

INFORMATION FOR VISITING STUDENTS

2017/08/21



Hours of Work



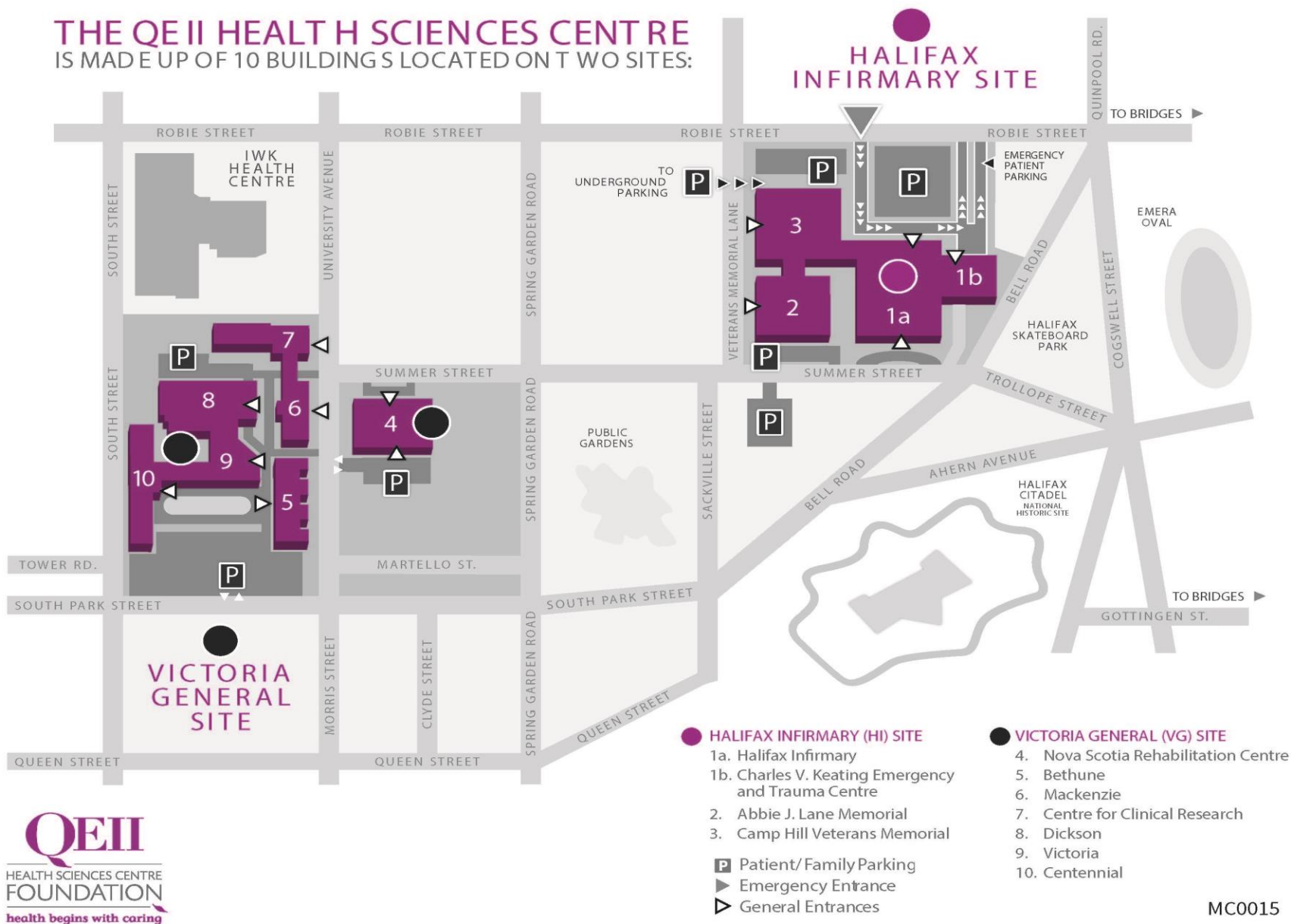
- Starting times for each division are on the next slide; days can end at 5:30 pm or later, according to work requirements
- There is no work on weekends or statutory holidays, and no requirement for call, unless you are undertaking an ICU elective. Call whilst on MTU is optional. Take time to enjoy Halifax!



