Lehigh Valley Health Network’s

Medical/Physician Assistant Student Orientation Presentation
Who needs to review this orientation?

- All medical and PA students must review all parts of this orientation every academic year.
- If you had a previous rotation at LVHN this academic year, it is not necessary for you to review the information again.
- Please note: this presentation is a general orientation overview of LVHN policies and information. Students will receive a department-specific orientation/training upon starting their rotation.
Orientation Information

- The information contained in this PowerPoint presentation is outlined in more detail in the Medical Student Handbook, which you can view on our website: [http://www.lvhn.org/research_and_education/medical_students/physician_assistant_students](http://www.lvhn.org/research_and_education/medical_students/physician_assistant_students)

- Please carefully review the handbook prior to your rotation start date
Four Campuses

LVH – CC

LVH - Muhlenberg

LVH – 17th St.

LVH - Hazleton
Who We Are

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

- Tagline which tells our story: we are a health network that encourages those who strive to improve, celebrates success but quickly anticipates the next goal, and believes in the power of teamwork to make a difference.

Logo

- Confirms our core beliefs. The logo’s three elements stand for patient care, research and education. The elements overlap to reflect teamwork and connectedness and branch out beyond the circle, signifying our reach into the community. They are constantly moving, conveying our energy, drive and commitment to passion.
Our Mission

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

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

**Privacy**
- We respect everyone’s right to privacy and will keep confidential all personal and medical information unless it is required for diagnosis or treatment, or by law.
- Disclose confidential information in private.
- Knock or announce self before entering a room or personal space.
- Cover or screen patients appropriately.
- Protect others from unnecessary intrusions.

**Respect**
- We value a diverse environment and embrace each person’s uniqueness, beliefs, rights and needs.
- Respect everyone regardless of cultural background, race, ethnicity, age, gender, sexual orientation, disability, sexual or gender identity, or role.
- Be dependable. Arrive on time, ready for work.
- Respond to customers in a timely manner.
- Avoid gossip and maintain a professional demeanor.

**Involvement**
- We commit ourselves to teamwork, collaboration and honest, open communication.
- Work as a team and help those in need.
- Put the needs of others first. Help those in distress. Treat patients with respect, ensuring that their individual needs are met.
- Protect patients in wheelchairs from the elements. Keep patient heads down.
- When interacting with our customers, remember to look at them, use their eye contact, introduce yourself, smile, and say, “Nice to meet you.”
- Describe the nature of your visit and make their needs to be met.
- Explain in lay terms what to expect. Thank them.

**Dignity**
- We always maintain a positive attitude and display a high standard of professional conduct when representing LVHN.
- Explain and ask patients’ permission before performing a procedure, test or intervention.
- Wipe and dry eyes at all times.
- Handle conflicts and complaints respectfully and politely by taking the HEAT: Hear people out, Empathize with them; Apologize for the inconvenience; Take Action to resolve the problem.

**Empathy**
- We create an environment of understanding and concern for all with empathy and compassion.
- Accommodate people’s needs, and help them before asking.
- Ask patients if you are meeting their needs and expectations.
- Help tool individuals find that way.

A PASSION FOR BETTER MEDICINE®
# LVHN Contact Information

<table>
<thead>
<tr>
<th>Department</th>
<th>Reason for Calling</th>
<th>Phone / Ext.</th>
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</thead>
<tbody>
<tr>
<td>Division of Education</td>
<td>Rotation questions</td>
<td>610-402-2554</td>
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<tr>
<td>Employee Health</td>
<td>Blood/Body fluid exposures</td>
<td>610-402-8869</td>
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<tr>
<td>Engineering</td>
<td>Housing issues</td>
<td>610-402-8515</td>
</tr>
<tr>
<td></td>
<td>After hours</td>
<td>610-969-2256</td>
</tr>
<tr>
<td>General Services</td>
<td>Housing cleaning service</td>
<td>610-969-2706</td>
</tr>
<tr>
<td>I/S (Help Desk)</td>
<td>Computer access problems</td>
<td>610-402-8303</td>
</tr>
<tr>
<td>Linen Services</td>
<td>Request additional linens</td>
<td>610-969-2466</td>
</tr>
<tr>
<td>Security</td>
<td>Non-emergency</td>
<td>610-402-8220</td>
</tr>
<tr>
<td>Main Hospital Number</td>
<td>All campuses</td>
<td>610-402-8000</td>
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</tbody>
</table>

**Main Hospital Number**

All campuses

Phone: 610-402-8000

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**A PASSION FOR BETTER MEDICINE."**

