



Department of Medicine

Support Staff

Orientation Manual



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Introduction

Welcome to the Department of Medicine! We are a dynamic growing Department committed to patient care, education, research, and a healthy workplace where mutual respect, dignity, and the ability of staff, physicians, students, patients, and clients to work together is supported. Together, as an enthusiastic and committed team, we strive to meet our vision to achieve international standards of excellence in our education, clinical, and research programs.

This document is intended to give you a brief orientation to the Department of Medicine: its structure, its programs, and its operating policies. We hope that you find it a useful resource that helps you become more familiar with who we are, what we do, and how you, a valued member of our team, can help us to reach our vision.



Past & Present



Our Past

The Department of Medicine's distinguished history at the University of Alberta dates back to 1913, when it was known as the School of Medicine, under the umbrella of the Faculty of Arts and Sciences. From this time until 1922, a three-year undergraduate medical program was offered in basic medical sciences. In 1923, the Department of Medicine was established, under the then newly-created Faculty of Medicine (now known as the Faculty of Medicine & Dentistry), with Dr. Egerton L. Pope as its first Department Chair. It was in that same year that the first full clinical instruction program at the University of Alberta was taught. The first Doctor of Medicine (MD) degrees were awarded in 1925. Increased funding allocated to research after the 1940's led to a great expansion of the area of medical research. Since these early days, the Department of Medicine has grown significantly to become what we know it today: one of Canada's leading medical programs, known nationally and internationally for its high standards of excellence in education, research, and clinical care.

For further information about the history of the Department of Medicine and its divisions, please see:

Gilchrist, D., ed. *The History of the Department of Medicine at the University of Alberta*. Edmonton, AB: The Department of Medicine, University of Alberta; 2004. (Available from the Department of Medicine Library).

Our Present

The Department of Medicine is the largest of 20 departments in the Faculty of Medicine and Dentistry. The Faculty of Medicine and Dentistry in turn is one of 21 faculties at the University of Alberta.

Within our Department, there are 13 academic divisions and a Division of Administrative Services: Dr. Barbara Ballermann is the Department Chair. Reporting to her are the 13 directors of the academic divisions, an assistant chair who oversees administrative services in the Department, and directors of post-graduate medical education, undergraduate medical education, clinics, and research. Each academic division is led academically and clinically by a Director who is assisted by a Divisional Administrator. Research labs are overseen by the principal investigator.

Together, the staff and faculty of the academic divisions deliver an integrated program of academic medicine that involves:

- Providing clinical care to address the current and evolving health care needs of Northern Albertans;
- Teaching to ensure an adequate supply of qualified physicians and other providers for the future and maintain the competency of Alberta's current health professionals. They do so by responding to the educational needs of undergraduate, graduate, and postgraduate students in health professions as well as current health care professionals;
- Conducting research to advance knowledge in the areas of biomedical and clinical services, health services and systems, and population and public health. They conduct basic and applied research and translate these advances into improvements in health care and health care delivery; and
- Providing leadership to academic, professional, and health care organizations locally, provincially, nationally, and internationally.

Each division specializes in a different area of medicine:

- Administrative Services;
- Cardiology;
- Dermatology;
- Endocrinology;
- Gastroenterology;
- General Internal Medicine;
- Geriatric Medicine;
- Hematology;
- Infectious Diseases;
- Nephrology;
- Neurology;
- Preventive Medicine;
- Pulmonary Medicine; and
- Rheumatology.

Our Divisions - What do they do?

Administrative Services - provides the Divisions with all services and infrastructure that enables them to be successful in their teaching, research, non-patient clinical and leadership/administrative activities.

Cardiology – physicians that look after heart attacks, heart transplants and heart failure.

Dermatology – physicians that look after skin disorders such as skin cancer, psoriasis, and other conditions.

Endocrinology and Metabolism – Endocrinologists look after diabetes, islet cell transplant patients, severe diabetes during pregnancy, thyroid cancer, and many other conditions.

Gastroenterology – these physicians look after all the liver transplantation patients in Alberta. In addition, these individuals perform all the ‘operations through a scope’ to stop internal bleeding and remove cancerous growths.

General Internal Medicine – physicians are a scarce resource in the country. They provide the bulk of care provided to acutely ill rural and urban patients within the large city hospitals.

Geriatric Medicine - these physicians provide services to older adults, meeting their complex needs.

Hematology – physicians who look after blood diseases including acute leukemia, anemia, and other serious illnesses.

Infectious Diseases – these physicians are experts in infectious diseases such as hepatitis and HIV/AIDS.

Nephrology – these physicians look after patients who have kidney failure. They have developed programs that prevent kidney failure that have been remarkably successful and provide care for all the kidney transplant patients in northern Alberta.

Neurology – physicians who look after patients with nervous system diseases such as strokes, brain tumors, multiple sclerosis, epilepsy, and others.

Preventive Medicine – members of this division are devoted to the prevention of disease and injury in the community and workplace.

Pulmonary Medicine – these physicians look after patients with lung conditions such as asthma and lung cancer.

Rheumatology – these physicians look after patients with severe forms of arthritis.

Division Locations

Cardiology	2C2 WMC
Dermatology	1st floor CSB
Endocrinology	3rd floor HMRC
Gastroenterology	1st floor HMRC
General Internal Medicine	2E3 WMC
Geriatric Medicine	1-107 CSB
Hematology	4th floor CSB
Infectious Diseases	2E4 WMC
Nephrology	11th floor CSB
Neurology	2E3 WMC
Preventive Medicine	5-30 University Terrace
Pulmonary Medicine	2E4 WMC
Rheumatology	5th floor HMRC

Divisional Directors

Cardiology	Dr. Wayne Tymchak (acting)
Dermatology	Dr. Tom Salopek
Endocrinology	Dr. Connie Chik
Gastroenterology	Dr. Sander van Zanten
General Internal Medicine	Dr. Narmin Kassam (acting)
Geriatric Medicine	Dr. Adrian Wagg
Hematology	Dr. Loree Larratt
Infectious Diseases	Dr. Geoff Taylor
Nephrology	Dr. Kailash Jindal
Neurology	Dr. Ted Roberts
Preventive Medicine	Dr. Nicola Cherry
Pulmonary Medicine	Dr. Hari Vliagoftis
Rheumatology	Dr. Joanne Homik

Divisional Administrators

Divisional Administrator	Division(s)	Phone	Email
Brenda Hebert	Rheumatology	(780) 407-7697	brenda.hebert@ualberta.ca
	Endocrinology	(780) 407-2121	
RaeAnne Barkhouse	Hematology	(780) 407-1060	raeanne.barkhouse@ualberta.ca
	Dermatology		
	Preventive Medicine		
Sharon Luyendyk	Nephrology	(780) 407-8576	Sharon.luyendyk@ualberta.ca
	Geriatric Medicine		
Susan Tiller	Neurology	(780) 407-7456	susan.tiller@ualberta.ca
Tammy Mattiello	Gastroenterology	(780) 248-1364	tammy.mattiello@ualberta.ca
	CEGIIR		
Bernadine Paterson	Cardiology	(780) 407-1661	bernadine.paterson@albertahealthservices.ca
	ABACUS		
	EPICORE		
	VIGOUR		
Zuzana Turakova-Baran	Infectious Diseases	(780) 407-3439	zuzana.turakova-baran@ualberta.ca
	Pulmonary Medicine		
Marilyn Bradford	General Internal Medicine	(780) 407-8877	marilyn.bradford@ualberta.ca

See Appendix "IV" for the Division of Administrative Services organizational chart and Appendix "V" for the Faculty of Medicine & Dentistry Dean's organizational chart. Email addresses and phone numbers for members of the Department of Medicine may be obtained from the University of Alberta Find a Person link from the University's home page: <http://webapps.srv.ualberta.ca/search/>

University of Alberta and Alberta Health Services Interactions



The University of Alberta and Alberta Health Services - Capital Health are two different organizations but work closely together to deliver academic medicine to northern Alberta.

The mission of the University of Alberta is to serve our community by the dissemination of knowledge through teaching and the discovery of knowledge through research.

Alberta Health Services – Capital Health is one of the largest integrated health regions in Canada. It's one of the country's top-rated health systems, known internationally for groundbreaking innovations and advances in medicine. It provides complete health services to one million residents in the cities of Edmonton, Fort Saskatchewan, Leduc, Spruce Grove and St. Albert, and the counties of Leduc, Parkland, Strathcona and Sturgeon (and communities within their geographical areas), as well as the Town of Devon and communities in the eastern part of Yellowhead Country. Alberta Health Services – Capital Health also serves a total of 1.6 million people across central and northern Alberta, providing specialized services such as trauma and burn treatment, organ transplants, and high-risk obstetrics. In addition to emergency and acute care, it also provides home care services, outreach programs, continuing care, public health, specialty clinics, mental health services and many rehabilitation and prevention programs. The mission of Alberta Health Services - Capital Health is a fully integrated health system... delivering excellence and leadership in people-centered health, education, and research.

The University of Alberta and Alberta Health Services - Capital Health are two organizations are supported by two separate infrastructures, e.g. separate phone systems, email systems, Human Resources support, security systems, computer systems, etc. It is important to understand which organization you are dealing with. Throughout this manual we attempt to differentiate between the two organizations and explain which one would apply.

netCare

Alberta is leading Canada in the successful implementation of a single, province-wide Electronic Health Record (EHR). Alberta netCare is a program that encompasses all the projects, processes, products, and services that work together to make Alberta's EHR a reality. It has been developed by Alberta Health and Wellness (AHW) in cooperation and partnership with Alberta Health Services, and many other partners including the health professional colleges and associations.

In 2005 the Government of Alberta set out its vision for Alberta Netcare - "that every Albertan would have an electronic health record by January 2008". Many health service providers are working to

achieve this goal. More than 14,000 physicians, pharmacists and other health service providers are registered users of the Alberta Netcare EHR Portal, and that number grows every day.

For more information see the Alberta Netcare website at: <http://www.albertanetcare.ca/>

The screenshot shows the Alberta Netcare Portal homepage. At the top, there is a navigation bar with 'POLICIES | FORMS | MANUALS' and 'Home | Contact'. The main header includes the 'Alberta Netcare' logo and 'ELECTRONIC HEALTH RECORD Portal'. Below the header is a login form with 'User ID' and 'Password' input fields, a 'Login' button, and links for 'Registration' and 'Forgot Password?'. A central 'CAUTION' box states: 'Alberta Netcare is only able to recognize some results as being abnormal. These display in Orange. Results displayed in Black may be normal or abnormal. Providers are advised to review all results to determine their clinical meaning.' Below this is a 'Netcare News' section with a warning icon and text: 'Thursday, November 3, 2011 21:00 - 22:30 Scheduled Outage - Users of Alberta Netcare Portal will experience a short outage of up to 15 minutes in duration between 21:00 and 22:30 on Thursday, November 3, 2011, in order to accommodate system updates. During this outage, the list of specialties within the IAM Questionnaire will be updated to align with a list provided by the College of Physicians and Surgeons. Physicians who have completed this field already can view/change it by selecting the IAM Questionnaire from the menu bar within Netcare Portal.' The left sidebar contains sections for 'Netcare Info', 'Training Materials', 'Professional Associations', and 'AHS - Edmonton Links'. The right sidebar features 'HEALTHLink Alberta' and 'CLINICAL eTOOLS'.

Alberta Netcare is **only** to be used to verify or find the following information:

- Referring physician's first and last name
- Correct spelling of patient's name
- ULI confirmation
- Addresses of out of province or out of country patients
- Obtain date of death if patient is deceased
- Date of Admission or Date of Service
- Location of patient in hospital – Emergency, ward, ICU, or day/night clinic
- Out of province health care numbers of patients
- Patient has other coverage – example Canadian Forces (CF) number
- Obtain correct diagnosis if unable to read physician's writing

Security and Confidentiality

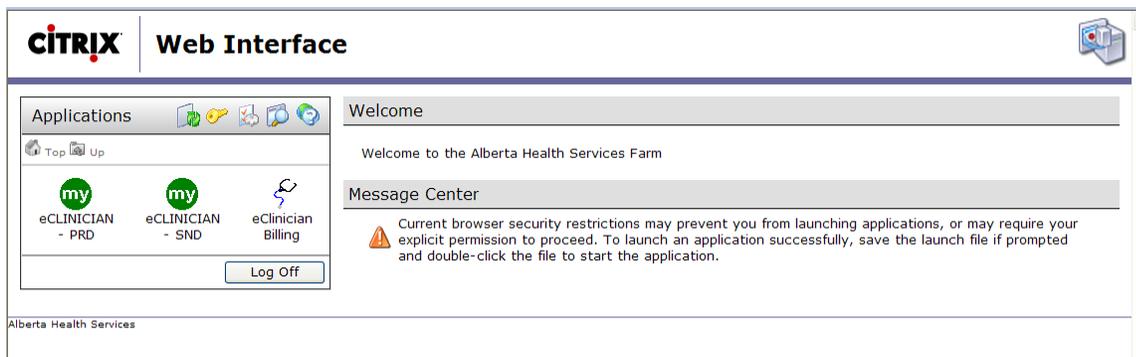
Alberta Netcare contains highly sensitive information and all access is monitored by the Provincial government. Staff is required to access Netcare under their own USERNAME and PASSWORD – **never share** your account information. Anything done under your username and password is **your responsibility**.

