

# The Marshfield Clinic Student Program Orientation Guide



**Marshfield Clinic**

Division of Education

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# Marshfield Clinic<sup>®</sup> System of Care



# Marshfield Clinic Overview

## Background

When six Marshfield physicians pooled their medical expertise in 1916 to form Marshfield Clinic, they built the foundation for what has grown to become one of the largest private, multi-specialty group practices in the United States.

With over 700 physicians in more than 80 medical specialties and subspecialties located in over 50 locations throughout northern, central and western Wisconsin, Marshfield Clinic is on the move. Although Marshfield Clinic has become synonymous with the city of Marshfield, the Clinic's "community" goes well beyond the immediate area, embracing nearly all of Wisconsin and much of Michigan's Upper Peninsula.

## Research

The Clinic's willingness to explore new horizons has resulted in numerous medical and service innovations. Its research division, Marshfield Clinic Research Foundation (MCRF), was established in 1959. Housed in the Lawton Center and the Laird Center for Medical Research, MCRF scientists conduct research on healthcare and public health. Areas of focus include; clinical research, rural and agricultural health and safety, human genetics, epidemiology and biomedical informatics. If you are interested in conducting research, please complete the CITI training website, [www.citiprogram.org](http://www.citiprogram.org)

## **Education**

The Marshfield Clinic Division of Education also has a history of strong commitment to education and public service. Full residency programs for recent medical school graduates are: internal medicine, pediatrics, medicine /pediatrics, dermatology and surgery. All programs are fully accredited by the Accreditation Council for Graduate Medical Education (ACGME) of the American Medical Association.

The Clinic system serves as a clinical campus for the University of Wisconsin Medical School. A substantial portion of the third- and fourth-year UW medical students rotate through the Marshfield system. About 125 members of the Marshfield Clinic staff hold clinical teaching appointments from the University of Wisconsin - Madison Medical School.

## **Simulation Lab**

The Simulation Lab offers a variety of accredited didactic courses to medical students through the American Heart Association and the American College of Surgeons. Through the use of the Simulation Lab, instructors are dedicated to providing state-of-the-art educational opportunities in a variety of modules that include – but are not limited to – pelvic exam, pap smear, bedside ultrasound, central line placement and intubation. If you would be interested in any additional training, please contact the Simulation Lab at extension 9-4696 or Simulation Lab Team Lead at 389-3806.

# Student Program Contacts

## Student Programs Manager

Location: Marshfield Center

Kathy Heintz-Dzikowich 715-389-4197 (ext. 9-4197)

## Marshfield Center and surrounding centers

Education Coordinators

Deanna Burt 715-387-5133 (ext. 7-5133)

Julie Nikolay 715-389-7649 (ext. 9-7649)

## Wausau Center and surrounding centers

Education Coordinator

Kristina Wons 715-847-3157 (ext. 7-3157)

## Minocqua Center and surrounding centers

Education Coordinator

Diane Nyberg 715-358-7320 (ext. 2-7320)

## Rice Lake Center and surrounding centers

Education Coordinator

Jill Schmidt 715-236-8314 (ext. 3-8314)

## Eau Claire Center and surrounding centers

Education Coordinators

Michelle Van Hoof 715-858-4910 (ext. 7-4910)

Mindy Johnson 715-858-4396 (ext. 7-4396)

# Absence Guide

## (Attendance is Mandatory)

- ❖ Unplanned Absence (Illnesses):
  - Contact your assigned Attending/Mentor by 7:30am or 8:00am
  - Contact your Education Coordinator
- ❖ Preplanned Absence:
  - Must contact your program/university to ensure their approval and to follow protocol for absences, as we will follow their process.
    - When notified from program, your Education Coordinator will notify assigned Attending(s)/Mentor(s) of dates and plan to make up time.

# Student Health Coverage

You will be responsible for your own health and dental care insurance while rotating within the Marshfield Clinic System.

