Resident Orientation

Eastern Colorado Health Care
Veterans Administration
Rocky Mountain Regional (RMR)
1700 North Wheeling, Aurora, CO 80045

Academic Affiliations (AA)

Contact for support: VHAECHAcademicAffiliations@va.gov

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BIG HITS: Cautions and Encouragements!

A. Your PIV badge is legal identification and is very valuable. It cannot be shared with anyone. If you forget it and need to access the VA computer system, call ESD 855-673-4357 for temporary computer access (save number in your phone). If you lose it, you MUST report it to the VA Police located in the ER waiting room immediately.

B. Your computer codes are private. Do not share with anyone.

C. Sign up for remote access through RAMP. This request must be entered while at VA on a VA computer. Enter Katherine Estenson as your supervisor and she will approve your request. Once you have remote access, sign on once a month, on-site AND remotely to CPRS (medical record) and Outlook VA email. This prevents your VA accounts from being deactivated and you losing access. AA can get you a card reader to use your PIV card at home.

D. Do not take VA issued scrubs home with you.

E. Ensure your VA badge is visible at all times. Do not prop open doors or allow others to follow you in. You may be screened on entry to the building, and access points that are restricted due to COVID.

F. Always wear appropriate personal protective equipment (PPE). Masks are required in all clinical/patient areas. Your service will train you and provide PPE as needed. Protocols change rapidly so stay abreast and check with your supervising practitioner if you have questions.

G. Always ensure appropriate supervision which you may require to document. Service will train you.
The REST:

1. Your Service will also provide orientation specific to your role.

2. VA’s Mission Statement is to fulfill President Lincoln's promise: “To care for him who shall have borne the battle, and for his widow, and his orphan” by serving and honoring America’s Veterans.

3. A VA Identification Badge (PIV) along with school/residency photo ID is required to be worn above the waist while you are here doing your clinical/student rotation. Please introduce your role and who your supervising/attending preceptor is to the Veterans that you are caring for. Patient Survey satisfaction data shows that this is important to our Veterans.

4. Parking for trainees is in Employee Parking Garage (North off E. 17th Pl.). If there is an issue entering the garage with your badge, or no available parking within the garage, you may use Parking Garage NORTH, 5th and 6th floor. Bike racks are on lowest level. Only use while rotating at VA, please.

5. **Emergency**: call **3911** and: identify yourself, your location, and what the emergency is, such as a medical emergency, fire, police, or violent patient or visitor.

6. Phone calls: in RMR: dial 1 and last four digits.
   Local calls: dial 9 and then 10 digits.
   Long Distance: dial 9, then 1, then 10 digits.

7. **Fire emergencies: RACE = Rescue – Alarm – Contain - Extinguish (or Evacuate).**
   Make sure you review with your preceptor where the fire alarms, extinguishers, and fire exits are in the clinical or administrative area you are assigned to. Follow the instructions of your VA supervisor.

8. Veterans are twice as likely to die from suicide as non-Veterans.
   **The National VA Suicide Hotline is 800-273-8255.**
   You have a duty to help prevent suicidal behaviors. Make sure that the environmental risk factors are reduced by eliminating structures that could support a hanging object, reduce strangulation devices and access to sharp objects. Many hospital suicides occur during shifts during hand-off points between clinical staff.

9. Hand hygiene is the single most important measure to reduce the risks of transmitting germs from one person to another or from one site to another. Make sure that you wash your hands at least 15 seconds, including the areas between the fingers, above the knuckles and wrists, and under fingernails. Alcohol gels are also available but should not replace hand washing if your hands are soiled, if you are leaving an isolation room, or if you are dealing with *Clostridium difficile*.

10. Our Employee Health Program is available to you if you are injured here or have COVID exposure. If you are hurt, tell your preceptor, contact Employee Health, ext. 16337. For follow-up care, you may need to consult your own Primary Care provider.
11. CPRS training resources: See also attached CPRS Intern Orientation attached.
   Stand-alone: https://vatraining.remote-learner.net/mod/page/view.php?id=31386
   https://www.train.org/vha/course/1078082/
   TMS CPRS Tab by Tab Course ID: VA 35795: CPRS Tab by Tab

12. It is your responsibility to keep the computer access codes that you are given secure. Protect
    your computer codes by not sharing them with anyone. Log off whenever you walk away
    from the computer, even for a moment. Inactivity on the VA computer for more than thirty
    days will disable your account.

13. Copy and pasting documents or cloned documentations in the health record is forbidden.

14. You may not use thumb drives or any other personally owned USB device on VA computers.

15. It is important that you always protect patient sensitive confidential information. Do not
    print out patient information and leave it at the printer for others to read. Do not take
    photographs of health records or other VA private information.

16. Veteran Personal Identifiable Information and Patient Health Information (PHI) may not be
    stored or shared using Google Docs or any other similar file sharing site. As a trainee at
    the VA, you must not store Veteran information on any non-VA site from any device,
    including from your home, your affiliate institution, your mobile tablet, or cellphone. Do
    not send PHI over non secured email. Do not send PHI to your CU or personal account.

17. Student documentation must be co-signed by a licensed provider within 24 hours. Make sure
    your documentation is timely and accurate.

18. A licensed independent practitioner (attending or supervising practitioner) within the
    specialty of care must be in charge of Resident Supervision.

19. Call rooms are located on K2 in the center of the ward and will be assigned by your service,
    if appropriate. Please keep personal items secure. There should be bedsheets available in
    case you need to change your own.

20. Food is available in the break room refrigerator on K2 near the call rooms. If you bring your
    own food, label it with your name and date and remove within 48 hours. Housekeeping
    only does the floors and removes trash. Please do your own dishes and keep counters,
    tables, sinks and microwaves clean. Housekeeping number is 303 328 5348.

21. Please make sure on your last day that you check out with your service and notify AA when you
    are leaving VA for the last time. AA will be sure your close out of PIV badge, outlook
    accounts etc. is taken care of.

22. On the last rotation of your academic year, please go to the OAA website to complete the
    learner’s perception survey. http://www.va.gov/oaa/surveys