- Patient information must be kept confidential; Only access patient data needed to complete your job.
- Do not access family, friends, and neighbors, not even your own data.
- Audits will be done frequently
- Breach of confidentiality policies will result in disciplinary action up to and including termination for staff or large fines for physicians.

eClinician

eClinician is Alberta Health Services' new clinical computer information system designed to improve the delivery of health services and strengthen the health information links between outpatient clinics and physician offices. eClinician will also support the security and confidentiality of health information across the region.

For access to the site you must be set up by the eClinician Lead, receive a login, password. Once completed, you will need to have a shortcut created through MedIT on your desktop. Click on the shortcut and a window will pop up as seen below.



The system will take a few seconds to come up and you will see the following screen;



Enter the same login in and password when you went into Eclinician.



Select OK and you are in the system and will be in this screen below;

The screenshot shows the eCLINICIAN Home interface. On the left is a sidebar with 'eCLINICIAN Links' and 'Staff Access Request Forms'. The main area features an 'In Basket Glance' table:

Type	Total	New
Staff Message	4	1
Help Desk	9 (1 !)	1

Other sections include 'eCLINICIAN Status' with a list of services, 'Appointments at a Glance', and 'Arrival at a Glance', all with 'User record is not properly configured' warnings. The bottom status bar shows 'WENDY G' and '10:32 AM'.

Human Resources and Related Topics

There are two offices that provide human resources to you – the University of Alberta Human Resources Services and the Department of Medicine Human Resource Services office.

University Level

Human Resources at the University level can be accessed at:

<http://www.hrs.ualberta.ca/AllStaff.aspx>



By clicking on the “Contact Us” tab on the page, you can search the HR website for listing of HR staff, as well as search by department contacts. Please note that employees should contact the Department of Medicine HR department first if they have any inquiries.

Human Resources Development Fund

The HRDF is a negotiated benefit between the University of Alberta and the Non-Academic Staff Association (NASA). The Fund is maintained to assist University of Alberta non-academic support staff (operating and trust) in enhancing their professional development by providing access to learning opportunities (e.g. courses, conferences, seminars and workshops) that improve the employee's performance in his/her current position or develop skills for future employment. The HRDF is also accessible for wellness courses through the University of Alberta and developmental opportunities for employees participating in rehabilitative employment.

Details of the program are available at: <http://www.hrs.ualberta.ca/Learning/Funding/HRDF-News.aspx>

Non-Academic Staff Association (NASA)

The Non-Academic Staff Association (NASA) is the legally-recognized bargaining agent for the non-academic staff working on the University of Alberta campus. It negotiates the terms and conditions of employment for over 6,000 non-academic employees - operating, trust, ESL instructors and casual employees. In addition, it provides its members with advice and assistance in many areas including: problem-solving with respect to rights under the collective agreement, health and safety issues, WCB difficulties, benefit needs - to name only a few.

NASA members' jobs reflect the diversity of the University of Alberta - there are building service workers, library personnel, administrative and clerical personnel, teachers, researchers, lab assistants, computer technicians, nurses and engineers. NASA is an open, democratic organization controlled directly by its members who elect an executive. Under the direction of the elected executive, NASA staff manage the day to day functions of the Union. In addition to the Executive, there is a Council made up of departmental representatives who provide advice to the Executive. NASA also has over 30 Union Stewards on campus who are available to provide assistance to members.

Anybody employed by the University of Alberta in a support staff position may join NASA. All employees of the University covered by the NASA collective agreement pay service fees to NASA. This provides the benefits and rights of the agreement whether or not an individual is a voting member of NASA. The fact that an individual pays service fees does not automatically make them a member. Membership is an individual's choice. To become a voting member, all that is required is to complete an application for membership form and submit it to the NASA office. For information or general inquiries, see their website at: <http://www.nasa.ualberta.ca/>. You can contact the NASA office by phone at (780) 439-3181 or by email at nasa@ualberta.ca.

Benefits and Pension

The University of Alberta provides its employees with a comprehensive benefits and pension package. For information, please refer to: <http://www.hrs.ualberta.ca/Benefits/>.

HUMAN RESOURCE SERVICES

[Home](#) | [Contact Us](#) | [Forms Cabinet](#) | [Smart Forms](#)

for All Staff
for Academic Staff
for Support Staff
for Prospective Staff
for Administrators

About HRS
HRS Portfolio (Departments) · Message from AVP HR · Contact Information

Benefits
Academic Staff · Support Staff · St. Joseph's College Staff · Forms · Frequently Asked Questions · eBenefits · Life Events

Compensation
Employee Self Service · Salary Scales · Holidays and Winter Closure · Pay Information for Staff · Pay Information for Students · Job Evaluation

Employment Equity Program

Health Promotion & Work Life
Workplace Health Promotion · Health Recovery Support · Employee & Family Assistance Program · WCB Reporting · Recognition Programs

Learning and Development
The Learning Shop · HRS Programs and Workshops · Funding for Staff Development · New Staff Orientation

Recruitment
Academic Staff · Support Staff · Interim Staffing Solutions (Temporary Staffing) · Summer Programs for Students · Immigration · Relocation · Employment Equity

News & Announcements

- **2011/12 NASA Days Off**
- **Influenza vaccination Flu clinics:**
The University Health Center is currently offering influenza vaccinations for staff and students. For more information please visit the **University Wellness Services Website**.
- **2011-2012 Holidays and Winter Closure Information**
- **HRDF:** Important changes effective March 1, 2011. New pay periods have been established. Travel reimbursements will be covered up to 50%. For more information please visit the **HRDF website**
- **Online Tax Slips (T4,T4A) in Bear Tracks**
- **Facing Facts:** Facing Facts: Suicide Awareness & Prevention Initiative
- **University of Alberta Statement of Ethical Conduct**
- **New Childcare and Eldercare service**

Careers @ the UofA
Visit the Careers @ the UofA website for current Academic and Support Staff postings



Bear Tracks: Employee Self Service
Access your pay information, benefits and personal information through Beartracks



University of Alberta
Human Resource Services

Alberta Health Care

- Provincial Medical Insurance Program.
- Covers basic health services that are medically necessary.
- Compulsory participation in a university group unless covered through a spouse.

Supplementary Health Care

- Sun Life is the plan administrator.
- 100% prescription drugs (based on lowest coast alternative), by use of a pay direct card (Sun Life). Maximum dispensing fee of of \$8.00 is allowed.
- Comprehensive coverage for ambulance, hospital, paramedical services, medical supplies, vision care and out of country benefits.

Dental Care Plan

- Sun Life is the plan administrator.
- 100% Basic Services – exams, cleanings, x-rays, root canals.
- 50% Major Restorative Services – bridges, dentures, crowns.
- 50% Orthodontic Services.
- Pre-approval suggested for amounts over \$500.00.

- Eligible expenses are based on the current year Sun Life Dental Fee Guide for Alberta and is adjusted yearly for cost of living.

Co-ordination of Health Benefits

- When both partners have benefit coverage with their employer (both U of A or different employers).
- Each partner claims through their own plan first.
- Residual amounts may be covered through the other plan.
- Dependent children claim first through the parent whose birthday month falls first in the year.

The screenshot shows the Sun Life Financial website interface. At the top, there is a navigation bar with the Sun Life Financial logo on the left and links for Home, Site map, Contact us, Find an advisor, Get a quote, and Français on the right. A search bar is located below the navigation links. Below the navigation bar, there are three main service categories: Group Retirement Services, Group Benefits, and SunAffinity. The main content area features a large banner for the Sun Life Canadian Health Index with the headline "Are Canadians financially prepared for a serious health issue?". To the right of the banner is a "Sign In" section with fields for Access ID and Password, and a "Sign in" button. Below the sign-in section are links for "Forgot your Access ID?", "Forgot your password?", and "Don't have an Access ID? Register now". At the bottom of the sign-in section, there is a note: "By signing in, you agree to these terms and conditions." On the left side of the main content area, there are three columns of links: "my coverage" (My plan made easy, Discover the benefits of going online, Resource centre), "my money" (Join my group retirement and savings plan, Make the most of my group plan, Understand financial planning and investing), and "I would like to ..." (Submit or track a claim, Find a form, Check my balance, Speak to someone). Below these columns is a testimonial section titled "What others are saying about us" featuring a quote from Suzanne W. and a link to "BrighterLife.ca". At the bottom right, there are two icons: "W3C Web accessibility our commitment" and "Security, privacy and fraud Learn More".

Employee & Family Assistance

- Provides confidential service to help you and your dependents cope with personal or job related problems.

- Assistance is available for stress, illness, marital/family dysfunction, gambling, drug/alcohol abuse, lifestyle issues (weight control, smoking).
- Human Solutions – 780.428.7587 or 1.800.663.1142



Employee & Family Assistance Program

How To Reach Us

HUMAN SOLUTIONS™

780.428.7587

1.800.663.1142 (English)

1.866.398.9505 (En Français)

1.888.384.9505 TTY (Hard of hearing)

604.689.1717 International (Call collect)

www.humansolutions.ca

HEALTH PROMOTION AND WORKLIFE SERVICES

(HPAWS) PROGRAM ADMINISTRATOR:

780.492.2249

sarah.flower@hrs.ualberta.ca

www.hrs.ualberta.ca/efap



Imagine...

- ...being filled with optimism
- ...being free of financial worries
- ...having rewarding relationships
- ...possessing positive self-regard
- ...feeling passionate about work
- ...having great parenting skills
- ...balancing multiple roles
- ...using time efficiently and effectively
- ...getting a good night's rest
- ...making healthier decisions
- ...enjoying your retirement



Your EFAP...counselling and so much more



Human
Solutions
Humaines

HPAWS

Phone: 780-492-7124; 2-60 University Terrace; E-mail: hpaws@hrs.ualberta.ca

Office of Human Rights and Safe Disclosure

Phone: 780-492-7325; 312 Campus Tower; E-mail: osdhr@ualberta.ca

Eligible Dependents for Benefits

Spouse

- Your legal or common-law (opposite or same sex) spouse, subject to the conditions listed below
- A spouse from whom you are legally separated is not eligible for coverage;
- A common-law spouse must have been living with you for at least one (1) year on a continuous basis, must not be related to you by blood, and must be recognized as your spouse in the community in which you live in (Completion of a Common-Law Declaration is required).

Dependents

- Your unmarried children, including step-children, adopted children or foster children, who are chiefly dependent on you for support and maintenance and who are:
- Under twenty-one (21) years of age;
- Under twenty-five (25) years of age and enrolled as a full time student in an accredited educational institution (proof of enrollment is required);
- Over twenty-one (21) years of age and mentally or physically handicapped (must be eligible for disability deduction on your personal income tax return).

Basic Life Insurance

- 2X annual salary rounded up to the nearest \$100
- Benefits payable to named beneficiary or estate
- Beneficiary information available in Bear Tracks

Department Level

The Department of Medicine Human Resources is located at 13-103 Clinical Sciences Building and includes five staff members:

Position	Name	Phone	Email
HR Manager	TBA		
Team Lead, HR/Learning and Development	Lilly Siik	(780) 248-1632	siik@ualberta.ca
Faculty Recruitment and Relations Coordinator	Orlene Brow	(780) 248-1648	orlene.brow@ualberta.ca
HR Advisor	Donna Spanu	(780) 248-1629	spanu@ualberta.ca
HR Advisor	Krista Westly	(780) 248-1631	kristawestly@med.ualberta.ca

Human Resources at the Department level should be contacted for such issues as:

- Human Resources support for the Department;
- Processing appointment forms, recruiting, interviewing, advertising, and reporting of annual leave;

- General questions relating to Personnel and Human Resources, temporary staff recruitment and placement;
- General budgeting and related reporting;
- Resource person for inquiries re: University and Hospital policies and procedures; and
- Resolution of human resource issues involving support staff in the Department.

Weekly One on One Tracking Form

Team Member:	Date:
Personal: (Spouse, Children, Pets, Hobbies, Friends, History, etc...)	
Team Member Update: (Notes you take from their "10 minutes")	
Manager Update: (Notes you MAKE to prepare for YOUR "10 Minutes")	
Future/Follow Up (Where are they headed? AND, items that you will review at the next O3)	

<ul style="list-style-type: none"> Tell me about what you've been working on. by when? 	Is there anything I need to do, and if so,
<ul style="list-style-type: none"> Tell me about your week - What's it been like? 	How are you going to approach this?
<ul style="list-style-type: none"> Tell me about your family/weekend/activities. 	What do you think you should do?
<ul style="list-style-type: none"> Where are you on () project? 	So, you're going to do "X" by Tuesday, right?
<ul style="list-style-type: none"> Are you on track to meet the deadline? 	How do you think we can do this better?
<ul style="list-style-type: none"> What questions do you have about the project? 	What are your future goals in this area?
<ul style="list-style-type: none"> What areas are you ahead of schedule? 	What are your plans to get there?
<ul style="list-style-type: none"> Where are you on budget? time? 	What can you/we do differently next
<ul style="list-style-type: none"> What did () say about this? 	Any ideas/suggestions/improvements?

