as a regional perinatal center.

Healing

In an effort to provide comprehensive care to our patients, The University of Tennessee Medical Center is made up of the Nine Centers of Excellence including the Brain and Spine Institute; the Cancer Institute; Emergency and Trauma Services; the Heart Lung Vascular Institute; Center for Complex Medicine; Center for Perioperative Medicine; Orthopedic Institute; Primary Care Collaborative; and Center for Women & Infants. The dedicated professionals at the medical center thrive in a fast-paced, challenging environment, where expert commitment plays a critical role in the hospital's ongoing success. The strength and success of the hospital comes from the work of exceptional employees who dedicate themselves to patient care excellence while upholding the hospital's values of integrity, excellence, compassion, innovation, collaboration and dedication.

Education

Although the primary purpose is to provide excellent patient care, the medical center also prepares tomorrow's healthcare providers. The University of Tennessee Medical Center is the home of the Knoxville campus of the University of Tennessee Graduate School of Medicine and the UT College of Pharmacy.

The University of Tennessee Graduate School of Medicine has ten academic departments with more than 400 full-time and volunteer teaching physicians, dentists, and researchers. Approximately 224 residents and fellows are currently trained in 15 ACGME-accredited specialty and subspecialty programs, and 16 residents trained in CODA-accredited general dentistry and AAOMS accredited oral and maxillofacial surgery programs.

Another component of the Graduate School of Medicine is the Preston Medical Library. The library provides reference, research and instruction for UT Graduate School of Medicine faculty, residents, students, physicians, as well as outreach to the community. Through the Consumer & Patient Health Information Service, library staff assist patients, families, and community members in finding information on health-related topics and provides the information free of charge.

In addition to the pharmacy students and the medical and dental residents and fellows, there are nursing students from area colleges, School of Radiography students and Clinical Pastoral Education (CPE) students.

In 2006, the College of Pharmacy expanded its programs in Knoxville with the construction of a new 15,000 square foot facility on the medical center campus. UT's College of Pharmacy was ranked 16th among the nation's Doctor of Pharmacy programs in U.S. News & World Report magazine's 2007 edition of American region's Best Graduate Schools.

Discovery

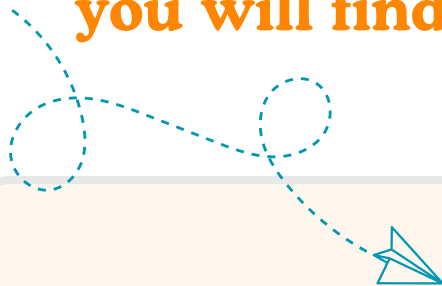
Doctors and researchers at the medical center and Graduate School of Medicine, work together diligently to discover new and better ways to detect and treat disease through various research projects and clinical trials. Research projects at the medical center help advance medical knowledge in areas such as imaging and diagnostic technology. Several of our basic science researchers are funded by the National Institutes of Health and related agencies to bring the best of medical care to East Tennessee. In addition, our physicians provide clinical trial opportunities unique to our setting making them readily available to those who seek new medications and treatment. Our research teams work closely with researchers throughout the University of Tennessee system as well as others throughout the nation.

Knoxville Campus

STUDENT AFFAIRS OFFICE
&
DEPARTMENT OF UNDERGRADUATE
MEDICAL EDUCATION

WHAT ?

you will find in this section...



**About the Student Affairs Office
Here in Knoxville**

Administrative team & contact information

Clinical Rotation Calendar 2025-2026

Knoxville Clerkship Directors

STUDENT AFFAIRS KNOXVILLE CAMPUS

WELCOME TO KNOXVILLE!

While you're here working hard on rotations, you're not doing it alone - the Student Affairs Office is your home base for support, connection, and all the behind-the-scenes magic that helps keep you on track and thriving.

What We're Here For:

Whether you need help navigating clinical life, finding wellness resources, dealing with housing stuff, or just figuring out where to find food on campus - we've got your back.

We're your go-to for:

- Academic & personal support
- Local housing questions
- Mental health & wellness resources
- Events, socials, and occasional pizza
- Scheduling and rotation logistics (we'll help decode the chaos)
- Guidance if you ever feel lost - in med school or in Knoxville

How to Reach Us:

Come see us!

Office Location: UTHSC COM Knoxville Building, 3rd Floor - down the Medical Education Hallway (Orange border).

Emails and phone numbers on the next page

Office Hours: 8:30am - 4:30pm, reach out or drop by anytime!



**Whether it's a quick check-in or a deep breath kind of day,
don't hesitate to swing by.
We're here for the whole journey - not just the clinical part.**

**MEET THE
OFFICE OF STUDENT AFFAIRS**

TEAM



Meet the
TEAM

At the heart of the Office of Undergraduate Medical Education (UME) is a dedicated administrative team committed to supporting the academic and personal success of all medical students. We are here to support you throughout your journey – whether you’re joining us for a single rotation or are a dedicated East-only student!



Paige Johnson, MD

Assistant Dean of
Undergraduate Medical Education
Email: kpjohnson@utmck.edu



Brittany Bracco

UME Manager
865-305-9618
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Hello



Heather Johnson

UME Coordinator
865-305-5561
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2026 - 2027

CLINICAL ROTATION CALENDAR



**COLLEGE OF MEDICINE – CLINICAL ROTATION CALENDAR
2026-2027**

Block Length in Weeks				Block Start Date	Block End Date	Add/Drop/Housing Requests Deadlines
8	6	4	2			
5 & 6	C	5	5H.1	May 4, 2026*	May 15, 2026	March 4, 2026
			5H.2	May 18, 2026	May 29, 2026	
	6	6	6H.1	Jun 1, 2026	Jun 12, 2026	April 1, 2026
			6H.2	Jun 15, 2026	Jun 26, 2026	
7 & 8	D	7	7H.1	June 29, 2026	Jul 10, 2026	April 29, 2026
			7H.2	Jul 13, 2026	Jul 24, 2026	
	E	8	8H.1	Jul 27, 2026	Aug 7, 2026	May 27, 2026
			8H.2	Aug 10, 2026	Aug 21, 2026	
9 & 10	9	9	9H.1	Aug 24, 2026	Sept 4, 2026	June 24, 2026
			9H.2	Sept 8, 2026	Sept 18, 2026	
	F	10	10H.1	Sept 21, 2026	Oct 2, 2026	July 22, 2026
			10H.2	Oct 5, 2026	Oct 16, 2026	
11 & 12	11	11	11H.1	Oct 19, 2026	Oct 30, 2026	August 19, 2026
			11H.2	Nov 2, 2026	Nov 13, 2026	
	G	12	12H.1	Nov 16, 2026	Dec 4, 2026	September 16, 2026
			12H.2	Dec 7, 2026	Dec 18, 2026	
1 & 2	A	1	1H.1	Jan 4, 2027	Jan 15, 2027	November 4, 2026
			1H.2	Jan 19, 2027	Jan 29, 2027	
	2	2	2H.1	Feb 1, 2027	Feb 12, 2027	December 2, 2027
			2H.2	Feb 15, 2027	Feb 26, 2027	
3 & 4	B	3	3H.1	Mar 1, 2027	Mar 12, 2027	December 30, 2026
			3H.2	Mar 15, 2027	Mar 25, 2027	
	4	4	4H.1	Apr 5, 2027	Apr 16, 2027	February 3, 2027
			4H.2	Apr 19, 2027	April 30, 2027	
T B A	T B A	5	5H.1	May 3, 2027	May 14, 2027	March 3, 2027
			5H.2	May 17, 2027	May 28, 2027	

*Third year medical students are required to participate in Introduction to Clerkships week April 27 - May 1, 2026.

Holidays:**

- Memorial Day - May 25, 2026
- Juneteenth - June 19, 2026
- Independence Day - July 3, 2026
- Labor Day - September 7, 2026
- Thanksgiving - November 21 - November 29, 2026
- Winter Break - December 19, 2026 - January 4, 2027
- MLK Day - January 18, 2027
- Spring Break - March 26 - April 4, 2027

**Holidays start at 5:00 pm on the day prior to the holiday start date listed above.

Students are to report back to their rotations on the morning following the holiday end-date.

Your Clinical Life: Clerkships

↓ READ MORE ↓

Welcome to your real world med school experience - where your classroom has scrubs, stethoscopes, and patients. Here's your Directors for the Core Clerkships in Knoxville.

WHO ?



WHAT ?

WHEN ?

WHERE ?

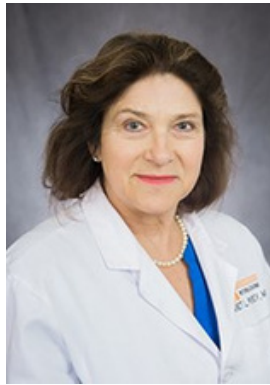


Family Medicine



Taylor Wright, MD
TWright@utmck.edu

Internal Medicine



Clerkship Director
Janet Purkey, M.D.
janet.purkey@gmail.com



Assist. Clerkship Director
Alexandria Jilg, M.D.
ajilg@utmck.edu

Pediatrics



Clerkship Director
Joe Peeden, M.D.
josephpeeden@gmail.com



Co-Clerkship Director
Christina Han, M.D.
christinajhan@gmail.com



Assist. Clerkship Director
Saudha Mannemuddhu, M.D.
ssmannemuddhu@etch.edu

KNOXVILLE
CORE CLERKSHIPS

Neurology



Steve Rider, M.D
stprider@yahoo.com

Obstetrics & Gynecology



Lynlee Wolfe, M.D
lwolfe1@utmck.edu

Psychiatry



Clerkship Director
Paul Miller, M.D
paulwarrickmiller@yahoo.com



Assist. Clerkship Director
Timothy Stanfield, M.D
tstanfield@utmck.edu

Surgery



Clerkship Director
Ashton Brooks, M.D
ajbrooks@utmck.edu



Assist. Clerkship Director
Jacob Edwards, M.D
JDEdwards@utmck.edu



Orientation & Onboarding



You should have received an email from Heather Johnson with this information. If you did not receive an email, please check with one of us in Student Affairs to make sure we have the correct contact information for you.



WHAT ?

you will find in this section...



Network/Cerner Log-In - pg. 20

Help Desk/IT Info - pg. 21

Setting up Multifactor Authentication - pg. 22

UTMC Way App - pg. 24

CPOE Training - pg. 25

Downloading Citrix - pg. 26

Scrubs - pg. 34

Department Communication Tools - pg. 35

**Needle Stick/Blood or Bodily Fluid
Exposure Policy - pg. 36**

COVID Protocol at UTMC - pg. 38

Medical Codes - pg. 39

Fire Safety - pg. 40

Security - pg. 42

UTMC Map and Parking - pg. 46

**Directions to Cherokee Farms - pg. 48
(COPE Training Location)**



UTMC Network and Email Login

Your AD user account has been created. Your login information is located in the folder in the front of this handbook!

FIRST, You must set up your Network/Email account prior to setting up your Cerner/PACS. The user will be required to change their password at the first logon.

Set up the Multi-factor Authentication (MFA) as soon as possible for your UTMCK email address (username@utmck.edu) and your default password.

Please note that the “U” number is your username for all programs including your UTMCK email address!

CERNER ACCESS

Your **Cerner** user account has been created and requires the same user ID and password as your UTMC AD/Email Account.

PACS ACCESS (Radiology system)

Your **PACS** user account has been created and requires the same user ID as Cerner (**but all lower case**). Your temporary password is located on your sheet in the front folder.

Please note: you will need to change your password before logging in by clicking “change password” instead of “login” the first time.

To keep things consistent please make your password the same as your Cerner/Network password.

User names will be inactivated if there is no login activity within 60 days.





UTMCK/UHS IT Help Desk



If you have any problems setting up your accounts, please contact the UTMCK Help Desk at 865-305-4357!



GSM IT Help Desk

Website to submit help ticket: comhelpdesk.utmck.edu/

**FOR EMERGENCIES ONLY, PLEASE CALL 865-305-8476.
EMERGENCIES ARE DEFINED AS NETWORK, ELECTRONIC MEDICAL
RECORD (EMR), AND BILLING SYSTEM DOWNTIMES**



Setting up your Multifactor Authentication

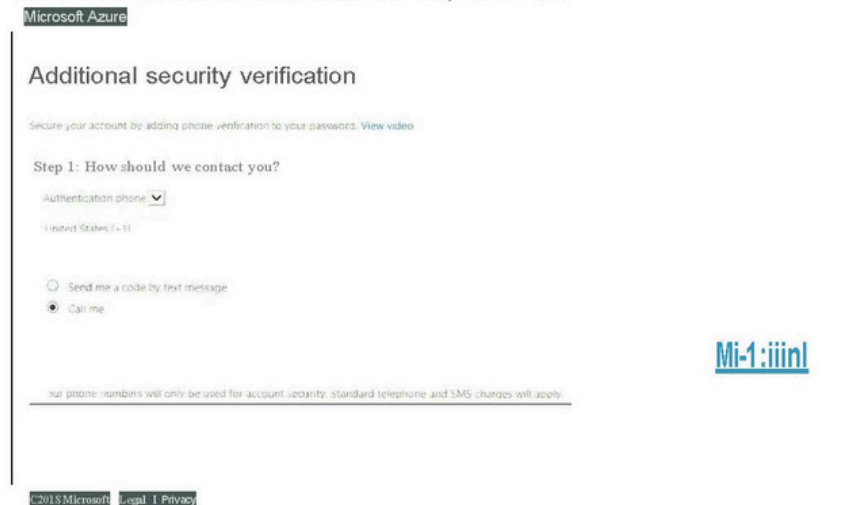
Microsoft Multifactor Authentication

1. To configure MFA on your account, go to portal.office.com
2. Use your **U-number @utmck.edu** and password to log in.
3. You will be prompted to configure your account. To get started, select **Set it up now**.



Use your mobile phone as the contact method

1. Select Authentication Phone from the drop-down list.



2. Choose your country from the drop-down list, and enter your phone number including the area code.
3. Select the method you would prefer to use with your mobile phone - text or call. We are recommending **Send me a code by text message**.

4. Select **Contact me** to verify your phone number. Depending on the mode you selected, we send you a text or call you. Follow the instructions provided on the screen, then select **Verify**.

Microsoft Azure

Additional security verification

Secure your account by adding phone verification to your password. [View video](#)

Step 2: We've sent a text message to your phone at [REDACTED]

When you receive the verification code, enter it here.

5. The last window is the Additional security verification. You can select Done.

Microsoft Azure

Additional security verification

Secure your account by adding phone verification to your password. [View video](#)

Step 3: Keep using your existing applications

Get started with this app, password.

scatgythvzbswef

Done

Download the UTMC Way App to help find your way!



UTMC Way

University of Tennessee Medical Center Medical

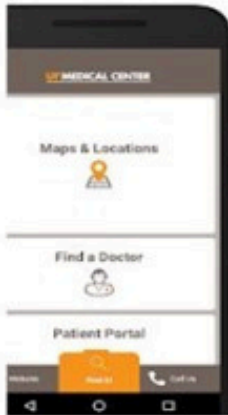
Everyone

This app is compatible with some of your devices.

Add to Wishlist

Install

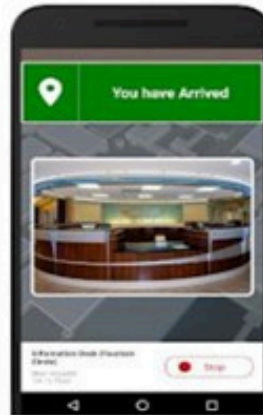
Everything UT Medical Center has to offer at your fingertips.



Never get lost with turn-by-turn directions to any department, amenity or parking.



You have arrived, stress free.



