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Patient Rights and Responsibilities
We are excited that you have chosen to complete your clinical affiliation with UNC Healthcare Systems. Our clinical education program is designed to provide the student with opportunities to apply academic knowledge, practice clinical skills, and develop professional attitudes and behaviors.

I hope that I can answer most of your questions with the orientation manual. Please read this letter and all of the below information carefully. UNC Healthcare requires several onboarding requirements before allowing a student to begin an affiliation.

*I hope to be a valuable resource for you while on-site. If you have any questions or concerns during your affiliation, please reach out to me.*

Please let me know if you need any additional clarification or assistance with completing anything in the packet.

Kristel & Nick

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Mission

UNC Rehabilitation Services will be a leader in delivering evidence based, efficient and compassionate care to those we serve

Vision

In our pursuit of excellence we are committed to being a resource to UNC Health Care’s System and North Carolina, by leading in complex care, developing clinical educators, and creating quality best practice interventions for our stakeholders.

Values

Teamwork: We are committed to fostering an environment that promotes respect, courtesy and collaboration among all members of the health care team including those we serve.

Professionalism: We aim to serve as leaders dedicated to providing excellent rehabilitative care, integrating evidence-based practice and research.

Respect: We treat everyone with dignity and are sensitive to the cultural differences and diversity of the people we serve.

Stewardship: We make efficient use of resources while advancing our mission of service to the community and the UNC Health Care System.

Integrity: We serve our clients and each other in accordance with the highest ethical standards in a reliable, accountable and transparent manner.

Leading * Teaching * Caring

Commitment to Caring

Commitment to Caring Teams: Several multidisciplinary teams represented by leadership, inpatient, ambulatory, nursing, medical staff, quality and other areas review opportunities and priorities as they relate to the pillars of our foundation: people (staff and patients), service, quality, finance, innovation, and growth.
REHABILITATION SERVICES DISCIPLINES

Child Life:
7-day coverage with rotating weekends and holidays
Primary Coverage Areas:
Inpatient:
- 5 Children’s: hematology/oncology, intermediate care, cardiac patients
- 6 Children’s: gastrointestinal, renal, endocrine, and neurological patients
- 7 Children’s: surgical, trauma and burn patients
- Pediatric Intensive Care Unit
- Emergency Room
Outpatient:
- Pediatric OR/ PACU
- Pediatric Specialty Care Team
- Pediatric Specialty Clinic
- Pediatric Hematology/ Oncology Clinic

Occupational Therapy:
7-day coverage with rotating weekends and holidays
Primary Coverage Areas:
- Adult acute care- primarily serves inpatients in a variety of specialty areas including trauma, vascular, burns, orthopedics, geriatrics, pulmonary, neurology/neurosurgery, and oncology
- Acute Inpatient Rehab
- Pediatrics
- Mental Health Main Campus (Child, Adolescent, EDU, PHP, Crisis, Gero, Perinatal, PHP) and WakeBrook Inpatient Unit.
- Outpatient- Serving patients in our specialty clinics for Rehabilitation Care, Lymphedema, and UE care (Hand Center)

Physical Therapy:
7-day coverage with rotating weekends and holidays
Primary Coverage Areas:
- Adult acute care-primarily serves inpatients in a variety of specialty areas including trauma, vascular, burns, orthopedics, geriatrics, pulmonary, neurology/neurosurgery, psychiatry, women’s health, oncology and ENT.
- Acute Inpatient Rehab – primarily serves adults and older adolescents with a variety of diagnoses, including neurological impairments, amputation, spinal cord injury, traumatic brain injury, stroke, orthopedics, oncology, transplant, and debility.
- Pediatrics
- Outpatient-specialty clinics: Spine, Cardiopulmonary, ortho, neuro, peds, women’s & men’s health and lymphedema.

**Recreational Therapy:**
7-day coverage with rotating weekends and holidays
Primary Coverage Areas:
- Oncology
- Bone Marrow Transplant Unit
- Burn Center
- Mental Health Main Campus (Child, Adolescent, EDU, PHP, Crisis, Gero, Perinatal and BHED) Includes PHP and BHED
- Mental Health WakeBrook (Inpatient unit, Facility Based Crisis, Addictions Treatment Center, Crisis and Assessment Service)
- Acute Inpatient Rehab

**Speech Therapy:**
7-day coverage with rotating weekends and holidays.
Primary Coverage Areas:
- Adult acute care – primarily serves inpatients with neurogenic communication, swallowing, speech, language, or cognitive impairment.
- Acute Inpatient Rehab – primarily serves inpatients within the Center of Rehabilitation Care with neurogenic communication, swallowing, speech, language, or cognitive impairment.
- Pediatrics – primarily serves pediatric in and outpatients with feeding and swallowing disorders as well as speech language, communication, and/or cognitive impairment. (5-day coverage)
- Outpatient – primarily serves adult outpatients with neurogenic communication, swallowing, speech, language, or cognitive impairment (at the CRC) or voice disorders (at Carolina Crossing Voice Center).