One on One Monthly Feedback Form

Month	Comments/Discussions
January	
February	
March	
April	
May	
June	
July	
August	
September	
October	
November	
December	

Preparing for the Annual Review

Annual Goals and Action Plan

Name:

Date:

Action Plan Commitments

Comments/Results

1.

2.

3.

Identify success outside of goals

3 Key Successes

Comments

1.

2.

3.

Employee Engagement

Engaged employees are committed, hard-working, and passionate about what they do. Organizations that focus on employee engagement will create greater motivation within employees for the work they do; increase commitment within the organization; create enthusiasm for the work and for the organization; and encourage integration between employees and the culture of the organization.

Eight key drivers of employment engagement:

- Relationship with one's manager - Does the employee value his or her relationship with his or her manager?
- Trust and integrity - how well managers communicate and 'walk the talk'.
- Nature of the job - Is it mentally stimulating day-to-day?
- Line of sight between employee performance and company performance - Does the employee understand how their work contributes to the company's performance?
- Career Growth opportunities - Are there future opportunities for growth?
- Pride about the company - How much self-esteem does the employee feel by being associated with their company?
- Coworkers/team members - significantly influence one's level of engagement
- Employee development - Is the company making an effort to develop the employee's skills?

There is clear evidence that high levels of employee engagement correlates to individual, group and department performance in areas such as retention, productivity, customer service, and loyalty.

How Engaged Are You?

Questions that measure employee engagement levels

- Do you (employees) know what is expected of you at work?
- Are you equipped with the required materials and equipment to do a good job?
- In the past week, have you and/or the team received praise for doing a good job?
- Does your supervisor or someone at work seem to care about your well-being?
- When was the last time your supervisor encouraged your development?
- At work do your opinions seem to count?
- Are your co-workers committed to doing a good job?
- Do you have friends or acquaintances at work?
- When was your last performance appraisal?
- Have you had opportunities at work to learn and grow in the past year?

Department of Medicine Support Staff Performance Appraisal

EMPLOYEE NAME:
DEPARTMENT: Medicine
EFFECTIVE DATE:

PERSON ID#:
REVIEW DATE:
REVIEWED BY:

SUPERVISOR'S COMMENTS

General comments from supervisor about performance and any significant changes within the Department infrastructure over the past year.

RECOMMENDATION

Performance increment recommendation from supervisor and rationale (if necessary).

STRENGTHS

- Listing of strengths

POTENTIAL AREAS FOR IMPROVEMENT

- Listing of areas for improvement

COURSES ATTENDED

List any courses.

TRAINING AND DEVELOPMENT OBJECTIVES

Outline training and development objectives, including any performance expectations for the coming year.

EMPLOYEE COMMENTS

Leave area blank for employee comments.

SIGNATURES

Employee Signature

Date

Supervisor's Signature

Date

Probation and Trial Periods

NASA/UofA Collective Agreement

2009-2012

Part B Article 3

Presented By: Maryam Bagheritari and Stephanie Bugbee,
Employee Relations and HR Consulting

Probation and Trial Periods: Part B Article 3

Introduction

- A probation period should be used to:
 - Ensure applicant is qualified to perform the job
 - Determine applicant is qualified to achieve regular status
- During this period you should:
 - Evaluate the employee's performance
 - Evaluate the employee's suitability (or "fit")

To make this decision:

- Develop performance expectations and objectives
- Observe the employee
- Provide feedback
- Set aside ample time to evaluate performance

Guiding Principles

The probationary period can:

- Help employee's achieve training goals and performance objectives
- Ensure employee has all tools necessary to perform job
- Helps develop skills needed
- Confirms best candidate was chosen
- Fosters a mutual understanding of expectations, performance objectives, and evaluation process

What You Should Do

Set aside plenty of time to:

- Provide a clear job description
- Provide clear performance expectations and objectives
- Acquaint employee with office procedures and practices
- Schedule employee for University orientation (SL&D-The Learning Shop)
- Provide a systematic departmental orientation
- Explain how and when employee will be evaluated
- Provide follow-up sessions
- Provide a desk manual (if available)
- Tell employee when probationary period will be over
- Evaluate employee's performance in accordance with applicable policies, procedures, and contracts
- Show a continuing interest

Probation and Trial Periods: Part B Article 3

When to Evaluate

- Periodically depending on the duration of probation - For example, approximately at three month point
- One on one meeting
- Follow up in writing to the employee

Duration and Extension of the Probationary Period

Consult HR before extending a probationary employee!

Article 3.01 Probationary Period

- After initial commencement date of employment, probation period should not be more than:
 - For grades 1-10 - Six months
- Extension of up to six additional months
 - For grades 11-15 - Twelve months
- Extension of up to three additional months
- Reasons for extending must be outlined in writing to the employee and copied to:
 - Union
 - Employee Relations

Dismissal During the Probationary Period

Consult HR before dismissing a probationary employee!

- Meet with the employee
- Union representation
- Letter of termination:
 - Outline reasons
 - Employee Relations can provide template(s)
- Notice:
 - If employment is more than three months
- Five Days (Part B, Article 3.03)
-

Remember your obligation becomes significantly more stringent after the probation period expires; Consider the cost and your time!

Questions to ask yourself before you dismiss an employee during the probationary period:

- What does the probationary period mean to the employee?
- Has the employee received clear performance standards/expectations?
- Has the employee received adequate training and necessary tools?
- Has sufficient time been granted to understand job duties and demonstrate performance level?
- Has less-than-satisfactory progress been discussed with the employee?
- Has performance been documented and provided in writing to the employee?
- Has the employee had sufficient time to correct the deficiency?

Probation Periods for Auxiliary Trust and Casual Trust Employees

Article 3.05

- Commencement date of employment is deemed to be first day of work when:
 - Work is not intermittent
 - Employee works 40% or more of the regular hours of work
 - Appointment is longer than applicable probation period
- If employee becomes Regular Trust, the probation period will be reduced by number of months of probation already completed
- If probation has been completed but full range of duties have not been performed a trial period will apply
- If probation has not been completed, an employee who moves to a new job or rehired by the Employer within four months will serve a probation period

Trial Periods

- Guiding principles for probation periods apply

Article 3.06 Trial Periods

- Apply to non-probationary employees who transfer or are promoted
- Three months with possibility of three month extension
- Reasons for extension must be in writing
- Employee Relations and Union must be notified and copied on the letter

Trial Periods

Article 3.07 Regular Trust Employees

- If unable to perform duties satisfactorily:
 - Return to previous position if available and vacant
 - Laid off as per Article 20 (Position Disruption)
 - Terminated with retention of service for four months

Article 3.08 Auxiliary Trust and Casual Trust Employees

- If probation period has been successfully completed:
 - And, if employee moves to new job or is re-hired within four months a trial period will apply
- If unable to perform duties satisfactorily:
 - Terminated with retention of service for four months

Performance Management: Letter of Counseling

**NASA/U of A Collective Agreement
2009-2012
Part B Article 18
Discipline**

Performance Management: Part B Article 18

- Article 18.01
 - Meeting to address concerns
 - Written follow up
- Article 18.02
 - Non-disciplinary actions include:
 - a) Coaching
 - b) Letter of Counseling

Performance Management: Part B Article 18

- Written follow up by e-mail
- Key components:
 - Thank you for meeting with me today ...
 - Summarize discussion
 - Outline expectations
 - Next meetings
 - Tools/support needed
 - Invite employee to seek clarifications if needed
 -

Article 18.02 (a)

- Coaching
 - *“When there are concerns about an employee’s performance or conduct, the [Supervisor) will, as part of the ongoing process of performance management, meet with the employee and make every reasonable effort to clarify expectations, address issues or provide guidance to assist the employee to correct the problem.”*

Article 18.02 (b)

- letter of Counseling
 - *“The [Supervisor) may give an employee a letter of counseling designed to improve the employee’s performance or conduct, which outlines performance expectations. The employee may provide a written rebuttal to the Employer’s letter of counseling within a reasonable time. Neither the letter of counseling nor the rebuttal will be placed on the employee’s Personnel File.”*
 -

Performance Management: Letter of Counseling

- Letter of Counseling:
 - Does not constitute discipline
 - Provided after informal communication has broken down
 - Number of letters provided will vary
- Distribute and file
 - To who
 - To where
- Initial Letter of Counseling
 - Softer tone
 - Coaching tool
 - Key components:
 - Reference past discussions/meetings (dates and times)
 - Outline concerns
 - Outline expectations/areas for improvement
 - Illustrate your desire for employee to succeed
 - Remain dedicated to

Job Fact Sheet (JFS)

The JFS is a communication tool between you, the employee, and your supervisor that describes the responsibilities of your position. Every position in the Department must have one. Note that the JFS does not describe your job performance, only your responsibilities.

Monthly Leave Reporting Forms

Monthly Leave and Request for Leave Forms are available through your supervisor and must be submitted back to your supervisor. This does, however, differ between divisions. Contact your supervisor to obtain Division protocol.

Sick Time

As this varies from Division to Division, please contact your supervisor to obtain Divisional protocol.

Daily Hours of Operation

Both the University of Alberta and Alberta Health Services have standard hours of work. These may vary per work area. Please check with your supervisor.

Holiday Closures

Information about holiday closures for the University of Alberta are listed on the UofA web site at: <http://www.hrs.ualberta.ca/Holidays.aspx>

Financial Services

The Department of Medicine has approximately 800 research and operating accounts. Our Finance Team has key roles in administering these research and operating accounts.

The Finance Team is located on the 13th floor of the Clinical Sciences building and includes seven staff members:



Position	Name	Phone	Email
Business Manager	Len Wong	(780) 248-1634	len.wong@med.ualberta.ca

Finance Administrator	TBD		
Finance Assistant (Operating Accounts)	Anji Atkinson	(780) 248-1614	anji.atkinson@ualberta.ca
Finance Assistant (Operating Accounts)	Leah Dankowich	(780) 248-1612	leah.dankowich@ualberta.ca
Finance Assistant (Research Accounts)	Urszula Laskowski	(780) 248-1641	laskowsk@ualberta.ca
Finance Assistant (Research Accounts)	Svetlana Jackson	(780) 248-1615	svetlana.jackson@ualberta.ca
Finance Assistant (Research Accounts)	Anna Schwandt	(780) 248-1184	anna.schwandt@ualberta.ca

Forms and directions for ordering office supplies, Xerox paper, furniture, printing, catering, etc. can be found on the Department of Medicine website at:

<http://www.medicine.med.ualberta.ca/Admin/FINANCE/FAQS/Pages/default.aspx#q2>.

Academic Alternate Relationship Plan

In 2002, the Academic Alternate Relationship Plan — also known as the A-ARP — was introduced in the Department of Medicine. This bold move represented a new way of paying physicians who provide specialist care, teach and conduct medical research. Most of the physicians in the Department of Medicine are compensated under the A-ARP model. The A-ARP recognizes the equal importance of teaching, research, and medical practice.



Instead of being paid on a fee-for-service basis, A-ARP physicians in the Department of Medicine receive a predictable and stable income in return for providing specialist care to patients, teaching medical students and residents, and conducting medical research. The A-ARP allows us to recruit specialists in internal medicine and provide innovative ways of delivering health care. The A-ARP is a significant factor in our ability to attract some of the continent's finest educators, researchers and clinicians.

The A-ARP helps to reduce wait times and health care costs and allows physicians to come up with innovative ways to provide patient care. Under a fee-for-service system of compensation, physicians are generally only paid if they see patients in person. Now physicians are free to use telehealth video conferencing to reach patients in rural communities. They're working collaboratively in multidisciplinary teams with nurses, pharmacists and social workers and are now able to spend more time with patients who are very sick and need extra attention. The end result is improved access to better quality care both for patients in the city and those in rural areas.

The A-ARP has had a significant impact on research at the Department of Medicine. Since the implementation of the A-ARP, the amount of research funding awarded to Department of Medicine physicians has increased, and in turn, the quality and impact of the resulting research has increased as well.

Teaching has also benefited: For the first time, the A-ARP funds physicians for their role in educating medical students and physician-trainees. Staff are highly motivated to teach the next generation of physicians and student satisfaction has increased as well.

As a result of the Department of Medicine's A-ARP, Edmonton is fast becoming Western Canada's leading centre for medical treatment, research, and medical training.

