

GRADUATE MEDICAL EDUCATION

POLICY: COMMUNICATION RESOURCES and TECHNOLOGY

GME Policy and Procedure Manual

Department Responsible Graduate Medical Education	Updated 3/2/2016	Effective Date July 1, 2016	Next Review/Revision Date April 2021
Title of Person Responsible Designated Institutional Official	Approved Council: Graduate Medical Education Committee		Date Approved by Council June 1, 2016

POLICY

The Sponsoring Institution must ensure faculty members and residents/fellows must have ready access to adequate communication resources and technological support. Faculty members and residents/fellows must have ready access to specialty/subspecialty-specific electronic medical literature databases and other current reference material in print or electronic format.

PURPOSE:

This policy is to ensure uniform and appropriate use of the Technology Support and Communication Resources by all residents and fellows. It is every resident and fellow's duty to use the Technology Resources responsibly and in a professional, ethical, and lawful manner, including use in accordance with all applicable state and federal laws and regulations. Every User is responsible for ensuring the security and privacy of the Technology Information, including but not limited to MHS's Confidential/Proprietary Information, all Protected Health Information and all Personally Identifiable Information.

During orientation, each resident is given a unique identification number to access hospital resources and technology providing twenty-four hour access to resources while training. Hospital-sponsored residents are given an email account and secure remote access providing twenty-four hour access during their residency. Each call room contains telephones and computers, to ensure 24-hours access to the medical literature and educational resources necessary for optimal learning and patient care, as well as access to the electronic medical record of the hospital in which the resident is providing patient care.

The communication resource and technology support is as follows:

Perfect Serve

A physician-centric communications service designed to help residents/fellows save time, improve efficiency and enhance the coordination of patient care. The service is HIPAA

compliant and allows text messages to be sent with PHI in a secure manner. All residents and fellows have access to PerfectServe.

Electronic Resources

Electronic books, journals and databases are available 24/7 to all residents via the MemorialCare intranet site at http://mhs.memnet.org/mhs_medical_libraries/. A link to the Library is also available on the Long Beach Memorial Medical Center and Miller Children's Hospital intranet sites near upper right hand corner of the page.

MemorialCare Health Services Library

- a. Electronic books, journals and databases can be accessed from the MemorialCare Health Services intranet site. Resources include: ACP Journal Club, the Cochrane Library, an online catalog, Journals A-Z List, Books A-Z List, Ovid Medline and CINAHL Plus with Full Text, Stat!Ref, Micromedix, NNT ("The Number Needed to Treat"), PubMed with full-text article links, and UpToDate. For instruction on use, please view online tutorials on the Library's home intranet page.
- b. Library staff services include InterLibrary Loan, photocopy, and electronic Table of Contents.
- c. **Library Location:** First floor of the Van Camp Research Building – 2625 Pasadena Avenue, across from the Ronald McDonald House.
- d. **Hours:** Monday through Friday, 8:00 A.M. – 4:00 P.M. Closed weekends and holidays. Access is by LBMMC and MCH photo ID badge.
- e. **Library Phone:** (562) 933-3841
- f. **Library Email:** MHSMedicalLibrary@memorialcare.org

EPIC

EPIC is a patient care information system that is used by all patient care providers at Long Beach Memorial Medical Center and Miller Children's and Women's Hospital. It is designed to communicate both department and patient information between different areas in the hospital. The patient information can be viewed from any computer with EPIC application. Retrieving patient information is similar to looking at a patient's chart. All residents will receive orientation to the hospital-wide computer records system, EPIC, prior to the start of their rotation at LBMMC and MCWH.

INTERNET

Internet access is a privilege and is available in the hospital. Hospital policy requires that the Internet be used for business-related projects only. The hospital monitors Internet usage and individual privileges could be revoked if abused.

IPad

LBMCC-sponsored programs are provided iPads during the training. The iPad contributes to increased clinical efficiency, reduced hours spent on administrative tasks, and enhanced educational opportunities for residents.

HOUSE STAFF POLICIES

House staff policies for residents and fellows can be accessed from the MemorialCare website (www.memorialcare.org) under the Graduate Medical Education Department link as well as on the hospital intranet page.