UPSTATE
UNIVERSITY HOSPITAL

PROVIDER
HANDBOOK

WELCOME TO UPSTATE

We are providing the information included herein to help you – our new physicians, health professionals, and advance practice providers - navigate our hospital, campuses, and community. It is our goal to make your transition as smooth as possible. We look forward to getting to know you personally in the months and years to come.

Welcome!

Amy Tucker

Amy Tucker, MD, MHCM
Interim, Chief Medical Officer, Upstate University Hospital
Associate Dean for Clinical Affairs, College of Medicine
Vice President, Ambulatory Services & Population Health

Beth Erwin

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MEDICAL STAFF SERVICES OFFICE | **www.upstate.edu/medstaff/**

INFORMATION FOR A NEW PROVIDER

MEDICAL STAFF SERVICES OFFICE
www.upstate.edu/medstaff/

CLINICAL SYSTEMS:
WHAT ARE THEY, AND HOW DO I FIND THEM?

Epic (Electronic Medical Record)
To set up training, or for assistance post-training, call the Epic Training Help line at 315-464-EPIC (3472). Training is needed in order for you to document patient care in the record, as well as to review test results and other provider's notes.

PACS-Synapse and PACS-Syntemp
Used to view radiology images online and read radiology images supplied on CD by the patient. Training is available via blackboard (see below). This system is accessed through the clinical launch pad (Upstate.edu > iPage > Clinical Launch Pad or www.upstate.edu/ihospital/intra/launchpad.php) using your Upstate network userid and password.

How to use Blackboard (education /training module):
1. Go to: www.upstate.edu/imtpublic/departments/ edcomm/student-computing/blackboard.php
2. Click on the 'Link to Bb'
OR
1. Go to iPage: www.upstate.edu/ipage/intra/
2. Click on the Blackboard icon

If you are already enrolled in a course:
1. Login to Bb = Novell (Groupwise/EPIC) username and password.
2. Click on the 'Courses' tab at the top right of your screen.
3. You will see your course displayed.

To enroll in a required / desired course:
1. Login to Bb = Novell (Groupwise/EPIC) username and password.
2. Click on the 'Courses' tab at the top right of your screen.
3. Do a keyword search (like: 'fast' for Fast Facts or 'SAW' for Safety at Work)
4. When course displays, click on the arrow button next to the course ID; select 'enroll'.
5. At the next screen, hit ' Submit,' and then 'ok.'
6. You will see your course displayed.

- For Access/password problems, call the Helpdesk: 315-464-4115
- For questions about using Blackboard, call Educational Communications at 315-464-4860

MEDICAL RECORDS:
WHAT IS NEEDED AND WHEN?

Medical Record Item	Acceptable Timeframes
Medical History and Physical Examination	No more than 30 days prior or 24 hours after admission or registration but prior to outpatient surgery or any procedure requiring anesthesia services, whichever comes first. Provider must review the H&P and note any changes. *Screening uterine cytology smear* - Women 21 and over, unless contraindicated or performed within the past 3 years *Breast Exam* - All women 21 years and over, unless medically contraindicated. *Sickle Cell risk* - All presumptively susceptible patients, including infants > six months of age, shall be examined for the presence of sickle cell hemoglobin unless the test has been previously performed and the results recorded in the patient's medical record or otherwise satisfactorily recorded, such as on an identification card.
Readmission within thirty (30) days for same or related problems	Interval history & physical examination if the original is readily available. The H&P should be reviewed by the provider and any changes noted.
Progress notes	At the time of observation; signed within 24 hours
Pre-Operative attending note	Prior to surgery
Brief Operative Note	Immediately after surgery
Comprehensive Operative Report	As soon as possible, but no more than 24 hours after the procedure

MEDICAL RECORDS:
WHAT IS NEEDED AND WHEN?

Medical Record Item	Acceptable Timeframes
Consultation-surgical	Documented prior to an operative procedure for which the consult is requested.
Consultation-non surgical	Attending will review the consultation and examine the patient within 24 hours of consult.
Orders	Immediately
Verbal orders	Within 48 hours
Discharge summary	Within 24 hours of discharge. *If discharged to home:* the discharge summary must be available for a discharged patient's first scheduled outpatient follow up care visit. If the discharge summary is written by a provider other than the attending, it must be signed no later than 7 days following discharge. *If discharged to facility:* Must be completed 3 hours prior to transfer. A discharge summary written by provider other than attending, to accompany patient, must be signed by the attending within 7 days.
Medical Records (inpatient)	Completed and Signed within 12 days after discharge or date of service for outpatients
Medical Records (outpatient)	Completed and Signed within 12 days after date of service

For more information, see Medical Staff Bylaws Rules and Regulations Section 3: Medical Records (MSB R-03) at
www.upstate.edu/policies/documents/intra/MSB_R-03.pdf

WHO IS ON CALL?
(HOW TO USE AMION):

Upstate uses AMION as a system for tracking the availability of providers from various services.