**Audiology:**
5-day coverage 8-5 primarily outpatient clinics
Primary Coverage Areas:

- UNC Hospitals Pediatric Audiology
- OR ABR testing when sedation required for children
- NICU hearing screening program conducted by Audiology
- Oversee the NBNursery hearing screening and perform follow-up tests after initial referral
- Audiometric testing in conjunction with Cranio-facial, SICC
- Inpatient hearing testing for Oncology or others as consulted
- Primarily outpatient pediatric audiometric evaluation and hearing aid/assistive device fitting
- Diagnostic audiometry for patients being seen in ENT physician’s clinics on a daily basis
UNC Hospitals Audiology at Meadowmont
- Primarily outpatient pediatric audiometric evaluation and hearing aid/assistive device fitting
- Diagnostic audiometry for patients being seen in ENT physician’s clinics on a daily basis
- OR ABR testing when sedation required for children
- NICU hearing screening program conducted by Audiology
- Oversee the NBNursery hearing screening and perform follow-up tests after initial referral
- Audiometric testing in conjunction with Cranio-facial, SICC
- Inpatient hearing testing for Oncology or others as consulted

UNC Hearing and Voice Center at Carolina Crossing
- Adult audiological evaluations
- Adult hearing aids: fitting and follow-up
- Adult cochlear implantation evaluation and follow-up
- Diagnostic audiometry for patients being seen in ENT physicians clinics on a daily basis

UNC Hospitals Audiology at Pittsboro
- Adult audiological evaluations
- Adult hearing aids: fitting and follow-up
- Adult cochlear implantation evaluation and follow-up
- Diagnostic audiometry for patients being seen in ENT physicians clinics on a daily basis

**Music Therapy:**
7-day coverage with rotating weekends and holidays
Primary Coverage Areas:
- Mental Health Main Campus (Child, Adolescent, EDU, PHP, Crisis, Gero, Perinatal and BHED) Includes PHP and BHED
- Mental Health WakeBrook (Inpatient unit, Facility Based Crisis, Addictions Treatment Center, Crisis and Assessment Service)

**Activity Therapy:**
7-day coverage with rotating weekends and holidays
Primary Coverage Areas:
- Mental Health Main Campus (Child, Adolescent, EDU, PHP, Crisis, Gero, Perinatal and BHED) Includes PHP and BHED
- Mental Health WakeBrook (Inpatient unit, Facility Based Crisis, Addictions Treatment Center, Crisis and Assessment Service)
To make sure we all speak the same language in the department, the UNC Rehabilitation clinical education committee has created the following definitions:

- **Clinical Supervisor**: staff person who is supervising the student day to day in clinical skills on site (previously called “clinical instructor” or “fieldwork supervisor” or “internship supervisor”).
- **Student**: person in training to become licensed in our profession.
- **Fellow**: staff person who either graduated from an accredited program of SLP, RT or is in his/her 4th year of an Audiology program and is working under the supervision of a licensed staff member within that discipline (1 year period), licensed staff person in OT participating in a 1 year advanced training program
- **Resident**: licensed staff person in PT participating in a 1 year advanced training program
- **Clinical Affiliation**: fieldwork/educational experience.

**Role of school’s Education Program Director**
1. Assure all students are in good standing
2. Oversee and coordinate clinical affiliations
3. Communicate with Therapy Services Educator to assure compliance with affiliation agreement
4. Consults on issues of remediation or termination of an under-performing student
5. Provide yearly requests for student placements in a timely fashion

**Role of Director, Assistant Directors and Managers in the Rehabilitation Service Line**
1. Monitors agreements by teams to accept students
2. Provides feedback to therapist, as well as, team coordinators during performance evaluations
3. Supports policies for clinical education
4. Oversees and supports team coordinators and Therapy Services Educator
5. Assists when needed

**Role of Therapy Services Educator**
1. Coordinates student clinical affiliations with schools
2. Coordinates school requests to team coordinators, receives confirmation or denials of student affiliation requests, and ensures total number of affiliations granted is reasonable
3. Serves as a liaison with schools; and coordinates information to and from Education Program Directors
4. Orient students to facility on first day
5. Serves as a resource for students and Clinical Supervisors
6. Promote department’s commitment to teaching
7. Facilitates solutions to problems not handled at other levels
8. Consults on issues of remediation or termination of an under-performing student
9. Consults on issues of terminating/initiating contracts with particular schools
10. Set and review policies for clinical education

**Role of Clinical Supervisor**
1. Orient Student to clinical responsibilities, specific work area policies and procedures.
2. Provides supervision for clinical care.
3. Teaches
4. Provides regular feedback, both verbally and in writing
5. Facilitates weekly meetings about progress and development of skills by use of weekly planning form
6. Provides support and feedback for student’s assignments as required by school
7. Communicates with Therapy Services Educator regarding student progress and problems

**Role of Student**
1. Participate in planning learning experiences according to mutually agreed upon objectives among the program, student and facility
2. Demonstrate comprehensive patient care
3. Abide by National, State and Facility policy and procedure.
4. To be an active participant in learning, giving and receiving feedback and taking opportunities to learn.
5. Required to be present for your clinical affiliation (If you need to be absent from your clinical affiliation, please notify your Clinical Supervisor via email and send a meeting invite to the Therapy Services Educator with your reason for missing your clinical. **You will need to comply with your school’s attendance policy.** We will work with you to make up any days necessary.)
6. Arrive at least 10 minutes prior to your start time to be ready for your first patient.
7. Complete weekly planning form (midterm and final week excluded).