Save your parking spot and you back no problem



The UTMC Way app helps you easily access The University of Tennessee Medical Center. We found a way to make it easy for you to find your way from home to any medical center campus destination with turn-by-turn, guided navigation. There's even a parking garage reminder pin to find your way back to your car after your visit. You can also find a doctor and access your patient portal. Key app features include:

COMPUTER TRAINING (CPOE)



If you are new to the Knoxville Campus you should have received an email from Heather Johnson with detailed information regarding your scheduled CPOE Training.



Date, Time and Location!



This training is **MANDATORY** for all students **NEW** to the campus!

How to find and download the Citrix Access Link



Navigating to the New Link

To navigate to the new Citrix Access Link, open an internet browser [image 1] and copy the text in quotes into the address bar [image 2]. “workspace.utmck.edu”. You can also click on this link: workspace.utmck.edu

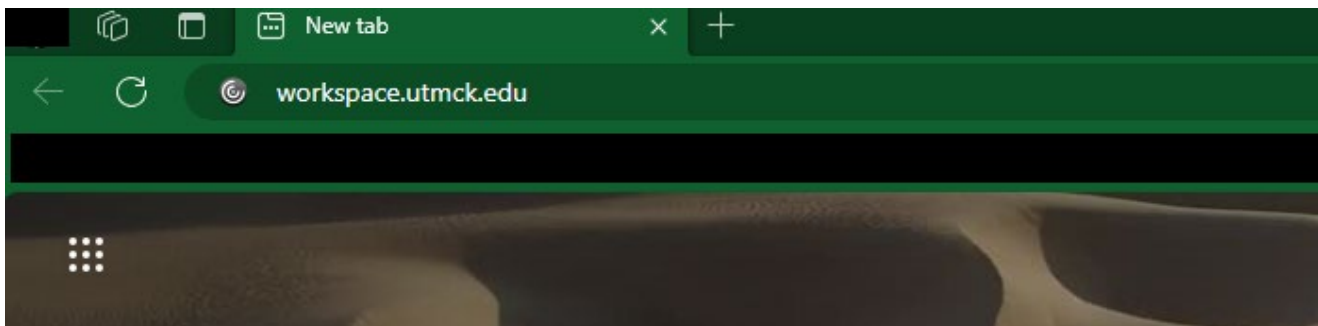
For this guide, we will be using Microsoft Edge for reference images.

Our preferred browser is Microsoft Edge or Google Chrome.

The icons for Edge and Chrome are pictured below. Edge is on the left and Chrome is on the right. These are “Internet Browsers”. [image 1]

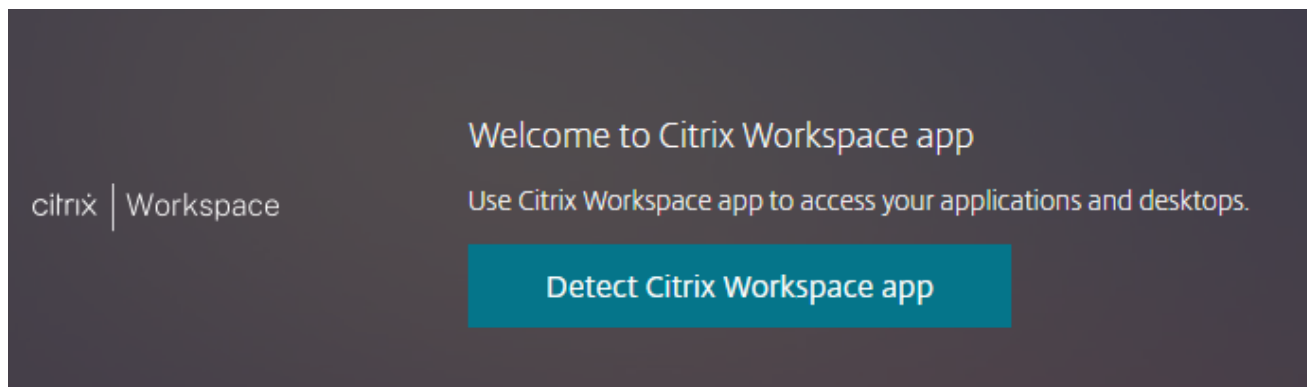


[image 1]

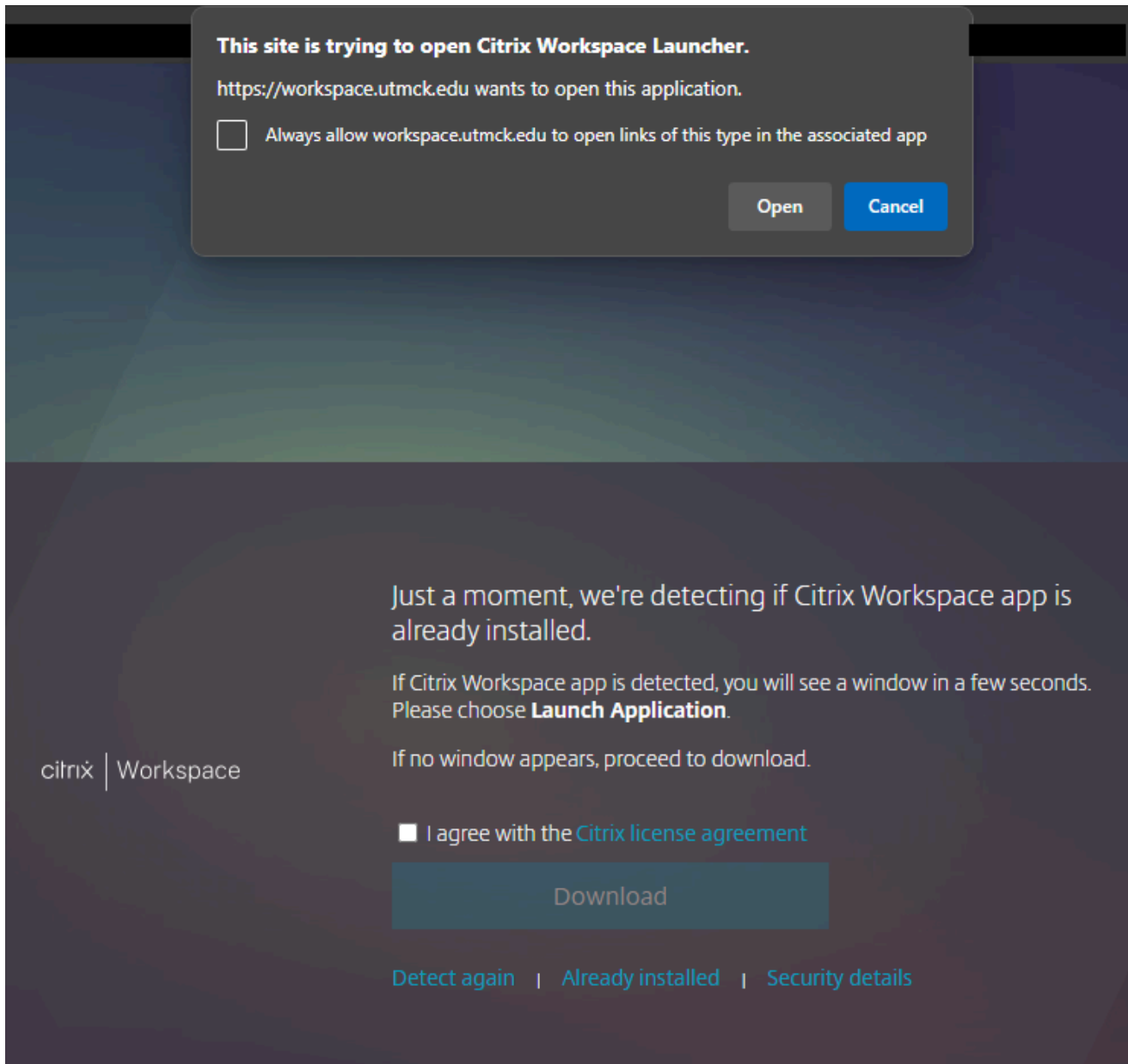


[image 2]

Once you are on the page, you may be prompted to “Detect” your Citrix workspace. This will determine if you need to install or reinstall the Citrix Workspace application on your computer. Click on “Detect Citrix Workspace app” to move on to the next step.



Once you have clicked on “Detect Citrix Workspace app” you will see a prompt at the top of the screen from the page asking you to permit the page to “Always allow workspace.utmck.edu to open links of this type in the associated app”. Please check the box and then click “Open”.



[cont. on next page]

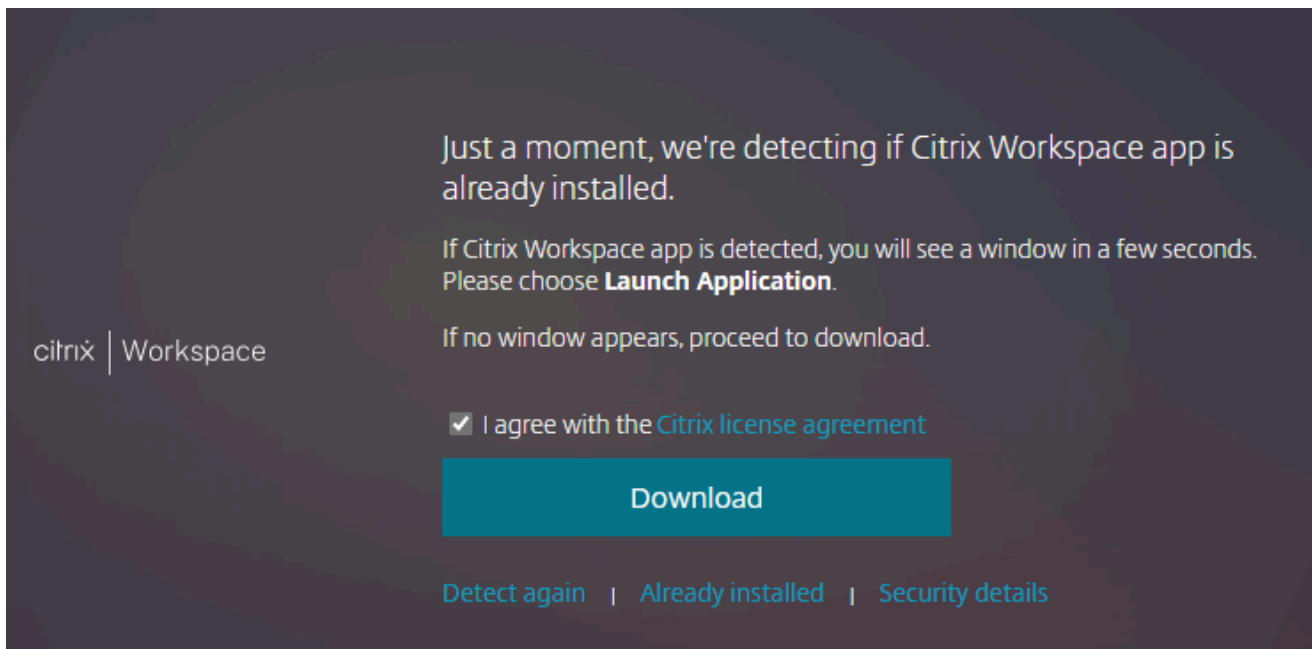
At this point, the page will either take you to the login page, the storefront (the page where you can open apps), or it will stay on the installation screen. If you are using a work computer, **your** IT department may need to be contacted to assist with the install.

If you are taken to the Citrix Storefront page (the page with your apps) go to page # 9

If you are taken to the login page, please log in and go to page # 9

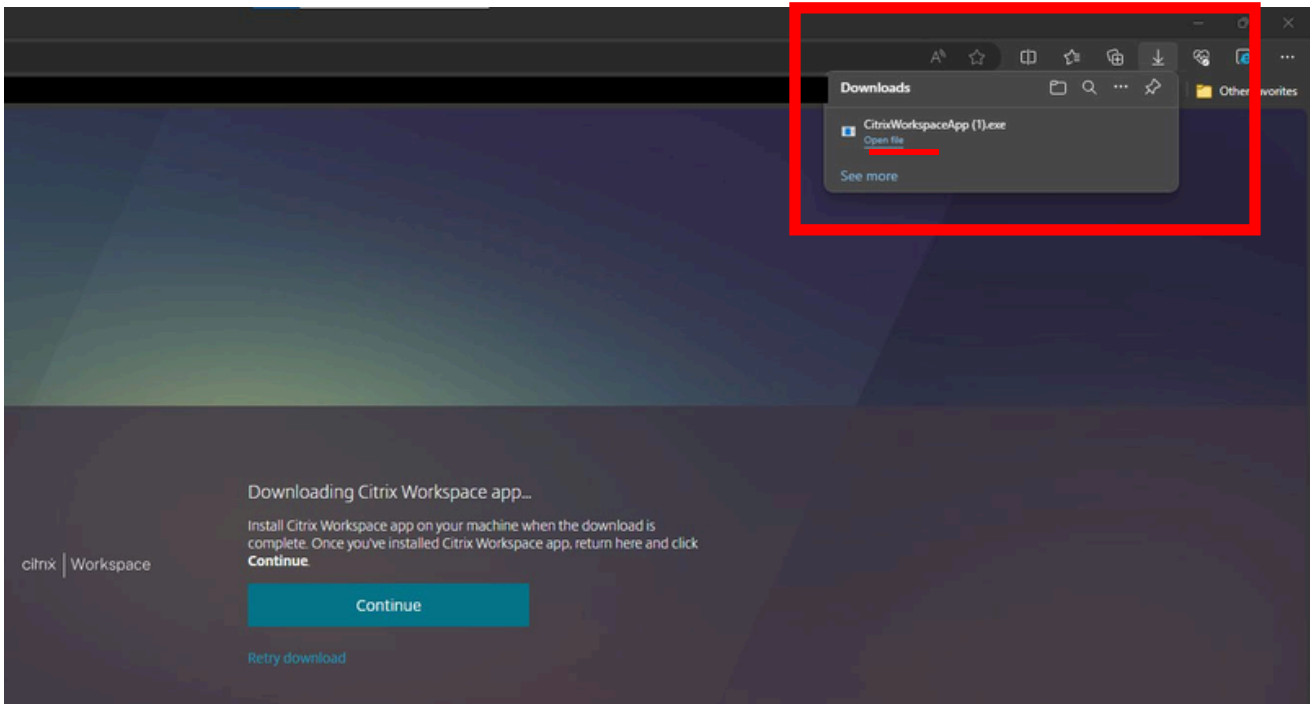
If you remain on the installation page, follow the next steps on this page.

Check the box to agree with the Citrix license agreement and then click “*Download*”.



