

# Orientation Packet



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APPENDIX B: HOLIDAY TRACKS FOR 2023 (EXAMPLE)20-21

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Welcome to Emergency Resources Group!

You each come from unique backgrounds and life experiences, and we are excited to see your contribution to our ERG family. For some, this may be your first job after finishing residency, and for others, you may be joining after previous EM positions. In either instance, our team is here to make this transition a good one. Today, you will meet key team members who will help orient you to our office, the schedule, credentialing needs, the hospital EMR and life here in Jax (Duuuvvvaalll) as well as tips to help ease practice in our EDs. Despite our best efforts, I'm sure we will leave out details. ERG encourages a collaborative and healthy work environment, and your new peers are looking forward to working with you. They are a great resource on your first shifts to answer additional questions. Please also feel free to call or message me or our leadership team anytime we can help answer a question or help solve a challenge.

This year, ERG has a larger than average class of joining physicians and APCs as we prepare for several new sites to be opened. Even though ERG continues to grow, one of our key values is the sense of community and collegiality within our group. We have regular social events including educational opportunities and family events that can be found in the ERG calendar. This calendar is also where you can see upcoming ERG meetings and educational events.

ERG wants to make your professional environment and work life balance the best possible. We welcome suggestions and ideas that can help us attain these goals. We also value your input and each of our physicians and APCs have a voice in decisions that affect the organization. ERG leadership hosts monthly open meetings to discuss current events and happenings at our sites and beyond. These consist of quarterly meetings for each health system and an all-ERG quarterly group meeting you are invited to attend. If you are available, these are a great way to meet your peers and participate in the future decisions of ERG.

We are delighted that you have chosen to be part of our ERG family! I hope you enjoy today and that this is the beginning of a long and mutually gratifying relationship.

Matt

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7:45 - 8:00am Breakfast (Judi Garwood).....	ERG Offices
Welcome & Introduction	
Badges & Parking Decals	
8:30am EMR Training.....	841 BLD 1509A
EPIC & Infonet	
12:30pm Lunch (Jason Hiebenthal with Merrill Lynch) .....	ERG Offices
Office Staff Introductions	
1:30pm Orientation Miscellaneous .....	ERG Offices
Behavior Committee, Family Medicine Doctors: Dr. Ryan Brenes	
Growth, Free-standing EDs - Dr. Mike McCann & Dr. Matt Rill	
ShiftAdmin, Scheduling and On-Call - Dr. Frank Gutierrez	
APCs (Advanced Practice Clinicians): PA/ARNPs - Mrs. Janice Ramirez, ARNP	
Hospital Cheat Sheets & facility-specific details - Dr. Tina Caro	
MUSE, Stroke Alerts - Dr. Ben Jivcu	
Monthly meetings, Journal Clubs, etc - Dr. Tina Caro	
Telescope Health - Dr. Matt Thompson	
Vocera and Dragon- Steve Almocera	
4:00- 7:00pm Happy Hour.....	Prati Italia (4972 Big Island Drive, Jacksonville, FL 32246)

# THE GOODS

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## Local EDs:

\*Baptist Downtown ED: 202-2046  
 \*Baptist Beaches ED: 627-2999  
 \*Baptist South ED: 271-6100  
 \*Baptist Nassau ED: 321-3561  
 \*Baptist Clay ED: 516-1100  
 \*Baptist North ED: 202-6905  
 \*Baptist Town Center: 202-6800  
 \*Baptist Oakleaf ED: 716-1614  
 \*Wolfson Children's ED: 202-2399.  
 \*Wolfson Children's South ED: 271-6060  
 \*Flagler ED: 904-819-4300  
 \*SGHS Camden ED: 912-576-6200  
 \*SGHS Brunswick ED: 912-466-7000  
 \*Lakeland Regional Hospital ED:  
 863-687-1100 ext: 1796 (pod 2 ANM)

UF ED: 244-2373

UF Trauma Center: 244-6993

UF Peds ED: 244-7118

St. Vincent's Southside ED: 296-3784

St. Vincent's Riverside ED: 308-7300

Mayo ED: 953-2000

Memorial ED: 399-6111

## Resources:

Behavioral Health: 202-7900

Poison Control: 1-800-222-1222.

Nemour's: 697-3600

DCF: 723-5727

Community Hospice: 596-6500

Gateway Drug Rehab: 387-4661

Lakeview Drug Rehab: 1-800-561-7411

Deaf Interpreter: 904-687-1022

Language Line: 1-866-256-0991

Century Transfer: 356-2828

## Radiology:

Dictation Line: 202-4999

User #: 9000 (8 = next study)

Reading Room: 399-5810

## IT Help:

Baptist: 202-7565

Flagler: 819-4475

## STEMI: 2-7876

Baptist DWTN Cath Lab: 202-9268

Flagler Cath Lab: 819-4630

St. Vincent's Cath Lab: 308-8141, 308-5980

Shands Cath Lab: 244-6026

## STROKE: 2-7836

Endovascular Neurosurgery: 202-BRAIN

Neurocritical Care (only downtown) - closed unit

Vocera:

Downtown: 2-6200

South: 1-7700

HUC (Health Unit Coordinator) – the clerks that can help you with all of these contacts/pages

# BAPTIST DOWNTOWN

**ED door code:** 7533

**Phone Numbers:** (dial 2 + last four digits when in house)

ED director: Dr. Ben Webster (c: 904-588-2651)