*Our Clinical Supervisors look forward to working with you. Please be aware that, as we are clinicians, our main goal is to submerge you in patient care and teach you to apply the theories and skills you have learned during your curriculum. As best as we can we will do an effort to answer any questions you may have and pass on our knowledge. That being said we do expect you to be a self-directed learner. Please be mindful on what questions to ask and when. Some questions might not be appropriate to ask in front of the patient and some you can easily find the answer on your own. Please consider using a notepad to document your questions.*

*As this is a learning experience for you, we will provide you with lots of feedback. For feedback, we will use the A-T-A sandwich strategy (explain with visual). We encourage you to self-reflect on “things I did well” and “things you need to improve upon” throughout the learning experience.*

*We will use an electronic weekly planning form and complete your mid term and final evaluation. We will not assign a grade to your performance nor do we “fail” or “pass” you. We are merely making an observation of your performance and give feedback to your academic program regarding this.*
The ASK-TELL-ASK method

**ASK**  What did you do well and what could you improve upon?

**TELL**  Feedback from your Clinical Supervisor with general teaching points.

**ASK**  Self-reflection on what you took away from the session, what you would change next time. (Teach Back)

*Use after each session to improve the effectiveness of self-reflection, feedback and patient flow.*
LOGISTICS

BEFORE YOUR START DATE

- **8 weeks** prior to your start date you will receive a welcome email with the following information:
  - Name and email of your Clinical Supervisor
  - Start and end date of your clinical affiliation
  - Student Orientation manual
  - Site specific objectives
  - Information regarding orientation
  - Survey to complete to enter you into our systems. **PLEASE COMPLETE IMMEDIATELY UPON RECEIPT.**

- **3 weeks** prior to your start date you will receive an email with the following information:
  - User ID and EID (employee ID number) instructions.
  - Instructions to access LMS. You will need to complete the Compliance module and EPIC (our electronic medical record) training here.
  - Access to Rehabilitation Therapies SharePoint site, our Department’s internal website, (will be sent in separate email) where you can review the site-specific manuals.
  - Reminder regarding orientation.
Location: UNC Hospital Main Campus, 101 Manning Drive, Chapel Hill, NC 27514

You will meet us at the yellow star, which is in the lobby on the ground floor of Memorial Hospital, on your first day for your orientation (the time will be communicated to you via email a few weeks prior to your start date).

Orientation typically lasts a half day for full clinical placements and about 2 hours for CL, Duke Steps and FW1 placements. Once orientation is completed, you will go to your clinical site to meet your Clinical Supervisor if it is their scheduled work day.

Orientation is only hosted on Mondays. If your start day is a different date, you are still expected to come to orientation.

You cannot start your clinical prior to the orientation day.
STUDENT’S RESPONSIBILITIES PRIOR TO START OF CLINICAL AFFILIATION

1. Assure all requirements have been completed and are on file with your school per our agreement, which can be found on our website:
   a. Criminal Background Check, which must be completed within 4 years from the start date of the clinical experience at the Rehabilitation Therapies Department, and must be reviewed and confirmed by the School prior to the student’s assignment at the Rehabilitation Therapies Department. Please do NOT submit the report directly to us.
      If your criminal background has ANY flags, even if the charge was dismissed, your school needs to notify us and we expect a clarification email from the student to be sent to the Therapy Services Educator to clinicaledreq@unchealth.unc.edu, at least 4 weeks prior to your start date.
   b. Obtain health insurance
   c. Obtain and maintain professional liability insurance (typically the school has a liability insurance policy, please check and verify correct coverage amounts with stipulations in agreement)
   d. 5 panel urine drug screen completed within 1 year from the start date of your clinical placement.
   e. Obtain and maintain CPR training (BLS)
   f. Immunization Record of the following completed on the Immunizations form template and signed by a healthcare provider or on file in Castlebranch:
      1. Flu Shot (starting in October and going through May)
      2. Measles, Mumps and Rubella
      3. Tdap (Pertussis)
      4. Varicella (Chicken Pox)
      5. Two 2 step TB skin tests or IGRA within a year of placement
      6. Hepatitis B (highly recommended)
      See Immunization form on website for more details.

2. Required to complete the Compliance Module in LMS.

3. Required to complete Epic modules in Learning Made Simple (LMS) after you have received a user ID and password. You need to have completed these modules and have passed the quiz AT LEAST 1 week prior to coming.

4. Obtain Housing and Transportation (if applicable)
   Campus parking is not available during your affiliation.
   Students can utilize the Park and Ride system, Chapel Hill Transit or Triangle Transit Authority systems.
   http://www.townofchapelhill.org/town-hall/departments-services/transit/park-ride
   Below are your options; for more information, visit the above website.
   Free parking is available at all clinic sites except at the main hospital or the ACC.
- Once you have received your **ID badge** during orientation, you will be able to purchase a pass in the following UNC Park and Ride Lots.

