SCVMC Urgent Care 5 Minute Summary

Contact Information:
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First Day Instructions:
Meeting Location: 750 S. Bascom Avenue San Jose, CA 95128, 2nd floor: red brick building across the street from main VMC campus*
   * Please park in the staff only parking structure behind the main hospital, and ensure you have “C” permit sticker displayed

Time to Meet: 8:15AM

Dress Code: Professional dress

Meals: Each resident recieves a meal card with $100 per month (resets q 1st day of the month); please ensure a handoff of your meal card from the resident on service before you!

Preparation:
   ➔ Review SCVMC Urgent Care rotation Educational Resources on peds.stanford.edu

Rotation Information:
Team:
   ➔ Intern
   ➔ Junior Resident
   ➔ Senior Resident
   ➔ Medical Students (1-2)
   ➔ Attendings (2-3)

Orientation:
   ➔ The Doctor of the Day (DOD) listed on the daily whiteboard roster will orient you to the workflow on your first morning of clinic.
   ➔ Make sure your VMC HealthLink (EPIC) username and password are current prior to starting, VMC IT/Helpdesk: 408-885-5300

Patient Load/ Coverage
   ➔ You might see between 4-8 patients per morning or afternoon session, depending on acuity and season.
See all appointment slots until the 5pm appt (this may mean you are seeing a 4pm appt time at 5p so important to keep the flow going!)

**Intern Role**
- Develop efficiency and familiarity dealing with typical urgent care issues: e.g. fever, falls, rash, respiratory distress
- Reliable, focused history and physical
- Always attempt assessment and plan
- Encouraged to Document in the exam room while seeing patients!

**Junior Role**
- Lab follow-up and pending results:
  - It’s expected that the HealthLink Inbox will be updated daily: includes cultures, official x-ray readings, and any other necessary follow-up.
  - Expect to work on the inbox mostly during the afternoon shift (as labs and x-rays are not updated before 11AM)
  - If a result requires action (e.g. management change, prescription, follow-up), contact the family
  - Otherwise sees patients per usual workflow. It is understood that you may see fewer patients while addressing the inbox.
  - Sign out to the evening attending including only most pertinent data or ongoing followup

**TIPS FOR MANAGING THE INBOX**
Ensure you’ve been added to the Urgent Care “Pool.” Ask one of the attendings to add you this list. Once you’re added, the results will automatically appear in your HealthLink/Epic Inbasket. For each result, make a “result note” and route to PCP as appropriate. For results requiring contact with family, prescription, or change in management, create a Telephone Encounter to document and Rx.

**Senior Role**
- Senior should complete the lab follow up and pending results (see above) when Junior is not in clinic
- Attendings are supervising to provide feedback and assistance: care decisions should be well thought out prior to presenting
- Goal is cultivating/simulating independent practice
- Advocate for the team to get to noon conference on time

**All Residents**
- Complete notes on all patients
- when leaving for noon conference, continuity clinic, or the evening: verbally sign out timesensitive labs or patients still in process to the covering attending.
- If you are admitting a patient, page and sign out to the Valley Junior
- Only use valley language services, please do not use stanford

**Typical Schedule:**

<table>
<thead>
<tr>
<th>Time</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday**</th>
<th>Friday</th>
</tr>
</thead>
<tbody>
<tr>
<td>0800-0830</td>
<td>Orientation to</td>
<td>Morning</td>
<td>Grand Rounds*</td>
<td>Morning</td>
<td>Morning</td>
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<tr>
<td>0830-1145</td>
<td>Urgent Care</td>
<td>Urgent Care</td>
<td>Urgent Care (starts at 9:30)</td>
<td>Urgent Care**</td>
<td>Urgent Care</td>
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<tr>
<td>1220-1250</td>
<td>Noon Conference</td>
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<tr>
<td>1300-1700</td>
<td>Urgent Care</td>
<td>Urgent Care</td>
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* Pediatric Grand Rounds are in the basement Auditorium of the SCVMC Specialty Center

** Morning Report on Tuesday, Thursday and Friday are held in the 5th floor PICU conference room and led by the Valley Senior; VOP residents and med students attend, so please start ON TIME as VOP residents need to leave by 8:25. Monday Morning Report will be the inpatient team only, to set team expectations; VOP residents should get to VOP by 8:15 for orientation or to orient new med students/residents.

**Every 2nd Thursday, we start at 9am instead of 8:30am.

**Every 3rd Thursday of every odd month (confusing, I know!), we start at 9:30am.

Last Updated: 2/15/19