Overview of Physician Billing

Physicians within the Department of Medicine may see patients in clinic, day surgery and emergency (out-patients) and on wards (in-patients). In order for the Department of Medicine to receive compensation from the Alberta Health Care Insurance Plan AHCIP for these services.

Physician Payment Structure – Physicians within the Department of Medicine may be compensated for their services in 1 of 2 ways; on a fee-for-service basis or through the Alternate Relationship Plan (ARP).

Fee for Service (FFS) – Fee for service is a system of compensation in which the physician is paid for all billings that are submitted to AH&W under the AHCIP. They are compensated for all billable services they provide to patients. FFS physicians are required to abide by all rules, regulations and policies set forth by AH&W, many of which are found in the SOMB.

Department of Medicine Alternate Relationship Plan (ARP) – The ARP is a method of funding academic medicine whereby funds from multiple sources are pooled into a single envelope and then redistributed by the clinical academic department to ensure achievement of specific objectives (often called “deliverables”). Academic physicians who participate in Academic ARPs are paid a predictable, stable income.

There are two main reasons for implementing the ARP. First, the Department felt an ARP would remove barriers imposed by fee-for-service that inhibited the delivery of care in the most effective and efficient manner. Under an ARP, physicians would be free to develop innovative care delivery models such as multidisciplinary teams, program-based and patient centered models of care, enhanced use of information technology, clinical care pathways, and other methods of practice. Second, by compensating physicians for all aspects of their job at competitive market rates, the ARP hoped to enhance recruitment.

When billing for ARP physicians, many of the rules guiding the use of specific fee codes are waived. The INTENT of the fee code must be respected, even when the rules are waived. (i.e. Major versus minor consult definitions must be adhered to but you can bill more than one referred consult within 180 days for ARP physicians.) NOTE: All the AHC rules still apply to private billings and out-of-province patients. The ARP rules apply only to patients with valid PHN numbers.

Physician's Duties – Each division within the Department of Medicine is composed of a variety of components including clinical, consult, procedural and ward components.

For your reference, an outpatient refers to those patients seeing specialists in clinic, emergency and day surgery within the hospital. An inpatient refers to patients registered as hospital patients utilizing a hospital bed (on ward). When a physician is on-call, they are responsible to attend to all patients that require a specialist throughout a 24 hour period on a rotating schedule throughout the year.

Clinics (Ambulatory Care – able to walk) – Specialists hold routine clinics within the hospital to see patients that were referred to that Specialist from the patient's General Practitioner. All divisions use 'service log' billing forms to record patient clinical visits. The physician completes the service log section and billing section of the form and submits it to the billing office. Clinic patients are called “out-patients”.

Consult Service – Hospital in-patients or out-patients are seen by an “on-call” physician either on a ward or in an out-patient department. Each analyst receives their Division’s on-call consultation schedule to ensure they are receiving all billings.

Day-Surgery Procedures – Hospital in-patients or out-patients are seen by an “on-call” physician in the day-surgery ward. Patients do not typically stay on the day-surgery ward for more than one day. Examples of procedures performed here are Endoscopies and Bronchoscopies.

Ward Coverage – A physician (on a rotating basis) sees in-patients in hospital beds on a ward. Some specialties have designated wards specific to their division, and some see patients on various wards within the hospital. (i.e: Pulmonary Ward is 5E3 and a portion of 5C3; Geriatricians see patients on every ward within the hospital as they are not assigned any one particular ward.)

NOTE: It is the physician’s responsibility to ensure that all billings are being submitted.

Outpatient / Clinic Billing – Service Logs

Clinic billing is completed on carbon copy “Service Logs” forms. They are composed of one white copy (to be kept in the Billing Office) and one yellow carbon copy (to be sent to Alberta Health Services – Service Log). Service Log has been implemented for many reasons including: monitor costing info (what it costs to look after a patient), internal reporting, evaluating and planning of new programs as well as for benchmarking (to compare one area of a hospital to another to ensure equitable funding). The top section of this clinic form is strictly for service log purposes. The remainder of the form is for physician billing.

Office of Medical Education

Faculty members in the Department of Medicine teach a number of different learners at various stages in their training. This includes medical students, residents, fellows, etc.

Support staff may be asked to book teaching sessions into the physicians’ calendars, provide clinic dates and times for learners to attend teaching clinics, etc. Medical education activities in eleven of our divisions are supported by the Division of Administrative Services, Office of Medical Education in addition to undergraduate education support and site administration for General Internal Medicine at the UAH and RAH sites.



Doris Kurtz is the Team Lead of Medical Education and can be contacted by phone or email: (780) 248-1343 or doris.kurtz@ualberta.ca.

Individual support staff are encouraged to contact their Medical Education Program Coordinator (MEPC) directly for questions relating to their specific division.

Name	Division	Phone	Email
Jennifer Aquin	Neurology	(780) 248-1630	jennifer.aquin@ualberta.ca
James Cheung	Geriatrics		james.cheung@albertahealthservices.ca
Sandra Clarkson	CIM – Core Internal Medicine	(780) 248-1347	sandra.clarkson@ualberta.ca
Jacque Dawkins	Occ Med/PHPM	(780) 492-1366	jacque.dawkins@ualberta.ca
Shelley Dubyk	Gastroenterology	(780) 492-8243	gi.education@med.ualberta.ca
Tammy Gargan	UGME Y3&4	(780) 248-1345	tgargan@ualberta.ca
Lori Hawrelak	GIM Royal Alexandra Hospital	(780) 735-5596	lori.hawrelak@albertahealthservices.ca
Carrie Hlady	GIM University of Alberta Hospital	(780) 407-1897	carrie.hlady@ualberta.ca
Bonnie Motyka	Hematology/Cardio RAH/CIM	(780) 248-1344	bonnie.motyka@ualberta.ca
Casandra Nero	Dermatology, MEEC, Strategic Planning	(780) 248-1353	casandra.nero@ualberta.ca
Melissa Rice	Endocrinology & Rheumatology	(780) 248-1346	melissa.rice@ualberta.ca
Linda Semper	ID and Nephrology	(780) 492-7174	linda.semper@ualberta.ca
Anna Tomski	Respirology and Subspecialties Projects	(780) 248-1962	atomski@ualberta.ca
Sherry Toronchuk	GIM – Core Internal Medicine	(780) 248-1131	sherry.toronchuk@ualberta.ca
Melody Cesar	Cardiology		melody.cesar@med.ualberta.ca

Office of Research & Graduate Education

The Office of Research and Graduate Education is a business unit within Administrative Services in the Department of Medicine. They provide support for both academic and support staff within the department for issues related to research, graduate education and postdoctoral fellows.



Some of the common tasks that they assist with are:

- Reviewing grant, studentship and fellowship applications;
- Obtaining signatures from the Chair on forms related to research;
- Issues Departmental approval for submissions to the Ethics Boards;
- Provide assistance for questions related to the graduate education program;
- Provide assistance for questions related to postdoctoral fellows; and
- Accept applications for faculty and student awards applications.

The Office of Research & Graduate Education is located on the 13th floor of the Clinical Sciences building and includes three staff members:

Position	Name	Phone	Email
Team Lead, Research	Eleni Dimos	(780) 248-1491	eleni.dimos@ualberta.ca
Research Administrative Assistant	TBD		
Graduate Education Advisor	Aileen Leskow	(780) 248-1619	aileen.leskow@ualberta.ca

Communications Office

The Department of Medicine is committed to ensuring faculty and staff across all 13 divisions possess the tools for success and communicate effectively with each other.

The communications office oversees the department's website, monthly newsletter, annual report, and collaborates with the faculty's office of communications to share Department of Medicine success stories. See link: <http://www.medicine.med.ualberta.ca/NewsEvents/Pages/Newsletter.aspx>

Spread the word

The Department of Medicine boasts world-class faculty and researchers who are committed to advancing health and health care and we want to tell the world. The communications office can help:

- Publicize research projects using the department's website
- Channel information to the faculty's external communications team to generate media attention
- Celebrate awards and grants
- Position you as an expert in your field
- Get the word out about your department or division event
- Inform faculty and staff about department and division announcements.

For more information, contact Jamie Friesen, Internal Communications Coordinator, by phone at (780) 492-3611 or by email at james.friesen@ualberta.ca.

Project Management Office

The Department of Medicine undertakes numerous projects that benefit the department and its members. The Project Management group ensures the key principles of project management underpin every project for a successful outcome.

This group is also responsible for space management and allocation, workflow and process design, governance, accountability, reporting and data analysis. The Project Management Office is located on the 13th floor of the Clinical Sciences building and includes three staff members:

Position	Name	Phone	Email
Project Manager	Francois Bouman	(780) 492-1780	francois.bouman@ualberta.ca
Project Manager	Tim Bulger	(780) 248-1640	tim.bulger@ualberta.ca
Information Coordinator	Lisa Keller	(780) 248-1139	lisa.keller@ualberta.ca

IT Resources

Alberta Health Services IT

For all computer related questions, computer problems/training, and requests for service for staff on the Alberta Health Services network, call (780) 477-4357 ((780) 477-HELP).



MedIT

For technical support or to request hardware, software, or multimedia, please visit the Faculty of Medicine and Dentistry Help Desk at:

<https://servicedesk.med.ualberta.ca/Mrcgi/Mrlogin.pl?PROJECTID=1>.

Technical support can be requested by calling their main line at (780) 492-9731.

Email

There are two different email systems, some Department of Medicine members have University of Alberta accounts which have a '@ualberta.ca' suffix and others have an Alberta Health Services account which have an '@albertahealthservices.ca' suffix

In Microsoft Outlook, you can see the University Global Contact list or Alberta Health Global Contact list, depending on your location. The Global Contact lists can be found by clicking the "To..." button when sending a new message.

Mail

The University of Alberta has an interdepartmental mailing system for all internal mail within the university. External mailing is individual to each division.

Phone

Dialing Instructions

Individual telephone lines may have restricted access to long distance services. Most phones require an authorization code to place long distance calls. This code is obtained from your departmental telecom contact.

An authorization code is an individual code requested by your departmental telephone contact. This code charges costs back to your code regardless of the phone you used to place the call. Authorization codes are private and are not to be shared.

To place long distant calls or faxes, please dial as follows;

1. **Local**; 9-area code and number
2. **Canada and US**; 626-xxxxxxx(7 digit long distance code)-9-1-area code and number.
3. **For Overseas**; 626 – xxxxxxx - (7 digit long distance code) – 9-011 – country code – city code and number.
4. **Toll Free**
Dial 9 + 1 + 800 + 7 digit number
Dial 9 + 1 + 866 + 7 digit number
Dial 9 + 1 + 877 + 7 digit number
Dial 9 + 1 + 888 + 7 digit number
Toll Free calls do not require an authorization code

Directory Assistance

Local

1. Dial 9 + 411
2. Enter your authorization code

Note: All 411 calls are charged 80 cents regardless if the number is new or not found. To avoid these costs use the on-line directory searches at www.411.ca for White Pages listings and www.superpages.ca for Yellow Pages listings.

VOICE MAIL

Each department in the hospital has a representative who has authorization to order a phone, receive a phone number and set up a phone line. The representative who takes care of the Department of Medicine side is Dawn Racz (dawn.racz@ualberta.ca).

Usually a phone will need to be reset for voicemail messaging when there is a forgotten password or staff who leaves the department and the department does not know what the password is.

Once voicemail has been initialized, call 22000 (492-2000 if off-campus) and set up your mailbox by recording your greeting and changing your password. Your temporary password is the same as your 7-digit telephone number.

Sample of voicemail greetings, can be found under this link;

Z:\Administrative Services\Common\DOM_Sample_Voicemail_Greetings.doc

User instructions are available on the following website: <http://www.telecom.ca>

Rapid prompts;

Play your voice mail messages;

1. Call 22000 or press the Message button on your phone
2. "Enter your PIN (enter your password) followed by pound (#)."
3. The system will then say your name followed by a hello.
4. The system will let you know if you have a new voice message as well as any old messages. Press 1 to hear your messages; Press 7 to delete your messages.

Change voice mail greeting;

1. Call 22000 or press the Message button on your phone
2. "Enter your PIN (enter your password) followed by pound (#)."
3. The system will then say your name followed by a hello.
4. Press 4 to change Set up Options
5. To change your standard current greeting, press 1
6. The current greeting will play and then will ask you, if you wish to rerecord your greeting, press 1
7. Begin speaking your greeting and press # once done.
8. The message will play what you just recorded. If you wish to rerecord the greeting, press 1, if not you can press # or hang up.

Playback controls

Help	0
Cancel/Exit	*
Finish/skip	#
Rewind message	1
Pause/restart message	2
Delete message	7

Safe Computing

Computers are wonderful tools that allow us to work efficiently and effectively; however, the benefits they bring also create the potential for serious risks to the privacy and security of our information.

Viruses

You've probably heard of computer viruses, worms, and Trojan Horses - things that can steal our information and potentially shut down our systems. Viruses can cause devastating damage and are usually brought into the system through spam (junk email) or by the user by visiting compromised web sites.