Process to access on-call Schedule

1. Go to iPage: www.upstate.edu/ipage/intra/
2. Go to Clinical Launcher
3. Go to AM I ON
4. Sign in (**Upstate**)
5. Type in correct department or Scroll down

Clinical Launch Pad

AM I ON

6. Select on call person from the schedule
   a. Note chain of command
   (1st-Junior Resident, 2nd-Senior Resident, 3rd-Attending)

The online directory is available on the ipage.
www.upstate.edu/ipage

Upstate Directory

HOW FAST DO I NEED TO SEE A PATIENT?

On Call   Must be available to respond to the Emergency Department within 30 minutes, except where shorter intervals are required by level 1 trauma certification

Consults
(outside of the Emergency Department)

Emergent:	Within 30 minutes*
Urgent:	Within 4 hours*
Routine:	Within 24 hours

* Must be arranged through personal discussion between physicians

RELATED POLICIES:

Medical Staff Bylaws MSB R-09
(Rules and Regulations: On call coverage and Consultation responsibilities)
www.upstate.edu/policies/documents/intra/MSB_R-09.pdf

Paging Availability and Response Time CM P-44
(Emergent and Non-Emergent)
www.upstate.edu/policies/documents/intra/CM_P-44.pdf

For more policies and forms: https://upstate.ellucid.com/

Diet Manual: Clinical Nutrition Manual :
http://www.upstate.edu/nutrition/intra/

Event Occurrence: I-03 - Event-Occurrence & Injury Reports, Patients & Visitors:
https://upstate.ellucid.com/documents/view/1252

U-TURN COMMUNICATION

   In order to maintain a collegial, healthy, and safe work environment for all employees and patients, Upstate has created a tool to enable caregivers to respond to unprofessional behavior. The U-turn pathway to conflict resolution is a verbal code used among caregivers to recognize a stressful situation with hopes of resolving the conflict among individual colleagues without escalating the dilemma or fueling a grudge between employees.
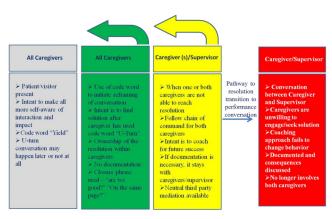
The *Green Zone* is a conversation that's not started off or going well where one or both people ask, "can we u-turn" that/this conversation.

The *Yellow Zone* is where two employees are asking their managers for help or seek mediation.

The *Grey Zone* is a conversation in front of a patient and meant to simply make people aware of tone etc.

   For information on the U-turn model and the mediator request visit the Upstate U-turn website: *www.upstate.edu/uturn*

Process for Conflict Resolution

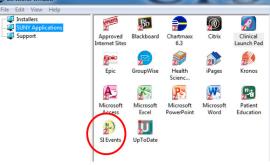| All Caregivers	All Caregivers	Caregiver (s)/Supervisor		Caregiver/Supervisor
➢ Patient/visitor present ➢ Intent to make all more self-aware of interaction and impact ➢ Code word "Yield" ➢ U-turn conversation may happen later or not at all	➢ Use of code word to initiate reframing of conversation ➢ Intent is to find solution after caregiver has used code word "U-Turn" ➢ Ownership of the resolution within caregivers ➢ No documentation ➢ Closure phrase used – "are we good?" "On the same page?"	➢ When one or both caregivers are not able to reach resolution ➢Follow chain of command for both caregivers ➢Intent is to coach for future success ➢If documentation is necessary, it stays with caregivers/supervisor ➢Neutral third party mediation available	Pathway to resolution transition to performance conversation	➢ Conversation between Caregiver and Supervisor ➢Caregivers are unwilling to engage/seek solution ➢Coaching approach fails to change behavior ➢Documented and consequences discussed ➢No longer involves both caregivers

EMERGENCY CODES

Upstate Medical University and Upstate University Hospital utilize a standard set of emergency codes for announcing critical events while minimizing the alarm to non-staff present in the facility.

Emergency Code	Meaning
Code Red	Fire
Code Blue	Adult Medical Emergency
Code White	Pediatric Medical Emergency
Code Amber	Infant/Child Abduction
Code Yellow	Explosive Device or Bomb Threat
Code Gray	Patient Elopement
Code Silver	Person with Weapon; Hostage Situation
Code Orange	Hazmat Incident; Decontamination Needed
Code Black	Severe Weather Warning
Code Clear	Situation has been Resolved

REPORTING PATIENT SAFETY EVENTS

To access go to: www.upstate.edu/ihospital/intra/launchpad

• Select Safety Intelligence icon from the Clinical Launch Pad or Upstate Applications window. A new form will open. No sign in is needed.