[cont. on next page]

After clicking on “Download” you will notice at the top right of your screen, a file is being downloaded. Once it is complete, click on “Open file”

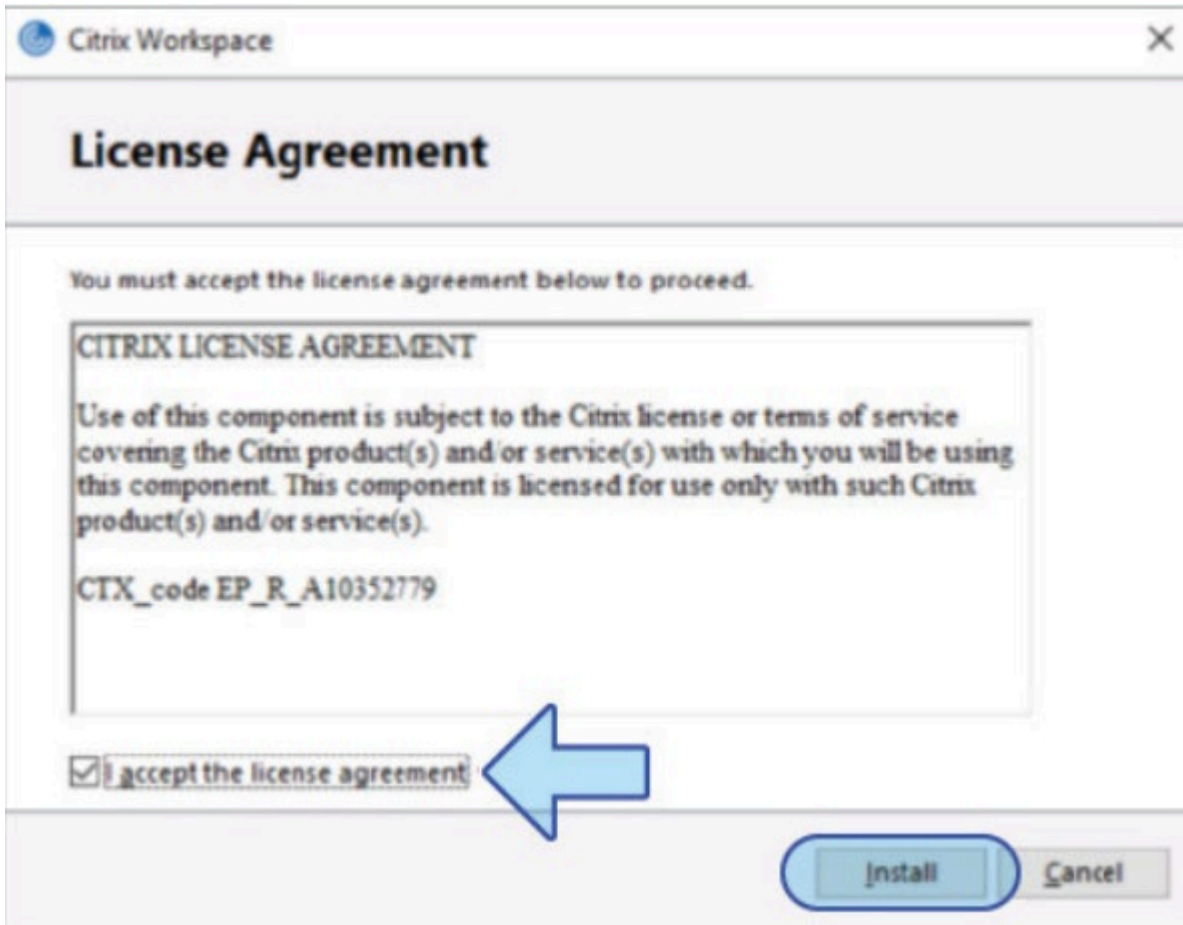


When the file opens you may be prompted to install pre-requisites. If this happens, **your** IT department will need to run the installer file as an administrator.

Otherwise, you will see this window appear. Please click on “Start” to begin the installation process.

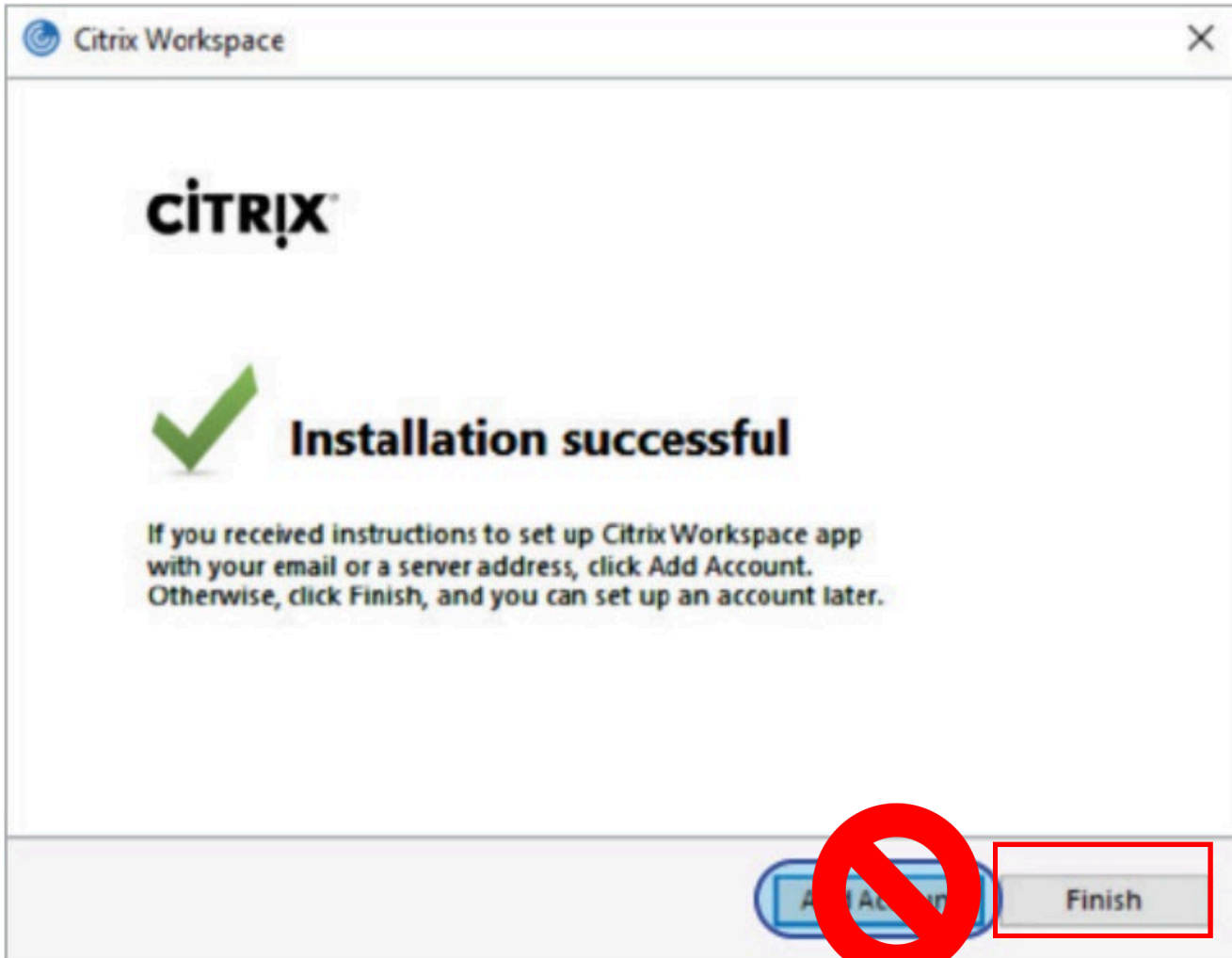


Next, agree to the license agreement by checking the box, then click on “Install”.



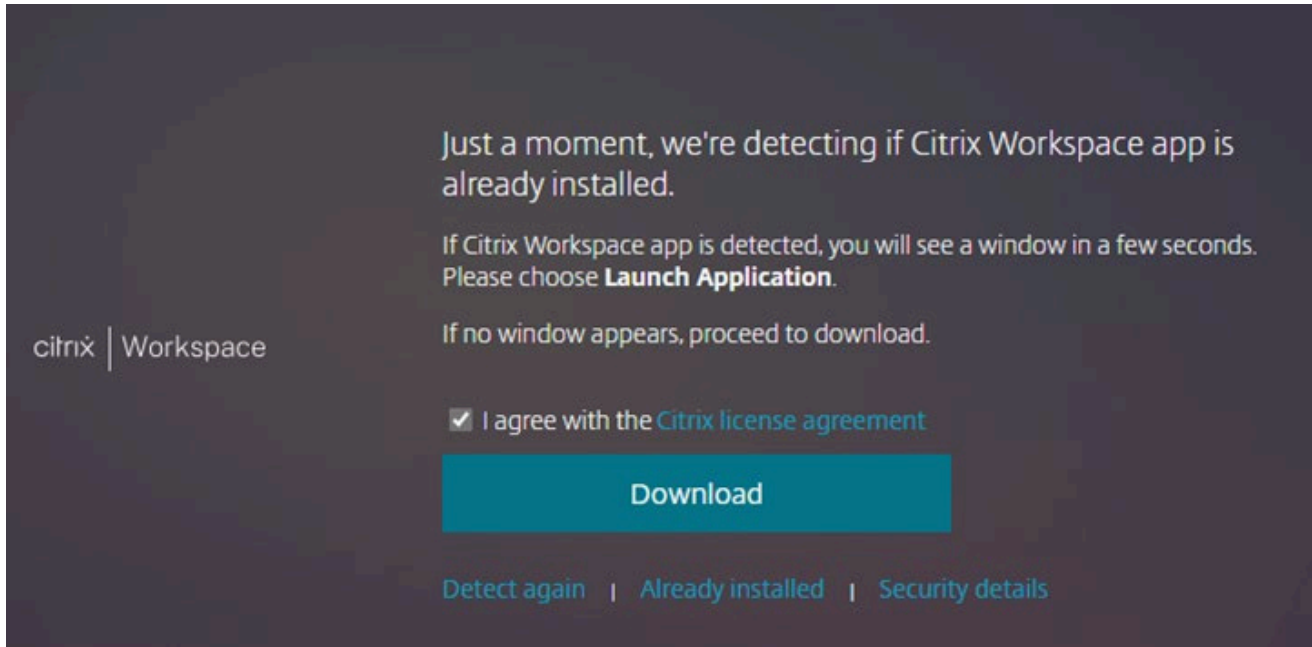
[cont. on next page]

Next, select “*Finish*”. Do not select “*Add Account*”



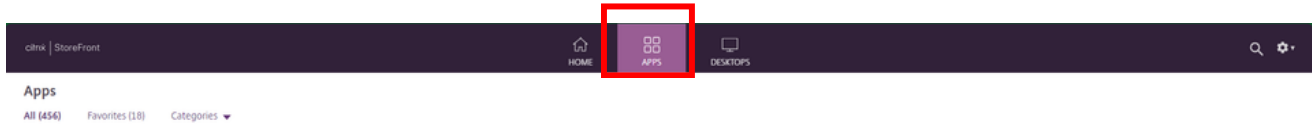
[cont. on next page]

Once citrix has been installed, you can go back to the workspace.utmck.edu website and select “*Detect again*”



[cont. on next page]

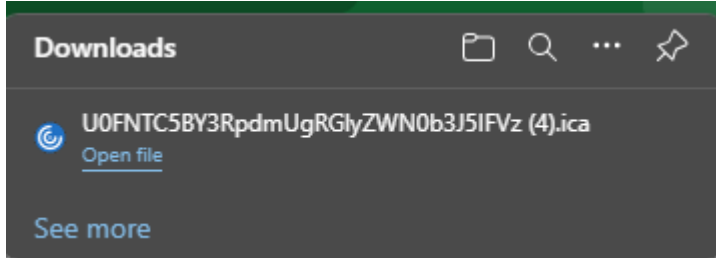
This time, the page should detect that you have citrix installed on your machine and take you to a “Home” page where your favorited apps will be displayed. If you do not have any favorited apps, you may not see any options here. To add favorites, you must go to the “Apps” section by clicking on the middle button at the top of the page.



Here, you can search for apps by using the magnifying glass icon on the right or scroll through the apps list. To favorite an app, click on the star that is located on the top left of the app’s icon image. A yellow star means the app is already favorited. Once favorited, the app will display on your home page.

Cerner apps like: Powerchart, FirstNet, RevCycle, PM Office, and the scheduling book are not available on the apps list. Those apps are located within an App titled “**Cerner Storefront**”. To log into Cerner Storefront, you will use your username without “@utmck.edu” and your regular password to sign in. Inside the Cerner Storefront, you cannot favorite apps, and you must search for them each time you need them. If you need assistance with the Cerner Storefront, please call the UTMCK helpdesk at 865-305-4357 anytime.

***If you open an app, and a file downloads,** there may be a problem with your citrix installation, or it is not installed. Here is what the file download looks like:





SCRUBS

The scrub machine is located on 2 North in the hospital
Take the “North” Elevators to the 2nd Floor

When Returning Scrubs:



Return items one at a time into the machine to get
credit for 5 pieces.

The **ONLY** Rotations that require scrubs is



Surgery

Obstetrics & Gynecology

Internal Medicine

Family Medicine



Communication Tools in the Departments



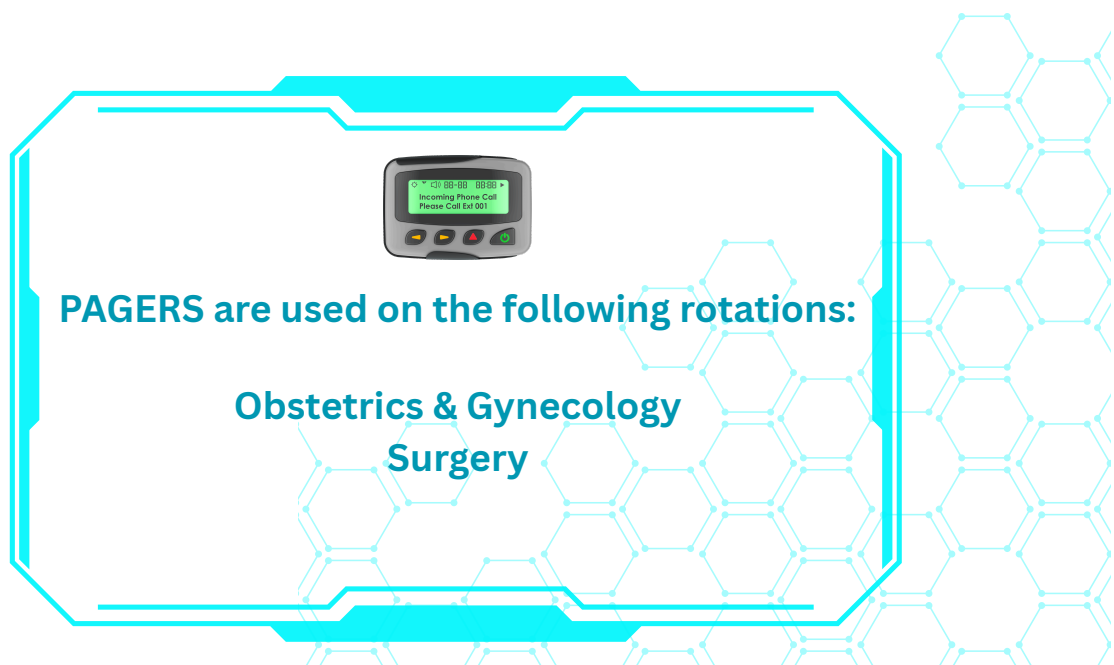
Only used on the following rotations:

**Internal Medicine
Family Medicine Rotations**

UTGSM-Knoxville uses PerfectServe to streamline clinical communications providing an immediate, accurate, and reliable connection to everyone on the care team. Our platform transcends facilities, departments, and devices to enable patient-centered care.

You will receive an email with your new PerfectServe user account credentials the day of orientation.

PerfectServe Practitioner mobile app will need to be installed on your phone.



Needle stick/Blood/Body Fluid Exposures

As a student, do not participate in the cleaning of bodily fluid spills.

UT Undergraduate Medical Education

Subject: Blood-Body Fluid Exposure Reporting

A. Team Member's Responsibilities: Upon exposure to potentially infectious materials the team member shall

A. Wash their hands and clean the affected area immediately

B. Notify their supervisor and/or team leader of the injury

C. Call to request an N-stick

a. On Campus - call 9101

b. Off Campus - call 305-9101: report that a UHS team member at an offsite office requests an Nstick.

D. When calling for the N-stick be prepared to provide:

a. Source information including name, medical record number, location and source HIV status if known.

b. Exposed team member's information including name, 2 contact numbers, department, their supervisor's name and the location of the exposure.

E. Be available at the phone number provided for 3 hours after the exposure is reported.

i. The University of Tennessee Medical Center EOC: Safety Management SAFM-58
Blood-Body Fluid Exposure

F. Complete a Safety Intelligence (SI) report that documents the exposure.

G. Baseline testing of the exposed team member will be performed once verbal consent is obtained. Team members may refuse baseline testing. If baseline testing is refused initially, it will again be offered during the occupational health follow-up.