Follow these practices to minimize the risk of viruses:

- Shut down your computer at the end of the work day to ensure the latest virus protection updates are loaded on your computer.
- Avoid attachments to email that have not been virus checked - especially from unknown sources.
- Delete spam, chain, and other junk mail.
- Store your information on a network server rather than on your local hard drive.
- If you think you have a virus, report it immediately to the Helpdesk.

Leaving a Computer Unattended

If you are leaving your work area, make sure to lock your computer by either pressing the Windows Key + L or by pressing Ctrl+Alt+Delete, and clicking on Lock Computer. If you are leaving your work area for a few minutes or leaving for the day, make sure your workstation (or laptop) is secured and that you have logged out of all applications. Don't just power off the desktop and leave your application session logged in.

Also, make sure sensitive or confidential information is not lying on your desk when you leave, even for a short time. Whether it's a computer disk or paper, lock it in a desk drawer. And don't forget about paper-based information! It requires the same protection you take for electronic information.

Special Tips for Laptop Users

- Use a locking cable or clamp to secure your laptop - even for short periods - or lock it in a desk drawer or cabinet.
- Don't leave your laptop near an exterior window where it would be tempting for a "smash and grab" theft.
- Never leave your laptop in open view in your car. Lock it in your trunk.
- Avoid temperature extremes and allow your laptop to warm up before starting.
- Never check your laptop as luggage.

Privacy

We are constantly evaluating new technologies and methods that will improve accessibility to and sharing of health information, but along with better accessibility come increased threats and risks to the privacy and security of our information.

Protecting the confidentiality, integrity, and availability of our information is a complex task. It requires a variety of security controls such as policies, standards, procedures, and awareness training. It also requires constant monitoring,



managing, and enhancing our processes and systems to help you do your job without compromising privacy and confidentiality.

Information privacy and security is everyone's responsibility and we all have an important role to play. While IT offices monitor and provide the best systems and processes available to protect our information, it's up to all of us to be aware of our responsibilities.

Whether it's simple things like not sharing your password, only using the information you need to do your job and treating fax and email properly, you can make a real difference when it comes to protecting the security of our information.

If you have any questions about privacy, please contact Lisa Keller at lisa.keller@ualberta.ca or (780) 248-1139.

Health Information Act (HIA) Training

The Health Information Act (HIA) is provincial privacy legislation designed for the healthcare setting. It is intended to ensure that health information is kept private and secure, while still allowing the information to be shared appropriately amongst those who need access to a patient's information. It provides consistent methods for patients to access their own healthcare information. Simply put, the Act makes the rules regarding the collection, use, and sharing of health information clear and consistent to both people in the healthcare system and the general public across Alberta.

As staff, you will need to know about the HIA to ensure that your actions are in compliance with the Act. Training in the Act can be obtained by visiting:

http://www.medicine.med.ualberta.ca/AboutUs/STAFF/HIA/HIA_TRAINING/Pages/default.aspx.

Once completed, The Confirmation of Online Training form should be filled out and forwarded to your supervisor.

Health and Safety

Laboratory Safety

For safety in the laboratory or ward you work on, please see your supervisor.



Office of Environmental Health and Safety

The Office of Environmental Health and Safety's mission is to "support the University's mission through services, partnership, guidance and education to promote health, safety, protection of the environment, and regulatory compliance". See the Environmental Health and Safety website for current issues and other related topics:

<http://www.ehs.ualberta.ca>

Security - University of Alberta and Alberta Health Services

Alberta Health Services

If you are located in an Alberta Health Services building please contact Alberta Health Services security at (780) 407-8347.

University of Alberta

If you are located in a University of Alberta building, contact Campus Security (780) 492-5050. You may also call this number if you require a late-night escort from your building or you have been locked out of the building. You may be asked to show your U of A and/or Hospital identification.

Office Ergonomics

Repetitive strain injuries (RSI's) have become the leading cause of injury in office environments because many jobs are almost entirely computer-based. The Department of Medicine is committed to the prevention of RSI's through its promotion of ergonomics.

The word "ergonomics" comes from the Greek words ERGOS (work) and NOMOS (natural law/system). According to the National Research Council of Canada, it is the application of scientific knowledge to the workplace in order to improve the wellbeing and efficiency of both the individual and the organization.

Ergonomic presentations and individual work station assessments are provided by the Occupational Health nurse at the Office of Environmental Health and Safety. To request an ergonomics evaluation for your workstation, please contact Eva Kopecka by email at eva.kopecka@ehs.ualberta.ca.

The following tips can help in the prevention of RSI's.

Sitting Practices

- Adjust the seat of your chair so that your thighs are horizontal and your knees are at right angles.
- Rest your back against the backrest at all times.
- Sit close to your work.
- Avoid sitting for long periods. Alternate between sitting, standing, and walking.
- Move your back, neck, and shoulders at least every 10 minutes.
- Adjust armrests so that your shoulders are relaxed and your elbows are at 90 degrees.

Keyboard and Mouse

- Adjust the position of the keyboard to keep your wrists straight with your elbows at 90 degrees. You can do this by adjusting your chair height or by adjusting the keyboard platform.
- Position the keyboard directly in front of you.
- Hold the mouse loosely with the palm and all fingers.
- Keep the wrist relaxed and straight. Do not squeeze the mouse or press buttons with excessive force.
- Move the mouse with the whole arm initiating movement from the shoulder.

Monitor

- Position the monitor directly in front of you unless you perform data entry, in which case, place the document holder in front.
- Adjust the screen height to eye level or slightly below.
- Place the monitor 18" to 30" from eyes (an arm's length). If the font is too small, adjust the font size.
- Set the monitor brightness similar to the surrounding work area background. Darker surroundings should have a darker screen and brighter surroundings should have a lighter background.

Increasing Task Variety

- Alternate tasks within a job to minimize repetition.
- Job enlargement leads to more variety added to the job.
- Use teamwork! It increases task variety because each member of the team shares different tasks.
- Rotate your job if possible, where people move from one task to another according to a schedule.

Work Pace

- A fast pace of work allows the body little recovery time between repetitive or forceful movements and can increase the chance of mistakes.

- Work with your supervisor to determine a good work pace.

Work Breaks

- Work breaks are the time between tasks that allow for changes in position. These can help to prevent SRI's by allowing us to rest, stretch, and change positions when we need to.
- For continuous computer work, a work break of five minutes per hour is generally recommended.

Office Exercises

Sitting at a computer for an extended period of time can lead to strain on the neck, shoulder and back muscles which in turn can lead to tension and stiffness. This tension can cause headaches, as well as back, neck and shoulder pain. If left unattended, it could also impact your ability to function effectively at work and your overall quality of life. The University of Alberta, in conjunction with the province of Alberta and the Alberta Sport, Recreation, Parks and Wildlife Foundation, has created the Physical Activity @ Work program to help employers, employees, workplace wellness coordinators and Human Resources advisors to encourage physical activity at work. Its homepage can be found at:

<http://www.centre4activeliving.ca/workplace/>.

To alleviate muscle tension, stretch periodically throughout your day. Try the exercises found on the videos at the following link: they're quick, effective, and can be done at your workstation. If you are under medical treatment please contact your physician before doing any of the following suggested exercises. Perform all exercises within your comfort zone and breathe naturally. Stretches should be done slowly and smoothly. If discomfort persists, stop.

<http://www.centre4activeliving.ca/workplace/trr/tools.html>

Other Topics

Recreation

Both the University of Alberta and Alberta Health Services are committed to promoting the participation in physical



activity for their employees. Both provide recreation facilities and programs for their staff. University of Alberta staff members who work in Alberta Health Services facilities may purchase memberships for the Alberta Health Services-operated facilities and programs (and vice versa). You must show your ONE card to gain access to University facilities.

The University of Alberta programs are conducted in the Van Vliet Centre and Universiade Pavilion (Butter Dome) on main campus. Foote Field and the Saville Sports Centre are located on South Campus. Facilities on U of A main campus are free to anyone who has a ONEcard but user fees apply to some facilities on South Campus. Information about memberships, facilities and programs are available from links on the U of A Campus Recreation web site at: <http://www.uofaweb.ualberta.ca/campusrec/>.

Alberta Health Services operates the Pulse Generator, a recreation and fitness centre for employees of the University of Alberta Hospital located in WMC PJ2.00. Membership includes squash courts, racquetball court, gymnasium, table tennis, stack weight equipment, free weights, bikes, Stairmasters, treadmills, rower, fitness studios, steambath and showers. The facility is available on a fee basis. To be eligible for membership, you must be staff working within the University of Alberta Hospital, residents or students within the Faculty of Medicine and Dentistry, and must be 18 years of age or older. The facility is accessible to members 24 hrs/day, 7 days/week. For more information, please see: <http://www.intranet2.capitalhealth.ca/pulsegenerator/Default.htm>.

Childcare

There are five University-affiliated day care centres. These quality, non-profit and CAFRA-Accredited day care centres are governed by individual volunteer Board of Directors comprised of parents and community members.

1. University Infant Toddler Centre
2. Hospitals and Community Day Care Centre
3. Students' Union and Community Day Care Centre
4. University and Community Day Care Centre
5. Garneau / University Child Care Centre

Links to the centres may be accessed from the University Affiliated Child Care Centre web site:

<http://www.asinfo.ualberta.ca/AffiliatedChildCare>

Hospital Cafeteria

Note that all AHS food services in the University of Alberta hospital are cash only.

Facility	Hours of Operation	Days of Operation
Cafeteria	6:00 am - 2:00 pm	Monday to Friday
Fantani (Teahouse)	7:00 am - 2:00 pm	Monday to Friday

Mr. Sub	11:00 am - 7:00 pm	Monday to Friday
Snack Bar	10:30 am - 11:00 pm	Monday to Friday
	6:30 am - 10:00 pm	Weekends and Holidays
Trendz	6:30 am - 6:00 pm	Monday to Friday
	8:00 am - 6:00 pm	Weekends and Holidays

ATM Machines

There is a TD and a BMO ATM inside the west entrance to the hospital and a RBC ATM in the main hallway on the first floor of the hospital, beside the main cafeteria. There are also ATMs located in the emergency waiting room, at Fantini (Teahouse), and beside the Booster Juice on the second floor of the Clinical Sciences Building. Other ATMs are located outside of the hospital on the main campus at Student Union Building, HUB and CAB, as well as in College Plaza.

Dress Code

Please contact your supervisor to obtain appropriate dress attire instruction.

ONEcard

The ONEcard is the official identification card of the University of Alberta. It provides you with access to University services such as campus recreation, libraries, and the University Health Centre, door swipe access to buildings, printing and photocopying, and as payment in selected businesses in SUB food court. The ONEcard office is located in B-12 Cameron Library. University of Alberta faculty and staff who are members of AAS:UA or NASA and/or received full benefits are generally entitled to obtain a ONEcard. Note that Professors Emeritus and Postdoctoral Fellows are not eligible to receive a ONEcard at this time. Information about obtaining a ONEcard can be found at <http://www.onecard.ualberta.ca/>.



Additionally, all University of Alberta employees with a valid ONEcard may use that card to travel any time 7 days a week for no charge on the LRT between the Health Sciences Station and the Churchill Square Station. The program is to be used to facilitate travel required in conducting University business. If you are already employed in a regular continuing position, you are likely eligible. Check with Department of Medicine Human Resources or contact the ONEcard office at 492-7924 during office hours or by sending an email request to onecard@ualberta.ca. If you already have a ONEcard, note that the word “staff” appears on the front of it. Most ONEcards have an expiration date on the back that indicates its validity. If your staff ONEcard does not have an expiration date, please visit the ONEcard office to receive a new card.

In addition to the standard ONEcard, proximity cards are available for certain areas. Proximity cards are a premium type of card used on the University of Alberta campus for door access at specific locations including Lister Centre, International House, and an increasing number of labs and other buildings.

There is no cost to obtain a ONEcard, but there is a \$15.00 replacement fee for a standard card and a \$25 replacement fee for a proximity card, should it be lost or stolen.

Parking Services

Faculty and Staff parking permits in University-owned parking lots and parkades are issued subject to availability. Staff members who wish to purchase a permit should check with the Parking Services office directly regarding permit availability. Information about the University's parking facilities and services are available on the Parking Services web site at:

<http://www.asinfo.ualberta.ca/ParkingServices/ParkingInformation.aspx>.