Divisions

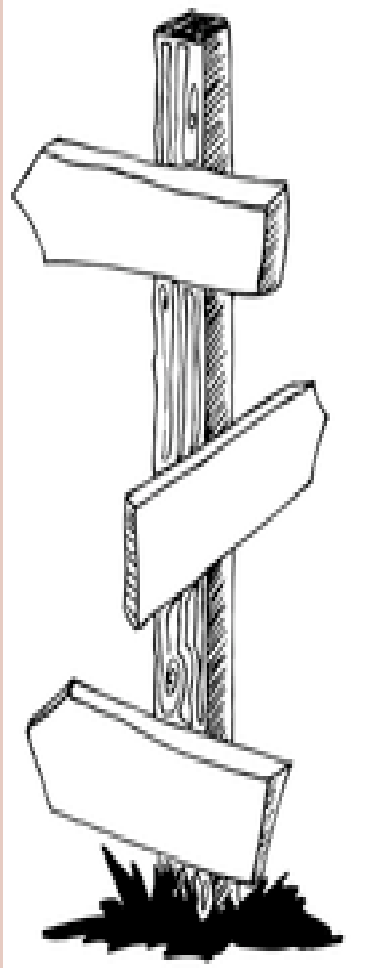
Division	Contact	Location	Reporting Time
Cardiology	Michelle Henneberry	2012 Halifax Infirmary	8:30 am
Critical Care ICU	Erica Spinney	5.2 Halifax Infirmary	8:00 am
Dermatology	Katie Crosby	4190 Dickson	8:15 am
Endocrinology	Julie Fraser	054 N Victoria	8:00 am
Gastroenterology	Carrie Murchy	921 Victoria	9:00 am
General Internal Medicine	Nicole Deveau	Halifax Infirmary	9:00 am
Geriatric Medicine	Athena Christie	3305A Veterans' Memorial	8:30 am
Hematology	Kelly Watson	430 Bethune	9:00 am
Infectious Diseases	Susan Brushett	5072 Dickson	7:45 am
Medical Teaching Unit		6016 Halifax Infirmary	8:00 am
Medical Oncology	Amanda MacKay	463 Bethune	8:30 am
Nephrology	Stephanie Haywood	5092 Dickson	8:15 am
Neurology – DGH	Andrea Ellis	44 - 46 Portland St., Dartmouth	9:00 am
Neurology – HI	Andrea Ellis	3822 Halifax Infirmary	9:00 am
Palliative Medicine	Brittany Faulkner	310 Bethune	8:30 am
PM&R	Tiffany Myers	211 Nova Scotia Rehabilitation Centre	8:00 am
Respirology	Heidi Blois	4449 Halifax Infirmary	8:00 am
Rheumatology	Jessica Burchell	245 Nova Scotia Rehabilitation Centre	8:00 am

THE QEII HEALTH SCIENCES CENTRE IS MADE UP OF 10 BUILDINGS LOCATED ON TWO SITES:



MC0015

On the First Day



Take your **official confirmation letter** from UGME to arrange for the following items:

- **Hospital ID:** Security Desk, Main Floor Summer Street entrance, Halifax Infirmary (HI)
- **Lockers:** Go to the Security Desk at the HI for assignment of a locker for either the HI site or for the VG Site. VG lockers are in the basement of the Dickson Building in Room 1004B. On exiting the Dickson elevators at the basement level, take the first hallway on the right; the lockers are on your right in a room marked 'Student Locker Room'.
- **Pagers :**Room 2020 Abbie Lane, next to the Halifax Infirmary (details under Paging System)



Preceptors & Objectives

Please make sure at the beginning of your rotation that you know who your preceptor will be. If this information is not provided to you, please ask the Undergraduate Assistant for the Division to provide you with the name of your preceptor.

Part of the learning process for Med 4 electives is the development of learning objectives

You are asked to provide specific objectives for each choice when you apply for your elective; if you have not done this, please provide objectives for your elective to your preceptor when you arrive

Evaluations



- Preceptor's Evaluation of Student

You are responsible for providing your preceptor with an evaluation form from your home university and then submitting it to your home university at the end of your elective.

- Student's Evaluation of Preceptor

You will receive an email notification with a link to complete an evaluation of your preceptor. We appreciate feedback from all our elective students, both Dalhousie and Visiting, so that we can continue to improve the educational experience we offer.

IT Systems Access



The following should be in place when you arrive:

- Clinical Portal with LIS lab results
- Dictation number
- HPF patient records
- Outlook Web Access email
- Web1000 diagnostic imaging

Log on to your @nshealth email account with the username and password you received by email from The Education Officer to find messages containing usernames and passwords for each system.

If you experience any problems, please call the Help Desk at 473-3399.