ED main: 202-2046

ICU: 202-9350

OR: 202-1243, 202-1238

L&D: 202-2055

X-Ray: 202-3291

Respiratory Tech: 889-7189

MRI: 202-3435, 202-3436

Lab: 202-1849

Pharmacy: 202-2551 (ED pharm until 5pm)

ER Fax (getting med records): 202-3216

Rads (reading room): 202-1027

(after hours): 346-4342

U/S: 202-2224

SAH/Stroke: **202-BRAIN**

**Doctor's Lounge:** (near medical staff office): badge access

**“Grab and Go” open area near Starbucks**

**Cafeteria** (8<sup>th</sup> floor of Tower Building): 6a-10a; 11a-2p **\*\*Docs get free lunch at cafeteria on Wednesday's**

**HUB:** 7a-1a (Fam Med doc, EM doc, APC)

**Room assignments:** alternate patients

**Main ED:** EM docs, (2-5 docs at various times) & APC

**\*\*Negative pressure rooms:** beds 10 & 28

**Admissions:** Baptist Primary Care (BPC)

\*\*Registration techs will eval for PAR vs NONPAR before each admission

**Transfers (accepting them):**

Document in large books: (Date, Transferring MD & Hospital, Route, Patient, your signature)

Do not need to record patients coming from Care Spot, PCP offices, doc friends, etc.

**Transfers (sending them):**

Trauma – goes to UF Health (Shands) Trauma Center (800-BAD-HURT)

HBO – Tallahassee or Orlando (HUC coordinates)

Burn Center – goes to Shands Gainesville (HUC coordinates)

**Discharges:** Baptist Primary Care or patient's PCP

Homeless: Sulzbacher clinic

Underserved (not homeless but no insurance): UF Health for “clinic card”

Dental Clinics: there is a list of cheap/free dental clinics to hand patients

McIver Clinic (Urology): easy for patients to be seen quickly

Borland & Groover (GI Clinic): easy for patients to be seen quickly

**Code Blue:** ERG doc, ED nurse, RSI Kid, Gildescope

Document in EPIC – Type: ED note; Encounter Pathway: ERG Inpatient Critical Care

Difficult airway cart (in ED), Peds Code Cart (in ED), US available (from specials)

# BAPTIST SOUTH

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**Phone Numbers:** (dial 1 + last four digits when in house)

ED Director: Dr. Jeremy Wood (c: 904-226-9133)

ED main: 271-6100

Rads (reading room): 271-6161, after hours: 346-4342

Respiratory Tech: 889-1764

ICU: 271-6480

OR: 271-6217

L&D: 271-6820

X-Ray: 271-6166

U/S: 271-6177

CT: 271-6169

MRI: 271-7118

Lab: 271-6801

Pharmacy: 271-6910

ER Fax (getting records): 271-6065

**Ambulance Back Door:** 65243\*

**Doctor's Lounge** (mid-way to cafeteria): badge-access, free sodas & snacks

**ECC:** Fast Track doc & EM doc (8a-1a)

-EM doc takes higher acuity patients

-ambulatory low-acuity patients to "report waiting"

**Main ED:** 2 docs who alternate patients

-all stroke alerts, CP, high acuity

**\*\*Negative Pressure Rooms:** beds 15, 20, 24

**Admissions:** All admissions go to Baptist Primary Care (BPC) Hospitalist Group

\*\*Registration techs will eval for PAR vs NONPAR before each admission

**Transfers (sending):**

Peds – goes to Wolfson's (talk to **admitting pediatrician** unless going to ED) SAH/

Aneurysm – goes to BMC-D (**202-BRAIN**)

Trauma – goes to UF Health (Shands) Trauma Center (800-BAD-HURT)

HBO – Tallahassee or Orlando (HUC coordinates)

Burn Center – goes to Shands Gainesville (HUC coordinates)

**Code Blue:** ERG doc, ED nurse, RSI kit, Glidescope

Document in EPIC – Type: ED note; Encounter Pathway: ERG Inpatient critical care

Difficult airway cart (in ED), Peds ED (additional smaller tubes/resources), US (from specials)

**Discharges:** go to PCP or BPC

Dental Clinics: there is a list of cheap/free dental clinics to hand patients

Mclver Clinic (Urology): easy for patients to be seen quickly

Borland & Groover (GI clinic): easy for patients to be seen quickly

# BAPTIST NASSAU

## Ambulance Back Door: 5511\*

Cafeteria: M-F: 7a-10a, 11a-2p, 5p-6:30p: Sat & Sun: 7:30a-9:30a, 11:30a-1:30p, 5p-6:30p

\*after lunch, badge-in w/ honor code to scan food that you take

\*\*Docs get free lunch on Wednesday's

**ED Director:** Dr. Richard Westenbarger (c: 850-284-6117)

**Phone Numbers:** (dial 1 + last 4 digits in house)

ED Main: 321-3561

Sheriff: 225-5174

Respiratory Tech: 753-6045, 321-3661

Medical Floor: 321-3741

Surgical Floor: 321-3860

ICU: 321-3752

OR: 321-3521

L&D: 321-3581

X-Ray: 321-3543

U/S: 321-3553

MRI: 321-3608

Lab: 321-3781

Pharmacy: 321-3681

Rads (reading room): 321-3577

(after hours): 346-4342

ER Fax (getting records): 904-321-3779

**Lower Acuity Beds:** FT1, FT2, FT 14, FT 15, TR 17

**Pods:** split by EM & Fam Med docs

POD1: beds 1-7, & Hall 1

POD2: beds 8-13 & 16, Hall 2

\*Rotation set by AM doc → odd days POD 1, even days POD 2

**Admissions:** \*\*Registration will eval for PAR vs NONPAR before each admission

**Amelia Internal Medicine:** patients admitted to hospitalists

**PCPs who admit their own people:**

Dr. Tribuzio, Dr. Page, Dr. Cu

**NO HUMANA GOLD** (go to Memorial; if Dr. Cu is PCP – he facilitates himself)

**Rescue Truck numbers:** FBFR: 1&2, maybe 3; NCFR: 20, 20, 70, 40, 50, 90, 60

**Transfers (sending):**

Ortho, STEMIs, Stroke alerts w/ intervention (**202-BRAIN**), IR (after hrs), vascular → go DWTN