Team members may request post-exposure testing for up to 90 days following the exposure. completed if the source of the exposure is unknown, if an exposure to a bloodborne pathogen occurred, if the patient was possibly exposed to the team member or at the team member's request.

a. Team members in the clinical department where the exposure occurred will collect and label post-exposure labs. Label must include team member's name and date of birth or a lab sticker.

i. If the exposure occurred outside a clinical area, the lab will coordinate obtaining baseline labs (phlebotomy draw).

H. If exposed to an unknown source, report to Occupational Health or the Emergency Department for treatment and counseling. Infection Prevention will contact you the following morning and make a referral for counseling if it has not occurred.

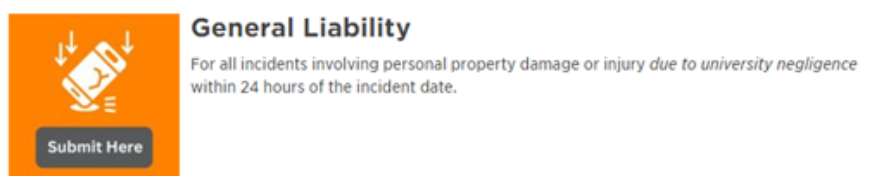
- I. If notified that rapid HIV is positive, seek treatment and counseling immediately through Occupational Health (8:00 a.m. to 4:30 p.m. Monday-Friday) or the Emergency Department (after regular business hours).
- J. Seek follow-up treatment and counseling at Occupational Health as directed and if desired.
- K. Provide requested information to Infection Prevention regarding the exposure. (All requested information is required by TOSHA regulations.)

B. Supervisor's Responsibilities:

- A. Ensure team members are aware of this procedure and follow it upon exposure.
- B. Assist the team member with completion of the SI report if necessary.
- C. Order an N-stick panel by calling the lab at 9101 for the patient (source). Note that if the exposed team member is not a health care provider (e.g. laundry, security, maintenance, etc.) the N-stick panel will be ordered by the supervisor in charge of the floor where the exposure occurred. In the event that the exposure occurs in a non- patient care area, the team member's supervisor shall order an N-stick panel.
- D. If the source is known HIV positive, send team member to Occupation Health (8:00 a.m. to 4:30 p.m. Monday-Friday) or the Emergency Department (after regular business hours) for evaluation.
- E. If the team member is exposed to an unknown source, send them to Occupational Health or the Emergency Department as soon as possible for treatment and counseling.

C. Notify UHS

- 1. UTHSC campus exposures must be reported to UTHSC University Health Services (UHS) by calling the daytime or after-hours phone number provided below.
- 2. If the exposure occurred off UTHSC campus, after treatment has occurred you must report the exposure to UTHSC University Health Services at 901-448-5630. On holidays and weekends contact UHS on the following business day. (For treatment of an exposure that has occurred on UTHSC campus call the number below at any time).
- 3. Supervisors notified about student exposures must complete the General Liability Incident Report Report an Incident - Risk Management (tennessee.edu) on behalf of the student. Below is a picture of what to click.



Covid Protocol at UTMC

Due to the rising number of COVID cases in the area and at the hospital, we want to ensure that you know what the hospital protocol is. Below is an outline to help guide you.

High Exposure:

For those of you who have had high exposure, you will need to self-monitor and wear an N95 for 10 days. If you begin to exhibit symptoms, please refer to the steps below. In the meantime, complete the post exposure reporting link below.

Post Exposure Reporting: [Post-Exposure Reporting - COVID-19 \(office.com\)](#)

Symptomatic:

1. If you are experiencing symptoms, please visit one of the following test locations:
 - a. UT Urgent Care off Northshore – bring ID Badge and insurance card
 - b. Knox County Health Department – Free of charge
- *UTMC does accept Rapid tests now, but they will not accept self-administered tests of any kind*.
2. You will need to wait on your test results prior to returning to clinic. Please be sure to notify the coordinator/clerkship director and our office. Also, you will need to fill out the limited leave request form.
 3. If you are positive, the hospital requires you to quarantine for 5 days. After 5 days, you may return to clinic. You will have to wear an N95 mask for the next 5 days.
 4. Fill out the Reporting of COVID Symptoms and/or COVID test results using this link [Reporting of COVID symptoms or COVID test results \(office.com\)](#) .

Lastly, please read the Coronavirus Communication Update emails that UTMCK sends out. There is important information, and we want you to stay informed.

Please let me know if you have any questions!

MEDICAL CODES

- Code Black
- Code Blue
- Code Echo
- Code Gray
- Code Green
- Code Key
- Code Orange
- Code Pink
- Code Purple
- Code Red
- Code Yellow
- Code Five
- Code Lost
- Bomb Threat
- Cardiac/Respiratory Arrest
- Evacuate
- Tornado/Severe Weather
- Violent Person
- 🔑 Lockdown/Shelter-in Place
- HAZ-MAT Incident (CBRNE)
- Missing or abducted Infant/Child
- Active Shooter and/or Hostage
- Fire
- Mass Casualty/Surge
- ♿ Pediatric Cardiac/Respiratory Arrest
- ? Missing altered mental status/elderly person

Fire Safety

What To Do In Case Of A Fire

The response to a fire at the point of origin is R.A.C.E.

RESCUE:

anyone in immediate danger

ALARM:

- Shout "CODE RED" until you have another staff member's attention.
 - Activate the nearest fire alarm pull station.
 - Call 4999 (Medical Buildings dial 305-9199).

CONTAIN (Close and Clear):

- Close all patient, office, closet and corridor doors.
 - Clear all pathways.

EXTINGUISH / EVACUATE:

- If there is no fear of personal injury, extinguish small fires using the nearest portable fire extinguisher and the P.A.S.S. procedure¹
- If there is any danger of personal injury, evacuate all persons in the vicinity to a safer area.

The response to a fire away from point of origin (all other areas) is

C.A.R.

CLOSE and CLEAR:

- Close all patient, office, closet and corridor doors.
 - Clear all pathways

ASSIGN:

- Assign a phone attendant to wait for further instructions from a designated authority.

REMAIN:

- Remain alert. Fire is unpredictable.

Fire Safety

RACE: Point of Origin Rescue

R—Race

A—Alarm

C - Contain

E—Extinguish



PASS: Use of Portable Fire Extinguishers

P - Pull

A - Aim

S - Squeeze

S - Sweep



Security

- 24/7 security is provided by the UT Medical Center Security Department.
 - Only hospital in the state of Tennessee with K-9 dogs on staff.
- Emergency phone number: (865) 305-9110. Non-emergency phone number: (865) 305-9540.
- Exterior entrances to facility will be locked from 10:00pm – 5:00am daily with access through entrances only monitored and controlled by Security.
- Student access to facility and other secure areas with use of an assigned access card. UT Alert is a text messaging service for UTK campus emergencies and university closings. Sign up by going to www.utk.edu/utalert and type in your UTHSC Net ID and password.
 - \$10 replacement fee for lost security access cards
 - Access card MUST be returned at the end of the rotation

Phone Numbers of Importance

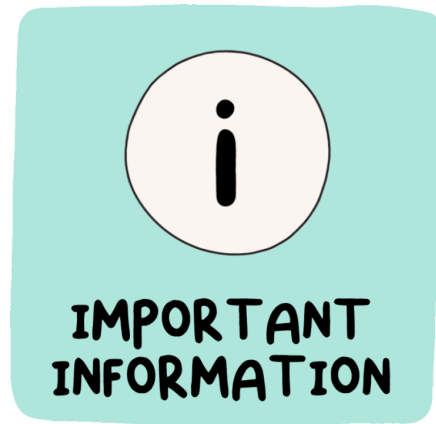
- Call a Code (865) 305-4999
- Security Emergency: (865) 305-9110
 - Disaster Hotline: (865) 305-8693
 - Infection Prevention: (865) 305-9805
- Environment Health/Safety Services: (865) 305-9537
 - Emergency Department: (865) 305-9401
 - Occupational Medicine: (865) 305-8831

Disaster Plan

Students will be notified by email and/or text message as soon as the Office of Student Affairs is notified.

Disaster plan for hospital can be found on the hospital intranet.

The GSM disaster plans can be located on the GSM intranet.



Identification Badges

UME identification badge will be received on first day of your rotation.

ID badges must be worn at all times while on the hospital campus.

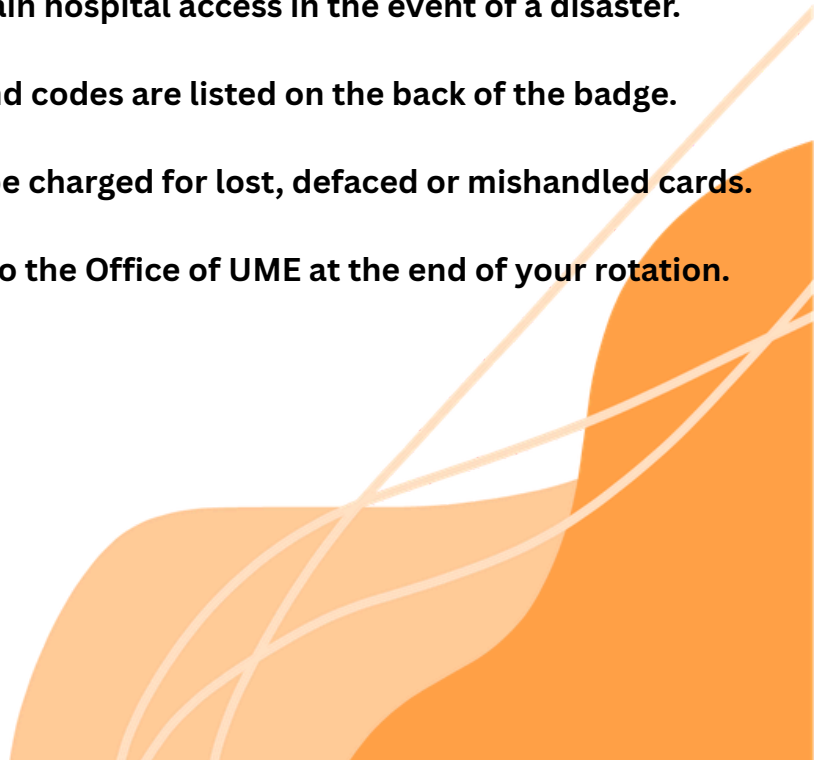
Employee discount in cafeteria when identification badge is visible at check-out.

Badge will be used to gain hospital access in the event of a disaster.

Emergency numbers and codes are listed on the back of the badge.

A \$25 replacement fee will be charged for lost, defaced or mishandled cards.

Badges must be returned to the Office of UME at the end of your rotation.





Miscellaneous

- ATM Located at the main lobby entrance of the Garden View Eatery
- UT Federal Credit Union On-site branch office located on the 1st floor of the main hospital. Main branch office located on UTK campus on White Avenue.

- US Postal Boxes (for outgoing US mail) Located outside Building B and lobby of Medical Building C. Pick-up is 1:30 Monday-Friday

FedEx and UPS Drop Boxes Located in the lobby of Medical Building C

Notary Services Free of charge to GSM faculty, staff, residents and students.

Ambra Turner in UME is a notary
Most departments have an individual who is a notary.

Telephone System

- On-campus calls - Most telephone extensions on the campus may be reached by simply dialing the last four digits of the hospital phone number

- Local calls - Most departmental phones allow direct outside local calls within the local calling area by first dialing “9” followed by the seven digit local number.

- Long distance calls - Personal long distance calls must be made from a cell phone or some other means. Long distance calls pertaining to medical student matters can be made by coming to the Office of Student Affairs.



**For Your
INFORMATION**

Campus Websites of Interest

Graduate School of Medicine - <http://gsm.utmck.edu>

Graduate School of Medicine intranet – <http://pulse> (only accessible from hospital/GSM campus computers)

UT Medical Center - <http://www.utmedicalcenter.org/>

UT Medical Center intranet – <http://insite.utmck.edu/> (only accessible from hospital/GSM campus computers)

University of Tennessee-Knoxville – <http://utk.edu>

For Your INFORMATION

Hospital Maps

- Hospital campus maps are located on our website at:
<http://gsm.utmck.edu/about/directions.cfm>

Parking

- Knoxville campus of the UTHSC College of Medicine is located on the campus of the UT Medical Center (UTMC) at 1924 Alcoa Highway, Knoxville, TN 37920.
- FREE parking provided in secured and patrolled lots at the hospital.
- Early morning/late night security escort to parking lot is provided if necessary by calling the dispatch office at (865)305-9540.
- Parking in visitor parking is discouraged and could result in a ticket.





P Parking
V Valet Parking

Medical Office Buildings

1 Fountain Circle	7 Flag Circle – Patient Drop-off/Pick-up
2 Heart Hospital, Endoscopy Center, MRI	8 UT Graduate School of Medicine
3 Emergency/Trauma	9 UT College of Pharmacy
4 North Tower	10 UT LIFESTAR
5 East Boling Patient Pavilion	11 Human Resources/Facilities Planning
6 South Pavilion	12 Cherokee Trail Building

Route A: Parking Garage H, Emergency Dept, MRI, Endoscopy, Cancer Institute
 Route B: To Hospital/Main Entrance, Labor and Delivery, Medical Offices, and Parking garages

A Medical Building A
 B Medical Building B
 C Medical Building C – Brain and Spine Institute
 D Medical Building D – UT Day Surgery
 E Medical Building E – Heart Lung Vascular Institute
 F Medical Building F – Cancer Institute

Getting Here

USING YOUR PHONE OR GPS

1 Momentum Way, Knoxville TN 37920 and you will get here.

PARKING: (Only park in UHS or Visitor designated spaces or in the street)

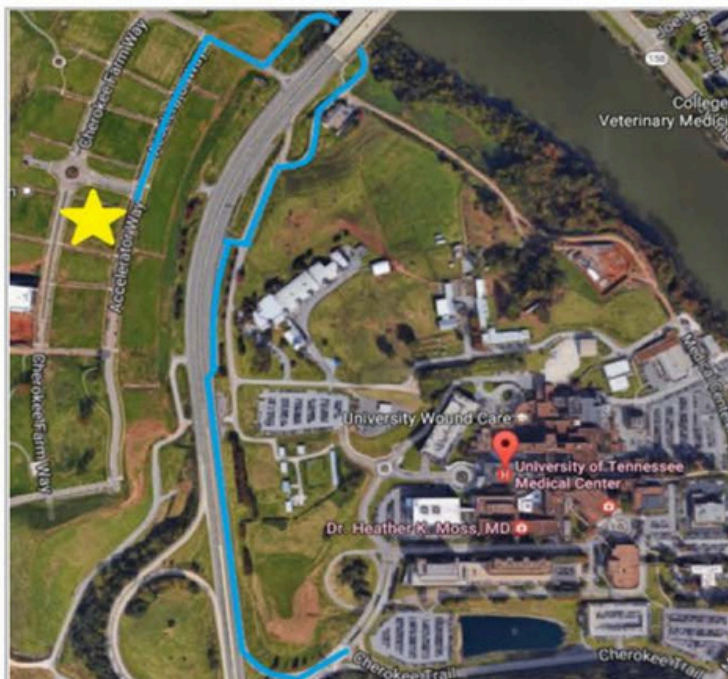
COMING FROM THE HOSPITAL

Option #1: Follow Medical Center Way (Parking Lot A, F, etc.) all the way back behind HR and the farm (traveling AWAY from Cherokee Trail). You will come to a T intersection where you are looking at Alcoa Highway – turn right. Keep going straight until you come to the stop sign. DO NOT GET ONTO ALCOA HIGHWAY. Keep to the right and go straight – this will take you under Alcoa Highway to Cherokee Farms. At the stop sign, turn right and then make your first left onto Accelerator Way. Cherokee Farms is the first building on the right.

