

*Olive View-UCLA Medical Center  
Internal Medicine Residency*

***Clinic A, Primary Care Clinic  
Physician Orientation Handbook***

*Revised June 2017*

## **CONTACTS**

14445 Olive View Drive, Room 2A 123  
Hours: 8:00 a.m. – 5:00 p.m.  
Clinic A Phone # (747) 210-3125 or x73125  
Chief on call pager # found on Amion  
Chief office # (747) 210-4411 or x74411

## **CLINIC A PRIMARY CARE FACULTY**

*Gezman Abdullahi MD*  
*Fredric Adler MD*  
*Hrishikesh Belani MD*  
*Robert Gold MD*  
*Karen Kim MD*  
*Lisa Kransdorf, MD*  
*Tamara Modilevsky MD*  
*Gifty-Maria J. Ntim, MD*  
*Arash Nafisi MD*  
*Colin Robinson, MD*  
*Michael Rotblatt MD*  
*Heather Schickedanz, MD*  
*Sural Shah, MD*  
*Sahar Soleymani, MD*  
*Laxmi Suthar MD*  
*Soma Wali, MD*  
*Hijab Zubairi, MD*

## **OUTPATIENT CHIEF RESIDENTS**

*Jarod Duvall, MD*  
*Daniel Jimenez, MD*

## **MISSION STATEMENT**

To provide comprehensive training in ambulatory medicine. You will be exposed to a wide range of common and uncommon medical illnesses in the outpatient setting and it is your responsibility to facilitate appropriate treatment, patient education, and interactions with subspecialty providers. Clinic A functions as a patient centered medical home where you will work with Case Managers, Medical Assistants, RNs and CNA's in an integrated healthcare team.

## **HOURS**

On days without didactic sessions, you should arrive to your scheduled clinic at 7:45-8:00AM for morning sessions and after noon conference at 1:00PM for afternoon sessions. You are expected to start clinic on time. If you anticipate that you will be late for your scheduled clinic session, please contact the chief resident on call AS SOON AS POSSIBLE.

## **CLINIC LOGISTICS**

- Clinic A door code: 2+4 (press at same time), then 3
- Scrub your list prior to start of clinic
- Computer workstation, CMA, and attending assignments are located on the back wall of Clinic A. You will be assigned to one preceptor during each Clinic A session, which will aide in patient continuity and improve clinic flow.
- PGY1s are assigned 3 patients during the start of intern year, but this will increase to 4 during the second half of the year.
- PGY2s are assigned 5 patients per clinic session.
- PGY3s are assigned 6 patients per clinic session.
- Although the majority of patients seen in Clinic A are your continuity patients, you may also see urgent visits, post ED follow-ups, and may responsible for seeing follow-up visits for your POD cousins.
- Patient vitals, initial medication reconciliation, vaccinations, rooming, and discharge instructions are performed by your CMA. Additional tasks may be performed by your CMA, but this requires close communication with him/her. It is recommended that you review all medication reconciliations. Physicians are required to confirm the medication reconciliation!
- During the first few minutes of your session, meet with your MA to “huddle.” Discuss patients who need vaccines, specialized wound care or exams etc..

- Referral to Women’s Clinic, scheduling for diabetic retinopathy screening, and other specific instructions for your CMA should be placed under an Amb Communications order.
- For unlicensed residents, your preceptor will perform the discharge medication reconciliation and prescribe all medications with you. Remainder of orders will be placed by the resident.
- Licensed residents will submit all orders and prescriptions.
- Meet with your CMA at the end of your clinic session to perform a “cuddle” session.
- Check in with the attending prior to leaving clinic.

### **DOCUMENTATION**

- All clinic notes are done on ORCHID and should be completed on the same day as the patient encounter.
- Use the “Ambulatory Office Visit Note” template and select the “Adult Primary Care Outpatient Provider Note” on the yellow drop down menu for clinic notes.
- Document all phone encounters with patients. Use the “Free Text Note” and select the “Phone Message/Call” note on the yellow drop down menu.
- Review records in Clinical Workstation for all data and documentation completed at Olive View prior to November 2015.

### **ORCHID INBOX EXPECTATIONS**

- Check your ORCHID inbox (messages, labs, diagnostics, etc.) daily when on your ambulatory block.
- While on other rotations, attempt to check your inbox daily. You MUST follow up on messages, results, and medication refills within 48 hours. This may require you to call patients and inform them of results and of any labs/diagnostics/procedures that you ordered. Please message your inbox CMA to assist with any follow up or appointments that may be needed.
- If you have any questions regarding management of messages/results, you should contact your inbox attending.
- Please use the auto-text template for medication refills. Interns should use this template and propose med refills to their inbox attending.

- Proxy your inbox to your POD cousin (who is on ambulatory) when you are on away rotations (ex: RR wards, CCU, geriatrics, away electives), night rotations, ICU, and vacation.

### **REFERRALS**

- Completed via the eConsult referral system. This communication between physicians and subspecialists is also documented in ORCHID.
- Document all eConsult referral numbers in your note.
- Regularly check your eConsults and respond to messages promptly.

### **EMERGENCY DEPARTMENT TRANSFERS**

- Formulate plan with clinic attending and communicate plan with the patient.
- Contact an ED physician at x43907 or x3426 and provide a brief sign out.
- Discharge the patient from clinic in order to close the outpatient encounter.
- The patient must physically transferred to the ED by a Clinic A RN (Lupe or Jay).
- Complete clinic note as soon as possible to help assist with appropriate evaluation and triage of the patient in the ED.

### **DIRECT ADMISSIONS FROM CLINIC A**

- Formulate plan with clinic attending and communicate plan with patient.
- Consider contacting bed control at x75959 in order to assess for bed availability. If no beds are available, we recommend transferring the patient to the ED instead.
- If beds are available, submit a “Consult to Utilization Review” order to request a new FIN number. When utilization review approves the admission, the ordering resident will be contacted.
- Page On Call Hospitalist Attending and provide appropriate sign out. The patient will then be assigned to an inpatient team.
- Discharge the patient from clinic in order to close the outpatient encounter.
- Complete clinic note as soon as possible to help assist with appropriate evaluation by the admitting team.

## **PROFESSIONALISM**

As a Primary Care physician, patients expect you to look and act professional. Dress accordingly, be prompt, maintain patient confidentiality, and respect all clinic team members. Please arrive on time to all clinic sessions and morning didactic session in order to be respectful of all colleagues and attendings. Do not leave clinic without checking in with your attending and help others when possible.