**Note:**

Ophtho, - on call (HUC has on-call schedule)

Trauma – goes to UF Health Trauma Center (800-BAD-HURT) **\*\*one-hour acceptance policy**

Peds – goes to Wolfson's (**202-KIDS**) transfer line – talk to hospitalist (or PED doc if going to ED)

\*MRI on-call for after hours on weekdays, every other Sat, no holidays

\*Anything else not available at Nassau (daptomycin, **Methotrexate, etc.**) transfer to DWTN

**Code Blue:** ERG doc, ED Nurse, RSI Kit, Glidescope

Document in EPIC – Type: ED not; Encounter Pathway: ERG inpatient critical care

**Discharges:** go to PCP

Wound rechecks: go to PCP (not ED)

Abd rechecks: 8-12 hours

No PCP resource: Barnabas Center (cheap/free clinic) or Health Department

Dental Clinics: there is a list of cheap/free dentals clinics to hand patients (ask the HUC)

**Dr. Son (Urology):** M-Thurs (no weekend), don't send visitors for foley removal (await till home)

Borland & Groover (GI Clinic): easy for patients to be seen quickly

# BAPTIST BEACHES

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**EMD Door code:** 1097#

**Doc Lounge:** In the ED (come in from EMS doors and take a right)

**Cafeteria:** 7am-9:30am, 11am-2pm, 4pm-6pm

**Phone Numbers:** (dial 7 + last four digits when in house)

ED Director: Dr. Jeff Smowton (c: 904-614-1911)

ED Main: 627-2999

Rads (local reading room): 627-1506, after hours: 346-4342

Respiratory Technician: 627-2947

ICU: 627-2951

OR: 627-5375

L&D: 627-2974

X-Ray: 627-1501

U/S: 627-1522

MRI: 627-1535

Lab: 627-1704

Pharmacy: 627-2973

ER Fax (someone sending you med records): 627-1240

**ER rooms:** open assignment (MDs alternate patients)

**\*\*Negative pressure room:** 11 & 13

**Admissions:** \*\*Please eval for PAR vs NONPAR before each admission

PCP: Baptist Primary Care or Jacksonville Hospitalist (checks lists in ED and/or HUC can help)

No PCP: go to BPC group

**ICU Service:** led by Dr. Juan "Danny" Pulido

-any patient admitted to the ICU needs a formal ICU consult (call ICU pager: 904-903-9037)

-PCP/Hospitalist team still admits (primary teams), ICU service on board as a consultant

-Ortho - consult them 24/7 on every case that is admitted (they need to plan their day/consults)

**Transfers (sending them):**

Peds -goes to Wolfson's **(202-KIDS)** transfer line – talk to hospitalist (or PED doc if going to ED) SAH/

Aneurysm – BMC-D **(202-BRAIN)**

Trauma – goes to UF Health (Shands) Trauma Center (800-BAD-HURT) or OPMC if needed

Ophtho (after hours) – goes to Florida Eye Clinic (a Baptist Ophtho group)

**Code Blue:** ERG doc, ED Nurse, RSI kit, Glidescope

Document in EPIC – Type: ED note; Encounter Pathway: ERG Inpatient Critical Care

**Discharges:** go to PCP

Abd Rechecks: 8-12 hours

Dental Clinics: there is a list of cheap/free dental clinics to hand patients

Borland & Groover (GI Clinic): easy for patients to be seen quickly

McIver Clinic (Urology Clinic): easy for patients to be seen quickly

Sulzbacher Clinic: free clinic and shelter

Mission House: homeless shelter with resources

# BAPTIST CLAY

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**Door Code:** 1097# (for the EMS doors and the EMS coffee room)

**Doc Lounge:** In the ED (badge access, nourishment snacks)

**Phone Numbers:** (dials 6 + last four digits when in house)

ED Director: Dr. Chris Hejmanowski (c: 904-208-1078)

ED Main: 516-1100

Doc Direct Line (for call-backs): 516-1130/1134

Rads: 516-1210

CT: 516-1205

MRI: 516-1208

Lab: 516-1275

Security: 516-1260

US: 516-1215

\*\*see extended phone list that is laminated & kept at the docs computer station

**Central ED:** 16 beds → Resus beds: 8 & 9, peds beds 2-7, negative pressure rooms 6 & 10

EM coverage w/ APC support now 24/7, occasional double coverage EM

PEDs doc shift: 12p-12a (for now) and are pediatricians (EM covers level 1 & 2)

**Admissions: (which are transfers)**

Primary admit: South or (DWTN as needed) – will go to BPC physician regardless of PCP

ICU admit: DWTN or OPMC (unstable go to OPMC bc they're closer)

CV surgery: DWTN (talk to accepting ED Physician)

ICH/-strokes w/ intervention: DWTN (**202-BRAIN** & talk to endovascular neurosurgeon)

Urology after-hours: DWTN (talk to accepting ED Physician)

Ortho Spine: DWTN (talk to accepting ED physician, will get consult AFTER arrival to DWTN)

Peds: goes to Wolfson's (**202-KIDS**) transfer line – talk to hospitalist (or PED doc if going to ED)

\*\*Use Telemedicine w/ these transfers

Trauma: UF Health (Shands) Trauma Center or OPMC (talk to accepting trauma surgeon)

Optho: Baptist has their own coverage!!!