The training room is located inside the "Innovation Building" which has **CEC** in top Left.

- Take the elevators to the 2nd floor. From the elevator doors, walk straight (past the restrooms on the Right) and go down the hallway on the Left. You will see a locked door that says "205: UHS EMPLOYEES ONLY".

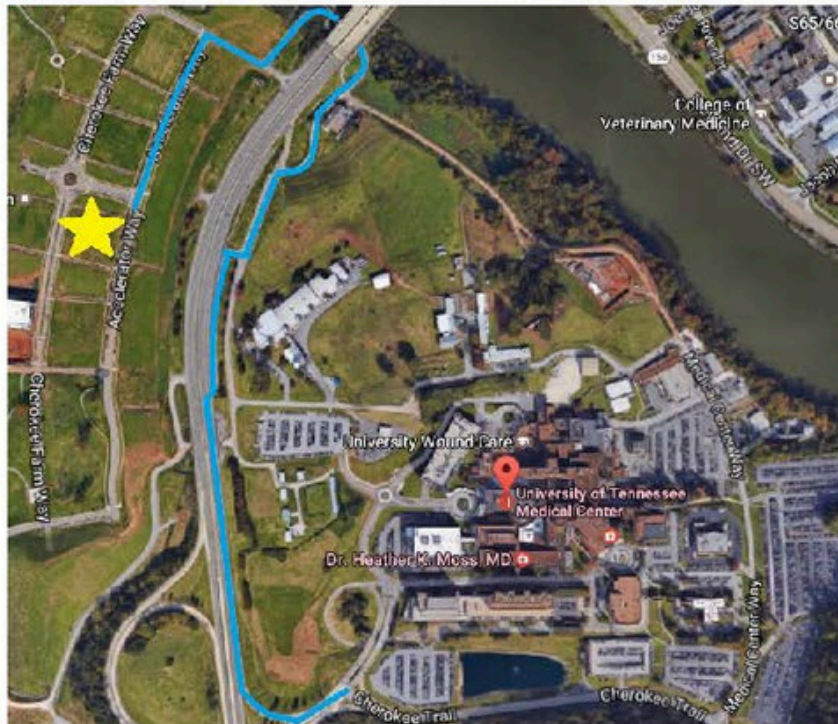
Please WAIT here and the instructor will open the door 5 minutes before class starts.



Getting Here

Option #2: Take Cherokee Trail and get on Alcoa Highway North. Stay in the right-hand lane. Almost immediately after entering Alcoa Highway, take the exit for Cherokee Farms. Turn left and follow the road under Alcoa Highway to Cherokee Farms. At the stop sign, turn right and then make your first left onto Accelerator Way. Cherokee Farms is the first building on the right. If you get to the traffic circle, you've gone too far.

- Take the elevators to the 2nd floor. From the elevator doors, walk straight (past the restrooms on the Right) and go down the hallway on the Left. You will see a locked door that says "205: UHS EMPLOYEES ONLY".
Please WAIT here and the instructor will open the door 5 minutes before class starts.

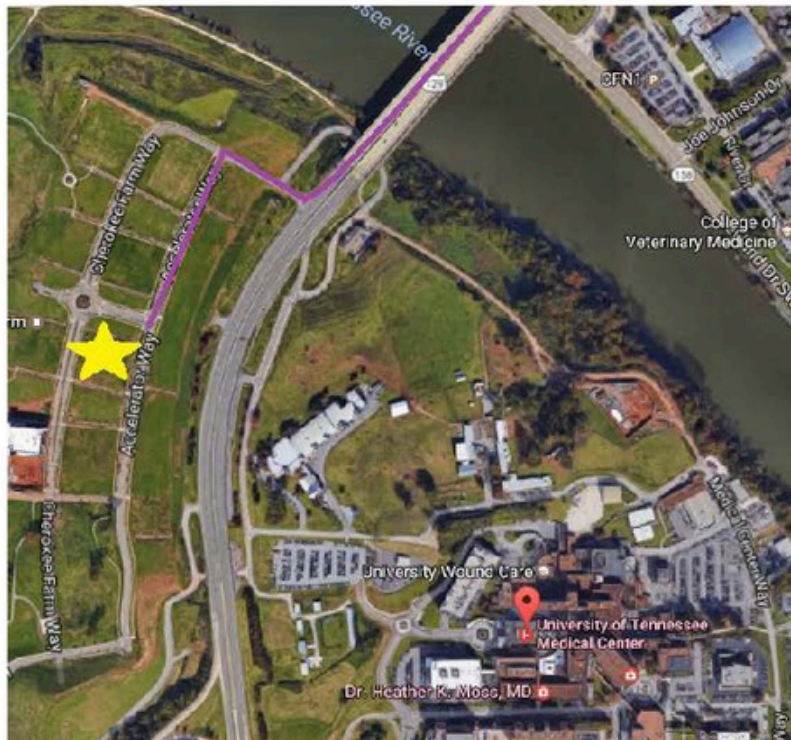


Getting Here

VIA ALCOA HWY/129 SOUTH

From Alcoa Highway South, take the exit for Cherokee Farms. Make your first left onto Accelerator Way. Cherokee Farms is the first building on the right.

- Take the elevators to the 2nd floor. From the elevator doors, walk straight (past the restrooms on the Right) and go down the hallway on the Left. You will see a locked door that says "205: UHS EMPLOYEES ONLY".
Please WAIT here and the instructor will open the door 5 minutes before class starts.



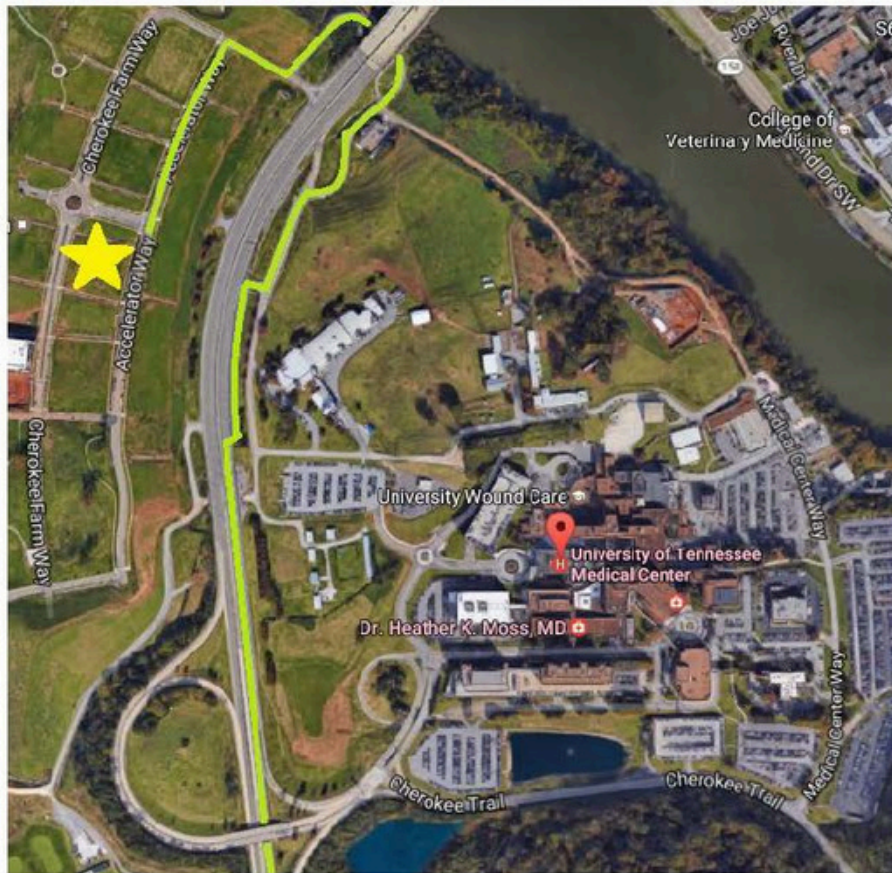
Getting Here

VIA ALCOA HWY/129 NORTH

From Alcoa Highway North, go past the hospital but stay in the right-hand lane. Almost immediately after passing under the bridge/hospital exit, take the exit for Cherokee Farms. Turn left and follow the road under Alcoa Highway to Cherokee Farms. At the stop sign, turn right and then make your first left onto Accelerator Way. Cherokee Farms is the first building on the right. If you get to the traffic circle, you've gone too far.

- Take the elevators to the 2nd floor. From the elevator doors, walk straight (past the restrooms on the Right) and go down the hallway on the Left. You will see a locked door that says "205: UHS EMPLOYEES ONLY".

Please WAIT here and the instructor will open the door 5 minutes before class starts.



Department of UME/Student Affairs
Campus Orientation

WHAT ?

you will find in this section...



Meals - pg. 58

Vol Card - pg. 59

Student Health - pg. 60

Occupational Health - pg. 65

Social Media Policy - pg. 66

Inclement Weather Policy - pg. 68

BLS/ALS Renewal - pg. 69

Evaluations - pg. 70

QR Code for UTHSC Policies - pg. 74

Check out Procedures - pg. 75



Meals

Student meals are provided for all medical students on rotation. Students will receive \$15 per week of each rotation with the funds being added to their identification badge, to be swiped upon check-out.

****All funds are added on the first day of your rotation! ****

Garden View Eatery is located in the main lobby of the hospital and offers on-site dining with employee discounts (with employee ID badge). Operating hours are 6:00am-2:00am.

Java Spice Cafe is located in the main lobby of the Boling Pavilion serves Starbucks coffee drinks with a variety of featured flavors. Open 24 hours. No employee discounts are offered

Subway is located in the main lobby of the hospital. No meal money are offered at this location.



- Just like your ID in Memphis was needed for everything, the same is true for the VolCard for services on the UTK main campus. Card can be used for health services, library, T-Rec Center and access to buildings.
- The VolCard office is located at 408 Student Services Bldg.
- VolCard is virtual now, go to GetMobile App to download VolCard. If you have any issues downloading your VolCard please contact UME at 865-305-5561.
- The VolCard is needed for health services, counseling services, library, and access to buildings. Be sure you have it with you at all times.
- Please visit the VOLCard website for more information:
<https://volcard.utk.edu/>

Doctor's Orders



Student Health Knoxville Specific:

Illness/Medical:

- **General Appointment Line:** 865-974-5080
- Monday, Tuesday, Thursday, and Friday: 8 a.m. – 5 p.m.
- Wednesday: 9 a.m. – 5 p.m
- **TimelyCare:** *Telehealth timelycare.com/UTHSC*

Mental/Emotional:

- **TimelyCare:** *Telehealth timelycare.com/UTHSC*
- **Mobile Crisis Helen Ross McNabb** 865-637-9711
- UTHSC After Hours Counseling Line: 901-690-2273

UTMC Pastoral Care Counseling:

- Phone: 865-305-9704
- 24/7 crisis pager number #1414

Memphis Services:

- Share a CARE Concern: uthsc.edu/care-concern 901-448-CARE
- Student Assistance Program (SAP) at 1-800-327-2255.

Student Health Services/Counseling

UTHSC Links for medical and mental health services for students at other locations and emergencies:

http://uthsc.edu/univheal/student-services/Students_at_Other_Locations.php

<http://uthsc.edu/univheal/emergencies.php>

TimelyCare Telehealth – [Timelycare.com/UTHSC](https://www.timelycare.com/UTHSC)

- All UT College of Medicine students have access to UTK Student Health Services on the UTK campus for medical and behavioral services. You will need your **VolCard** to access this service.

· **ONLY ACCEPTS STUDENT HEALTH INSURANCE!**

- The address: 1800 Volunteer Blvd., Knoxville TN 37996. Services include primary care, allergy, family planning, and others which can be found at <http://studenthealth.utk.edu>

- UTK Student Health Services – (865) 974-3648

- UTK Counseling Center – (865) 974-2251

- For ALL students, on any UTHSC campus, you will always have access to a University Health Services on-call provider is available 24/7 for any urgent issue (medical or behavioral). The number to call is (901) 541-5654. If you are having an emergency, call 911 to access immediate help in your area. To reach a provider at UHS, Monday-Friday, 8:00-4:30, call 901-448-5630

- For mental health concerns, on or off campus, call the Student Assistant Program (SAP) at 1-800-327-2255, option 3 or login to your exclusive online web portal at www.mybalanceworks.com. With your BalanceWorks Student Assistance Program thru ENI, you can ease the stresses you may be facing due to personal issues, financial issues or the pressures of academics 24/7 assistance provided by free professional support and your own Personal Assistant. They can refer you to a counselor for face-to-face appointments (or by telephone if you choose). There are providers available nation-wide.

They can also assist with any emergency.

SAP services are available at no cost to you.

- Students who need behavioral health medication management or urgent behavioral health care after 4:30pm while in communities other than Memphis can access telepsychiatry services provided by a UHS Psychiatrist. For urgent telepsychiatry services, call (901) 541-5654 to reach the UHS provider on call. These services are at no cost to you.
- For questions or information about any of these services, students may contact Christa Deiss at (901)448-5064
- Students on the United Student Insurance plan, another resource is the 24/7 Nurse Hotline.

Student Health Hours

Health Center:

M, Tu, Th, Fri » 8AM-4:30PM

Wed » 9AM-4:30PM

Pharmacy:

M,Tu,Th,Fri»8:30AM-5:00PM

Wed » 9AM-5:00PM

After-Hours Care:

Nights,Weekends, & Holidays arranged through

UT Medical Center ER

1924 Alcoa Highway

Knoxville,TN

(865)305-9000

UT ER

Present UT ID and Medical Insurance card to be eligible for UT Medical Center student agreement pricing.

Please note that insurance will be accepted; however, insurance deductibles still do apply and students may be responsible for out of pocket costs if deductibles for the year have not yet been met.)



Office of Student Success

The University of Tennessee Health Science Center offers 24/7 virtual mental health and well-being services for students, along with faculty support!

Attention all faculty and staff! The University of Tennessee Health Science Center is now partnered with [TimelyCare](#) to deliver a new virtual health and well-being platform for students. The service provides 24/7 access to virtual care for students at no cost! Remind your students to take advantage of the TimelyCare services when they feel under the weather, stressed, or overwhelmed.

Faculty and staff are our best partners in helping students access the resources they need to be successful. If you are concerned about a student or are trying to connect them to resources, please remember that you can submit a [CARE Concern online](#) any time, or call **901-448-CARE** for *immediate assistance with an urgent concern*, 24/7. You can submit a CARE Concern for any student, regardless of their educational location. Adding TimelyCare to our roster of services means that we can support more students in their mental health and well-being journey, no matter where their educational path takes them. Across the street, across the state, or across the country - we're here for our students.

How can students access TimelyCare?

Students can go to timelycare.com/UTHSC or directly download the TimelyCare app from the app store to register with their school email address. Students can then start visits from any web-enabled device – smartphone, tablet, laptop, or desktop – anywhere in the United States.

Who can use TimelyCare?

Any enrolled student.

What services are available?

- TalkNow - 24/7, on-demand emotional support.
- Scheduled Counseling - Select the day, time, and mental health provider of your choice.
- Health Coaching - Support for developing healthy behaviors.
- Basic Needs Support - Get connected to free or reduced-cost community resources.
 - Self-Care Content - 24/7 access to self-care tools and resources, such as meditation and yoga sessions, helpful videos, and short articles from experts.

How much does a visit cost?

TimelyCare services are available at no cost to students.

TimelyCare is an *addition* to our services, not a reduction! TimelyCare allows us to help our students access the care they need, regardless of where they are in the country. Please help us spread the word about this exciting new expansion of our student counseling services as you work with our students this semester.

Questions? Contact the Office of Student Success below.

