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Patient Rights and Responsibilities
We are excited that you have chosen to complete your 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 to 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 things 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.

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**Kristel Maes**

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**UNC REHABILITATION SERVICE LINE**

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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**

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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
DEPARTMENT CLINICAL EDUCATION
ROLES AND RESPONSIBILITIES

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).

**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 EPIC (our electronic medical record) module here.
- Instructions for completion of Core Orientation Presentation
- Access to Rehabilitation Therapies SharePoint site, our Department’s internal website, (will be sent in different email) where you can review the site specific manuals.
- Information regarding orientation.

**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 date the Student begins his or hers assignment 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 and maintain 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) (goes into effect July 1st 2019)

f. Immunization Record of the following completed on the Immunizations form template and signed by 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 Core Orientation Presentation: https://www.wakeahec.org/hctriangeclinical.htm

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 **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 TTA systems.
   Below are your options; for more information, visit the above website.
   *Free parking is available if your clinical affiliation is at Hillsborough hospital, WakeBrook hospital, CRC, Carolina Crossing, UNC Imaging and Spine center, UNC Wellness Center at Meadowmont, UNC Wellness Center at NW Cary. You need to arrange for transportation if you are 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>Location Details</th>
<th>Route Information</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</td>
</tr>
<tr>
<td>MLK Jr Blvd</td>
<td>725 MLK Jr. Blvd</td>
<td>G Route, HS Route, NS Route, NU Route, T Route</td>
</tr>
<tr>
<td>NC-54 East</td>
<td>Located off Friday Center Dr and NC 54</td>
<td>HU Route, S Route</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>Location Details</th>
<th>Route Information</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>Location</td>
<td>Address</td>
<td>Route/More Info</td>
</tr>
<tr>
<td>---------------------</td>
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</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</td>
</tr>
<tr>
<td></td>
<td>Just off 15-501 South at Lowe’s</td>
<td><a href="http://chathamtransit.org/pittsboro-express/">http://chathamtransit.org/pittsboro-express/</a></td>
</tr>
<tr>
<td>Triangle Transit</td>
<td></td>
<td><a href="http://www.gotriangle.org/">http://www.gotriangle.org/</a></td>
</tr>
<tr>
<td>Chapel Hill Chamber of Commerce</td>
<td><a href="http://www.carolinachamber.org/">http://www.carolinachamber.org/</a></td>
<td></td>
</tr>
<tr>
<td>Town of Chapel Hill</td>
<td></td>
<td><a href="http://www.townofchapelhill.org/">http://www.townofchapelhill.org/</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.*
1. Participate in monthly Inter-Professional Collaboration Education (IPEC) meetings with Therapy Services Educator. (optional)
   - Student at main campus: 4th Thursday of each month from 8-930 am in main conference room on 1st floor in Rehabilitation Department
   - Students off-site (outpatient, WakeBrook and Hillsborough): 4th Friday of each month from 8-930 am at the UNC Imaging and Spine center conference room 1st floor

2. Complete exit interview survey on SharePoint prior to your last day.

3. ID badge: Keep your name tag at shoulder level
   You will wear your school nametag for the duration of your affiliation.

4. **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 workplace. 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.

  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 clinicaledreq@unchealth.unc.edu and communicate this in writing to BOTH the Clinical Education Coordinator (English King for CC and Pittsboro and Pat Roush for MdM) and your assigned Clinical Supervisor for that day/time.
  Missed clinic days should all be re-scheduled. This includes planned absences as well as days missed due to illness. Determine the best time to do this with your Clinical Supervisor.

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

6. Work in collaboration with assigned staff member who retains responsibility for the patient.

7. **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.
GENERAL INFORMATION

1. Schedule
   
   **Carolina Crossing/Pittsboro/Meadowmont:**
   
   **CLINIC START:** Check in with clinician prior to start of semester to determine start and end times.

   In general, students should be present and ready to start clinic day no later than **8:00/8:30 am**. Select clinicians start scheduled patients at 7:30 or 8:00 am while others start at 8:30 am.