REPORTING PATIENT SAFETY EVENTS *- continued*

- Complete all fields with a red asterisk *
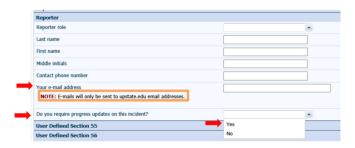- Provide as much detail as possible
- Only include objective statement in the event description
- Do not include names in event detail-only reference involved people by title (ie MD, RN, Patient)

- Enter patient's MRN and select Search-this will populate patient information

- Selecting "Yes" to other people involved will open a new box to enter names of involved staff

- Enter your Upstate e-mail (username@upstate.edu) if you want confirmation of submission and follow-up. No emails will be sent to personal e-mail accounts.
- If you want to receive follow up information on a report you submit, select "Yes" to "Do you require progress updates on this incident?"
- You will receive an email with the report number. Call Risk Management or Quality Services to obtain additional information. You must have the report number.

WELLNESS AT UPSTATE

General Wellness Information: www.upstate.edu/wellness or on Facebook: www.facebook.com/UpstatePTW

Monthly challenges and Wellness Program from Employee Assistance Program: www.upstate.edu/policies/documents/intra/S-14.pdf

Research Foundation employees have their own incentive based wellness program. Contact Mark Miller at x4-9964 to sign up and learn more about the program.

Tobacco-Free resources: www.upstate.edu/hospital/healthlink/smokefree/

Employee Assistance Program: www.upstate.edu/eap/services.php

Committee on Physician Health (MSSNY): www.mssny.org/cph/

WHERE CAN I GET?:

Radiation Badge pickup

Downtown Campus: Call the Radiation Safety Office at 315-464-6510 to schedule brief training, then pick up the badge at 636 UH

Community Campus: Request a badge from the charge person in your area (i.e.: the OR), or contact the Director of Medical Radiography (315-492-5015 or cressc@upstate.edu) with your full name and date of birth; the badge will be ordered and delivered to the work area.

"Doctor" Badge hang tags and Replacement badge ID
Downtown Campus: Payroll office. Community Campus: HR office

Scrubs - At all locations, scrubs are provided in the locker rooms. Hampers are available for returning scrubs.

Scrubs vary by location, and may be cranberry (restricted and semi-restricted procedural areas of the Downtown campus), grey/green, or blue.

Providers should change on arrival to and before leaving the procedural area.

Policy detailing hospital-issued scrub attire:
www.upstate.edu/health/wellness/community.php

Private Discussion Areas - Private consult rooms are available in the East Tower. In other areas, staff may be asked which rooms may be available for private discussions.

Equipment - Simple requests, such as surgical dressing or specimen collection supplies can be obtained by asking staff. Special requests or larger equipment can be requested through an appropriate committee or by contacting your department Chief of Service.

Directions - Maps of buildings are in the bottom right corner.
www.upstate.edu/directions/

Way-finding - Step-by-step directions are available for many areas of the hospital: http://upstate.yourdirectroute.com/

CONTACTS: WHO DO I CALL?

Incomplete Record Completion 315-464-7799
　Room 1212, 1st Floor, University Hospital

Medical Records Studies/Review 315-464-7802
　Room 1212, 1st Floor, University Hospital

Release of Information 315-464-7832
　Room 1211, Upstate Medical University

File Room/Scanning Center 315-464-5150
　Room 1115, Upstate Medical University

Credentialing, approval process, Bylaw questions, Medical Staff Committees, Special privileges

Medical Staff Services *Medstaff@upstate.edu* 315-464-5733

Health Clearance

Employee/Student Health 315-464-4260
　4th Floor Jacobsen Hall

Faculty Appointment

Faculty Affairs 315-464-5239
　WH 1254

Epic Questions 315-464-EPIC

Clinical Documentation/Coding Hotline 315-464-7809

Radiation Safety /Laser Safety 315-464-6510
　Room 636, University Hospital

Institutional Compliance Office *noyesda@upstate.edu* 315-464-4343
  CABRm. 330

Compliance Anonymous Hotline 315-464-6444

Faculty Practice Plans Compliance Officer 315-464-4793
  CAB 330 *baxterd@upstate.edu*

Computer Assistance
IMT Help Desk 315-464-4115
  helpdesk@upstate.edu

Blackboard and other Computer Training
Online Resource Training 315-464-4407
  Jacobsen Hall, Rm. 706

Find-A-Doc
Medical Staff Services 315-464-5733

Employee Health
  Blood/Body fluid exposure 7:30 AM - 4 PM
  Community Campus 315-492-5624
  Downtown Campus, 4th Floor, Jacobsen Hall 315-464-4260

Office of Diversity and Inclusion
  Jacobsen Hall, Rm. 711 315-464-5234

Ethics Consult 315-464-5540

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