If necessary to seek medical care you can:

- Check in at the Urgent Care department **OR** the Emergency Department (of affiliated hospital) and you will be seen as a patient.

Please check with your Health Care Service Coverage as not all services will be covered.

## Other Important Information

### Computer/Printer

Check the printer destination before printing documents.

- If you send a job and it does not print where expected:
  - Be sure that the correct location has been selected.
  - If the location is correct, then be sure that there are no problems with the printer.

If you are having computer/printer problems, call the Helpline ext. 9-3456.



## Where to hang my coat

Please use designated areas for your coats, backpacks, boots, etc. You are responsible for keeping these designated areas clean.

## Security Key Card

An electronic key card may be assigned during orientation. This will provide you access to Marshfield Clinic during non-clinic business hours. Do **not** combine the security card with other school name tags or meal cards. The security card must be by itself when attempting to gain access after hours.

## Learner Identification Badge (name tag)

You are required to wear your assigned name tag while rotating through Marshfield Clinic centers and affiliated hospitals.

## Personal Electronics

Electromagnetic transmitting devices can interfere with medical equipment.

Personal electronics that contain electromagnetic transmitters, such as cell phones, wireless-enabled computers, walkie-talkies, etc., are **NOT** permitted.

## When Your Experience Comes To A Close

Stop in the Division of Education by **12:00pm** on the last day of your rotation, to make sure all of your materials are turned in for final checkout (i.e. keys, evals, etc).

# George E. Magnin Medical Library

## Telephone Numbers

Main number 715-387-5183 (ext. 7-5183)

Fax number 715-389-5366 (ext. 9-5366)

Location: Marshfield Center

## Library Access

- Staffed at the Marshfield Center Monday through Friday 7:30 am to 5:00 pm
- 24-hour access seven days per week
  - After business hours, use the keycard assigned to you during orientation
  - If a keycard was not assigned to you during orientation you may, with a photo ID, obtain a generic keycard from the security desk in Marshfield Clinic Marshfield Center's main lobby (Generic keycards must be returned immediately after leaving the library, even if you intend to return the same day.)
- Intranet Location:  
[http://srdweb1/clinic/dept/coe/medical\\_library](http://srdweb1/clinic/dept/coe/medical_library)

## Circulation

- Most materials are available for circulation (check out)
  - Books circulate for four weeks

- Journals circulate for two weeks
- Most items have a card and pocket
  - Sign the card with your name and the date checked out
  - Leave the card in a wooden box on the library counter
- For items that do not have a card, yellow checkout cards are available at the library counter
- If you need items longer, please contact the library staff

## **Computer Resources**

### **For Students without a Marshfield Clinic Login**

If you were not provided a user login you may still browse the Internet at two Internet-only workstations. No login is required.

You may use the Microsoft Office programs found on other computers in the library.

- Press Ctrl-Alt-Del to bring up the login box
- Enter ‘Marshfield’ as the username; no password is needed

### **For Students with a Marshfield Clinic Login**

- The library’s intranet site is available on all network computers
- The intranet site includes database links and online resources

- Network computers are available in the library
- Keep in mind the following:
  - Use your assigned login
  - Protect patient confidentiality; displayed computer screens, paper records of patient admissions, etc. can compromise confidentiality; printed information must be picked up immediately
  - Do not save files on the local hard drive

## **Online Library Services**

The library is part of the Marshfield Clinic intranet:

1. Go to the Clinic's intranet home page
2. Click on the Reference Tab, Click on the Medical Library button
3. Buttons include links such as:
  - Database links (PubMed, OVID, MDCConsult, etc)
  - Request Forms (online)
  - Online catalog of textbooks, journals, etc., owned by the Medical Library
  - Copyright Policy

## Available Database Links

**Access Medicine** – comprehensive online medical resource that provides a complete spectrum of knowledge, including Harrison’s Principles of Internal Medicine and video content

**ACP Medicine** – formerly known as Scientific American Medicine. Online general reference medical textbook.

**ACS Surgery-Principles and Practice** - updated online reference in general surgery

**Badgerlink** - A state of Wisconsin project featuring many online databases with full-text content

**BMJ Clinical Medicine** – identifies important clinical questions and produces systematic reviews of valid research data with answer these questions

**CINAHL** - citations from over 2,000 journals covering nursing, allied health, biomedicine, alternative/complementary medicine, and consumer health

**Clin-eguide** – a point-of-care clinical decision support tool that blends fully integrated content (books & journals) with highly effective search options.

