

University of Tennessee Graduate School of Medicine

A Regional Medical Campus
of the
University of Tennessee Health Science Center
College of Medicine

<https://gsm.utmck.edu/students/main.cfm>



**Medical Student Handbook
2025-2026**

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Message from the Dean

We welcome you to the University of Tennessee Graduate School of Medicine (GSM) and the UT Medical Center (UTMC). We are exceedingly pleased and delighted that you chose us for your clinical rotations. The GSM 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 GSM 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.



Robert M Craft, MD
Dean
rcraft@utmck.edu

M3 Core Clerkship Directors



William Dabbs, M.D
Family Medicine
wdabbs@utmck.edu



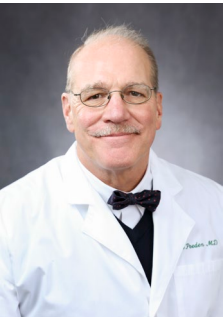
Janet Purkey, M.D
Medicine
janet.purkey@gmail.com



Steve Rider, M.D.
Neurology
stprider@yahoo.com



Lynlee Wolfe, M.D.
Ob/Gyn
LWolfe1@utmck.edu



Joe Peeden, M.D
Pediatrics
josepheeden@gmail.com

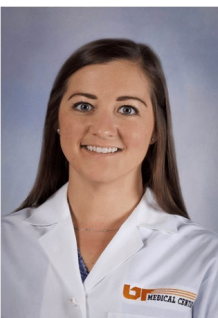


Paul Miller, M.D.
Psychiatry
paulwarrickmiller@yahoo.com



Ashton Brooks, MD
Surgery
ajbrooks@utmck.edu

M3 Assistant Core Clerkship Directors



Stephanie Hartmann, DO
Family Medicine
SHartmann@utmck.edu



Christina Han, MD
Pediatrics
ChristinaJhan@gmail.com



Jacob Edwards, MD
Surgery
JDEdwards@utmck.edu

ADMINISTRATIVE CONTACT

Office of Undergraduate Medical Education – 3rd Floor GSM Building



Paige Johnson, MD
Assistant Dean Undergraduate Medical Education
Email: kpjohnson@utmck.edu



Brittany Bracco
Email: bbracco@utmck.edu
UME Manager
865-305-9618



Heather Johnson
Email: hajohnson1@utmck.edu
UME Coordinator
865-305-5561



Ambra Turner
Email: Altturner@utmck.edu
UME Admin. Associate
865-305-9326

Campus Facts

About the Graduate School of Medicine

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 provide comprehensive and state-of-the-art education for our students, the region's health care professionals, and the health science professionals who educate them at the UT Medical Center and its affiliated sites.

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 of 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

- To foster an innovative learning organization through the leadership of pre-eminent faculty.
- To educate fellows, residents, and students to provide competent, safe and compassionate healthcare
- To promote basic science and clinically relevant research
- To cultivate physicians to be educational scholars, lifelong learners and informed consumers of clinical research
- To collaborate with our partners and community for shared responsibility

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 **five Centers of Excellence** including the Brain and Spine Institute; the Cancer Institute; the Center for Women and Children's Health; Emergency and Trauma Services; and the Heart Lung Vascular Institute.. 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 UT Graduate School of Medicine has a national reputation in education and is building research programs of national merit. Currently with 12 residency programs and nine fellowship programs in medicine and dentistry, more than 200 faculty members mentor and teach the 190 residents and fellows.

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 assists patients, families, and community members in finding information on health-related topics and provides the information free of charge.

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.

COLLEGE OF MEDICINE – CLINICAL ROTATION CALENDAR
2025-2026

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 5, 2025*	May 16, 2025	April 5, 2025
			5H.2	May 19, 2025	May 30, 2025	
	6	6	6H.1	Jun 2, 2025	Jun 13, 2025	May 2, 2025
			6H.2	Jun 16, 2025	Jun 27, 2025	
7 & 8	D	7	7H.1	June 30, 2025	Jul 11, 2025	May 30, 2025
			7H.2	Jul 14, 2024	Jul 25, 2025	
	E	8	8H.1	Jul 28, 2025	Aug 8, 2025	June 27, 2025
			8H.2	Aug 11, 2025	Aug 22, 2025	
9 & 10	9	9	9H.1	Aug 25, 2025	Sept 5, 2025	July 25, 2025
			9H.2	Sept 8, 2025	Sept 19, 2025	
	F	10	10H.1	Sept 22, 2025	Oct 3, 2025	August 22, 2025
			10H.2	Oct 6, 2025	Oct 17, 2025	
11 & 12	11	11	11H.1	Oct 20, 2025	Oct 31, 2025	September 19, 2025
			11H.2	Nov 3, 2025	Nov 14, 2025	
	G	12	12H.1	Nov 17, 2025	Dec 5, 2025	October 17, 2025
			12H.2	Dec 8, 2025	Dec 19, 2025	
1 & 2	A	1	1H.1	Jan 5, 2026	Jan 16, 2026	November 5, 2025
			1H.2	Jan 20, 2026	Jan 30, 2026	
	2	2	2H.1	Feb 2, 2026	Feb 13, 2026	January 2, 2026
			2H.2	Feb 16, 2026	Feb 27, 2026	
3 & 4	B	3	3H.1	Mar 2, 2026	Mar 13, 2026	January 30, 2026
			3H.2	Mar 16, 2026	Mar 27, 2026	
	4	4	4H.1	Apr 6, 2026	Apr 17, 2026	March 6, 2026
			4H.2	Apr 20, 2026	May 1, 2026	
T B A	T B A	5	5H.1	May 4, 2026	May 15, 2026	April 3, 2026
			5H.2	May 18, 2026	May 29, 2026	