For information on parking in the AHS-owned University of Alberta hospital parking, please see their parking map at:

<http://www.albertahealthservices.ca/HospitalsFacilities/hf-pmap-university-of-alberta-hospital.pdf>

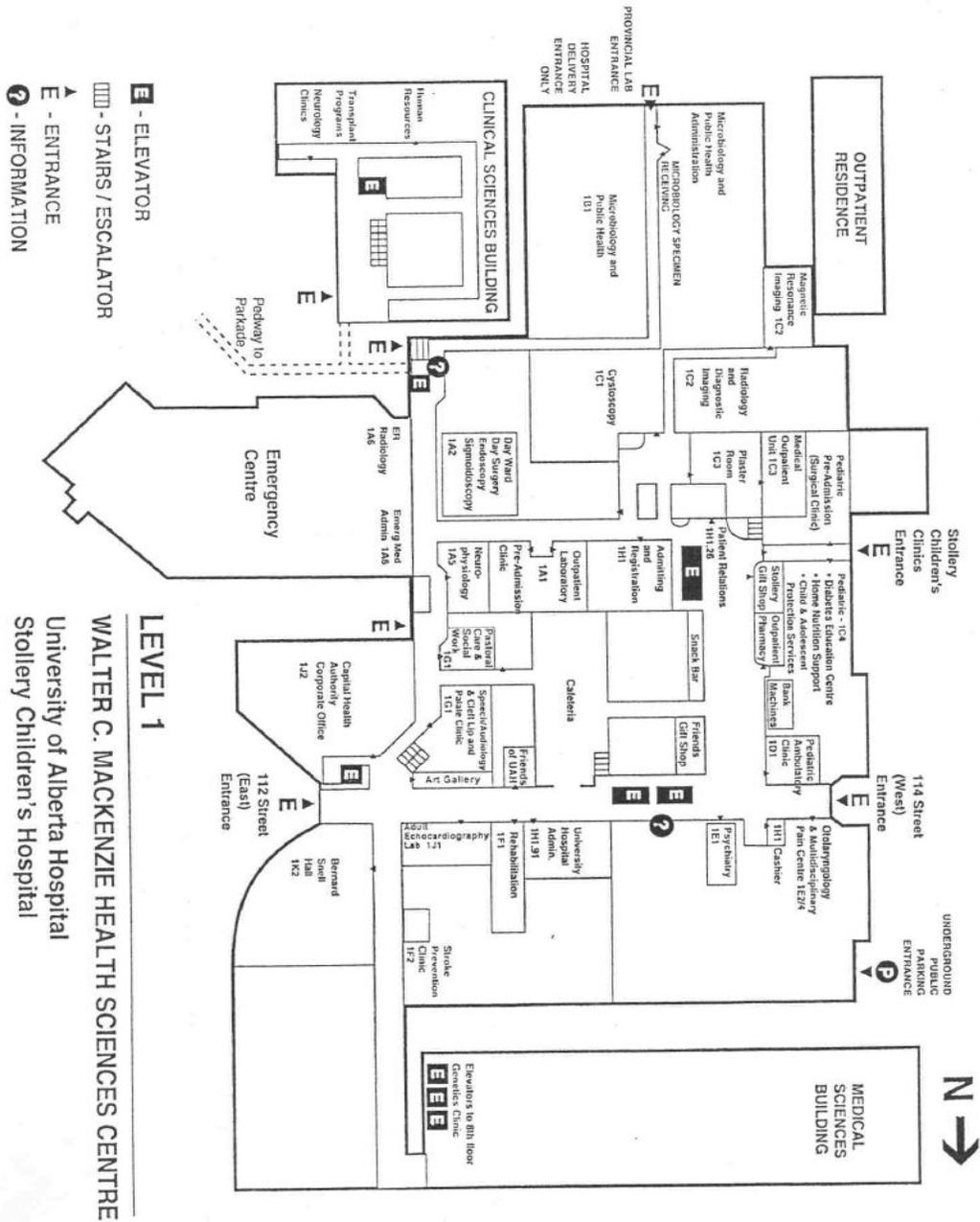
Smoking

Smoking is not permitted in University of Alberta buildings, Alberta Health Services buildings, or Alberta Health Services property including parking areas.

Smoking is permitted outside of University properties and public areas.

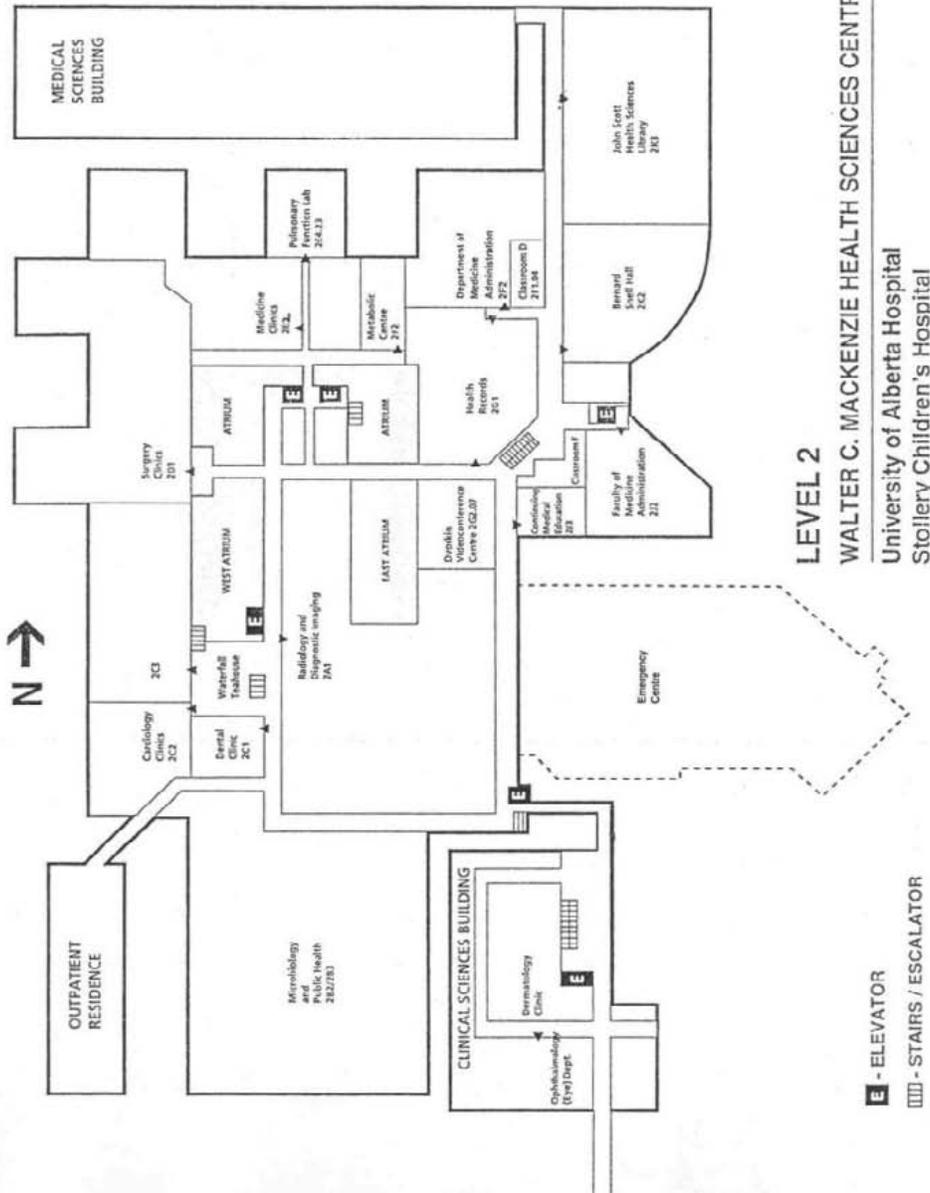
Appendix I: University of Alberta Hospital 1st Floor

WMC

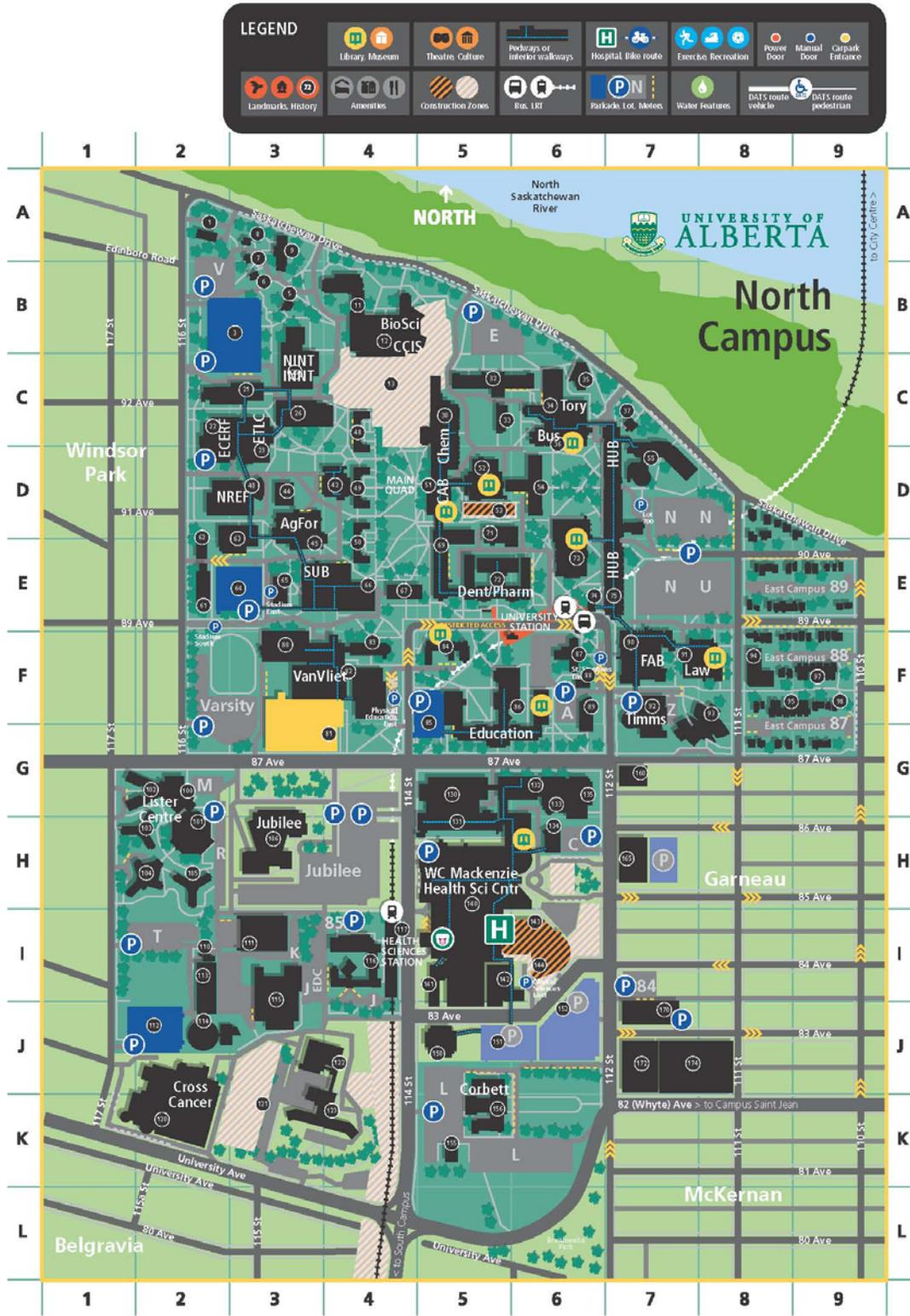


Appendix II: University of Alberta Hospital 2nd Floor

WMC



Appendix III: University of Alberta Campus Map





Building List		
# Grid	Name	Timetable Code
123	K3 Aberhart Centre	ABE
122	J3 Aberhart Services Building	
67	E4 Administration	ADM
45	D3 Agriculture / Forestry Centre	AF
1	A2 Alumni House	
54	D6 Arts and Convocation Hall	A
48	C4 Assiniboia Hall	ASH
49	D4 Athabasca Hall	ATH
11	B4 Biological Sciences	BS, OCS, M.E.C.
36	C6 Business	BUS
81	G3 Butterdome (Universiade Pavilion)	PAV
66	E4 Bookstore	
52	D5 Cameron Library	CL
160	G7 Campus Tower	CT
150	J5 Canadian Blood Services	CRC
12	B4 Centennial Centre for Interdisciplinary Science	CCIS
13	B4 Centennial Centre for Interdisciplinary Science (phase 2)	
51	D5 Central Academic Building	CAB
152	J6 CHA Parkade	
21	C3 Chem / Materials Engineering	CMF
30	C5 Chemistry Centre Gunning/Lemieux	C-4/5/6
155	K5 Childcare Centre	
69	E5 Civil / Electrical Engineering	CEB
80	F3 Clare Drake Arena	
142	J5 Clinical Sciences	CS
172	J5 College Plaza	
42	D4 Computing Science Centre	CSC
156	K5 Corbett Hall	CH
120	K2 Cross Cancer Institute	CC
72	E5 Dentistry / Pharmacy	DP
22	D3 ECERF Car Park	
32	C5 Earth Sciences	ESB
95	F8 East Campus Village Blk 2	
97	F9 East Campus Village Blk 4	
85	G5 Education Car Park	
86	F6 Education Centre, North & South	ED-N/S
22	D2 Electrical & Computer Engineering Research Facility	ECE
98	F9 Emily Murphy House	
143	I6 Emergency Wing (WC Mackenzie Health Science Centre)	
23	D3 Engineering Teaching and Learning Complex	ETL
89	F6 Environmental Engineering	EER
9	A3 Faculty Club	
90	F7 Fine Arts Centre	FAB
63	E3 General Services	GSR
33	C5 Greenhouse (Trailer Complex 1)	TR
135	G6 Health Research Innovation Facility, East	
140	H5 Health Sciences Centre, WC Mackenzie	WCM
117	J4 Health Sciences LRT Station	
115	I3 Heating Plant	
105	H2 Henday Hall	
86	F6 Herbert T. Coultts Education Library	
132	G6 Heritage Medical Research Centre	
66	E4 Horowitz Theatre	
75	E7 HUB International	HUB
61	E2 Human Ecology	HEC
55	D7 Humanities Centre	HEB
65	E3 Industrial Design Studio	IND
94	F8 International House	
106	H3 Jubilee Auditorium	
130	G5 Katz Group - Rexall Centre for Pharmacy and Health Research	