Contact:

Office of Student Success | 901.448.5650 | studentsuccess@uthsc.edu
800 Madison Ave, Suite 309 | Memphis, TN 38163

The mission of the University of Tennessee Health Science Center is transforming lives through collaborative and inclusive education, research, scholarship, clinical care, and public service. With six colleges – Dentistry, Graduate Health Sciences, Health Professions, Medicine, Nursing, and Pharmacy – at its main campus in Memphis, in addition to educational and clinical campuses at major hospitals in Memphis, Knoxville, Chattanooga, and Nashville, and sites across the state, UT Health Science Center strives to fulfill its vision: Healthy Tennesseans. Thriving Communities. For more information, visit www.uthsc.edu. You can find the University of Tennessee Health Science Center on [Facebook](#), [Instagram](#), [LinkedIn](#), [X](#), and [YouTube](#).

Healthy Tennesseans. Thriving Communities.

Occupational Health

Examples of Services:

TB Skin Test
Hep B Titer
etc

If you are needing these services.



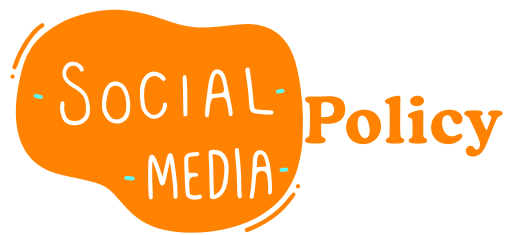
First Notify Student Affairs

Email: Heather Johnson and cc. Brittany Bracco & Ambra Turner

There is a process that requires authorization and scheduling.



This service is only available if you are a UTHSC Medical Students.



Social Media Guidelines for University of Tennessee Graduate School of Medicine (UTGSM)

This policy will apply to social media accounts created by the University of Tennessee Graduate School of Medicine (UTGSM) employees and students for the official business purposes of the University, as well as to represent student organizations, and applies to all UTGSM faculty, staff, students, groups, departments, programs, entities, etc. It will therefore impact students, faculty, and staff who utilize various social media for communication in conjunction with representing UTGSM. Some examples of the various communication media included under this policy are Facebook, Twitter, LinkedIn, Instagram, YouTube, Blogs, Podcasts, TikTok, Snapchat, etc.

UTGSM employees are expected to adhere to the same standards of conduct online as they would in the workplace. Laws and policies respecting workplace conduct, contracting and conflict of interest, as well as applicable policies and guidelines for interacting with students, parents, alumni, donors, media and all other University constituents apply online and in the social media context just as they do in personal interactions. Employees are fully responsible for what they post to social media sites.

In posting information on social media, employees may not present themselves as an official representative or spokesperson for a training program, the UTGSM, the hospital, or the University. Patient privacy must be maintained and confidential or proprietary information about the University or hospitals must not be shared online. Patient information is protected under the Health Insurance Portability and Accountability Act (HIPAA). Trainees have an ethical and legal obligation to safeguard protected health information. The posting, emailing, or texting of patient information, including photographs is a violation of the HIPAA statute. Posting of patient information on social media will result in disciplinary action up to and including termination.

Do not post content that is threatening, obscene, a violation of copyright or other intellectual property rights or privacy laws, or otherwise injurious or illegal. If you are unsure whether certain content is protected by privacy or intellectual property laws, contact University of Tennessee Health Science Center, Memphis Institutional Compliance Office or the Office of General Counsel.

Representation of your personal opinions as being endorsed by the University or any of its organizations is strictly prohibited. UTGSM's name or marks may not be used to endorse any opinion, product, private business, cause, or political candidate.

By posting content to any social media site, the employee represents that the employee owns or otherwise has all of the rights necessary to lawfully use that content or that the use of the content is permitted by fair use. Employees also agree that they will not knowingly provide misleading or false information, and that they will indemnify and hold the University harmless for any claims resulting from the content.

While UTGSM is committed to the protection of academic freedom, and it does not regularly review content posted to social media sites, it shall have the right to do so, and, with respect to any site maintained in the name of the University, may remove or cause the removal of any content for any lawful reason, including but not limited to, content that it deems threatening, obscene, a violation of intellectual property rights or privacy laws, or otherwise injurious or illegal.

When using or posting online material that includes direct or paraphrased quotes, thoughts, ideas, photos, or videos, always include citations. Provide a link to the original material if applicable.

If you also maintain your own personal social media accounts, you should avoid creating confusion over whether or not the account is associated with UTGSM. If you identify yourself as a UTGSM faculty or staff member online, it should be clear that the views expressed on your site are not those of the University and you are not acting in your capacity as a UTGSM employee. While not a requirement, UTGSM employees may consider adding the following disclaimer to personal social media accounts. "While I am an employee at the University of Tennessee Graduate School of Medicine, comments made on this account are my own and not that of the University."

University employees and departments are not authorized to enter into advertising agreements with social media sites without prior authorization and approval obtained by contacting the Procurement Services Department. Any UTGSM unit wishing to purchase advertising services from social media sites, or from any type of publication, must follow all applicable rules and policies governing both the public relations considerations and the procurement and contracting considerations related to such services.

Employees are required to adhere to social media policies established UT Medical Center and its social media policy.

Any social media site developed to promote the UTGSM programs must adhere to both University and UT Medical Center (or other affiliated hospital) guidelines and must be approved through the Public Relations Office at UTGSM. Login information should be on file, and maintained, with the UTGSM's Public Relations Specialist.

UT College of Medicine - Knoxville Inclement Weather Policy

In the event of inclement weather, students will be excused from clinical duties when the University of Tennessee Graduate School of Medicine clinical areas are closed. This includes students participating in hospital-based rotations or at off campus clinics. We ask that students use their best judgement in determining if it is safe to travel to your rotation. If it is unsafe for you to travel, then please notify your clerkship/course director, coordinator, and supervising physician/team as soon as possible. Complete a Limited Leave Request form and mark 'weather' as the reason.

At times the Chief Administrator on campus may declare an administrative closing as the result of inclement weather or another emergency. Students will be notified that the UTGSM will be closed, as soon as possible, via email but may call the Office of Undergraduate Medical Education at 865-305-9618 any time if they have questions. Should a student already be at the hospital or participating in clinical duties they will need to discuss leaving with their direct supervisor to make sure clinical duties are properly handed off. Students will be required to make up time if missing for inclement weather when UTGSM is not closed.

The link to the full inclement weather policy for the UT College of Medicine can be found at: <https://uthsc.policymedical.net/policymed/anonymous/docViewer?token=de47aa28-16aa-408b-9c96-cb04f232964f&dtoken=7bdf8047-2fc1-4b2d-a628-14d58e0a7802>.

BLE/ACLS RENEWAL



If you need BLS/ACLS renewal, please contact Brittany Bracco in the Student Affairs office here on the Knoxville campus.



This service is only available if you are a UTHSC Medical Students.

EVALUATIONS:



Evaluation of Rotations

- We need to know how we are doing...if we don't know something is wrong we cannot correct the issue
- After each elective, (4th year) students will be emailed a link to a short on-line evaluation about their experience on our campus. QR code below.
- Evaluations are anonymous and will not reflect on your grade
- This is in addition to the Course Evaluation Reports required for UTHSC COM students to complete

4th Year Rotation Eval



EVALUATION CLINICAL INSTRUCTOR

As discussed at CSS, we have developed a Clinical Instructor Evaluation in hopes to receive more feedback from students on behalf of the faculty they have worked with. The idea is to post this QR code at your clinical sites so students can fill this out at any time and location for any instructor they have worked with in the clinical setting. Or maybe they really enjoyed a didactic session and would like to provide feedback.

This QR code will make it easier for students to do just that and hopefully, encourage them to do so with it being readily available.

QR Code below...



Clinical Instructor Evaluation

Use this survey to evaluate the faculty and residents you worked with during this rotation. All responses are confidential and de-identified.



Scan the QR code with your phone to complete the evaluation.

Residents as Teachers Program

TEACHING is a part of the overall Graduate School of Medicine mission and our medical students should have the BEST learning experience possible while on our campus.

Residents play a major role as a teacher and we want to promote ours to be the best at teaching

The Graduate Medical and Dental Education office in conjunction with the Office of Students Affairs has an instrument available for medical students to evaluate our residents.

At the end of each clerkship, M3 students will be asked to complete an evaluation for EACH resident they worked with while on the clerkship

Answers should be based on TEACHING not personal attributes

Evaluations are anonymous and will in no way affect your grade on the clerkship.

Award for Resident as Teachers - based on evaluations

QR Code for each Residency on next page...



FM Resident Eval



IM Resident Eval



Surgery Resident Eval



Neuro Resident Eval



OB Resident Eval



UTHSC Policies

Professionalism Policy
Student Mistreatment Policy
Excused Absences
Wellness Days
Limited Leave Forms
Case and Time Log Instructions
UT Incident Report
Anti-Discrimination Policy



Check Out Procedures **(last day of rotation)**

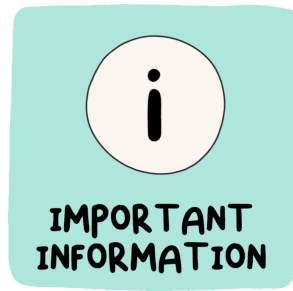
Return items assigned by clerkship or elective coordinator (pagers) to that department.

Return Scrubs to the scrub machine **PRIOR to returning ID Badge.**

Return ID badge, and assigned security access badge to the Office of UME/Student Affairs

Please Do Not Leave Items in the Department!

There is a drop box outside of Brittany and Heathers office you can drop your stuff in after hours!



Dress Code

All students are expected to dress as professional students.
Students must wear short white coats and display your identification badge at all times.

Clinic attire will be determined by each specific clerkship (i.e. business attire or scrubs).

Medical Center dress code policy prohibits employees and students in inpatient and outpatient areas where patient care is delivered from wearing open toed shoes, croc like shoes with holes and flip flops.

Absences

Student is responsible for notifying attending and/or resident if absent due to illness, family emergency, etc.

Fill out and turn in Limited Leave Request to Clerkship Director or Coordinator.
You can find the LLR on Olsen.

Discuss with preceptor departmental absence policy and how to make up absence if necessary

Email or text staff in Office of Undergraduate Medical Education if positive for COVID.

Campus & Life

Student Resources!

Welcome to Knoxville!

Whether you're scrubbing in or grabbing coffee between rounds, this section has everything you need to know to make the most of your time here—from housing and food tips to study spaces, wellness support, and where to find the best snacks near the hospital.

Let's make rotations a little less stressful (and maybe even fun).

WHAT ?

you will find in this section...



Knoxville Student Leadership - pg. 80

Student Lounge & Computer Room - pg. 81

Simulation Center - pg. 84

Preston Medical Library - pg. 86

UTMC Fitness Center - pg. 89

NBME Exams - pg. 91

Reminder - Time Zone - pg. 93

Social Media Page & Website - pg.94

Knoxville Student GroupMe - pg. 95

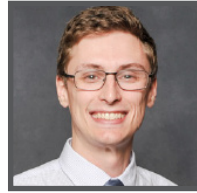




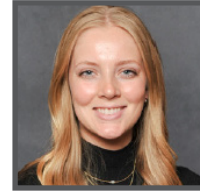
UNDERGRADUATE MEDICAL EDUCATION STUDENT LEADERSHIP 2026-2027

Medical Student Officer of the Dean (MSO)

The Medical Student Officer to the Dean (MSO) represents the Knoxville campus in meetings with Memphis, voicing Knoxville students' needs and perspectives. They brainstorm and plan strategies to enhance student experiences, working closely with the Deans of the Graduate School of Medicine and Undergraduate Medical Education. The MSO also plans and runs student meetings to foster communication and collaboration.



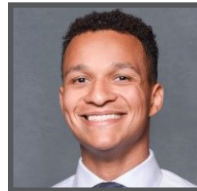
Jeremy Banks
jbanks24@uthsc.edu
858-248-5373



Abby Barnes
abame54@uthsc.edu
615-812-5668

Medical Student Campus Life Officer (CLO)

The Medical Student Campus Life Officer (CLO) mentors new students and supports them throughout their academic journey. They are part of the welcome team for rising M3 students, aiding in their transition at the start of the academic year. The CLO also attends and contributes to student meetings, providing valuable input on campus life.



Eric Middleton
emiddle8@uthsc.edu
865-696-5318



Jayce Mullin
jmullin@uthsc.edu
423-716-2950



Ansley Parker-Hurley
aparke78@uthsc.edu
865-806-6060

Medical Student Community Engagement and Service Officer

The Medical Student Community Engagement and Service Officer (CESO) recruits students for volunteer opportunities and plans extracurricular activities each quarter. They encourage student participation in community service, fostering a spirit of engagement and social responsibility among the student body.



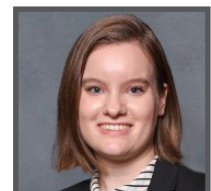
Cate Beaulieu
cbeaulie@uthsc.edu
740-424-8626



Samuel Benson
sbenson8@uthsc.edu
865-766-9695



Chloe Bowen
cbowen19@uthsc.edu
615-809-8933



Liana Wilson
lwils113@uthsc.edu
615-678-3893

STUDENT LOUNGE & COMPUTER ROOM

– Located on 3N of hospital, end of Research hallway.
Number: R324

Door Codes

Lounge - 1569
Computer Lab: 3320
Bathroom Door: 9009

The lounge includes a kitchen, sofas, lockers, and views of Life Star. The lounge and computer lab are exclusive to medical students and PA students coming from the UME department.



If you plan to use a locker while on rotation, you will need to bring a lock.

Friday is clean out the fridge/freezer day. Do not leave anything in there that you don't want tossed. This includes containers, etc.

Be sure to check the bulletin board for important information, upcoming events, etc.

Student Computer Room - Room R327

The computer room is also available for use. You are welcome to use the computer space when it has not been reserved for testing or other purposes. There will be a calendar posted with RSVP dates. There will also be a sign on the door that shows if the room is being used or not.

• **Food and drink are not permitted.**



Reminder These spaces are only for medical students.
Please do not share the codes with anyone who is not a student.

LUNCH WITH THE DEAN

- Dean holds regular informal luncheons with medical students to discuss student's educational experience and any problems that need immediate attention.
- Lunches are held at 12:00 noon in the 3rd Floor Graduate School of Medicine Conference Room.
- Email reminders will be sent by staff in the Office of UME

LUNCH & LEARN

Knoxville "Lunch and Learn" is a voluntary, informal educational session held during the workday lunch break, where students gather to learn new skills or information from a presenter or through discussion. These meetings are held in person and the Department of Undergraduate Medical Education provides lunch for these events. The topics are based on student feedback and suggestions. These events are approximately 30-60 minutes and RSVP is required. Currently, Knoxville has 4 lunch and learn dates throughout the academic year.

CAPSTONE

The purpose of Capstone is to help prepare 4th year medical students for the start of intern year. The curriculum includes review of both clinical and pre-clinical topics, reinforcement of skills, practical advice regarding day-to-day tasks of interns, and an introduction to subject matter that future physicians will benefit from prior to starting as well as during their internship. Over 40 faculty have volunteered their time and effort to create and deliver presentations that will cover a variety of topics to help you thrive in your future medical practice. Knoxville Capstone is an in-person course with expectations of attendance and participation.

LSP PRESENTATIONS

Offered in the Spring and Fall. Please note that Knoxville's presentation format is PowerPoint.

The contact regarding LSP is Emily Duet.

TEXTBOOKS

- UTCOM textbooks can be ordered through the UTHSC bookstore online
- UTK Book and Supply store does not sell UTCOM textbooks, but for additional resources and UT apparel, this is a good place to look. The store is two floors, the apparel and gifts are on the first (top) floor and the textbooks are on the bottom floor. You can pay with cash, check or credit card.
- It is also good to check Amazon.com, Half.com and other websites for great deals on books

UT CENTER FOR ADVANCED MEDICAL SIMULATION & BIOSKILLS LAB



Located - Building C, Level G2

The UT Center for Advanced Medical Simulation, established in early 2007, is a state of the art 6500 square foot simulation center offering medical teams at the University of Tennessee Health Science Center College of Medicine, Knoxville (UTHSC COM - Knoxville), UT Medical Center (UTMC), and healthcare professionals across the region opportunities to master medical skills using life-size human patient simulators, laparoscopic and endoscopic simulators, and other skills-building models.