**Cochrane Library** - Collection of evidence-based medicine databases

**MD Consult** – Online medical information, access to ebooks, journals, Medline, pharmacy, and patient handouts

**Micromedex** - Summaries and detailed monographs for drugs, herbal medicines, toxicological managements, drug interactions, reproductive risks, and acute/emergency care

**OVID** - Collection of health-related databases including Medline and EBM resources. The full text of over 500 journals and 200 reference books can be accessed through our network

**PubMed** – Search more than 11 million references and abstracts in medical related fields

**UpToDate** – An evidenced-based, physician-authored clinical decision support resource which clinicians trust to make the right point-of-care decisions

**VisualDX** – image based clinical decision support system proven to enhance diagnostic accuracy, aid therapeutic decisions, and improve patient safety

## *Section 2*

# *Student Documentation and Supervision Requirements*

# Student Documentation and Supervision Requirements

## Medical Student Documentation

As a critical component of their medical education students are routinely required to perform history and physical examinations on assigned patients AND to record their findings from that H&P [usually together with a prioritized assessment and plan]. The recorded document serves to show not only that the encounter took place but as evidence of a completed assignment for which the student should be provided timely and constructive feedback.

Third-year medical students are specifically asked that their H&P's are either handwritten or typed and made available to mentor, attending physician/preceptor, or both. While handwritten *progress notes* are included as a permanent part of the patient's medical record their H&P's, which must be electronic [i.e. dictate] are not.

Fourth-year, Physician Assistant, Nurse Practitioner and Visiting Residents (non-Marshfield Clinic/St. Joseph Hospital Residents) may be offered the opportunity to dictate the admission H&P, a consultation or operative note, or a discharge summary. In doing so the entire dictation does become part of the permanent medical record and, as a learner's entry, does



require the supervising physician's countersignature [electronic]. The objective behind having the fourth-year, physician assistant, nurse practitioner and visiting residents dictate is to afford them a chance to learn and practice, for what may be one of their first times, this lifelong [and often anxiety-provoking] skill.

The intent is **not** have them dictate in lieu of the attending/supervising physician doing so. In fact, from the standpoint of documentation as it relates to billing, the fourth-year, physician assistant, nurse practitioner and visiting resident's dictated note is essentially transparent, as only the information recorded by them as either "past medical history or review of systems", can be used by the attending/supervising physician to satisfy our documentation-billing requirements; ALL other key components of the care provided/ documented for an H&P, consultation, operative note, or discharge summary must be performed and electronically recorded independently by that billing physician. That is to say, unlike when a resident dictates a note, the attending/supervising physician cannot 'refer' to information contained in the student's note [except again for past medical history and review of systems] as a qualifying record entry for billing purposes.

### **Rotation Departure Plan**

Upon students departure they will demonstrate to the education coordinator that they have signed off on all patient information.

## **Correcting Errors in Patient Charts**

Follow these specific guidelines when correcting errors entered in patient charts:

- Insert a line through the error once
- Write “error”
- Sign it
- Date it
- Do not scribble over the error
- Do not use white out
- Do not affix a sticker over top of documentation
- Cross out, initial and write “delete” on pre-printed orders and orders you do not want carried out; write a new order for any changes made once pre-printed order has been signed
- Do not write “signed under protest” or “did not give order”; contact the nurse or risk manager to resolve these issues

Questions or problems? Call ext. 7-7282 or ext. 9-3895.

## **Rotation Departure Plan**

Upon students departure they will demonstrate to the education coordinator that they have signed off on all patient information.