   **ENT (ADD-ON AUDIOS):** Be present and ready no later than **8:00 am**.

   **BE FLEXIBLE!** Please recognize that there are many variables in play in a busy medical setting that may require last minute changes to where you will be and with whom you will be working with (audiologist illness; patient cancellations). Please be accommodating when this occurs.

   UNC students will be asked to participate in weekly clinic tasks:
   - **Mondays:** Biological calibration in booths (listening check), calibration of VeriFit
   - **Tuesdays:** Stock ear mold impression supplies in work room
   - **Wednesdays:** Stock specula, tympanometry tips and foam inserts in booths
   - **Thursdays:** Wipe speech perception books at end of clinic with alcohol wipes
   - **Fridays:** Wipe speech perception books at end of clinic with alcohol wipes; Sanitize tables/counters/chairs/equipment in booths; Stock headphone covers and alcohol wipes in booths

   *4th Years at CC may also suggest other tasks during down time*

   **UNC Hospitals Pediatric Audiology (Children’s Hospital, Ground Floor):**

   **CLINIC START:** Check in with clinician prior to start of semester to determine start and end times.

   **BE FLEXIBLE!** Please recognize that there are many variables in play in a busy medical setting that may require last minute changes to where you will be and with whom you will be working with (audiologist illness; patient cancellations). Please be accommodating when this occurs.

   UNC students will be asked to participate in weekly clinic tasks:
   - **Mondays:** Biological calibration of audiometers (listening check), perform weekly calibration of Audioscan Verifit; stock specula, tympanometry tips and foam inserts in booths
   - **Tuesdays:** Check ABR carts and re-supply with electrodes, gel, gel tabs, etc as needed (See list on cart)
   - **Wednesdays:** Check and re-fill stock (impression materials, specula, batteries, supplies in HA fitting rooms)
   - **Thursdays:** Organize and sanitize play audiometry toys in booths and fitting rooms; re-distribute as needed
   - **Fridays:** Sanitize tables/counters/chairs/equipment in booths

   *Every day: Check with 4th years and audiologists to see if HA pre-programming or verification following repair is needed. Check to see if any folders need to be re-filled.*
2. **Staff**

**Carolina Crossing/Pittsboro:**

**Adult Audiologists:**
Shelley Anderson, AuD: Diagnostic audiology, adult hearing aids and adult cochlear implants
Andrea Bucker, AuD: Diagnostic audiology, adult cochlear implants
Alyssa Flippo, AuD: Diagnostic audiology, adult hearing aids
Angela Higgins, AuD: Diagnostic audiology and adult hearing aids
Sarah McCarthy, AuD: Diagnostic audiology, adult hearing aids and adult cochlear implants
Kristen Quinones, AuD: Diagnostic audiology, adult hearing aids and adult cochlear implants
Allie Young, AuD: Diagnostic audiology, adult hearing aids and adult cochlear implants

**Support Staff:**
LeSonia Mason: Cochlear Implant Coordinator
Dawn Slavin: Audiology Technician

**Pediatric Audiology/Meadowmont:**

**Pediatric Audiologists:**
Danielle Doyle, AuD: Pediatric diagnostic audiology, ABR, hearing aid fitting and verification
Shana Jacobs, AuD: Pediatric diagnostic audiology, ABR, hearing aid fitting and verification
Sarah Martinho, AuD: Pediatric diagnostic audiology, ABR, hearing aid fitting and verification
Laurel Okulski, AuD: Pediatric diagnostic audiology, ABR hearing aid fitting and verification
Jill Ritch, AuD: Pediatric diagnostic audiology, ABR, hearing aid fitting and verification
Patricia Roush, AuD: Pediatric diagnostic audiology, ABR, hearing aid fitting and verification, (Coordinator of Pediatric Audiology)
Kaylee Watson, AuD: Pediatric diagnostic audiology, ABR, hearing aid fitting and verification
Molly Widney, AuD: Pediatric diagnostic audiology, ABR, hearing aid fitting and verification