Meet the **TEAM**



Medical Director
Dr. Leo Lamsen



Administrative Director
Elizabeth Tallbott, RN



Judy Roark, CST
Lab Coordinator &
Skills Coach



Contact the Simulation Center to inquire about using the equipment before you go.



865-305-4626 or 865-305-9219



Information on Lactation Locations

TEAM MEMBERS ONLY

The hospital provides a clean, private lactation room on 4 North (Room 402, Code 1234) for female trainees needing to pump and store breast milk. A divider separates the two stations, and a curtain is in front of each station. A refrigerator is available in the room for storage of breast milk. The room can be locked from the inside to ensure privacy.

PATIENT'S OR VISITORS

There are also two Lactation Pods located in the hospital. One is on the first floor in the East Lobby next to coffee shop and the other is on the third floor Heart Hospital lobby area near the elevators.



Preston Medical Library

The Preston Medical Library is located within the Health Information Center in the main lobby of the hospital. The Preston Medical Library/Health Information Center provides exceptional reference, research, and instruction for UT Graduate School of Medicine (UTGSM) faculty, residents, students, and physicians, and outreach to the community.

Library Services

Wonderful library staff and professional librarians available to assist you during operating hours

Phone: (865) 305-9525; Fax: (865) 305-9527; or Text: (865) 262-8920

Everything you need to know about the library can be found at their website:

http://gsm.utmck.edu/med_library/main.cfm

Services offered by the Preston Medical Library

- After-hours access
 - o 24-7 access with security access card issued by the Office of Student Affairs
- Article Requests
 - o Research materials, including books and journals articles not owned by the library can generally be obtained by borrowing from another library
- Borrowing/Circulating materials
 - o Circulating privileges extended to students
 - o Check-out procedure – bring item to a staff member at the information desk
 - o Materials due back in two weeks from date of check-out
 - o Renew items by phone. Please note request may be denied if someone has requested a hold on the item
- Collections
 - o Library currently subscribes to over 10,000 journals online, and has over 500 individual print journal titles
- Computers and Copy Services
 - o Reference computers – computers with high speed internet access available for all library users. Staff will provide orientation and education in the use of the Internet, as well as in our electronic databases and other resources
 - o Computer lab – includes computers with DVD RW drives, and scanners capable of scanning both text and imaging. Software includes Microsoft Office applications, Photoshop, SPSS statistical software and Adobe Acrobat Professional
 - o Computer training classroom
 - o Copy Services – self-service printers/copies located throughout the library. Student copy code is 1646
 - o Wireless access – wireless access to the Internet using your own mobile computing devices. Check out the Mobile Devices page on the website for resources available for these devices.
- Health Information Service
 - o Provides patients, family members and the community with valuable information on the latest health news and free research for specific diseases or illnesses. The Health Information Center offers an extensive library, digital and print resources, walk-in assistance and help with research on specific health conditions – all free of charge.

- Classes
 - o Various instructional classes offered each month listed on the library web page or emailed to students by staff in the Office of Student Affairs
- Off-campus access
- Request an Article
- Request a Search
- Reserving Facilities or Equipment
- Searches
- Subscriber Services
- Individual study areas and group study rooms
- Weekly visits by Human Animal Bond in Tennessee (H.A.B.I.T) dogs
- Literary Rounds, and other activities
- UTHSC Memphis library is available online at <http://library.uthsc.edu>
- For UTK library hours, please visit www.lib.utk.edu/hours.
- Reserve of SASS books (current list is included in the handbook)

PRESTON MEDICAL LIBRARY HOURS

Monday 8:30 am - 9:00 pm

Tuesday 8:30 am - 9:00 pm

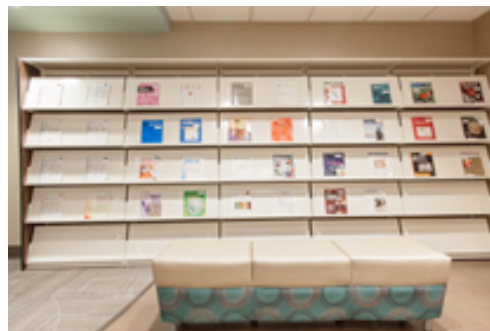
Wednesday 8:30 am - 9:00 pm

Thursday 8:30 am - 9:00 pm

Friday 8:30 am - 5:00 pm

Saturday 9:00 am - 5:00 pm

Sunday 1:00 pm - 9:00 pm



SASS Titles in Preston Medical Library Reserve 2010

- Appleton & Lange Review Obstetrics & Gynecology.
New York : Appleton & Lange Reviews/
McGraw-Hill, Medical Publishing Division, c2003. RG111 .V66 2003
- Appleton & Lange Review Of Surgery / Simon Wapnick ...
New York : McGraw-Hill, c2003. RD37.2 .W37 2003
- Appleton & Lange Review Of Surgery / Simon Wapnick ...
New York : McGraw-Hill, c2003. RD37.2 .W37 2003
- Case Files. General Surgery / Eugene C. Toy, Terrence H
New York : McGraw-Hill, 2004. RD34 .T69 2004
- Case Files. General Surgery / Eugene C. Toy, Terrence H
New York : McGraw-Hill, c2004. RD34 .T69 2004
- Case Files. Internal Medicine / [edited by] Eugene C. T
New York : McGraw-Hill, c2004. RC66 .C36 2004
- Case Files. Internal Medicine / [edited by] Eugene C. T
New York : McGraw-Hill, c2004. RC66 .C36 2004
- First Aid for the Medicine Clerkship : the Student to Student Guide / [edited by] Latha G. Stead, S.
Matthew Stead, Matthew S. Kaufman, Lock, Barbara G., McFarlane, Samy.
New Your : McGraw-Hill, c2002. R839.F37 2002
- First Aid for the Surgery Clerkship : the Student to Student Guide
Anand, Nishant; Sotsky Kent, Tara.
New York : McGraw-Hill, c2003. RD37 .F57 2003
- The Harriet Lane Handbook : A Manual For Pediatric House Officers
Philadelphia, PA : Mosby/Elsevier, c2009. RJ48 .H35 2009
- MKSAP For Students 2 : Medical Knowledge Self-Assessment
Philadelphia, PA : American College of Physicians, c2003. RC59 .M57 2003
- MKSAP For Students 4 : Medical Knowledge Self-Assessment
Philadelphia : American College of Physicians, c2008. RC66 .M57 2008
- MKSAP For Students 4 : Medical Knowledge Self-Assessment
Philadelphia : American College of Physicians, c2008. RC66 .M57 2008
- Obstetrics And Gynecology : Pretest Self-Assessment And Review
New York : McGraw-Hill Medical Pub. Division, c2006. RG111 .W88 2006

UTMCK Employee Fitness Program

Medical students are eligible for a month-to-month membership with no enrollment fee or contract

Location: Basement Level, Medical Building E (HLVI Building, Suite E40) – adjacent to outpatient physical therapy

Operating hours: 24/7 access once you join and purchase an access card.

To join, call 865-305-3299 to set up a 10-15 minute orientation. You will fill out paperwork, make payment and go over policies and procedures. If you would like facility and locker room access outside of M-F, 6:30am – 6:30pm, you will need to purchase a \$20 access card. This is purchased with cash and you will be reimbursed your \$20 cash payment upon return of access card to the Fitness Center.

Monthly fees are direct pay as follows: Single - \$25; Couple - \$50; Family \$75 (up to 3 family members/friends)

Employee Fitness Program is designed to offer staff convenient and affordable exercise options in a non-competitive, friendly atmosphere.

Equipment offered includes treadmills, ellipticals, recumbent and upright cycles, rower, recumbent and upright steppers, Arc Trainer, freestanding Nautilus weight machines, limited free weights, TRX suspension system, physioballs, Bosu balls, and stretch area with mats. Amenities include locker rooms with showers, shampoo/body wash, lockers, hairdryers and towels.

Contact the Fitness Staff at 865-305-3299 or by emailing the Fitness Manager, Amy Shafer at amy.shafer@utmck.edu

NBME Shelf Exams (for M3 Students)

- Web-based exams given last day of clerkship
- Email sent prior to exam with date and location

****Accommodations: If you have accommodations please notify coordinator & Brittany Bracco in advance of NBME Shelf Exam. At the Start of rotation is best!**



Reminder!



Please make sure your electronic devices are on eastern time and make sure to RSVP to meeting invites sent to you during rotations.

STAY CONNECTED...

FOLLOW US



Instagram:
@uthscmedknox

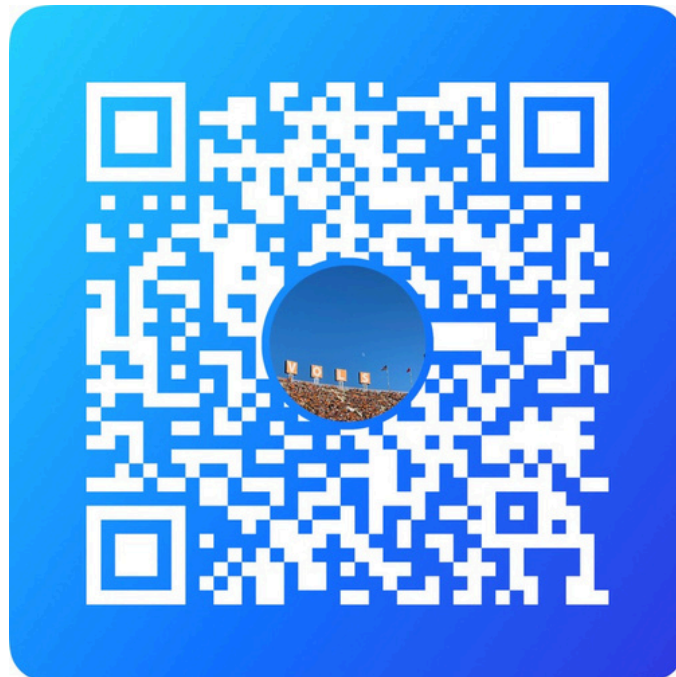
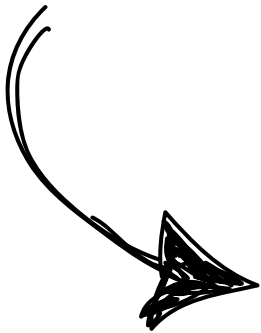
CHECK OUT THE WEBSITE...

**Graduate School of Medicine
- UME Knoxville**

**STAY IN THE
KNOW!**

**JOIN THE KNOX STUDENT
GROUP ME**

The place to find information pertaining to the
Knoxville campus



Policy & Guidelines

KNOXVILLE & UTHSC

Account Access Policy for Medical Students

What you need to know:

- Use UT Medical systems only for legitimate educational, research, or clinical purposes.
- Protect login credentials and never share passwords.
- Access only the information necessary for patient care or assigned activities.
- Log out of systems after each use.
- Report suspected security incidents or inappropriate access immediately.
- Comply with all UTHSC and UT Medical privacy, security, and conduct policies. UT Medical reserves the right to monitor all system access and user activity.
- Routine audits will be conducted to ensure compliance.
- Unusual or inappropriate access may result in an investigation and corrective action.

Full Policy on next page...

UTHSC College of Medicine Knoxville Account Access Policy and Procedure

Purpose

The purpose of this policy is to establish clear guidelines for granting, managing, and terminating access to University of Tennessee Medical, Knoxville (UT Medical) systems and programs for students participating in educational, clinical, or research activities affiliated with the University of Tennessee Health Science Center College of Medicine, Knoxville (UTHSC COM-Knoxville).

This policy promotes accountability, safeguards sensitive information, ensures compliance with institutional and legal requirements, and supports operational needs across all user groups.

Scope and Applicability

This policy applies to all individuals who require access to UT Medical systems through their affiliation with UTHSC COM-Knoxville, including:

- Medical students
- Visiting or rotating students

This policy covers access to any UT Medical program, system, or platform, including but not limited to:

- Electronic Health Records (EHR) systems
- Clinical scheduling systems
- Research or clinical applications
- Hospital communication systems

Eligibility Requirements for Student Access

Students must meet the following requirements before any access is provisioned:

3.1 Enrollment and Status Verification

- Student must be actively enrolled and in good standing with UTHSC COM-Knoxville.
- For visiting students, affiliation must be verified through VSLO or an approved visiting student agreement.

3.2 Required Training

All required training must be completed prior to access, including but not limited to:

- HIPAA and patient privacy training

- Cybersecurity and information security training
- UT Medical-specific EHR training (as applicable)
- Professionalism and appropriate use training

Access Request and Approval Process

4.1 Initiating Access

- Access requests must be initiated by a UTHSC COM-Knoxville program coordinator, or departmental administrator.
- Students may not request access independently.

4.2 Required Documentation

The following may be required for access creation:

- Completed access request form
- Proof of training completion
- Student identification and status verification
- Signed confidentiality agreements

4.3 Approval Workflow

- UTHSC COM-Knoxville verifies eligibility and submits the request.
- UT Medical IT reviews and approves access based on role need.
- Compliance or privacy officers may perform additional review if necessary.

4.4 Timelines

- Standard account creation timelines should be communicated to students.
- Requests should be submitted at least 10 business days before the anticipated start date whenever possible.

Levels of Access

Access granted to students will adhere to the **principle of least privilege**.

5.1 Access Categories

- **Educational Access:** view-only or limited access needed for coursework or simulation.
- **Clinical Access:** access to patient care areas and EHR features needed for supervised clinical rotations.

- Research Access: restricted access to data or systems necessary for approved research, following IRB approval.

5.2 Restrictions

- Students may not receive administrative, supervisory, or unrestricted access.
- Access will be limited to the minimum duration and functionality necessary.

Duration, Renewal, and Termination of Access

6.1 Duration

- Access is active only for the defined period of the rotation, course, or program.
- Access automatically expires at the end of the approved timeframe.

6.2 Renewal

- Renewals require confirmation that the student remains eligible and that training remains current.
- Renewal requests must follow the same approval steps as initial access.

6.3 Termination

Access will be terminated immediately upon:

- Completion of the rotation or program
- Withdrawal or leave of absence
- Violation of this policy
- Loss of affiliation with UTHSC COM-Knoxville

Departments must promptly notify UTHSC COM-Knoxville IT of changes in student status.

Student Responsibilities and Expected Conduct

Students granted access must:

- Use UT Medical systems only for legitimate educational, research, or clinical purposes.
- Protect login credentials and never share passwords.
- Access only the information necessary for patient care or assigned activities.
- Log out of systems after each use.
- Report suspected security incidents or inappropriate access immediately.
- Comply with all UTHSC and UT Medical privacy, security, and conduct policies.

Prohibited Activities

- Accessing personal, family, or friend medical records
- Using hospital systems for non-academic or personal purposes
- Circumventing security controls
- Viewing or disclosing PHI without a valid educational or clinical purpose

Violation may result in disciplinary action, up to and including removal from the program.

Data Privacy and Compliance

Students must adhere to all relevant privacy and security regulations, including:

- HIPAA
- UT Medical and UTHSC information privacy policies
- Minimum Necessary Standard
- Data protection and confidentiality expectations

Unauthorized disclosure of Protected Health Information (PHI) is strictly prohibited.

Security Measures

- Multi-factor authentication (MFA) must be used where required.
- Students must use secure, encrypted devices when accessing hospital systems.
- Passwords must adhere to institutional password standards.
- Personal devices may not be used unless explicitly authorized by UT Medical IT.