**Documentation for these patients:** document as a TRANSFER, not an admission

1 – click the chevron sign next to disposition section to open up more options

2 – select TRANSFER (not admit)

3. – select FACILITY

4. – select ACCEPTING PHYSICIAN

**STEMI:** make this quick decision based on ability to fly

1. – **DWTN cath lab via AIR is first choice** → coordinate thru STEMI coordinator

2. – DWTN or South cath lab via GROUND if unable to fly → coordinate thru STEMI coordinator

SVMC or OPMC also options if needed

**Discharges:**

Abd rechecks: 12 hours

Free PCP: Way Clinic

Dental Clinics: there is a list of cheap/free dental clinics to hand patients

McIver Clinic (Urology): easy for patients to be seen quickly

Borland & Groover (GI Clinic): easy for patients to be seen quickly

# Wolfson's Downtown Pediatric ED

**Doctor's Lounge:** (near medical staff office) badge access, free sodas & snacks  
Cafeteria (8<sup>th</sup> floor of Tower Building): 6am-10am; 11am-2pm \*\*Docs get free lunch on Wednesday

**Phone Numbers:** (dial 2 + last four digits when in house)

ED Director: Dr. Tony Pohlgeers (c: 904-327-6391)	Peds ED: 202-9000
ED Director of Trauma: Dr. Warren Davidson (c: 330-861-8996)	X-Ray: 202-8136
ED Director of Residency/Fellowship and WCH South: Dr. Brian Gilligan (c: 904-614-7756)	PICU: 202-8300
Director of General Pediatrics: Dr. Erin Walsh (c: 810-931-3627)	

**Pediatric Transfer Center:** 904-202-KIDS (your one stop shop # for most things Pediatric)

## Admissions from ED:

General Pediatrics: general med admits are handled by the hospitalists who you reach thru the Transfer Center. Discuss the case w/ the 'admitting Pediatric resident' & discuss transport (transfer center will arrange the transport you choose). If you wish to speak w/ the Pediatric Hospitalist Attending – just ask. They are available 24 hours a day.

Critically Ill Pediatrics: The transfer center connects you w/ the Pediatric Intensivist. They are in house & avail 24/7. They do accept direct admits. KidsKare or LifeFlight are the preferred rout of transport.

Trauma Pediatrics: ALL trauma patients (not just level 1 traumas) will be sent to the Pediatric ED (ED to PED). Please call the Transfer Center & tell them age/details. There are NO trauma direct admits.

Transfers/Consults: We serve as the hub of a large outreach area for "advice and transfers." External facilities will reach us through the TRANSFER CENTER to coordinate the doc-to-doc contact. Once you accept a patient, our team activates the KIDSKARE ambulance. The transfer center is able to call with updates as needed during the process.

Pediatric Emergency Department (PED) Transfers: Call the transfer center for all referrals/consults to the PED. CALL if you are UNSURE what to do with a patient.

Pediatric Medicine/Surgical Subspecialists: The majority of the Pediatric subspecialists are employed by Nemours Children's Clinic. They admit their patients to WCH. IF you have a question concerning an established patient you can have the HUC call the Nemours Operator (904-697-3600) & they will connect you. If you desire admission for a Pediatric Medicine/ Surgical Subspeciality patient, then call the PED as above (currently there are not Pediatric Surgical or Pediatric Medicine Subspecialities that directly admit from an outside facility).

## Non-Nemours Subspecialities:

- UF Jax: Ped Neurosurgery, Ped Cardiology, Ped Neph, Ped Infections Disease
- Private Practice: One Private Ped Cardiologist, Ped Cardiovascular, Several ENT (Nemours has ENT)

**TELEMEDICINE:** Some of the facilities are equipped with a computer & video screen that will allow you to evaluate the patient and see/talk with the families before the transfer. This has become routine for our own facilities to initiate care/ relationship with our patients prior to the transfer. We plan to implement this process even more in the future. Outside facilities will also be using telemedicine for advice (even if the encounter does not result in a transfer). We are planning to expand the Telemedicine use to provide better access to our PEM physicians in the future. The HUC and nurses will help you with the equipment and the process.

**X-Ray Interpretation:** Peds X-Rays at the BMC/WCH FSEDS, South, and Clay are read by a Pediatric Radiology team at Nemours. This is a 24/7 service. Call them directly with questions as needed.