<table>
<thead>
<tr>
<th>Location</th>
<th>Address Description</th>
<th>Bus Routes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Friday Center</td>
<td>Located off Friday Center Drive and NC 54</td>
<td>FCX Route, HU Route, V Route, G Route, HS Route, NS Route, NU Route, T Route, HU Route, S Route</td>
</tr>
<tr>
<td>MLK Jr Blvd</td>
<td>725 MLK Jr. Blvd</td>
<td></td>
</tr>
<tr>
<td>NC-54 East</td>
<td>Located off Friday Center Dr and NC 54</td>
<td></td>
</tr>
<tr>
<td>Chatham County</td>
<td>Off 15-501 near Old Lystra</td>
<td>CCX Route</td>
</tr>
<tr>
<td>Hedrick Building</td>
<td>Located off Friday Center Dr and NC 54</td>
<td>HU Route</td>
</tr>
</tbody>
</table>

- To purchase permits to the town of Chapel Hill Park and Ride lots click below. *(no UNC ID badge necessary)*


<table>
<thead>
<tr>
<th>Location</th>
<th>Address Description</th>
<th>Bus Routes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carrboro Plaza</td>
<td>Behind Carrboro Plaza at Hwy 54 and W Main St</td>
<td>CPX Route, CW Route</td>
</tr>
<tr>
<td>Jones Ferry</td>
<td>Just south of Old Fayetteville Rd and Jones Ferry Rd</td>
<td>CM Route, CW Route, JFX Route</td>
</tr>
<tr>
<td>Southern Village</td>
<td>Just off 15-501 South</td>
<td>NS Route, V Route</td>
</tr>
<tr>
<td>Eubanks Road</td>
<td>1768 Eubanks Rd, Chapel Hill, NC 27516</td>
<td>NS Route, CRX</td>
</tr>
<tr>
<td>Pittsboro Lowe’s</td>
<td>121 Lowes Drive, Pittsboro, NC 27310</td>
<td>Pittsboro Express <a href="http://chathamtransit.org/pittsboro-express/">http://chathamtransit.org/pittsboro-express/</a></td>
</tr>
</tbody>
</table>

*On orientation day, you can park in the visitor’s deck, Dogwood deck. You will be charged the typical visitor’s fee.*
STUDENT’S RESPONSIBILITIES DURING CLINICAL AFFILIATION

1. You will have a weekly meeting with your Clinical Supervisor to review your progress, goals and objectives for your clinical affiliation. Please use the **UNC weekly planning form survey link** on the SharePoint site. Mid-term and final week are excluded from completion of weekly planning form.

2. Participate in monthly Inter-Professional Collaboration Education (IPEC) meetings with Therapy Services Educator.
   - Student at main campus: 4th Thursday of each month from 8-9:30 am in main conference room on 1st floor in Rehabilitation Department
   - Students off-site (outpatient clinics, WakeBrook and Hillsborough): 4th Friday of each month from 8-9:30 am at the UNC Imaging and Spine center conference room 1st floor

3. Attend **exit interview meetings** with Therapy Services Educator.
   Exit interview will last 10 - 15 minutes and can be over the phone or in person. The Therapy Services Educator will send you a meeting invite for these after orientation. Student is responsible for setting up midterm and end term review with Clinical Supervisor for completion of performance evaluation.

4. ID badge: Keep your name tag at shoulder level
   All students (except FW1, CL practicum, Duke Steps and UNC-Chapel Hill students) will receive an ID badge. Your name and picture must be visible at all times. Make sure to send your headshot to the Therapy Services Educator at least 2 weeks prior to your start date (non UNC students only, not for FW1, Duke Steps or CL practicum students).

   **UNC Chapel Hill Allied Health Students, FW1, Duke Steps, and CL practicum Students.** You will wear your school nametag for the duration of your affiliation. (UNC students will be granted access to our department as needed)

   **Last name:** if you work on the mental health unit and you want your last name removed from your ID badge, you may cover it with tape.

   **Please notify the Therapy Services Educator if you lose your ID badge as this is a security issue.**

5. **Dress Code**
   - **Scrubs**
     You may wear **solid colored** scrubs during your clinical affiliation. If you are in the burn center, you will be given a new set of scrubs daily from the hospital vending machine in accordance with our infection control measures.
The Rehabilitation Service line wears charcoal gray colored scrubs in **ALL inpatient areas.** You are not required to purchase gray colored scrubs, any solid color is fine. **Please bring an extra pair of scrubs and shoes to store in your locker in case your clothing gets soiled during patient care.**

- **Non-Uniform Clothing**

Clothing should fit properly and be clean, pressed, and in good condition; **outpatient clinics.**

The following is a list of attire that is **inappropriate** in the workplace at UNC Health Care:

1. Clothing that is non-professional in appearance, length, and fit of clothing, such as:
   - Backless dresses or tops
   - Skirts above the knee or which have high slits
   - Pants shorter than mid-calf
   - Clothing that is excessively tight or revealing

2. Casual beach or athletic wear (such as sweat pants, stretch pants/warm up pants, and tights or leggings worn as pants). Hoodies are not allowed.