Using the Dictation System (part 1)



1. Lift handset and dial 473-5300
2. Key in your User identification number (your PMB#) followed by the # key. (For clerks, key in the Attending Physician's PMB# followed by #.) Then key in your personal ID number followed by #.
3. Key in Work Type number followed by the # key
 - QEII site Work Type (WT) numbers:
 - 1 = OR Report
 - 2 = Discharge Summary
 - 21 = Transfer Summary
 - 22 = Death Report
 - 23 = intent to Discharge
 - 3 = Ambulatory Care Letter
 - 4 = Consultation
 - 41 = Inpatient Consultation
 - 42 = Home Visit Consultation
 - 47 = Chart Check
 - 5 = Cardiac Cath
 - 51 = Non-invasive Vascular Diagnostic
 - 52 = Electrophysiology
 - 61 = Trauma Report
 - 7 = NSCC Consultation Letter
 - 8 = NSCC Gynecology Disposition
 - 9 = NSCC Planning, Progress & Completion Report
4. Key in Patient Number ID (Chart Number) skipping the leading zeros, followed by the # key
5. You will hear an intermittent tone. Press 2 to begin recording. Please note that you will be in record mode until you interrupt it with a keypad function, e.g. 3 for rewind; 2 to return to record mode.
6. A single tone indicates record mode; a low intermittent tone means that a command is required, e.g. 2 to begin dictating again. The system will not voice activate.
7. When dictation on that chart is complete, press 8 to complete the report. To continue, repeat steps 3 through 6. To complete the last report and disconnect, press 5; you will hear "goodbye" and may then hang up.

Using the Dictation System (part 2)



Keypad Functions

Throughout your dictation you can utilize any of the following features by entering the corresponding number to assist you in completing your dictation:

1. **PAUSE** : Press 1 to put dictation on hold for 15 minutes. If not resumed before 15 minutes, the report will be sent through to transcription
2. **RECORD/STOP**: Press 2 to begin your dictation or to stop recording
3. **SKIPBACK/PLAY**: Press 3 for an incremental rewind with automatic playback; press 2 to stop playback
4. **FAST FORWARD**: Press 4 for an incremental fast forward
5. **COMPLETE REPORT**: Press 5 to complete the last report and DISCONNECT to disconnect.
6. **STAT REPORT**: Press 6 anytime after you enter a work type number and before you complete the report. The system will confirm that you have indicated that this report is a priority. Priority reports will be transcribed within 24 hours.
7. **REWIND**: Press 7 for rewind then 3 for playback
8. **COMPLETE REPORT**: Press 8 to complete report or press 5 to complete report and disconnect. Pressing 8 keeps you connected to the system so you can dictate another report.
9. **INTERRUPT REPORT**: Press 9 to put current dictation in “holding pattern”. You must complete this dictation within 24 hours or the system will automatically end the report.
10. **MOVE TO END**: Press 44 to fast-forward to the last word.
11. **MOVE TO BEGINNING**: Press 77 to move to the beginning dictation

Using the Dictation System (part 3)



TO DICTATE MULTIPLE REPORTS:

1. Please note you cannot enter one WT number and dictate ten reports in a row. Each report is a separate “job” so if you have ten records that require dictation you must log in with your assigned ID number and proceed as follows:
2. Enter work type number on phone keypad followed by # key
3. Enter patient chart number on keypad followed by # key
4. Press 2 to dictate your first report
5. Press 8 when first report is complete
6. Write down job ID # given by system
7. The system will prompt you to enter new work type number; follow steps 1 to 5 for each report. You will be given a job ID # for each report, which must be recorded on the charts.

TO FLAG A REPORT AS STAT:

If you require a report to be transcribed within 24 hours of your dictation, press 6 on the keypad any time after you enter the Work Type number and before you complete the report.

The system will confirm that you have indicated this report is a priority. ***It is critical that this function is used responsibly by all users.*** This feature assists with work flow management for both customer and transcription, and reduces the number of phone calls needed to request reports.

Using the Dictation System (part 4)



TECHNICAL SUPPORT

If you are cut off inadvertently in the middle of a dictation, do not dictate the entire report again. Dial back in and state that the current job is a continuation of job number __; this allows the transcription staff to connect the two parts of the report.

If you require further assistance, log off the system (5) and call 902-473-2568 to contact the Enterprise Express (EX) System Support. Make sure you identify which site you are calling from, e.g. DGH, QEII. You can also press keypad 0 for recorded help.

The hours of this service are 7:00 am to 4:00 pm. After hours you can leave a voice message or call the IT Help Desk at 902-473-3399.

WORKFLOW STATUS AND REPORT INQUIRIES

Call 902-473-6318 24 hours a day, 7 days a week

In extremely urgent cases you can request a STAT report at the above number. Have your fax number ready so the report can be faxed directly to you. Please use priority code 6 to flag reports.

Note that Transcription staff is transcribing during various shifts five days a week.

Production hours are generally from 6:00 am to 8:00 pm however reception coverage is for the hours noted above.

All numbers listed have voice mail, so you can leave your name, request, site and the number where you can be reached. Your call will be returned at the start of the next business day.