*Third year medical students are required to participate in Introduction to Clerkships week April 28 - May 2, 2025.

Holidays:**

- Memorial Day - May 26, 2025
- Juneteenth - June 19, 2025
- Independence Day - July 4, 2025
- Labor Day - September 1, 2025
- Thanksgiving - November 24 - November 30, 2025
- Winter Break - December 20, 2025 - January 4, 2026
- MLK Day - January 19, 2026
- Spring Break - March 30 - April 5, 2026

**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.

General 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>

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.

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

Identification Badges

- GSM 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.

PerfectServe

- 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.

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 “29” 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.

Computer Log-ins

- Network/email, CERNER and PACS logins have been requested.
 - **Network/email** – access to any hospital workstation that requires an ID/password to unlock; login to be used for wireless network.
 - **CERNER** – patient care access
 - **PACS** – radiology system
- Username and default password along with instructions for each system are in orientation packet
- **You must first set up your Network/Email account prior to setting up your Cerner account.**
- User name will be removed if there is no login activity within 60 days.
- **If you have any problems setting up your accounts, please contact the Help Desk at 865-305-4357.**

Meals

- **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.**
- 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.
- **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.*

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.
- Email or text staff in Office of Undergraduate Medical Education
- Discuss with preceptor departmental absence policy and how to make up absence if necessary

Textbooks

- UTHSC textbooks can be ordered through the UTHSC bookstore online
- UTK Book and Supply store does not sell UTHSC 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

Lunch with the Dean

- Dean Craft 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

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 Student 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.

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 clerkship or elective, students will be emailed link to a short on-line evaluation about their experience on our campus
- Anonymous evaluation and will not reflect on your grade
- This is in addition to the Course Evaluation Reports required for UTHSC COM students to complete

NBME Shelf Exams (for M3 Students)

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

Optional Experiences Available to Students

- Narrative Medicine Rounds
- Ethics Case Conference
- Resident Business Courses
- Departmental Conferences
- Resident Volunteer Mentoring Program

Check Out Procedures (last day of rotation)

- Return items assigned by clerkship or elective coordinator (paggers)
- Return Scrubs to the scrub machine prior to returning ID Badge.
- Return ID badge, and assigned security access badge to the Office of UME
- Please Do Not Leave Items in the Department!

Student Services and Resources

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

(At 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.)

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
- 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. State you are a UTHSC student and any fee should be billed to the UT Health Science Center. If needed, the *contact person is Rebecca Lenear at (865) 974-2252*.
- 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.

VolCard

- 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, counseling services, library, 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.
- Cards are deactivated when you leave your Knoxville rotation for another site; but don't lose the card, if you come back it's automatically reactivated.
- 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/>

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

Medical Student Lounge and Computer Room

- Student Lounge and Computer Room are located on 3N in the hospital in the Research area



Financial Aid (for UTCOM students)

- Link to the UT College of Medicine Financial Aid Office can be found on the UME website at <http://gsm.utmck.edu/students/financial.htm>.
- The Office of Undergraduate of Medical Education will be happy to assist you in setting up a session with financial aid counselors for you upon request.
- We work closely with the Financial Aid Office to provide the same services to the students on the other regional campuses as the students on the main UTHSC campus.

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 the Boling Pavilion entry 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.
 - Most departments have an individual who is a notary.