3. T-shirts with logos unless the logo identifies UNC Health Care or units within UNC Health Care

4. Shirts with revealing necklines, bare midriff tops, and clothing bearing any type of unauthorized message, including but not limited to offensive messages, or offensive images

5. Spaghetti strap blouses

6. Denim

7. Shorts or skirts (or similar attire)

8. Hats

2. For safety reasons, all students must wear shoes that are appropriate to their job. Shoes should be clean and in good repair.

The following are not appropriate footwear for the workplace at UNC Health Care:

1. Flip-flops

2. Slippers

3. Excessively high-heeled shoes

- **CL students**

CL students will wear a solid color polo shirt (our staff wears plum/purple) and solid color bottom scrubs (preferably black).

- **Accessories/Miscellaneous:**

Jewelry, etc. must be limited for safety reasons. Thus, facial piercings, or other accessories at risk to harm staff or patient must not be worn in the work place. This includes excessive amounts of accessories as well.

Tattoos, if present, should be concealed. Chewing gum is **NOT** considered appropriate in the presence of patients, visitors, or guests. Good personal hygiene is required. Cleanliness is an essential part of providing high-quality service to our customers. A neat, clean, business-like and professional appearance is a requirement for all jobs. In most instances, you may wear your hair the way you choose while working, as long as it remains well trimmed, well groomed, and business-like in appearance.

Employees, as well as patients and guests, have a right to expect general cleanliness and good dental hygiene from the students. Artificial nails may not be worn when involved with direct patient care.
You must refrain from using body fragrances such as cologne, talc powder, and after-shave lotions, which may have an adverse effect on patient care, on co-workers and on visitors.

6. Follow your Clinical Supervisor’s schedule at all times including weekends and holidays. Any exceptions (half or full day) need to be communicated to the Therapy Services Educator via a meeting invite to clinairedegreq@unchealth.unc.edu. Make full days an “all day event”.

7. Adhere to general rules, policies and regulations of UNC Health Care. We follow your school’s policy regarding excused absences from your clinical placement.

8. Work in collaboration with assigned licensed or certified staff member who retains full responsibility for the patient. Our supervision guidelines state that a Clinical Supervisor needs to be in visible and audible range at all times.

9. IT policy– electronic devices
Excessive personal calls during the workday, whether by personal cellular phone, office or house phone, can interfere with the effective delivery of patient care, personal work productivity, and create a distraction for others. Calls should be limited to non-work time whenever possible.
- We ask you do not wear watches that are synced with your smartphone to avoid distractions.
- Please remember your personal and school emails are outside of the UNC Hospital Firewall. Please do not email any PHI at any time (notes, questions, etc.).
- Please do not browse personal email or non-work related sites on our computers.
- Please do not connect phone chargers to our computers.
- Do not download or save any items onto our computers.
- Do not connect personal laptops or devices to any of our hardware such as printers.

You are NOT allowed to carry personal cellphones or smart-watches on you in patient care areas.
UNC Medical Center is a new name for a well-established health care family, including UNC Hospitals and the community clinics staffed with UNC Faculty Physicians. Since 1952, UNC Hospitals and the faculty practice have served patients from all 100 North Carolina counties and throughout the southeast.

Consisting of the N.C. Cancer Hospital, N.C. Children’s Hospital, N.C. Memorial Hospital, N.C. Neurosciences Hospital and N.C. Women’s Hospital in Chapel Hill and UNC Hospitals Hillsborough Campus, located in Hillsborough. UNC Hospitals is a public, academic medical center operated by and for the people of North Carolina.

With a staff of more than 7,100 employees (which includes 1,100 medical staff and 780 resident physicians) UNC Hospitals and clinics strive to provide high quality patient care, to educate health care professionals, to advance research and to provide community service.

The UNC Medical Center is an 803-bed facility, which serves more than 37,000 people each year. The Medical Center is also proud to welcome the more than 3,500 new Tar Heels born and cared for each year at the N.C. Women’s Hospital and N.C. Children’s Hospital.

In addition to women’s and children’s services, The UNC Medical Center delivers the best in interdisciplinary health care to all North Carolinians. Specialized patient care services include the Breast Center, Cardiovascular Program, Diabetes Care Center, Lung Center, Rehabilitation Center, Spine Center, Wound Management Program and Comprehensive Transplant Center. The medical center's extensive expertise in arthritis, digestive diseases, endocrinology, ENT, gynecology, hemophilia, infertility, rheumatology, and orthopaedics has achieved both regional and national recognition.

The UNC Medical Center campus is also home to the Lineberger Comprehensive Cancer Center, one of 40 National Cancer Institute-designated centers in the United States. The cancer hospital has been specifically designed to build on the UNC Medical Center’s three decades of excellence in-patient and family centered care, offering the full spectrum of cancer services in a single location.

The reach of the UNC Medical Center extends beyond Chapel Hill and into the greater Triangle area through its network of primary care and specialty physician practices located in Orange, Wake, Durham, Chatham and Lee counties. These offices, in addition to the UNC Family Medicine Center and Ambulatory Care Center, provide the basic health care outpatient services most families need, in convenient locations. Over 800,000 people are cared for at UNC practices and clinics each year.
Vision and Values

It is our vision to be the nation's leading public academic health care system.

We Care About

Our Patients and their Families
Delivering quality health care and outstanding service is fundamental to everything we do.