Building List		
# Grid	Name	Timetable Code
53	D5 Killam Centre for Advanced Studies	SL
103	H2 Kelsey Hall	
91	F8 Law Centre	LC
101	H2 Lister Centre	LH
104	H2 Mackenzie Hall	
40	D3 Markin/CNRL Natural Resources Engineering Facility	NRE
111	I3 Materials Management	
144	J6 Mazankowski Heart Institute	
26	C3 Mechanical Engineering	MEC
131	H5 Medical Sciences	MS
121	K3 Mewburn Veterans Centre	
133	G6 National High Field Nuclear Magnetic Resonance Centre	MANUC
25	C3 National Institute for Nanotechnology	
165	H7 Newton Place	
71	E5 North Power Plant (Graduate Students' Centre)	NPP
87	F6 Old St Stephen's College (Alberta Community Development)	
50	E4 Pembina Hall	PB
113	J2 Phillips Services Building	
82	F3 Physical Education and Recreation Centre	PE-M.E.
62	E2 RCMS (Physical Plant Shop)	
110	J2 Recycling Centre	
116	I4 Research Transition Facility	RTF
5	B3 Ring House 1	
6	B3 Ring House 2	
7	B3 Ring House 3	
8	A3 Ring House 4	
37	C7 Rutherford House	
73	E6 Rutherford Library, North & South	RN, RS
84	F5 St Joseph's College	SJ
88	F6 St Stephen's College	SS
102	G2 Schaffer Hall	
112	J2 South Field Car Park	
64	E3 Stadium Car Park	
140	J5 Stollery Children's Hospital	
44	D3 Structural Engineering Lab, Morrison	
66	E4 Students' Union Building	SUB
93	F8 TELUS Centre	TEL
114	J2 Thermal Energy Storage	
92	F7 Timms Centre for the Arts	TC
92	F7 Timms / TELUS Car Park	
34	C6 Tory Breeze Way	TBW
34	C6 Tory Building, Henry Marshall	T
35	C6 Tory Lecture Theatres	TL
81	G3 Universiade Pavilion	PAV
170	J7 University Extension Centre	EXT
170	J7 University Extension Centre Car Park	
83	F4 University Hall	UNH
140	H5 University Hospital	WCM
141	I5 University Hospitals Outpatient Residence	
151	J5 University Hospitals Parkade	
74	E6 University LRT Station	
170	J7 University Terrace	EXT
82	F3 Van Vliet Physical Education and Recreation Centre	PE-M.E.
140	H5 Walter C Mackenzie Health Sciences Centre	WCM
3	C2 Windsor Car Park	
174	J7 Windsor Park Plaza	
134	G5 Zeidler Ledcor Centre	ZLC

Building List		
# Grid	Name	Timetable Code
Historic Buildings & Landmarks		
E4	Alumni Walk	
54	D6 Arts and Convocation Hall	A
48	C4 Assiniboia Hall	ASH
49	D4 Athabasca Hall	ATH
156	K5 Corbett Hall	CH
E4	Celebration Plaza	
72	E5 Dentistry / Pharmacy	DP
D7	Fahlman's Tree	
D8	Garneau's Tree	
71	E5 North Power Plant	NPP
50	E4 Pembina Hall	PB
E4	Quad	
5	B3 Ring House 1	
6	B3 Ring House 2	
7	B3 Ring House 3	
8	A3 Ring House 4	
37	C7 Rutherford House	
73	F6 Rutherford Library, South	RS
C3	Sheldon's Plaque	
84	F5 St Joseph's College	SJ
88	F6 St Stephen's College	SS
E4	Universiade Flame Tower	
F5	West and North Mural	

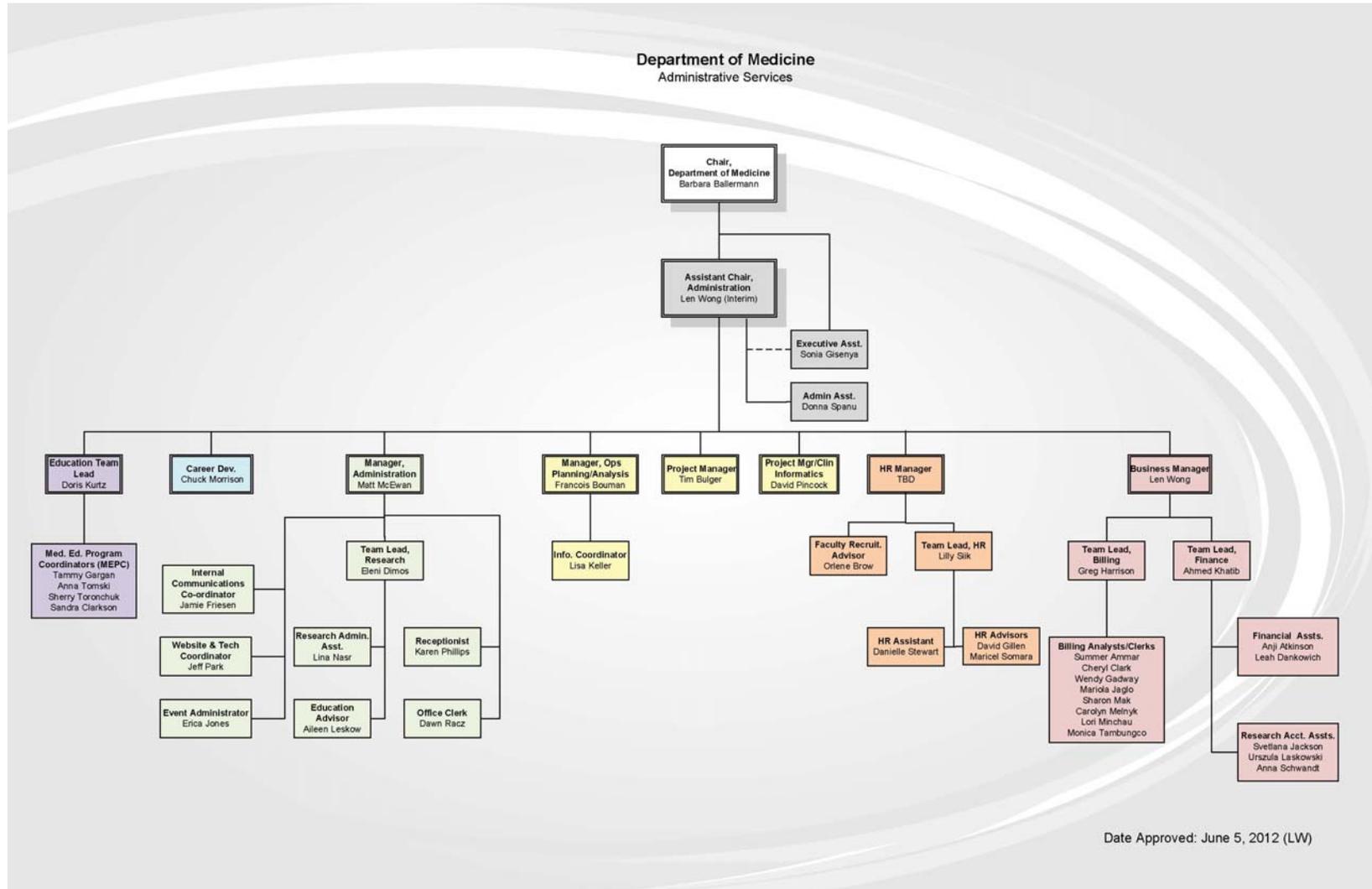
Libraries		
# Grid	Name	Timetable Code
52	D5 Cameron Library (Science & Technology)	CL
86	F6 Herbert T. Coultts Education Library	
140	H5 John W Scott Health Sciences Library	
91	F8 John A Weir Memorial Law Library	
51	D5 Mathematics Branch Library	
73	E6 Rutherford Library, North & South (Humanities & Social Sci)	RN, RS
84	F5 St Joseph's College Library	
36	C6 Winspear Business Reference Library	

Museums		
# Grid	Name	Timetable Code
75	D7 Bohdan Medwidsky Ukrainian Folklore Archives	
54	D6 Canadian Centre for Ethnomusicology / Folkways Alive	
61	E2 Clothing and Textiles Collection	
32	C5 Mineralogy / Petrology Museum	
32	C6 Paleontology Museum	
90	F7 Print Study Centre	
34	C6 WG Hardy Collection of Ancient Near Eastern and Classical Antiquities	

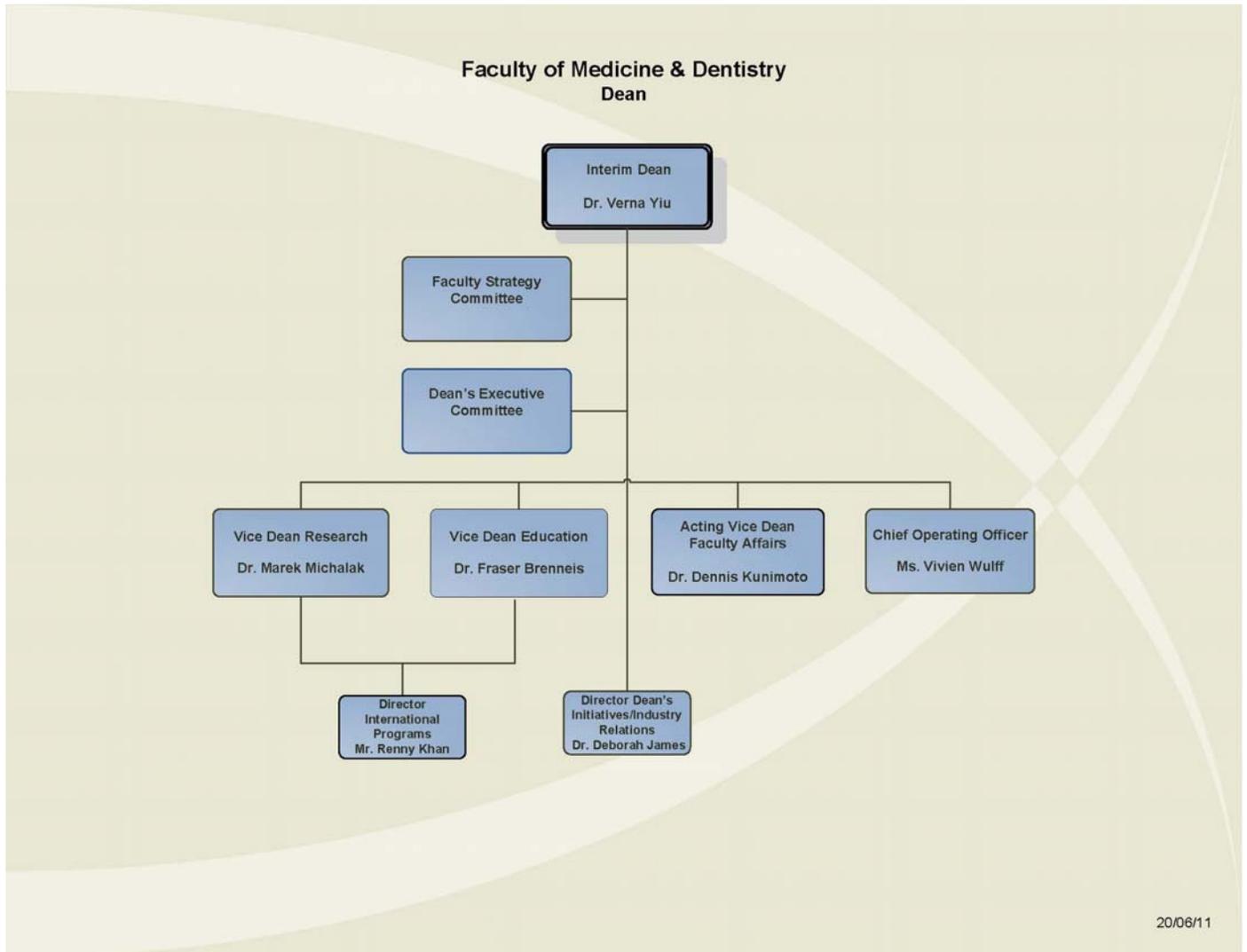
Theatre & Culture		
# Grid	Name	Timetable Code
90	F7 Fine Arts Building Gallery	
66	E4 Horowitz Theatre	
92	F7 Studio Theatre	