# Wolfson South Pediatric ED

## Phone Numbers:

Nursing Supervisor: Jessica Paez, RN (904-652-8550)

ED Director: Dr. Brian Gilligan (c: 904-614-7756)

ED: 271-6060

LAB: 271-6803

WCH Radiology: 202-8136 (M-F, 8-5)

Nemour's RAD: 407-650-7237 (after hours)

\*\*see extended phone list that is laminated & kept at the docs computer station

## Coverage:

**PEM Physician:** 8a-5p, 4p-1a

**Peds APC:** 6a- 4p, 3p-1a, 9p-7a

**Beds:** 10 regular beds + 2 Resus beds

## Admissions: (which are transfers)

- All admissions go to Wolfson Children's Hospital downtown Jacksonville
- Trauma / surgical patients are transferred to the Peds ED
- Medical patients: transfer to peds floor directly OR Peds ED
- Call Wolfson's **(202-KIDS)** transfer line – talk to hospitalist (or PED doc if going to ED)
- Stable Ortho patients may be transferred by private vehicle to the Wolfson Peds ED

**Documentation for these patients:** document as a TRANSFER, not an admission

- click the chevron sign next to disposition section to open up more options
- select TRANSFER TO OTHER BAPTIST FACILITY (not admit)
  - select BED REQUEST TRANSFER - click ORDER
  - Click INTERNAL TRANSFER, the PEDIATRICS, then ACUTE MED/SURG or INTENSIVE CARE
  - Select Hospital Area - WOLFSON CHILDREN'S HOSPITAL
- Fill out the EMTALA form

## Follow-up / Consults:

Nemours: 904-697-3600 (Most subspecialties)

UF Peds: 904-244-0411 (ID, Complex Care Clinic, Rheumatology, Nephrology)

Neurosurgery On Call: direct line: 904-352-3992

Peds Cardiology (Wolfson) : 904-202-8550

# BAPTIST TOWN CENTER

**Door Code:** 1097# (for the EMS doors and EMS coffee room)

**Doc Lounge:** In the ED  
(badge access, nourishment snacks)

**Phone Numbers:** (dial 6 + last four digits)  
ED Director: Dr. Brandi Gilchrist (c: 904-383-9675)  
ED Main: 202-9763  
Docs direct line (for call-backs): 202-6796  
CT: 202-6767  
X-Ray: 202-6789

\*\*see extended phone list that is laminated & kept at the docs computer station

**Special Considerations:**

- No helicopter (other facilities are 10-15 min away)
- No cafeteria (bring food/drinks)
- No MRI
- No US at night (if order is places – notify HUC for on-call US tech)

**No Family Medicine** (yet)

**Central ED:** 16 beds → Resus beds: 1, 16, peds beds 9-16

EM shifts: 7a-4p, 3p-12a, 10p-7a

Double coverage:

PEM shift: 4p-2a, Peds: 8a-5p

**Admissions: (which are transfers)**

Primary admit: Beaches (or DWTN or South as needed) – goes to BPC doc regardless of PCP

ICU admit: DWTN

CV Surgery: DWTN (talk to accepting ED physician) Ortho/

Urology/Cards: Beaches on-call schedule

ICH/Strokes w/ intervention: DWTN (**202-BRAIN** & talk to endovascular neurosurgeon)

Trauma: UF Health (Shands) Trauma Center (800-BAD-HURT)

Ophtho: Baptist has ophtho on call now 24/7 – likely DWTN transfer (Beaches is backup)

**Documentation for these patients:** document as a TRANSFER, not an admission

1 – click the chevron sign next to disposition section to open up more options

2 – select TRANSFER (not admit)

3.– select FACILITY

4.– selectACCEPTING PHYSICIAN

**STEMI:**

1 – Call it **STAT** (goes through the transfer center – HUC will coordinate w the STEMI coordinator)

2 – Have Transport dispatched immediately (do **NOT** wait for accepting physician)

3 – Transfer center will arrange a Dr. – Dr. conversation.

4 – Downtown is the first call. South only if DWTN unable.

**Discharges:**

Dental Clinics: there is a list of cheap/free dental clinics to hand patients

Mclver Clinic (Urology): easy for patients to be seen quickly

Borland & Groover (GI Clinic): easy for patients to be seen quickly

# BAPTIST NORTH

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**Door Code:** 1097# (for the EMS doors and the EMS coffee room)

**Phone Numbers:** (dial 2 + last four digits when in house)

ED Director: Dr. Karl Horn (c: 806-760-5488)

ED Main: 202-6900

Doc direct line (for call-backs): 516-1130/1134

Rads: 202-6929

CT: 202-6921

MRI: 202-6908

Lab: 202-6880

Security: 202-6911

US: 202-6927

\*\*see extended phone list that is laminated & kept at the docs computer station

**Central ED:** 27 beds → Resus beds: 8 & 9, peds beds 2-7, negative pressure rooms 6 & 10

-EM, Peds, Fam Med, & APC providers with heavy overlap

- coverage based on volume/acuity

## **Admissions: (which are transfers)**

Primary admit: DWTN (Nassau, Beaches, South as needed) – go to BPC hospitalist

ICU admit: DWTN

ICH/Stroke w/ intervention: DWTN (**202-BRAIN** & talk to endovascular neurosurgeon) Ortho

Spine: DWTN (talk to accepting ED physician, will get consult AFTER arrival to DWTN)

Peds: goes to Wolfson's (**202-KIDS**) transfer line – talk to hospitalist (or PED doc if going to ED)

\*\*use TeleMedicine for transfer

Trauma: UF Health (Shands) Trauma Center (800-BAD-HURT)

Optho: Baptist has eye coverage!!