Our Team
Attracting and retaining the best team members is of paramount importance to our health care system. We will do this by providing an environment that:

- Pursues the highest level of safety and quality
- Focuses on treating patients and colleagues with courtesy, honesty, respect and dignity
- Recognizes people for their achievements and capabilities
- Is professionally satisfying
- Encourages the open exchange of views
- Does not tolerate offensive and disruptive behavior

Our Community
Finding ways to improve the health of all North Carolinians through our affiliated hospitals and hospital systems, and our physician’s network.

How We Work

Accountability to Our Patients

- We will have a culture dedicated to service and to measurable accountability.
- Patients will experience a seamless and sophisticated system of care that is efficient, safe and easy to navigate.
- Outstanding research programs will enable high quality patient care with the most recent medical advances.
Service to the State

- We will be innovators in research, development and implementation of new means for improving the health of North Carolinians and sharing that knowledge with a national audience.
- We will nurture collaborative partnerships with AHEC, the health sciences schools, the state of North Carolina, employers, insurers, key constituencies and among our affiliated hospitals and health care systems.
- We will have clarity in our roles as the state's safety net institution and as a leader among such institutions across the region and the United States.

Maintaining Financial Viability

- Financial viability will be a system-wide objective with specific expectations and accountabilities established for each component of the health care system.
- This financial viability and margin will come from continual improvements in our operations and from an explicit, unapologetic focus on productivity enhancement.

Information taken from ‘About the University of North Carolina Health Care System’, UNC Hospitals Vision and Values
Commitment To Caring

UNC Health Care’s Commitment to Caring is the foundation for the successes we now enjoy, as well as, the achievements we hope to reach in future years. To reach our goal of becoming the nation’s leading public academic medical center, we have to focus on the foundational aspects, or “pillars,” of UNC Health Care.

The five pillars we have identified for UNC Health Care are:

**People** — The People pillar includes not only the medical staff, co-workers and volunteers at UNC Health Care, but also the patients, visitors and families who come to us for care, and the communities we serve. We are committed to a caring, healing culture of excellence that is founded in respect and compassion for our patients, co-workers and ourselves.

**Quality & Service** — This pillar includes traditional quality metrics like core measures and outcomes, and also timeliness, ease of use, and excellent service. Patient satisfaction is part of the Quality & Service pillar. “Quality & Service” links directly to our culture, focusing on not only to what we do, but how we do it.

**Growth** — Increasing our market share is important to the stability of UNC Health Care. Expanding our reach also allows us to provide excellent care to people across North Carolina.

**Value** — Providing value in health care is more than just the cost of care; it’s about providing the right care at the right time in the most efficient manner possible. Value is also measured by our service and dedication to our communities and the people of North Carolina.

**Innovation** — In the ever changing field of health care, innovation is critical to success. UNC Health Care is a leader in world-class research, clinical trials and new care models. We strive to make the best better through continuous improvement and an emphasis on best practices.
UNC Hospital Main Campus
101 Manning Drive, Chapel Hill, NC 27514
Inpatient rehab, burn unit, cancer center, acute care, pediatrics and mental health
PT, OT, SLP, AuD, CL, RT, AT and MT

WakeBrook
Inpatient and outpatient mental health and or substance abuse treatment.
OT, RT, MT and AT Mental Health
107 Sunnybrook Road
Raleigh, NC 27610, Room 216
OT (984) 974-4950, RT (984) 974-4940

UNC Hospital Hillsborough Campus
Acute care
PT, OT and SLP
460 Waterstone Dr, Hillsborough, NC 27278 Room 31012
Phone: (984) 215-2444

Center for Rehabilitation Care (CRC)
PT: Neurology, Orthopedics, Pediatrics, Pelvic Health and Lymphedema, OT and SLP.
1807 North Fordham Blvd (on 15/501 in the former Borders building) Chapel Hill, NC 27514 Phone: (984) 974-9700

Carolina Crossing Hearing and Voice Center
Audiology Adults and SLP
2226 Nelson Highway (on Highway 54), Suite 102, Chapel Hill, NC 27517
Phone: (919) 490-3716
Ambulatory Care Center (ACC)
PT Orthopedics and Pediatrics, and OT Hand Center
PT Room 2140, Hand Center Room 2130
102 Mason Farm Road
Chapel Hill, NC 27599
OT (984) 974-5799, PT (984) 974-5766

UNC Therapy Services at UNC Wellness Center at Meadowmont
PT Orthopedics and Aquatic Therapy
100 Sprunt Street, Chapel Hill, NC 27517
Room 127 Phone: (984) 974-2560

NC State Park Scholars Children's Specialty Clinic, A Service of UNC Hospitals
SLP
4414 Lake Boone Trail, Suite 505, Raleigh, NC 27607
984-974-0500

UNC Therapy Services at Northwest Cary Wellness Center
PT Orthopedics
350 Stonecroft Lane, Cary, NC 27519
Phone: (984) 974-6083

UNC Therapy Services at Imaging and Spine Center
PT Spine
1350 Raleigh Road, Chapel Hill, NC 27517
Phone: (984) 974-4110
UNC Therapy Services Pelvic Health
PT Pelvic Health
460 Waterstone Drive
Room 27041
Hillsborough, NC 27278