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**
 - **24-7 access with security access card issued by the Office of Student Affairs**
 - **Article Requests**
 - Research materials, including books and journals articles not owned by the library can generally be obtained by borrowing from another library
 - **Borrowing/Circulating materials**
 - Circulating privileges extended to students
 - Check-out procedure – bring item to a staff member at the information desk
 - Materials due back in two weeks from date of check-out
 - Renew items by phone. Please note request may be denied if someone has requested a hold on the item
 - **Collections**
 - Library currently subscribes to over 10,000 journals online, and has over 500 individual print journal titles
 - **Computers and Copy Services**
 - 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
 - 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
 - Computer training classroom
 - Copy Services – self-service printers/copies located throughout the library. Student copy code is **1646**
 - 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**

- 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**
 - 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

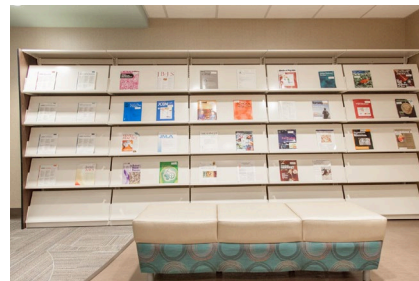
Wednesday 8:30 am - 9:00 pm

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
-

General Policies

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



UT Health Science Center: COM108 Student Mistreatment - COM Medical Education	
Version 1	Publication Date: 05/26/2022

No./Title: COM108 Student Mistreatment	Resp. Office: Medical Education Approval Body: CUME	Effective Date: 05/20/19
Category: COM/UME	Last Review: 04/21/22	Next Review: 04/21/25
Contact: Michael Whitt, Ph.D. Assoc. Dean for Medical Education	☎ 901-448-4634	✉ 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.
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.

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- b) 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 the alleged mistreatment.
 - i. Pre-clinical years (M1/M2)
 - 1. An incidence of mistreatment should be reported to the course director.
 - ii. If the issue involves the Course Director, the student should contact the Assistant Dean of Basic Science Curriculum or the Associate Dean of Student Affairs, whomever the student feels more comfortable approaching or considers more appropriate.
 - iii. 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 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) 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](#).
 - b) Issues of racial or gender discrimination or harassment are directed to the UTHSC Office of Equity and Diversity. 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.
 - c) 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 \(Duty\) Hours](#))
 - d) 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.
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- 5. Protection from retaliation
 - a) Individuals alleging mistreatment are to be protected from retaliation.
 - b) Those accused of mistreatment are reminded that retaliation is itself regarded as a form of mistreatment, to be addressed according to the procedures described above.

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?stoken=de47aa28-16aa-408b-9c96-cb04f232964f&dtoken=7bdf8047-2fc1-4b2d-a628-14d58e0a7802>.

HAND HYGIENE POLICY-

<http://insite.utmck.edu/Images/Users/1/Policies%20and%20Procedures/Infection%20Control/HandHygiene2009.pdf>

Hand Hygiene includes:

- Hand washing with plain soap and/or antimicrobial soap and water
- Hand sanitation with an alcohol-based hand rub (waterless agent)
- Surgical hand antisepsis
- Restriction of artificial nails for direct patient care providers
- Appropriate use of lotions and glove use (addressed in Blood borne Pathogens Standard)

There is readily accessible alcohol-based hand rub at the entrance to each patient room or in the most convenient location.

Key points: ► Use alcohol-based hand rubs for routine hand hygiene when hands are *not visibly soiled*. Rub product all over surfaces of hand including fingertips and underneath fingernails until dry. Follow product directions for use.

Alcohol-based hand rubs (waterless foam/gel) are recommended for use:

- a. Before patient contact
- b. After patient contact
- c. During patient care if hands move from a contaminated body site to a clean body site
- d. After contact with contaminated body sites, blood, or body fluid
- e. Before donning sterile gloves when inserting invasive devices not requiring a surgical procedure
- f. After contact with inanimate objects in the immediate vicinity of the patient
- g. After removing gloves
- h. After handling dirty or soiled equipment
- i. After covering your mouth/nose for coughing, sneezing or blowing nose

Fingernails:

Artificial fingernails, fingernail wraps or extenders are not to be worn by direct patient care providers. Natural nails should be kept clean and free of cracked polish. Encouragement is provided to keep nail tips at reasonable length (less than ¼-inch long). Nail polish may be prohibited under specific departmental policy.

Jewelry (rings, watches, bracelets): The wearing of large pronged rings, multiple rings, and bracelets, is discouraged for healthcare workers providing direct patient care. The wearing of jewelry may be restricted in high-risk areas (See department specific policies).

Safety

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.

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. procedure
- 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.

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.



General Liability

For all incidents involving personal property damage or injury *due to university negligence* within 24 hours of the incident date.