Lehigh Valley Health Network

610-402-CARE LVHN.org
Coordinators by Department

Dental Medicine- Lesley Shambo: Lesley.Shambo@lvhn.org
Dermatology- Michelle Brown: mbrown@adaltd.com
Emergency Medicine- Dawn Yenser: Dawn.Yenser@lvhn.org
Family Medicine- Davida Leayman: Davida_M.Leayman@lvhn.org
Internal Medicine- Victoria Howard: Victoria.Howard@lvhn.org
Neurology- Laura Hotchkiss: laura_l.hotchkiss@lvhn.org
Obstetrics & Gynecology- Julie Gualano: Julie_A.Gualano@lvhn.org
Pathology- Angela Davis: angela.davis@lvhn.org
Pediatrics- Kate Adams: Katherine.Adams@lvhn.org
Radiology- Sue Sipos: Susanne.Sipos@lvhn.org
Surgery- Stacey Unterberg: Stacey.Unterberg@lvhn.org
Housing

- Housing is available for visiting students at the former School of Nursing building adjacent to our 17th Street hospital campus in Allentown. Housing is $50 per week.
- Double occupancy dorm rooms
- Kitchen w/refrigerator and microwave
  - Mark all items in fridge
  - Return cafeteria trays
  - Clean-up after each use
- Cooking appliances and extension cords are prohibited in the dorm rooms
Housing (continued)

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

- Clean linens are available on a daily basis
- Computer room (4911) is available 24/7
- Wireless access available in common areas
  - Access directions are posted on the floor and also in the medical student handbook
  - Wireless connection provided by LVHN’s Division of Education
  - Do not download any illegal or questionable material. Attempting to access pornography sites will result in immediate termination
- Laundry facilities (room 4922) are available 24/7
Housing Rules

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

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

- For students using the housing facility, ID badges are issued by Security at check-in.
- If you are not using our housing facility, your ID badge will be at the front desk at our LVHN-Cedar Crest location on the first day of your rotation.
- Your badge allows access to designated department and parking areas.
- ID badges must be visible and worn at all times while on hospital property.
- Do not place pins in ID badge - this will deactivate it.
- $25 replacement fee for lost or broken ID badge.
- Return badge to the security at the end of your rotation unless instructed otherwise.
Meals

Location and hours of cafeterias and coffee shops:

**LVHN Cedar Crest Campus**
- Food Court (Lobby Level)  
  - Daily: 6:30am – 8:00pm  
  - M-F: 1:00am – 4:00am
- Starbucks Coffee Cart (Jaindl Pavilion)  
  - M-F: 7:30am – 3:00pm
- Café (Cancer Center)  
  - M-F: 7:00am – 2:00pm

**LVHN 17th Street Campus**
- Food Court (Lobby level)  
  - Daily: 6:30am – 6:15pm

**LVHN Muhlenberg Campus**
- Food Court (Lobby level)  
  - Daily: 6:30am – 10:00pm
Study Lounges

■ LVHN Cedar Crest Campus– 2 Locations:
  – 3rd floor across from Management Suite (Anderson elevators next to food court)
  – 1st floor in Kasych between the computer labs and the information desk

■ LVHN 17th Street Campus- 2nd floor; turn right, at the end of the hall on the right

■ Computers and printers available

■ Lockers are available in all student lounges
  – Bring your own lock!
Dress Code

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

- 3 Fitness centers available for use:
  - 1243 S. Cedar Crest Blvd., Allentown
  - 1770 Bathgate Road, Bethlehem
  - One City Center, Allentown

- $44 per month (5% discount for students)
Telephone Instructions

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

- Pagers (if applicable) will be issued by the clinical department coordinator
- 610-402-8999 will connect you to the page operator
- 610-402-5100 will allow you to page by entering the person’s 4-digit code and your call-back number
- Alpha paging is available at the hospital intranet site
- Return all pagers to the department coordinator before leaving your rotation
To alpha page, click the pager icon on the LVHN home page:
Social Media Policy

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

- **Cedar Crest:** Assigned student parking is in lots J and K by the green water tower. Shuttle service is available from 0600-1000 and 1500-2000 from this lot to the main entrance.

- **17th & Chew Street:** Assigned student parking is in lot 7, on Liberty Street. This is a gated lot accessed by swiping your ID. Lot 2 is available after hours from 1700 to 0700.

- **Muhlenberg:** Assigned student parking is in the north lot of the 1770 Bathgate Drive building.

  Students are responsible for all parking fines and/or towing. Parking in public areas is not recommended. LVHN campus maps can be found in the Medical Student Handbook.
Health Science Library

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

Use the following address to receive packages at LVHN:

Your Name
c/o LVHN Division of Education
Office of Student Affairs
1247 S. Cedar Crest Blvd., Suite 202
Allentown, PA 18103

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

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

- Contact your rotation department coordinator
- Call your Primary Care Physician (if local). If they cannot see you, the following practices are available:

For students not rotating in Family Medicine:
Lehigh Valley Family Health Center
1730 Chew Street
Allentown, PA 18104
(610) 969-3500

For students not rotating in Internal Medicine:
LVPG Internal Medicine
1210 S. Cedar Crest Boulevard, Suite 3600
Allentown, PA 18103
(610) 402-1150
Emergency Care

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

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

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

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

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

Contact LVHN’s Division of Education office:
medicalstudents@lvhn.org
or by calling 610-402-2554