**Audiologists:**
Debbie Gunter, MS: diagnostic audiology for ENT clinic patients and inpatient consults

**Support Staff:**
Darlene Burton: Audiology Technician
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.
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 six pillars we have identified for UNC Health Care are:

**People** – Our colleagues and patients

**Service** – The care and service we provide to each other and the people of North Carolina

**Quality** – Ensuring patient safety while striving to improve performance

**Finance** – Making wise financial decisions to ensure a healthy future for UNC Health Care

**Growth** – Proactively adjusting to better meet the needs of the people of North Carolina

**Innovation** – Developing groundbreaking research and integrating it with the latest technology into patient care.
GENERAL INFORMATION

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 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 2148, Hand Center Room 3521
102 Mason Farm Road
Chapel Hill, NC 27599
OT (984) 974-5799, PT (984) 974-5766
Physical Therapy 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

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

Physical Therapy at Imaging and Spine Center
PT Spine
1350 Raleigh Road, Chapel Hill, NC 27517
Phone: (984) 974-4110

UNC Therapy Services at Carolina Pointe II
PT Orthopedics
6011 Farrington Road, Suite 303
Chapel Hill, NC 27517
(984) 974-3696
UNC Therapy Services Pelvic Health
PT Pelvic Health
460 Waterstone Drive
Room 27041
Hillsborough, NC 27278

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

Audiology at Meadowmont
435 Meadowmont Village Circle
Chapel Hill, NC 27517
(984) 974-4479
1. **Cafeteria**

UNC Hospitals offers multiple locations for breakfast/lunch/snack/dinner.

http://www.uncmedicalcenter.org/uncmc/patients-visitors/amenities/dining/

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) starting July 1st 2019.

3. **Useful websites**

Rehab Therapy Services 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.
- **Rehab Services Web Links:**

4. **Holiday Schedule**

UNC Hospitals uses a holiday designation system of Clinic Closed vs 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**

Rehab Therapy Services 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: 4-0208
Rehabilitation Therapies Department: 4-5300
**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:**
Inpatient pagers start with 123 followed by 4 digits, Outpatient, Hillsborough and WakeBrook pagers start with 216 followed by 4 digits.

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

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**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 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]

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

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**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 Educator with any other questions or concerns: Kristel Maes: (984) 974 0208 or 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.
PATIENTS RIGHTS AND RESPONSIBILITIES

Rationale

UNCHCS recognizes that each patient is an individual with unique health care needs. Care should be focused upon each patient’s needs and provided in a manner that is considerate and respectful of each patient’s personal dignity. Similarly, UNCHCS expects each patient to treat its providers and staff in a manner that is considerate and respectful. It is in recognition of these factors that UNCHCS affirms the following rights and responsibilities for its patients. When a patient is incompetent or without capacity to make his/her own decisions, UNCHCS recognizes the patient’s authorized representative as the patient’s decision-maker.

Patient complaints or grievances should be addressed in the manner described in UNCHCS Policy "Patient Complaints/Grievances."

Policy

Patient Rights

Respectful Treatment

a. A patient has the right to be treated in a dignified and respectful manner, free from neglect, exploitation or abuse, with good quality care using high professional standards provided by competent personnel in a safe environment.

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

c. Except as medically necessary, a patient has the right not to be awakened, to be free from duplicative procedures, and to avoid treatments that cause discomfort.

d. UNCHCS will accommodate a patient’s right to religious and other spiritual services, to the extent practicable.

e. 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. A patient may access his/her records, requests amendments, and obtain information on disclosures, as required by law and pursuant to procedures established by UNCHCS.

f. A patient has the right to an environment that preserves privacy and dignity, including a right to privacy during treatment and personal hygiene activities. Case discussion, consultation, examination, and treatment are considered confidential and should be conducted discreetly.

g. 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.
h. UNCHCS honors a patient’s right to give or withhold informed consent to produce or use recordings, films, or other images of the patient for purposes other than his/her care.

i. A patient has the right to receive or refuse visitors whom he/she designates, regardless of legal relationships. Patient visitation is only restricted by hospital personnel when a visitor is disruptive, interferes with staff or patient care, or is medically or therapeutically contraindicated for the patient.