## *Section 3*

# *Conferences*

# Conferences

## Continuing Professional Development

The Division of Education serves the educational needs of the integrated health care delivery system by providing continuing professional development for physicians, pharmacists, dentists, allied health professionals and staff. We aim to utilize innovative methods of education, such as simulation and interaction, which emphasize hands-on learning, rather than "seat time," in addition to didactic learning and computer based training.

We offer variety of Continuing Medical Education (CME) activities which include:

### **Grand Rounds**

Grand Rounds are offered system-wide and focus on the most up-to-date health care information and topics available to assist in enhancing patient care. They are held Fridays from 12:00 - 1:00 p.m. in the Robert F. Froehlke Auditorium located within the Marshfield Center. Lunch is provided on a first-come first-serve basis and all health care providers and staff are invited to attend. Please see upcoming Grand Rounds here:

[http://srdweb1/clinic/dept/coe/CME/Grand\\_Rounds.asp](http://srdweb1/clinic/dept/coe/CME/Grand_Rounds.asp)

### **Conferences**

We host a variety of educational conferences that our students are invited to attend. Students are charged a nominal registration fee of \$25 to participate. For a listing of educational opportunities:

<https://www.marshfieldclinic.org/education/continuing-education>

### **Regularly Scheduled Series (RSS)**

RSS activities include multiple sessions that occur on an ongoing basis (offered weekly, monthly, or quarterly), are primarily planned by and presented to our internal audience, and are department specific. Examples include Tumor Board, Dermatology-Pathology, Cleft Lip & Palate, etc. Please ask your preceptor if there is a departmental educational conference during your rotation. See the RSS listing here:

<http://srdweb1/clinic/dept/coe/CME/RSS/default.asp>

## *Section 4*

# *Site Specific Information*

# Marshfield Center Information

## Marshfield Clinic/Saint Joseph's Hospital Residency and Fellowship Programs

### Residency Programs

Dermatology	General Surgery
Internal Medicine	Internal Medicine/Pediatrics
Pediatrics	Pharmacy PGY-1

### Fellowship Programs

Palliative Care Medicine Post-Doctoral Psychology

### Paging Resources

#### How to dial directly to a pager from an outside line

- Dial 715-389-4900
  - Enter the pager number (must be four numbers\*)
  - Follow the prompts
  - When prompted to enter your 5 digit extension number - - disregard as up to 10 digits can be entered (i.e. 715-389-4900)

## How to page from within the Clinic/Hospital Phones

- Dial 29 + the pager # (if four digits\*), follow the prompts
- When the pager # is 10 digits, dial accordingly and follow the prompts
- If you do not know the person's pager number. Dial 0 and an operator will assist you

\*If a pager # is less than four digits add 0 in front of the digits (i.e. 0383)

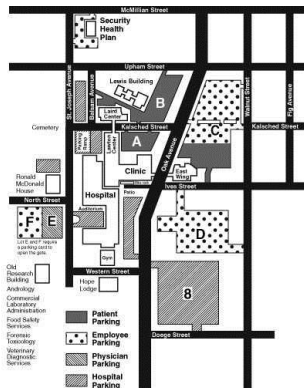
## Parking

### Clinic parking

You are expected to park in employee parking (lot C or D). The parking lots are monitored and warnings/tickets will be given to anyone in violation. No parking permit needed.

### Apartment parking

Additional parking is available in the Fig Building Lot north of the apartment complex.





## **Housing (if provided)**

All students are required to have all personal belongings out of the student housing **by noon** on your last day to allow for proper cleaning before the next group arrives.

## **Mailing Address**

Your Name

Marshfield Clinic Marshfield Center

c/o Division of Education – 2R6

1000 North Oak Ave.

Marshfield, WI 54449

**If you have any questions,  
please contact your Education Coordinator.**

# Wausau Center Information

## Amenities/Parking

Vending area with lunch items, snacks, beverages located on site. Breakrooms include refrigerators and microwaves. Residents, students, observers are expected to park in employee parking. Employee parking includes the west lot beyond the double yellow line, the bank lot and the southeast lot. These are monitored and warnings/tickets will be given out for anyone in violation.