**Documentation for these patients:** document as a TRANSFER, not an admission

1 – click the chevron sign next to disposition section to open up more options

2 – select TRANSFER (not admit)

3.– select FACILITY

4.– select ACCEPTING PHYSICIAN

**STEMI:** make this quick decision based on ability to fly

1 – **DWTN cath lab via air is first choice** → coordinate thru STEMI coordinator

2 – SVMC, UF, or OPMC are alternatives → coordinate thru STEMI coordinator

## **Discharges:**

No PCP resource: Dunn Ave Primary Care (BPC on campus)

Dental Clinics: there is a list of cheap/free dental clinics to hand patients

McIver Clinic (Urology): easy for patient to be seen quickly

Borland & Groover (GI clinic): easy for patient to be seen quickly

# BAPTIST OAKLEAF

**Door Code:** 1097#

**Lounge:** Staff lounge & conference room are badge access (notify on sit security if you have issues) Bring food!  
No cafeteria. There is a vending machine & many local restaurants that deliver.

**Phone Numbers:** (dial 6 + last four digits when in house) ED

Director: Dr. Kate Barrier (c: 786-564-9159)

ED Main: 904-202-6763

Doc desk: 516-1666

Charge Nurse: 516-1668

CT: 516-1641

X-Ray: 516-1640

Lab: 516-1650

\*\*see extended phone list that is laminated & pink, located at the docs computer station

## 20 BED ED with helipad

- Resus Beds are 8 and 9
- Negative pressure rooms are 1, 10 and FC with 8 and 9 recently converted
- Peds rooms 1-8, Adult 9-20 typically
- No MRI on site
- US available 24/7 (will have to call in after hours)

## COVERAGE

3 EM Shifts 7a, 3p, 10p;

\*high acuity peds patients should be see by EM trained doc\*

## Consults & Admissions

- OL defaults to Clay regarding on-call to include ICU (except Neuro ICU)
- AIR is an option v. Ground. **Kids KARE** for all sick kids and neonates (<5kg or <28 days)
- HUC and ANM can assist.

**Adult General Admit:** Clay hospitalist (BPC).

\*If patient requests/requires alternate facility (i.e. Non-PAR, established patient/surgical complication, OB patient, etc.). You will have to call that facility for acceptance.

\*Limitations of BMC-C

- currently no nuclear studies after hours/weekends
- no cards interventionalist
- no NSG/spine/vascular

**Common locations:** St Vincent's Clay, OPMC

**Adult Trauma:** UF HEALTH (1-800-BAD-HURT) or OPMC

**Peds Trauma:** Wolfson's ER. Exception: complex pelvic fractures or vascular injury – notify trauma team to verify coverage **CODE**

**STROKE:** 202-BRAIN w/ guidance by stroke neurologist (TNKase cases can now go to Clay) \*\*NSG coverage is only DWTN

**STEMI:** STEMI alert goes to on call interventionalist. Transport dispatch immediately.

**Psych:** Medically cleared patients will get eval per MHE/telemedicine and determine transfer location.

**Peds Admit:** Wolfson (direct admit to hospitalist) vs ED. Use Telemedicine (WCH ER) to determine

All surgical consults should be funneled through Clay surgeon and if deemed too complex for Clay, they are to speak to the surgeon at alternate Baptist campuses

## Discharges

Argyle Primary Care (Baptist Primary) or 202-4YOU Borland

Groover – GI

Mclver – Urology

Baptist Wound Care Clinic for complex wounds

ED Case Manager is always a resource. You will need to plan a consult order prior to discharge.

OB: As of July 2023, Dr. Hyler is the new head of OB at Clay. We have had issues with call coverage and stat/surgical cases should transferred ED to ED as per Clay Hospital Leadership. Please use PCLC for guidance, as this should be temporary.

# FLAGLER HOSPITAL

**ED Door Code:** 1903# (will be changed randomly)

**Parking:** badge access for lot near ED entrance; limited parking near ambulance bay

**Doctor's Lounge:** 6<sup>th</sup> floor, badge-access, free snacks, free breakfast (M-F), \$3 lunches (M-F)

**Medical Staff Office:** next to doc lounge – where to get parking/badges

**Phone Numbers:** (only dial the last 4 digits when in house): 904-819-XXXX

ED Director: Dr. Brian Kiekover c: 616-560-3087 (after hrs: call from hospital line to ensure not silenced)

Nursing Director: Tammy Jenkins: 819-4413

Pharmacy: 819-4417

Clinical Coordinator(charge): 819-4650

Crisis Counselor (Psych): 819-4250

ED Main: 819-4300

X-Ray: 819-2300 CT: 819-4285

Paging Operator: 819-4399

RT: 2390, EKG: 2391

OB: 819-4351

IT Help: 819-4475

Peds: 819-4453

Quality Management: 819-4326

**Double coverage 24/7:** See ShiftAdmin for times

\*\*physicians alternate times (charge/liason assign beds – look at assignment board or PreMD column)

**Resus Rooms:** 1, 11, 12, 13 **Negative Pressure Rooms:** beds 7 & 8 **Psych Rooms:** beds 4 & 5

**HUB Hours: 7:30am-1am**

Fast Track & Initial Evaluation: FP docs (7:30a-1a) & EM doc (9a-5p)

After initial evaluation:

-ambulatory low-acuity (vertical) patients go to “report waiting” area while they wait for labs/imaging

-higher acuity pts move over the main ED (sign out to main ED doc) or use 1201/1202/1203

**Admissions:**

PCP: admit their own or covered by their group (ask the HUC)

No PCP, out-of-town PCP: goes to hospitalist (but HUC can help)

ALL pregnant patients (regardless of gestational age or admitting diagnosis) go to OB/GYN

**STEMI:** Code STEMI: make sure to page the interventionalist AND activate the cath lab (charge helps).

**Ophtho:** Dr. Hossian is on-call for the ED (very helpful – even when he is not on call)

**Neurosurgery:** Dr. Greenwald, Dr. Rozas & Dr. Machado

\*\*When endovascular intervention is required call **202-BRAIN** (go to Baptist Downtown).