Communication, Information and Participation in Care Decisions

a. A patient has the right to effective communication in understandable terms concerning his/her diagnosis, treatment and prognosis, including information about alternative treatments and possible complications, in order to make informed decisions about his/her care plan. An interpreter, or appropriate auxiliary aids and services, will be provided free of charge when necessary so that a patient can effectively communicate with his/her health care providers.

b. A physician must obtain informed consent prior to any procedure or treatment, except in an emergency.

c. A patient has the right to have his/her family and physician promptly notified of his/her admission to the hospital.

d. A patient has the right to refuse drugs, treatments and procedures and will be informed by the physician of the medical consequence of that refusal. A patient may be discharged if such decisions render it impossible for UNCHCS to provide meaningful care.

e. A patient has the right to assistance in obtaining consultation with another physician (at the patient’s expense). If medically safe to do so, the patient has the right to transfer to another facility if the new facility has accepted the patient and the patient has been provided information of the risks and alternatives.

f. 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.

g. A patient has the right, upon request, to be given the name of the physician who has primary responsibility for his/her care, as well as the names of other physicians and health care providers who directly participate in his/her care.

h. A patient has the right to information about advance directives, to formulate advance directives, and to have staff and health care personnel comply with these directives, within the limits of law.

i. UNCHCS documents a patient’s wishes concerning organ donation when he or she makes such wishes known, in accordance with law and regulation.

j. A patient has the right to consent to or refuse participation in research, investigation, or clinical trials. In order to make that decision, the patient will be informed of the purpose and duration of the research, the procedures involved, the potential risks and benefits, and alternative care and treatment available. (An Institutional Review Board may waiver or alter the consent requirement consistent with applicable laws and regulations.) A patient’s refusal to participate
in research, investigation or clinical trials, or discontinuing participation at any time, will not jeopardize his/her access to care, treatment and services unrelated to the research.

k. A patient has the right to access protective and advocacy services authorized to act on the patient’s behalf, and UNCHCS will provide contact information for patient advocacy groups when requested.

l. A patient has the right to be informed about unanticipated outcomes of care, treatment and services.

m. A patient has the right to receive a detailed explanation of his/her bill.

n. A patient has a right to information and counseling on the availability of known financial resources for his/her health care.

Complaints and Grievances

a. 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.

b. A patient has the right to file a grievance through the Patient Relations Department when the patient believes any of the above rights have been violated. See UNCHCS Policy "Patient Complaints/Grievances".

c. A patient has the right to file a complaint with the North Carolina Division of Health Services Regulation (DHSR) and The Joint Commission.

Patient Responsibilities

1. A patient has the responsibility to treat UNCHCS providers and staff with consideration and respect, without regard to age, race, ethnicity, color, religion, culture, language, disability, socioeconomic status, sex, sexual orientation, gender identity (or expression), or national origin. This includes refraining from inappropriate, discriminatory, harassing or abusive language and behavior.

2. A patient has the responsibility to treat other patients and visitors with consideration and respect, including keeping conversations (in person and by phone), television and music devices at low levels to avoid disturbing others.

3. A patient has the responsibility to follow UNCHCS policies, rules and regulations. This includes the patient’s responsibility not to use tobacco products, alcohol or any drugs or medication other than medications administered by UNCHCS providers.

4. A patient has the responsibility to cooperate with his/her providers and to provide accurate and complete health information in order to facilitate his/her care and treatment. A patient is expected to ask questions and is responsible for telling caregivers if he/she does not understand his/her care or treatment.

5. A patient will not demand and UNCHCS will not provide treatment or services deemed medically unnecessary or inappropriate.

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