Monitoring and Auditing

- UT Medical reserves the right to monitor all system access and user activity.
- Routine audits will be conducted to ensure compliance.
- Unusual or inappropriate access may result in an investigation and corrective action.

STUDENT MISTREATMENT POLICY

The student mistreatment policy can be found on the UTHSC Student Affairs website at

<https://uthsc.edu/medicine/medical-education/merl.php>

For students on the Knoxville campus, the “chain of command” for students alleging mistreatment should be:

1. Parties directly involved should first try to resolve matter between themselves; however if accuser is reluctant to approach accused;
2. Notify Clerkship Director;
3. Notify Departmental Chair or Student Affairs



UTH Health Science Center:		
COM108 Student Mistreatment - COM Medical Education		
Version 2	Publication Date: 04/25/2025	
Category: CDM/UME	Last Review: 04/21/25	Next Review: 04/21/28
Contact: Michael Whitt, Ph.D. Assoc. Dean for Medical Education	Phone: 901-448-4634	Email: mwhitt@uthsc.edu
Related Policy: SA105 – Preventing Student Mistreatment AA110 – Grading Policy COM107 – Grading Policy for MD Curriculum COM112 – Work (Duty) Hours		

POLICY

It is the policy of the University of Tennessee Health Science Center (UTHSC) College of Medicine (COM) to promote an environment in which all medical professionals can work and learn in an atmosphere of dignity, respect and freedom from discrimination. The COM will follow the below procedures in implementing the relevant UTHSC policy ([SA105 – Preventing Student Mistreatment](#)).

RATIONALE AND PROCEDURE

1. Process for dissemination of UTHSC policy
 - a) The COM provides ongoing education to students, residents, fellows, faculty and other staff, focusing on reinforcing standards of professional and collegial behavior, and informing the community of procedures for managing real or perceived mistreatment. Specific groups are targeted as follows:
 - i. Medical students: The CenterScope student handbook includes a section on mistreatment. This topic is on the agenda for all student orientations, and is referenced in the policies for each preclinical course and clinical rotation.
 - ii. Faculty, residents, fellows, nurses, and other staff: The mistreatment policy is shared along with other policies and resources central to the educational mission through the Medical Educator Resource Link (MERL).
2. Process for addressing mistreatment
 - a) The first course of action in an instance of perceived mistreatment is for the involved parties to attempt to resolve the issue themselves, with the goal of addressing potential sources of misunderstanding.
 - b) If the student is unsure whether the incident rises to the level of mistreatment, the student should contact the COM Ombuds (currently Dr. Melody Cunningham). The Ombuds is a confidential, non-mandatory reporter who can provide feedback, resource options, policy clarification and perspectives for effective communication strategies.
 - c) If attempts at personal resolution are not successful, the student should engage the teaching or clinical team hierarchy. The purpose of this involvement is to provide a further opportunity for communication, and to identify the nature of

UT Health Science Center: COM108 Student Mistreatment - COM Medical Education	
Version 2	Publication Date: 04/25/2025

the alleged mistreatment.

- i. Pre-clinical years (M1/M2)
 1. An incidence of mistreatment should be reported to the course director.
 2. If the issue involves the Course Director, the student should contact the Senior Assistant Dean of Preclinical/Basic Science Curriculum or the Associate Dean of Student Affairs, whomever the student feels more comfortable approaching or considers more appropriate.
- ii. Clinical years (M3/M4)
 1. If the concern involves an intern or junior resident on the team, the student should discuss the situation with the supervising resident.
 2. If the issue involves ancillary personnel or the supervising resident, the student should discuss the problem with the team attending physician.
 3. If the issue involves the attending physician, or if the student is uncomfortable discussing the situation with any member of the team, or if he/she is simply unsure about whom to approach, the student should contact the Clerkship Director.
 4. If the issue involves the Clerkship Director, the student should contact the department Chair, the Senior Assistant Dean of Clinical Curriculum or the Associate Dean of Student Affairs, whomever the student feels more comfortable approaching or considers more appropriate.
3. Mistreatment Reporting Form (all years)
 - a) All incidents of mistreatment should be reported using the COM Mistreatment Reporting Form, which can be found on OLSEN or here ([Mistreatment Reporting Form](#)).
 - b) Students may choose to provide their name and contact information on the report, or they may wish to remain anonymous.
4. Procedures to address specific categories of alleged mistreatment
 - a) A diagram showing the general flow of how mistreatment complaints are handled is shown on the next page.
 - b) Complaints relating to grades are handled as outlined in the Academic Catalog (e.g. the Bulletin) and UTHSC [Grading Policy, AA110](#). Grade appeals are made according to the procedure outlined in the [Grading Policy for MD Curriculum, COM107](#).
 - c) Issues of racial or gender discrimination or harassment are directed to the UTHSC Office of Access and Compliance. An alternative to the University hearing process may be afforded according to the "contested cases" section of the State of Tennessee Uniform Administrative Procedures Act.
 - d) For complaints concerning Work (Duty) Hours violation for any clinical rotation, the student should contact the Clerkship or Course Director for the rotation who will investigate the allegation without identifying the source of the complaint. If the work hours expectations exceed the policy, the team will be educated concerning the policy rules and follow up oversight will assure resolution of the problem. (See [COM112 – Work](#)

UT Health Science Center: COM108 Student Mistreatment - COM Medical Education	
Version 2	Publication Date: 04/25/2025

- e) If warranted, college officials may request further investigation by the Student Conduct Officer, who will interview all parties and make a recommendation to the college as to possible resolution.
5. Protection from retaliation
 - a) Individuals alleging mistreatment are protected from retaliation.
 - b) Those accused of mistreatment are reminded that retaliation is itself regarded as a form of mistreatment, and will be addressed according to the procedures described above.

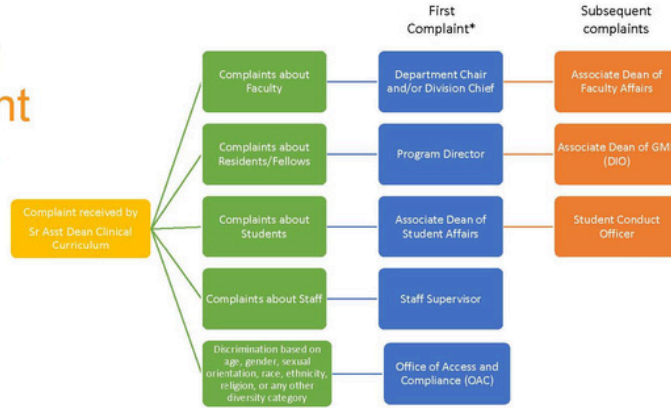
APPROVAL HISTORY

Effective: 5/20/2019

Revised: 4/21/25

UT Health Science Center: COM108 Student Mistreatment - COM Medical Education	
Version 2	Publication Date: 04/25/2025

Handling of Mistreatment Complaints



*For mistreatment complaints that occur at regional campuses, the local Dean(s) will be notified first to then discuss the appropriate supervisor.
 **For all complaints involving students, both the Associate Dean of Medical Education and Associate Dean of Student Affairs are copied on initial communication to the immediate supervisor, as well as the final resolution.



Flowchart for process to different offices.

UT Health Science Center: COM108 Student Mistreatment - COM Medical Education	
Version 2	Publication Date: 04/25/2025

*Note that the Associate Dean of GME/DIO will be notified (copied) after resolution of the first complaint. For subsequent complaints the DIO will be included on the initial correspondence to the Program Director.

UTHSC Policies

Professionalism Policy
Student Mistreatment Policy
Excused Absences
Wellness Days
Limited Leave Forms
Case and Time Log Instructions
UT Incident Report
Anti-Discrimination Policy



Off the clock in
KNOXVILLE

*You've done your SOAP notes,
survived rounds, and somehow
remembered to eat lunch.*

Now what???

Out 'n About in Knoxville

<http://www.visitknoxville.com/>
<http://www.cityofknoxville.org/>

Knoxville, Tennessee has been voted "one of America's mosts" by several organizations. The city is one of the gateways to the Great Smoky Mountains National Parks and is within a day's drive of nearly 75% of the U.S. population. Come see how living in the greater Knoxville area, with its multi-faceted excitement, culture and beauty, will enhance your life and educational experience.

- 2019 - Knoxville ranked #8 "Greatest College Football Town."
- 2019 - Knoxville named in the Top 50 Best Places to Live in the USA
- 2019 - Knoxville named Tennessee's Coolest City
- 2019 - Knoxville ranked in the Top 10 Least Expensive Cities to Live in America.
- 2019 - Knoxville named "Best Place to Retire in the USA"

Cool Things to Do

- Historic Market Square: it is essentially the heart, or the hub of downtown with a great vibe and is the place to be for cafes restaurants and live music on select nights.
- Knoxville Farmer's Market: offers a great range of products from delicious local food and coffee, to artisan crafts and much more.
- Maple Hall Bowling: it is located in the historic J.C. Penny bldg. and is a super cool boutique bowling alley. It has a full-service bar, cozy lounge areas and even has a VIP room.

Outdoor Activities

- Watersports, Boating, Swimming, Fishing on several lakes: Ft Loudon Lake, Norris Lake, Watts Bar Lake, Cherokee Lake, Douglas Lake, Melton Hill Lake, Tellico Lake
- Great Smoky Mountains National Park: hiking and tubing
- Ocoee and Little Pigeon Rivers: whitewater rafting and kayaking
- Lakeshore Park: walking/running trail and ball fields (formerly Lakeshore mental Health Institute)
- Cherokee Boulevard: a nice walking/running trail through a beautiful neighborhood called Sequoyah Hills
- Ijams Nature Center: www.ijams.org located in South Knoxville at 2915 Island Home Avenue. They offer educational programs as well as nature trails
- Greenways - There are currently 86 miles of paved greenway and natural trails in Knoxville - <http://www.cityofknoxville.org/greenways/>
- Knoxville Zoo - <http://www.knoxville-zoo.org/>
- Parks - city has many parks to choose from with some offering a separate dog park
- Snow Skiing
 - o Ober Gatlinburg - www.obergatlinburg.com
 - o North Carolina Ski Mountains - Cataloochee, Beech and Sugar (about 2-2 ½ hours away)

Explore

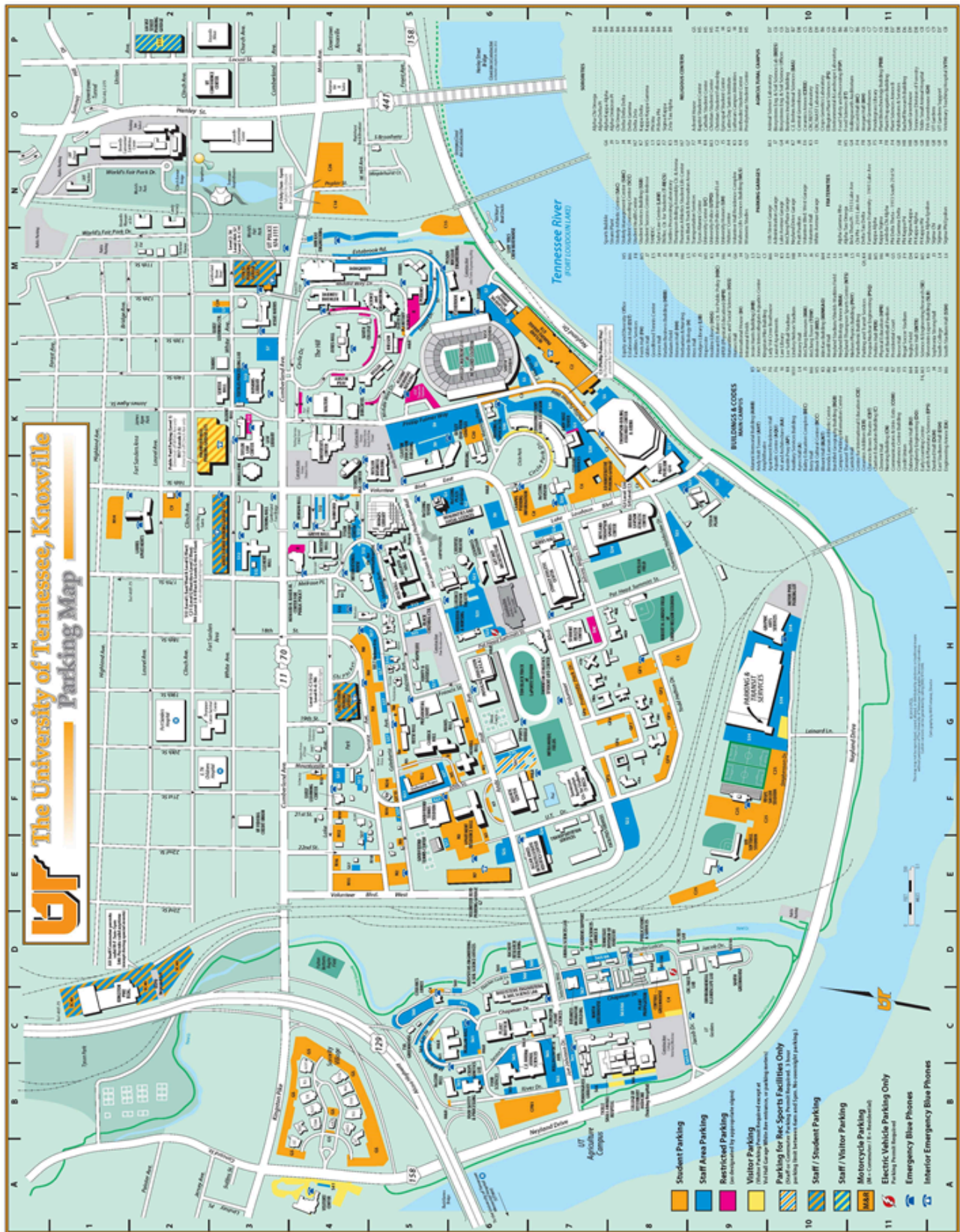
DOWNTOWN KNOXVILLE

P Paid Parking **P** Free Parking after 6 pm on weekdays & anytime on weekends (excludes some special events) **⦿** Play Fountain





Map for UTK Campus



Knoxville Terminology

For those students not familiar with Knoxville or the area, here are some words and phrases that will help you along in your understanding on where places are.

- Kingston Pike: a long road that runs east to west almost all the way through town
- Cumberland Avenue/The Strip: a section of Kingston Pike that runs through the UT campus area and is full of bars, restaurants, and a few shops. Traffic is unbelievable during football games, so unless going to the game – avoid the Strip!!!! .
- The Knoxville News Sentinel: the city’s main newspaper
- The Fort: the area just north of the Strip that is home to Fort Sanders Regional Medical Center, East Tennessee Children’s Hospital, and some student housing
- The Old City: rejuvenated area new downtown that is home to a number of bars, restaurants, and funky shops.
- Market Square: the center of downtown, home to several restaurants and shops, as well as Krutch Park. Market Square features annual events such as Concerts on the Square, Shakespeare on the Square, Market Square Farmers Market, and so much more.
- World’s Fair Park: the site of the 1982 World’s Fair; some large events are held on this side, located at the edge of downtown. This park is home to the Knoxville landmark – the Sunsphere seen from the I-40/I-75 interstate.
- Pellissippi Parkway/Route 140: the bypass route that connects Oak Ridge to Maryville; intersects with I-40 in West Knoxville.
- UTMCK: University of Tennessee Medical Center Knoxville
- The Split: the point in far west Knox county where I-40 and I-75 split after having been one route through town; I-40 goes west towards Nashville and I-75 goes south towards Chattanooga
- The Rock: a large rock on the campus of the University of Tennessee that is the “canvas” for student messaging. Thousands of layers of paint are on this rock.
- Turkey Creek: an outdoor shopping area in West Knoxville on Parkside Drive. Stores similar to a regular mall, but with much, much more, including many restaurants and home to the Regal Pinnacle Stadium 18 and IMAX theater.

Notes