Paging System

Getting a Pager

Pick up your pager at Locating in Room 2020, Main Floor, Abbie Lane Building. You must present your official confirmation letter from UGME to receive a pager, and you must return the pager at the end of the elective.



Replacement batteries are available as follows:

- Level 1 Reception, Halifax Infirmary: 6:00 am to 6:00 pm
- Main Desk, Centennial Building: 6:00 am to 11:00 pm
- Security Desk, Dickson Building: 11:00 pm to 6:00 am
- Locating, Abbie Lane Building: 24 hours a day

See www.nshealth.ca/locations for building locations

Paging System

To send a page:

- Dial access code: 67
- Dial 1
- You will hear “Please enter pager number.” Dial four-digit pager number.
- You will hear “Please enter the number you wish to have displayed on the client’s pager.”
- Dial your phone number, followed by a # or wait to end
- You will hear “Thank you. Goodbye.” Listen for acceptance tone and hang up.

To register yourself absent from the system (if you are no longer taking calls for the day, or are away):

- Dial access code: 67
- Dial 2
- You will then be connected to Locating to have them sign your pager absent from the system

To register yourself back into the system:

- Dial access code: 67
- Dial 2
- You will then be connected to Locating to have them sign your pager absent from the system

Using a Pager

FOR A CARDIAC ARREST: CODE BLUE: call Locating on the emergency extension 473-3333

TO PLACE A PRIORITY SPEECH CALL:

Call Locating and give the name of the person and the paging number to be called, plus the details of the message.

TO ANSWER AN OUTSIDE CALL:

When you receive an outside call the digital message on your pager will appear as 473-5-3-5-0 or any number up to 473-5-3-9-9. To answer, just dial the four digits and this will connect you to the outside call. (There will not be a ringing tone.) If you are outside the hospital, you cannot dial this call directly; phone Locating at 473-2220 and ask them to connect you.

LOSS OR DAMAGE:

If a pager is lost or damaged in the line of duty, and written off, a charge of \$100 will be charged to the department. It will be up to the department to charge the individual, if necessary. If the lanyard is broken or missing, or if the damage is deemed neglect, the charge will be \$212.

Cafeterias

HI Site

- Main Cafeteria, 2nd floor
- Tim Horton's: 4th floor Robie St entrance



VG Site

- Scotia Room Cafeteria: 1st floor Centennial Building, includes vending machines and a microwave near the elevators
- NS Rehabilitation Centre: 1st floor, 7:30 am to 2:30 pm
- There is a small kitchen space in the VG Room 4004 B

Dress Standards

- All Nova Scotia Health employees are required to maintain a professional image through standards of dress, conduct, appearance and excellent hygiene reflective of the work environment and job activities.
- White coats are not mandatory but they are strongly encouraged; if you choose to wear one you must bring it with you as they are not provided.
- The hospital dress code policy can be found [here](#); type CH 08-095 into the search box.



Infection Control



All members of the clinical team (including students) are responsible for Infection Prevention and Control (IP&C) practices.

- The professional expectation is that you apply current, appropriate & evidence-based IP&C measures in your daily practice.
- Hand-washing is required at four moments in patient care:
 1. Before patient contact
 2. Before aseptic task
 3. After body fluid exposure risk
 4. After patient contact

Libraries



NOVA SCOTIA HEALTH AUTHORITY

- Room 2200 Halifax Infirmary
- Room 5106 Dickson
- Room 216 Nova Scotia Rehabilitation Centre
- Room 200 Hugh Bell Building, Dartmouth General Hospital
- Room 2205 Dartmouth General Hospital

Elective students have access to the NSHA libraries during staffed hours. Staff at the Halifax Infirmary Library can arrange for you to have borrowing privileges and after-hours access through your Capital Health ID to the HI and Dickson Libraries; for access to all other sites, contact Security to sign out a key.

The Libraries of Nova Scotia Health hold a collection of 11,000 books and 4300 journals. Much of the material is available online. The Library also provides computer workstations with access to the Nova Scotia Health Intranet and to the Internet, and full interlibrary loan service for access to materials not held by the Nova Scotia Health Libraries.

Three of the Libraries are staffed from 8:30 am to 4:30 pm Monday through Friday. The Dartmouth General Library is staffed by volunteers during reduced hours.

DALHOUSIE UNIVERSITY

First Floor, Tupper Building, 5850
College St. Dalhousie's Health
Sciences Library provides access to
databases, journals, evidence-based
resources and multi-media collections.
Find them at

http://libraries.dal.ca/research/health_sciences_research.html

They also provide a library guide for
undergraduate medicine at

<http://dal.ca.libguides.com/med>

Assistance

If you need any other assistance, please contact:

Karmal Brouwer

Undergraduate Education Coordinator

Department of Medicine

DoMundergrad@nshealth.ca