UNC Hospitals Audiology at Pittsboro
AuD Adults
57 Grant Drive, Suite F
Pittsboro, NC 27312
(984) 215-6750

Audiology at Meadowmont
AuD Pediatrics
435 Meadowmont Village Circle
Chapel Hill, NC 27517
(984) 974-4479

UNC Therapy Services Durham
PT Pelvic health and lymphedema
3708 Mayfair Street, Suite 120
Durham, NC 27707
(984) 215-4970

UNC Therapy Services ACC
PT Orthopedics
102 Mason Farm Road, Suite 2550
Chapel Hill, NC 27599
(984) 215-5130
1. Cafeteria


Please speak with your Clinical Supervisor regarding the location of designated breakdown areas and other arrangements within the department to store your prepared food.

2. Health, Malpractice and Liability Insurance and CPR training

The hospital does not provide health insurance coverage and you are not privileged to the existing hospital insurance policy. Therefore, in the event of emergency, you will be advised to seek medical attention via the emergency department. Personal Health and Liability Insurance are required prior to your affiliation and must be recognized by the state of North Carolina. Proof of adequate coverage is required prior to beginning the affiliation. Students are required to have current CPR training (BLS).

3. Useful websites

Rehabilitation Therapies SharePoint Site: This is our department’s site. We will grant you access prior to your start date. This site has a student section with a lot of the information. It also has a calendar with all in-services offered at UNC that you are welcome to attend.

- **Intranet at Work**: This site is primarily for employees, but you will need to know how to locate it once on-site to find policies and other services.

4. Holiday Schedule

UNC Hospitals uses a holiday designation system of Clinic Closed versus Clinic Open Holidays. During Clinic Closed dates, some hospital areas may function on a reduced schedule. If the holiday is designated Clinic Open, all clinics operate at normal capacity.

5. Communication

Rehabilitation Therapies Department Main Number is (984) 974-5300.

**Local calls:**
Dial 9 to get an outside line.
To dial any hospital number from within the hospital: 4- last 4 digits of the phone number

**Long distance calls:**
9-1-area code + phone number

**Common Phone Numbers:**
Hospital Operator: 4-1000
ISD: 4-4357
Therapy Services Educator: Kristel: 4-0208  Nick: 4-0389

Vocera:
Inpatient staff uses Vocera for communication. Students will not have Vocera, but can use this system from any phone by calling 54502 or *33.

Paging System:
Some Clinical Supervisors utilize a pager. We have the option of assigning a pager to a student on an as needed basis.

**IF you are assigned a pager, please wear during all working hours.**

7. Computers

You will be assigned a user ID and password to login to the computer. **DO NOT** share this with anyone as any actions taken on the computer can be tracked back to your personal user ID. You might not be able to log on to certain sites from your personal laptop while at work, please use available computers and laptops within the clinic.

![Image of person using computer]

*When you get up from the computer, please log off for security reasons.*

8. Documentation in EPIC

EPIC is our electronic medical record system.
- If you are here for one or a couple days only, you will not have any access to EPIC.
- If you are here for less than 4 weeks, you will have VIEW ONLY access in EPIC.
- If you are here for a full clinical, you will have STUDENT access.
- You will **NEVER** enter charges into the billing section of our systems! You will not document FIM scores, education or complete a Plan of Care. You will discuss these items with your Clinical Supervisor as to not limit your learning experience.

*You can ONLY be in EPIC while on-site during your clinical.*
YOU may NEVER access EPIC under someone else’s user ID (do NOT even touch the keyboard when someone else is logged in).

You may NEVER access patient’s records that you are not treating.

Failure to do this will result in termination of your clinical affiliation and you will NEVER be allowed into our systems again!

9. Questions

- Please address clinical questions or concerns with your Clinical Supervisor.
- Please reach out to the Therapy Services Educators with any other questions or concerns: Kristel Maes: (984) 974 0208 Nick Camilleri (984) 974 0389 Clinicaledreq@unchealth.unc.edu

10. Downtime Activities

Become familiar with all home instructions and educational materials
Review in-service materials on SharePoint
Research a topic on a clinical question to present to staff
Prepare a critically appraised topic (CAT)
Become familiar with department equipment, supplies, etc.
Use internet to review research/literature pertaining to patient diagnosis and treatment.
Review schedule of upcoming patients, prepare ahead of time
Review information from school
Complete downtime learning activities

It is your responsibility to use your time effectively- you will get out of this clinical affiliation what you put into it.

Show initiative and take an active role in the learning process. Become a self-directed learner.
1. A patient or his/her representative has the right to be informed of patient rights in advance of receiving or discontinuing patient care, whenever possible.

2. A patient has the right to medical and nursing services without discrimination based upon age, race, ethnicity, color, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity, national origin or source of payment.

3. A patient has the right to have his/her family member or representative and his/her physician promptly notified of his/her admission to UNC Medical Center, unless the patient requests this not be done.

4. A patient has the right to receive visitors whom she or he designates, including but not limited to, a spouse, a domestic partner, another family member, or a friend. Patient visitation is only restricted when the visitor’s presence infringes on others’ rights, safety, or is medically or therapeutically contraindicated for the patient.