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**
 - **Ober Gatlinburg** – www.obergatlinburg.com
 - **North Carolina Ski Mountains** – Cataloochee, Beech and Sugar (about 2-2 ½ hours away)

DOWNTOWN KNOXVILLE

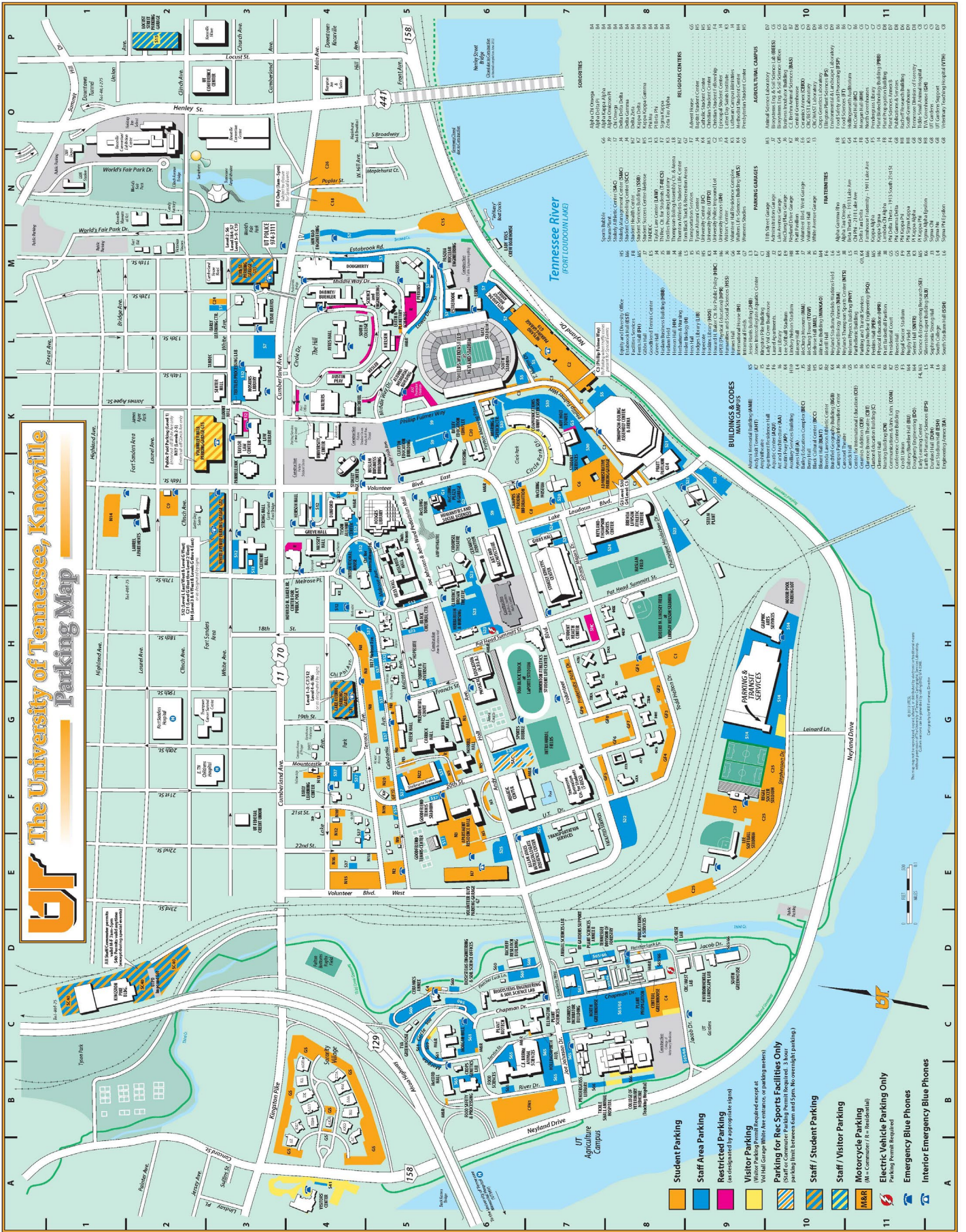
P Paid Parking

P Free Parking after 6 pm on weekdays & anytime on weekends (excludes some special events)

O Play Fountain



UT The University of Tennessee, Knoxville Parking Map



- Student Parking**
- Staff Area Parking**
- Restricted Parking**
(designated by appropriate sign)
- Visitor Parking**
Visitor Parking Permit required except at Visitor Garage (Hix-Ave entrance, or parking meters)
- Parking for Rec Sports Facilities Only**
parking limit between dam and dam. No overnight parking.
- Staff / Student Parking**
- Staff / Visitor Parking**
- Motorcycle Parking**
(M = Commuter / R = Resident)
- Electric Vehicle Parking Only**
Permit is required
- Emergency Blue Phones**
Interior/Emergency Blue Phones

Building Code	Building Name	Room Number
A	Agriculture	101-105
B	Business	106-110
C	Education	111-115
D	Health	116-120
E	Law	121-125
F	Life Sciences	126-130
G	Physical Sciences	131-135
H	Social Sciences	136-140
I	The Arts	141-145
J	Other	146-150

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.