



# UHN

Toronto General  
Toronto Western  
Princess Margaret  
Toronto Rehab  
Michener Institute

## Orientation Package to the University Health Network Emergency Department

### Important Contact Information:

**Julie Johnston, Administrative Assistant** - As of January 2024 please email Drs. Fairbairn and Gu directly for any and all issues  
Please for: scheduling issues, half-days, holiday requests  
Email: [julie.johnston@uhn.ca](mailto:julie.johnston@uhn.ca)  
Tel: (416) 603-5405  
Fax: (416) 603-5324

**James Fairbairn**, Co-Director of Postgraduate Education, University Health Network  
Email: [james.fairbairn@uhn.ca](mailto:james.fairbairn@uhn.ca)

**Ada Gu**, Co-Director of Postgraduate Education, University Health Network  
Email: [ada.gu@uhn.ca](mailto:ada.gu@uhn.ca)

### SCHEDULING

We will try our best to accommodate holidays, academic days, and religious observances, but please request the days you would like off **at least one month** prior to the start of the rotation. Any requests made less than two weeks prior to the rotation will not be granted.

Emergency departments are 24/7 and you may be assigned to work on a recognized holiday. If you are scheduled to work on a holiday and would like to request a lieu day on the same block, please discuss with Julie at least two weeks before the lieu day.

As per the latest PARO guidelines regarding a lieu day during an emergency medicine rotation, a resident may request a shift reduction IF he/she has a lieu day owing AND a professional floating holiday OR two professional floating holidays that they would like to use. This special PARO guideline is specific to emergency medicine because generally there are fewer emergency shifts worked in a rotation than in any other clinical rotation.

The MINIMUM number of ER shifts per block is 8 regardless of vacation/professional days granted.



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More information on PARO scheduling guidelines here:

<https://myparo.ca/wp-content/uploads/2020/08/PAROs-Chief-and-Senior-Guide-July-2020.pdf>

Once the schedule (including self-scheduling senior emergency residents) is made, if you need to change a shift for some reason, please do the following:

1. **Email James & Ada** with the reason ASAP
2. Call the ED and notify the staff doctor of your absence

We cannot ensure that messages sent through nurses or the unit clerk will reach the staff doctor.

- TWH ED: (416) 603-5800 ext. 2777
- TGH ED: (416) 340-3947

Please notify us of any changes so we can reflect these on the posted schedule.

**If you miss 1 shift due to illness** : you will not have to reschedule this

**If you miss 2+ shifts:** we will ask you to reschedule at least 1 of the shifts and we will notify your home program



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### TEACHING

#### All Residents:

You are invited to UHN ER Grand Rounds held the 2nd Thursday of every month (with the exception of July, August & December) from noon to 2:00 p.m. Julie will email you an invitation to the Rounds held virtually.

#### Medical Students:

In addition to your emergency medicine bootcamp sessions in Week One, you may attend the weekly teaching sessions offered to junior residents (see below for details).

#### Junior Residents:

- **Mock Codes** are 1st Thursday of each block from 14:00 - 16:00, **location:** TW Main Pavilion, 14th Floor, room 324 and are **in-person**
- **Postgrad Seminars** are 3rd Tuesday of each block from 8:30 - 10:00 and are **virtual**
- **POCUS seminars** are the 4th Tuesday of each block, time varies, and are **virtual**.

We will send you the teaching schedule at the start of the rotation. **Attendance is mandatory** unless you are post-overnights or on vacation. If you do not attend a teaching session but do not have a valid excuse, we will include this in your final evaluation.

If you are scheduled to work during teaching, you will be excused from your shift for the 2 hours that you will be in attendance at the teaching session.

#### Senior Residents (PGY2-5):

You are welcome to attend or help teach the weekly teaching sessions especially if you are doing an educational elective at UHN. Please email Ada, James and Julie if you are interested.

1 or 2 One-on-One teaching sessions will be arranged for you



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### HOUSEKEEPING DETAILS

Please ensure you have the following prior to your first shift:

1. Register with medication education ([medicaleducation@uhn.ca](mailto:medicaleducation@uhn.ca))
2. Epic training and access/EPR chart review
3. Hospital ID card with security access to the ED and PESU (see UHN website for details as to times and sites for ID badge creation).
4. Scrubs access

If you have issues with above, please email Ada, James and Julie

The doctor's lounge is a shared space for medical students, residents, and staff. Please keep it clean! This space is used by many people, and we ask that everyone pick up after themselves (garbage, food, etc.)