**Stroke:** Page out, ED stroke order set, use Teleneurology, consult with neuro through Baptist

\*\*emergent transfer to Baptist Downtown (if TPA candidate, interventional candidate, or bleed)

**Psychiatry:** Baker Act Receiving Facility. Crisis counselors avail (6a-12a). Use ED psych orders, alcohol must be <200 to go to mental health unit. Sign out to colleague if disposition unknown.

**Transfers (sending them out):**

Trauma: UF Health (Jax), OPMC, or Shands Gainesville (use Transfer center).

Peds: few admit in house, most go to Wolfson's (**202-KIDS**) – talk to hospitalist (or ED to ED)

**Trauma Alert:** accepted at UF Trauma w/in the 1<sup>st</sup> hr of presentation (stabilize, intubate if needed, chest tubes if needed, blood if needed, FLY/SEND). Do not delay transfer for CT Imaging. If able to admit in house to Gen Surg (not Medicine) or specialty (CTsurg for PTX, ortho if isolated fx)

**Code Blue:** We respond to all code blues. Overnight ICU only has APRN/PA in house.

**Code Yellow:** We respond to all code yellow (stroke in house). Determine if TPA candidate.

**Discharges:** recommend PCP or specialist follow up

No PCP resource: Azalea clinic is cheap (and better than the free), Wild Flower clinic is **FREE**.

Dental Clinics: there is a list of cheap/free dental clinics to hand patients (scribes can get the list)

Ortho Follow up **WITH NO INSURANCE or MEDICAID:** Dr. Reisch Orthopaedic Clinic

**Infusion Center:** out-pt IV therapy (Phone: 819-7065)

ER lobby, 8am-5pm, Mon-Sun (run by hospitalists)

**Scribes:** usually needed for the Allscripts EMR. Physician pays half (like at the other hospitals)

## EMTALA

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If you ever feel like a patient requires admission, the consultant (hospitalist, specialist, etc.) is required to see the patient (as per hospital bylaws & EMTALA). The disposition at that point is to be performed by the consultant. We may always request that the consultant sees the patient - this cannot be refused.

# SGHS BRUNSWICK CAMPUS

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**ED Door code:** you need to use your ID Badge.

**Parking:** Badge access for lot near ED entrance.

**Doctor's Lounge:** First floor, badge-access, free snacks, free breakfast (M-F)

**Medical Staff Office:** next to the doctor's lounge

**Phone Number:** (only dial the last 4 digits when in house): 912-466-5350

**ED Director:**

**Co-Director:** Kregg Laundon, MD cell: 504-432-5108

**ED main:** 912-466-2001

**Pager Operator:** 7111

**Med Records:** 912-466-2099

**ED Nursing Director:** Gina Copeland

**ED Nurse Manager:** Chad Cline

**ED Radiology Reading Rooms:** 1206-1208

**ED Charge Nurse:** 2020

**IT Help Desk:** 504-432-5108

**HUB:**

-fast track/intermittent cases

-6 rooms (intake 1-6)

-ambulatory low-acuity (vertical patients,

-go to "report waiting" area for labs/imaging

-higher acuity goes to main ED (may sign out to Main doc)

**Main ED:**

-resus rooms: 101,102,103

-regular rooms: 101-119, 3

-hallway beds: (108/112/115)

**Admissions:**

No PCP, out-of-town PCP: goes to hospitalist (but charge nurse can help)

Some PCP & specialists admit their own (ask the charge nurse)

- Cardiology:

- Nephrology:

**STEMI:** activate CODE-STEMI to page interventionalist STAT & cath team, charge nurse helps.

**Urology:** not covered every day for ED (in house Urologist very helpful- even when he is not on call)

**Neurosurg:** when endovascular intervention is required (SAH) call 904-202-BRAIN (2724) - goes to Baptist Downtown.

**Stroke:** we are a primary stroke center. Use ED neuro order set & consult tele neurologist

\*\*Please have low threshold to call code stroke if TPA candidate (less than 24hrs symptoms)

**Psychiatry:** Baker Act Receiving Facility, Crisis counselors available (8am-Midnight). Use ED. Psych orders

**Trauma Alert:** readily accepted at UF Trauma/Savannah, (stabilize, intubate if needed, chest tubes if needed, blood if needed, FLY/SEND). Do not delay transfer for CT Imaging. If able to admit in house goes to Gen Surg (not Medicine) or speciality (ortho for isolated fx).

**Transfers (sending them out):**

**Trauma:** UF Health (Jax), Memorial Hospital, Savannah (use transfer center).

**Peds:** few admit in house, otherwise transfer to Wolfson Children's Hospital (904-202-KIDS/5437).

\*\*Call Dr. Thompson's group if you are transferring any of their patients

**Discharges:**

No PCP resource: Cmap clinic is cheap but need to sign up (and better than free).

**Code Blue:** We respond to all code blue calls. Overnight ICU only has ARNP/Pain-house. Use the critical care note on the computer to document your code blue.