5. UNC Medical Center respects a patient’s right to receive information in a manner he or she understands. An interpreter will be provided when necessary.

6. A patient has the responsibility to provide accurate and complete information about present complaints, pain, past illnesses, hospitalizations, medications, demographics, and matters relating to his/her health. A patient is expected to ask questions and tell caregivers if he/she does not understand his/her care or treatment.

7. A patient has the right to good quality care and high professional standards that are continually maintained and reviewed.

8. A patient has the right to respectful care given by competent personnel.

9. A patient has the right to receive medical and nursing care in a safe setting and to be free from all forms of abuse and harassment.

10. A patient has the right to be free from seclusion and restraints that are not medically necessary.

11. A patient has the right to information about pain and pain relief measures and health care providers committed to pain prevention and control.

12. A patient has the right to know what UNC Medical Center rules and regulations apply to his/her conduct as a patient.

13. A patient who presents to the Emergency Department has the right to receive at least a medical screening exam, regardless of the patient’s ability to pay, and the right to have any emergency medical condition stabilized or to be transferred appropriately.

14. A patient has the right, upon request, to be given the names of all health care providers directly participating in his/her care.

15. A patient has the right to assistance in obtaining consultation with another physician at the patient’s request and expense.

16. A patient has the right to expect emergency procedures to be implemented without unnecessary delay.
17. A patient who is mentally capable (and if not, the patient’s guardian, next of kin, or other authorized representative) has the right to participate in development, implementation, and revision of his/her plan of care.

18. A patient, or his/her authorized representative, has the right to full information in understandable terms, concerning his/her diagnosis, treatment and prognosis, including information about alternative treatments and possible complications.

19. A patient has the right to make informed decisions concerning his/her care. A patient does not have the right to demand medically unnecessary treatment or services.

20. A patient has the right to be informed by his/her physician of his/her right to refuse any drugs, treatment or procedures, and of the medical consequences of such refusal.

21. A patient has the right to make advance directives and to have health care personnel comply with these directives, within the limits of the law.

22. A patient has the right to have UNC Medical Center document his/her wishes concerning organ donation when he or she makes such wishes known, in accordance with law and regulation.

23. A patient has the right to decide whether or not to participate in research, investigation, or clinical trials. A patient’s refusal to participate in research or discontinuing participation at any time will not jeopardize his/her access to care, treatment and services unrelated to the research.

24. When medically permissible, a patient may be transferred to another facility only after he/she or his/her next of kin or other authorized representative has received complete information and an explanation concerning the needs for and alternatives to such a transfer.

25. A patient has the right to participate in the development and implementation of his/her discharge plan, which includes being informed of his/her continuing health care requirements following discharge and the means for meeting them.

26. A patient has the right to access protective and advocacy services. UNC Medical Center will provide the contact information for patient advocacy groups when requested.

27. A patient has the right to have all records pertaining to his/her medical care treated as confidential, except as otherwise provided by law or third party contractual arrangements.

28. A patient has the right to access his/her own medical information within a reasonable time. A patient’s access to medical records may be restricted by the patient’s attending physician for sound medical reasons, consistent with applicable law. A patient’s authorized representative may have access to the information in the patient’s medical records, even if the attending physician restricts the patient’s access to those records.

29. A patient or his/her authorized representative has the right to be informed about unanticipated outcomes of care, treatment and services that relate to sentinel events.

30. A patient has the right to every consideration of privacy concerning his/her own medical care program.

31. A patient has the right to an environment that preserves dignity and contributes to a positive self-image, such as the provision of privacy during personal hygiene activities. A patient has a right to withhold consent for electronic monitoring or recording during an examination, except when there is a medical need for continuous observation.

32. A patient has the right to give or withhold informed consent to produce or use recordings, films, or other images of the patient for purposes other than provision of care.

33. A patient has the right to examine and receive a detailed explanation of his/her bill.
34. A patient has a right to information and counseling on the availability of known financial resources for his/her health care.

35. A patient has the responsibility to assure that the financial obligations for his/her health care are fulfilled in a reasonable period of time.

36. A patient who is a Medicare beneficiary has a right to receive a notice of non-coverage and the patient’s discharge rights.

37. A patient cannot be denied the right of access to an individual or agency that is authorized to act on his/her behalf to assert or protect the rights set out in this document.

38. A patient has the right to file a grievance through UNC Medical Center’s Patient Relations Department when that patient believes any of the above rights have been violated. See UNC HCS Policy ADMIN 0127, “Patient Complaints/Grievances”.

39. A patient has the right to notify the North Carolina Division of Health Service Regulation (NC DHSR) of a complaint by telephone at (800) 624-3004 (within N.C.) or (919) 855-4500, fax (919) 715-7724, or mail to 2711 Mail Service Center, Raleigh NC 27699-2711. A patient has the right to notify the Joint Commission, a hospital accrediting organization, about complaints regarding patient safety or quality of care by calling (800) 994-6610, Office of Quality and Patient Safety fax (630) 792-5636, Office of Quality and Patient Safety mailing address: The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181, or email patientsafetyreport@jointcommission.org