Lounges at TWH/TGH are badge access

- TGH Lounge is located in room GS446
- TWH Lounge is located in room FP1-501

If you find your card access is not working, please call 4111 and let Photo ID or Security know.

If there are empty lockers, please feel free to use one for the day. Please remove your belongings and lock at the end of the day so other residents may use the free lockers. Please keep all valuables near you at all times. Microwaves and refrigerators are located at both sites

You may lock your bicycles in the hospital bike cages located very near to each site's ED (you need to pay a \$20 deposit to the parking attendant and to obtain a key to the bike cage).



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### IMPORTANT CODES:

Locating: 3155 (Directory or Web paging through site)

JDMI call center: 16-3232

TGH Main WC 5-1-3

TGH RAC WC 2+4 then 3

TWH AMB WC 1-2-3

### EVALUATIONS

Shift evaluation cards are located in each doctor's lounge (different colours type of evaluation). It is your responsibility to ensure that these are filled out at the end of each shift with your name and your supervisor's name. Unsigned or blank cards will be discarded. **N.B. This also serves as your attendance check. PLEASE HOLD ONTO ALL OF YOUR CARDS** until the end of the rotation and send them to [james.fairbairn@uhn.ca](mailto:james.fairbairn@uhn.ca) or drop them off in his mailbox.

Emergency Medicine R1s – you will not have end of shift cards. Please have an EPA assessment completed per shift.

Please contact Julie ([julie.johnston@uhn.ca](mailto:julie.johnston@uhn.ca)) for travel/parking reimbursement inquiries.

### WORKING IN THE ED

Please discuss with your staff at the beginning of each shift what your learning objectives are.

Introduce yourself to the nursing staff—they are a great resource for you!



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### Checklist for Patient Sign-Up

- Sign yourself and your staff up for patients

### Reviewing Patients/Ordering Tests

- All patients are to be reviewed with staff/senior resident before making a disposition decision
- Unstable patients: Notify staff/senior resident STAT
- Avoid accumulating patients and review in a timely fashion
- Early decision-making in patients needing advanced imaging/special tests

### Referrals

- Through Epic
- On EDIS, click on “departments,” Emergency Department (under “E) to reach our very useful website
  - “Consult Policy and Guidelines” as well as a host of resources to support your learning
- Discuss with staff!

### Out-Patient Referrals

- In general, discuss this with your staff since the outpatient clinics at UHN are extremely complicated
- There are over 150 outpatient clinics at UHN – the ones pertinent to the ED, are listed on the intranet (EDIS): look under “Departments – Emergency department-outpatient clinics by specialty”
  - The Fracture/Sick Kids
  - Atrial Fibrillation has their own binder in the ED and referral process
  - AACU
  - Amongst others

### EPIC TRAINING

Everyone (including learners) who will use Epic must attend virtual, role-based training classes, pass an End User Proficiency Assessment (EUPA), and then participate in a Log-In Lab to gain access to the system.

Keep an eye out for your Epic training assignment, the class(es) you will need to take to be able to use Epic within your specific role at UHN. An automated email will come from the Learning Management System to your UHN email address. You can also see it on your To Do List in MyLearning.



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Once you receive your training assignment, you will need to register for your training in MyLearning, UHN's learning management system. Instructions on how to register will be provided with your training assignment.

Please contact [epiceducation@uhn.ca](mailto:epiceducation@uhn.ca) for support and refer to this page for more information.

<https://universityhealthnetwork.sharepoint.com/sites/HIS-Project/SitePages/Learners.aspx>

### **EPR Chart Review - Read Only**

Everyone requiring Electronic Patient Record (EPR) read only access must complete the EPR Chart Review - Read Only eLearning.

#### **Attention Clinical Learners (for clinical placement)**

You must register in **UMLearns** **before** starting this eLearning.

If Clinical Learners require assistance, send an email to [medicaleducation@uhn.ca](mailto:medicaleducation@uhn.ca)

Select the link below to begin.

[\*\*Launch EPR Chart Review - Read Only eLearning\*\*](#)

### Declaration Form

Once you have completed your eLearning, submit the Declaration Form found at the end. This Declaration Form is your electronic signature confirming that you have completed the eLearning necessary for access. **Follow all instructions given to you in the eLearning course regarding next steps or your EPR access may be delayed.**