# SGHS CAMDEN CAMPUS

**Doctor's Lounge:** In the hallway near the administrative offices (badge access, nourishment snacks)

**ED Doctor's Lounge:** back hallway of ED (near room 11) - refrigerator, lounge chair, TV, bathroom & shower.

**Phone Numbers:** (dial last four digits when in house)

**ED Director:**

**Co-Director:** Kregg Laundon, MD cell: 504-432-5108

**ED Main:** 912-576-8130

**Hospital:** 912-576-6200

**ED MD direct line (for call-backs):** 912-576-6129

**RADS:** 6161

**US:** 6169

**CT:** 6167

**MRI:** 6162

**LAB:** 6435 or 6432

**IT or IS:** 912-466-1301 or Chris Walker at 6426

**UF Health Cardiology Clinic:** (across the street): 912-729-7154 - Dr. Zenni

**Security:** 6189 or pager 912-729-0088

**Central ED:** 17 Beds – Resus Beds: 16 & 17, negative pressure room 11

## **Admissions/Consults:**

Hospitalists, General Surgery, OB/GYN, Pediatrics available 24/7

Speak with hospitalist/specialist if unsure – some are transferred but many kept in house

Orthopedics: unofficially available 24/7 (technically only on-call required days of the month)

Can call for guidance & may accept patient, even admits, if not on-call

Summit Sports Medicine Clinic will generally take your orthopedic follow-ups

Tele-neurology: available for code=stroke evaluations

Cardiology: currently UF Health (Shads) cardiology (M-F consults, stress tests, echos)

STEMI: transfer to UF Health (Jacksonville, FL) through STEME coordinator

Baptist Cardiology willing to take STEMI: call cath lab Downtown at 904-202-9267

CV Surgery: Brunswick of UF Health/Shands or Downtown

may need to do ED-to-ED transfer and talk to accepting ED physician

ICH/Stroke w/Intervention: Downtown (904-202-BRAIN, 2724, talk to endovascular neurosurgeon).

If not endovascular candidate, can send to Brunswick

PEDS: Some admitted at Camden. Transfers go to Wolfson (904-202-KIDS, 5497) transfer line – talk to hospitalist or PED doc if going to ED.

Trauma: UF Health (**Shands**) Trauma Center: call 800-BAD-HURT, (800-223-4878)

Psych: All transfer out. Once medically cleared, notify charge nurse and unit secretary.

Other specialists: (GI, Nephrology, Urology, Pulmonary, ENT) available on limited basis M-F, 24/7 access for transfer or follow-up via the Brunswick campus doctors (with some offices in St. Mary's).

**Discharges:** In Cerner on main tracking board, yellow arrow button will allow you to select "Discharge" or "Discharge w/ orders" to get the house or stop sign icons. **Important** – Let the nurses know you are ready for patient to leave.

No PCP resource: McKinney Clinic for uninsured or limited resources.

Camden Primary Care or Camden Pediatrics are options

Dental Clinics: there is a list of cheap/free dental clinics to hand patients

# APPENDIX B: HOLIDAY TRACKS FOR 2023 (EXAMPLE)

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## 2023 Holiday Block - BMC/Flagler

### WORKING

July 4<sup>th</sup> – July 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup>

Thanksgiving – Nov 22<sup>nd</sup> (Night Shift), 23<sup>rd</sup>, 24<sup>th</sup>, 25<sup>th</sup>, 26<sup>th</sup>

New Year's – Dec. 21<sup>st</sup>, 22<sup>nd</sup>, 28<sup>th</sup>, 29<sup>th</sup>, 30<sup>th</sup>, 31<sup>st</sup>, Jan 1<sup>st</sup>

Adur	Frauenhofer	Rollins
Agely	Gallanter	Rucinski
Arcement	Gilchrist	Ryszkiewicz
Ashbaugh	Hanna	Schirmer
Ayo	Hill	Schumann
Baxley	Hugo, P & S	Silmi
Bishop-Rimmer	Jackson	Soucek
Bragg	Johnson, M	Tarrer
Brimblecom	Kablawi	Thompson
Brown	Kailes	Tiller
Caccam	Landry	Tirado
Caminita	Long	Tsai
Caro	Martin	Turner
Chadwick	Mauzy	Wang
Cruz	Mitchell	Ward
D'Amico	Newell	Warne
del Vecchio	Poirier	Wenglarski
Diaz-Granados	Ramadan	Wilkes
DuFresne	Richa	Winningham
Dumitru, J & K	Rivera	Zagaria
Elias	Rodriguez-Carrion	
Feldsher		

**WORKING**  
**Memorial Day – May 27<sup>th</sup>, 28<sup>th</sup>, 29<sup>th</sup>**  
**Labor Day – Sept 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup>**  
**Christmas – Dec. 23<sup>rd</sup>, 24<sup>th</sup>, 25<sup>th</sup>, 26<sup>th</sup>, 27<sup>th</sup>, Jan 2<sup>nd</sup>, 3<sup>rd</sup>**

Aboudan	Gutierrez	McGowan
Anderson	Harper	McRae
Barrier	Hejmanowski	Moser
Bishop	Herring	Oswald
Branoff	Hiebenthal	Owensby
Broduer	Horn	Pavlik
Bunce	Huffstutler	Perry
Calabro	Imbt	Premurosp
Cibik	Jivcu	Reidy
Clare	Jones	Smowton
Cooper	Karic	Swenson
Courtney	Kenney	Swenton
Darabos	Kent	Thivierge
Derr	Kiekover	Webster
Diaz	King	Wieczorek
Fadale	Kolshak	Wilkerson
Federico	Lammermeier	Wood
Finklea	Lavopa	Woodward
Gentile	Li	Yeats
Gorjaczew	McBride-Johnson	Young
Grippa		