Exercise & Recreation		
# Grid	Name	Timetable Code
80	F3 Clare Drake Arena	
L5	Corbett Fields	
82	F4 Courts	
100	G2 David Tuckey Gym	
82	F4 East Pool	
80	F5 Education Gym	
82	F3 Fitness and Lifestyle Centre	
116	I3 Gymnastics Centre	
I2	Lister Fields	
82	F3 Main Gym	
84	F5 Newman Centre	
82	F3 Revving Room	
F2	Varsity Field	
82	F3 West Pool	

Appendix IV: Administrative Services Organizational Chart



Appendix V: Faculty of Medicine & Dentistry Dean's Organizational Chart



Appendix VI: Boardroom and Classroom Booking Contact Information

Boardrooms

***Smart room**

Space	Room #	Capacity	Contact
AHS (Bookings in this boardroom can be cancelled by AHS at the last minute)	1J2.02	7	Sheillah: 407-6560
	1J2.45	8	
	*1J2.47	22	
	1J2.13	24	
Faculty (under construction)	2J2.14	30	Rose: 492-6621
	2J2.26	8	Leslie: 492-6621
	Katz Lobby – Level 1	775	
	Katz Atrium – Level 2	338	
(Coleen: 492-6776 – to open doors for after-hours booking in Katz)			
Bernard Snell Hall	*Theatre	400	Charlotte: 407-8459
	Upper Foyer	100 – Standing	
	Lower Foyer	250 – Standing	
	4 th floor Atrium	3-50 Seated	
	0D2.06	20	
Li Ka Shing Centre (HRIF)	1-040	90	Colleen R.: 492-1211
	2-113	12	Colleen: 492-6776
	2-081	6	Reception: 248-1010
	2-082	6	
	2-083	24	
	5-112	20	Michelle: 492-4660
*Dvorkin Lounge Conference Centre (video conferences only)		30-40	Sofia: 906-5457
WMC	1B1.07	10	Anne Marie: 407-8903
	3E1.16		Collette: 407-3704
	3G1.12		
	4H1.04	15	
	4H2.01	25	Shannon: 407-1526
	3H2.24	15	
HMRC	352	32	Barb: 492-4331
	550B	16-20	Michel K.: 407-2121
	652	20-30	Mary Pat: 492-9291
	156	10	Debbie: 492-3040
	452	40	Mary-Jo: 492-6556
*Mazankowski Shaw Auditorium		100	Cheryl: 407-4575

Classrooms

Space	Room #	Capacity	Contact
Classroom A	2F1.01	45	Rose: 492-6621
Classroom B	2K1.03	15	
*Classroom D	2F1.04	80	
*Classroom F	2J4.02	60	
Classroom H	2G2.01	15	
Katz	*, ** Katz Theatre	220	492-5221
	4003/4004	20/20	Mary-Jo: 492-6556
	(Coleen: 492-6776 – to open doors for after-hours booking in Katz)		
CSB	*, ** 2-115	143	492-5221
	*, ** 2-117	177	
	10-120	25	Katerina: 492-1673
	11-103	8	Lena: 407-2149
	7-113	6	Sheri: 407-3218
	13-113	6	Karen: 248-1610
	13-126	30	
MSB	*, ** 2-27	142	492-5221
	*, ** 2-31	142	
	3-14	20	Barb: 492-4871
	4-70	60	
	5-03	10-15	
	5-10	8	Kalyn: 492-1973
	7-62	40-50	Claire: 492-3355
	7-53	20	Donna: 492-1238
	9-68	25-30	492-3575

**Timetabling: 492-5221

Edmonton Clinic Health Academy Timetabling: Kristie: 492-1943 (Classrooms only; meeting rooms in ECHA are only booked by occupants of the building)

Appendix VII: Department of Medicine and Related List of Acronyms

AAET	Alberta Advanced Education and Technology (Government Ministry”
A-ARP	Academic Alternate Relationship Plan
AAS: UA	Association of Academic Staff: University of Alberta
ABACUS	Alberta Cardiovascular and Stroke Research
ACB	Alberta Cancer Board
ACHE	Alberta Centre for Health Evidence
ADA&C	Alberta Dental Association and College
ADI	Alberta Diabetes Institute
AEC	Academic Evaluation Committee
AFMC	Association of Faculties of Medicine in Canada
AHCIP	Alberta Health Care Insurance Plan
AHFMR	Alberta Heritage Foundation for Medical Research
AHHM	Arts and Humanities Program in Health and Medicine
AHSB	Alberta Health Services Board
AHS	Alberta Health Services
AHW	Alberta Health & Wellness
AICT	Academic Information and Communication Technologies (formerly CNS
AIF	Alberta Ingenuity Fund
AIMG	Alberta International Medical Graduate program
AIVI	Alberta Institute for Viral Immunology
AKU	Aga Khan University
ALES	Faculty of Agriculture, Life and Environmental Sciences
AMA	Alberta Medical Association
ANP	Advanced Nurse Practitioner

API	Alberta Peptide Institute
APO	Administrative Professional Officer
ASRIP	Alberta Science Research Innovation Program
BCSA	Biochemistry Student's Association
BoG	Board of Governors (U of A)
BSL	BioSafety Level
CACMS	Committee on Accrediation of Canadian Medical Schools
CAME	Canadian Association of Medical Education
CAMIS	Centre for the Advancement of Minimally Invasive Surgery
CANVAC	Canadian Network for Vaccines and Immunotherapeutics
CaRMS	Canadian Residents Matching Service
CCAC	Canadian Council on Animal Care
CCHCSP	Canadian Child Health Clinical Scientist Program
CCI	Cross Cancer Institute
CCTMK	Canadian Centre for Traditional Medical Knowledge of the Indigeneous Peoples
CDAC	Commission for Dental Accreditation for Canada
CFC	Clinical Faculty Committee
CFI	Canadian Foundation for Innovation
CFPC	College of Family Physicians of Canada
CH	Capital Health (Regional Health Authority) - Now AHS
CIC	Citizenship and Immigration Canada
CIHR	Canadian Institute of Health Research
CIP	Clinical Investigator Program
CMPA	Canadian Medical Protective Association
CODA	Commission of Dental Accrediation (United States)
COMPRIS	Centre for Community Pharmacy Research and Interdisciplinary Strategies
COMPRU	Craniofacial Osseointegration and Maxillofacial Prosthetic Rehabilitation Unit

CPL	Continuous Professional Learning (formerly CME, Continuing Medical Education)
CPSA	College of Physicians and Surgeons of Alberta
CRC	Canada Research Chairs
CSB	Clinical Sciences Building
CSCI	Canadian Society for Clinical Investigation
CSMLS	Canadian Society for Medical Laboratory Science
CWN	Canadian Water Network
DD	Divisional Director
DEC	Dean's Executive Committee
DEC	Department Evaluation Committee
DHSA	Dental Hygiene Students' Association
DL	Discovery Learning
DMPA	Department of Medicine Practitioners Association
DMPP	Department of Medicine Practice Plan (replaced by DMPA)
Doc's	Doctors (unlike the rest of the world where this refers to documents)
DoM	Department of Medicine (University of Alberta)
DSA	Dental Students' Association
DSME	Division of Studies in Medical Education
EASE	Ensuring Access and Speedy Evaluation
EICS	Educational Commission for Foreign Medical Graduates International Credentials Services
EPE	Enrollment Planning Envelope Grants
EPICORE	Epidemiology Coordinating and Research Centre
FACS	Fluorescence-Activated Cell Sorting
FEAC	Faculty Education Advisory Committee
FEC	Faculty Evaluation Committee
FGSR	Faculty of Graduate Studies and Research
FoMD	Faculty of Medicine and Dentistry

FPPC	Faculty Planning & Priorities Committee
FSO	Faculty Service Officer
GFC	General Faculties Council
GFT	Geographical full-time academic staff (rarely used and should not be)
HMRC	Heritage Medical Research Centre
HOMER	the name of the educational web environment in FoMD
HREB	Health Research Ethics Board
HRIF East	Health Research Innovation Facility - East, on 87th Avenue, that has been renamed the Li Ka Shing Centre for Health Innovation
HRIF West	Health Research Innovation Facility - West, on 87th Avenue, that has been renamed the Katz Centre
HSC	UA Health Sciences Council
HSLAS	Health Sciences Laboratory Animal Services in FoMD
IBD	Institute for Biomolecular Design
iCARE	Integrated Centre for Care Advancement through Research
ICC	Rural Integrated Community Clerkship in FoMD
ICR	Indirect Cost of Research
IMG	International Medical Graduate
JAMA	Journal of the American Medical Association
Katz Group	Rexall Centre for Pharmacy and Health Research
LCME	Liaison Committee on Medical Education
LMCC	Licentiate of the Medical Council of Canada
LMO	Labour Market Opinion
LOO	Letter of Offer
MA	Medical Affairs (part of Capital Health)
MAA	Medical Alumni Association
MAHI	Mazankowski Alberta Heart Institute
MASH	Municipalities, Academic Institutions, School Boards and Health Organizations

Sector	
MCAT	Medical College Admissions Test
MCCQE	Medical Council of Canada Qualifying Examination
MedIT	Instructional Technology Office
MEP-C's	Medical Education Program Coordinators
MICYRN	Maternal, Infant, Child and Youth Research Network
MLS	Medical Laboratory Sciences
MMI	Medical Microbiology and Immunology
MMI	Multiple Mini Interviews
MOA	Memorandum of Agreement
MOU	Memorandum of Understanding
MSA	Medical Students' Association
MSB	Medical Sciences Building
MSDIF	Medical Services Delivery Innovation Fund, Government of Alberta Health and Wellness
MSGP	Medical Sciences Graduate Programs
NACTRC	Northern Alberta Clinical Trials Centre
NAIT	Northern Alberta Institute of Technology
NANUC	National High Field Nuclear Magnetic Resonance Centre
NARSAD	National Alliance for Research on Schizophrenia and Depression
NASA	Non-Academic Staff Association (U of A)
NDEB	National Dental Examining Board
NECC	North Edmonton Children's Clinic
NEJM	New England Journal of Medicine
NGO	Non-Governmental Organization
NIH	National Institutes of Health
NMR	Nuclear Magnetic Resonance
NSERC	Natural Sciences & Engineering Research Council

OSCE	Objective Structured Clinical Examination
OTO	one time only funding
PARA	Provincial Association of Residents of Alberta
PBL	Problem-based learning
PCNs	Primary Care Networks
PCWH	Pediatric Centre for Weight and Health
PDF	Post-doctoral Fellow
PGME	Post-Graduate Medical Education
PNP	Alberta Provincial Nominee Program
POSP	Physician Office Systems Program (A-ARP funding envelope)
PSA	Pharmacology Students' Association or Physiology Students' Association
RAC	Research Advisory Committee (advises the Dean)
RAH	Royal Alexandra Hospital
RCPSC	Royal College of Physicians and Surgeons of Canada
RFB	Request for Bid
RFP	Request for Proposal
RGO	Research Grants Office
RHA	Regional Health Authority
RMAC	Regional Medical Advisory Committee of Capital Health
RMSO	Regional Medical Staff Office
RPAP	Rural Physicians Action Plan
RPRC	Regional Physician Recruitment Committee
RSC	Royal Society of Canada
RSO	Research Services Office (U of A)
RTF	Research Transition Facility
SAIT	Southern Alberta Institute of Technology
SAT	Senior Administrative Team (DoM)

SCH	Stollery Children's Hospital
SCHF	Stollery Children's Hospital Foundation
SHINE	Student Health Initiative for the Needs of Edmonton in the FoMD
SMT	Senior Management Team (DoM)
SPOC Nمبر.	Single Point of Contact Number
SSHRC	Social Sciences and Humanities Research Council of Canada
STIR	Special Training in Research Program
TEWS	Teaching Enhancement Workshops
TILMA	Trade, Investment and Labour Mobility Agreement
TMD	Temporomandibular Joint Disorders
TORCH	Training of Residents in Cardiovascular Health
UA	University of Alberta
UAH	University of Alberta Hospital
UBC	University of British Columbia
UC	University of Calgary
UGME	Undergraduate Medical Education
UHF	University Hospital Foundation
UL	University of Lethbridge
UTS	University Teaching Services
VIGOUR	Virtual Coordinating Centre for Global Collaborative Cardiovascular Research
WCHRI	Women's and Children's Health Research Institute
WMHSC	Walter Mackenzie Health Sciences Centre