## Mailing Address

Your Name  
Marshfield Clinic Wausau Center  
c/o Division of Education  
2727 Plaza Drive  
Wausau, WI 54401

**If you have any questions,  
please contact your Education Coordinator.**

# Weston Center Information

## Amenities/Parking

Vending machines with snacks and beverages on site. Breakrooms include refrigerators, toasters and microwaves. Saint Clare's maintains a cafeteria which residents and students are welcome to utilize. Residents, students, observers are expected to park in staff parking which is clearly marked in lots 1, 2, 3 and 7. These lots are monitored by security and warnings/tickets will be given to anyone in violation.

## Mailing Address

Your Name  
Marshfield Clinic Wausau Center  
c/o Division of Education  
2727 Plaza Drive  
Wausau, WI 54401

**If you have any questions,  
please contact your Education Coordinator.**

# Minocqua Area Information

## Amenities/Parking

Vending machines with snacks/soda is available at most clinical sites. Breakrooms may include refrigerator, microwaves with coffee available. Howard Young Medical Center in Woodruff, Flambeau Hospital in Park Falls, St. Mary's Hospital in Rhinelander and Eagle River Memorial Hospital in Eagle River maintain cafeterias which you are welcome to utilize. Residents, students, observers are welcome to use the above amenities and are expected to park in employee parking.

## Mailing Address

Your Name  
Marshfield Clinic Minocqua Center  
c/o Division of Education  
9601 Townline Rd.  
PO Box 1390  
Minocqua WI 54548

**If you have any questions,  
please contact your Education Coordinator.**

# Rice Lake Center Information

## Amenities/Parking

Vending machines with snacks/soda on site. Breakrooms include refrigerators, microwaves with coffee available. ‘Cattail Café’ offers soup, sandwiches and an array of coffees including breakfast items for purchase on site. Lakeview Medical Center maintains a hospital cafeteria which students are welcome to utilize. Residents, students, observers are welcome to use the above amenities and are expected to park in employee parking.

## Housing (if provided)

All students are required to have all personal belongings out of the student housing **by noon** on your last day.

## Mailing Address

Your Name  
Marshfield Clinic Rice Lake Center  
c/o Division of Education  
1700 West Stout Street  
Rice Lake, WI 54868

**If you have any questions,  
please contact your Education Coordinator.**

# Eau Claire Center Information

## Amenities/Parking

Vending machines with snacks/soda on site. ‘The Goat Coffee House’ offers soup, sandwiches and an array of coffees including breakfast items for purchase on site. Breakrooms include refrigerators, microwaves with coffee and hot chocolate available. Residents, students, observers are welcome to use the above amenities. You are expected to park in employee parking located across the street from the patient parking and the Eau Claire Center. Please note the sign as you approach.

## Housing (if provided)

All students are required to have all personal belongings out of the student housing **by noon** on your last day.

## Mailing Address

Your Name  
Marshfield Clinic Eau Claire Center  
c/o Division of Education  
2116 Craig Road  
Eau Claire, WI 54701

**If you have any questions,  
please contact your Education Coordinator.**

# Chippewa Center Information

## Amenities/Parking

Vending machines with snacks/soda on site. Breakrooms include refrigerator, microwaves with coffee and hot chocolate available. St. Joseph's Hospital, maintains a cafeteria which students are welcome to utilize. Residents, students, observers are welcome to use the above amenities. You are expected to park in employee parking.

## Housing (if provided)

All students are required to have all personal belongings out of the student housing by noon on your last day.

## Mailing Address

Your Name  
Marshfield Clinic Chippewa Center  
c/o Administration  
2655 County Hwy I  
Chippewa Falls, WI 54729

**If you have any questions,  
please contact your Education Coordinator.**

