

Benefits and Support Services

The following benefits apply to benefits-eligible residents and fellows in CAMC programs.

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Charleston Area Medical Center / GVMC
Graduate Medical Education
Resident/Fellow Compensation and Benefits at a Glance 2024

BASE SALARIES <i>(Updated salaries effective 7/1/24)</i>	Medical/Surgical Residents	
	PG-1	\$58,798
	PG-2	\$61,039
	PG-3	\$63,126
	PG-4	\$66,485
	PG-5	\$69,981
	PG-6	\$72,830
	PG-7	\$76,399
	Pharmacy Residents	
	PG-1	\$50,087
	PG-2	\$52,106
	Psychology Interns	
		\$39,128
TRAVEL <i>(one time trip per resident/fellow; separate funds available for research related travel upon approval)</i>	One Year Programs	Local and regional travel for conference/meeting (Local travel expenses up to \$500)
	Medical/Surgical Programs (PGY2 & above)	One trip to a national specialty meeting or board review course (Travel expenses for a single trip up to \$3,000)
RESEARCH TRAVEL	All residents/fellows	Residents/fellows can apply for travel support when presenting CAMC approved research projects at local, regional and/or national meetings. There is no cap on research travel support, however, opportunities may need to be prioritized if there is more than one resident/fellow submission or if funding would be limited.
MEAL ALLOWANCE <i>Meals are free at GVMC</i>	\$1,200 annually	Residents and fellows in Cardiovascular; Emergency Medicine; Family Medicine; Gastroenterology; Internal Medicine; Internal Medicine/Psychiatry; Pediatrics; Pharmacy; Psychiatry; Psychology; Pulmonary/Critical Care
	\$1,600 annually	Residents/fellows in OBGYN; General Surgery; Urology; and Vascular Surgery
STEP 3 REIMBURSEMENT	\$1,500	CAMC and GVMC based PG1 residents who take Step 3 prior to progressing to a PG2 position may be reimbursed \$1,500 for exam expenses in accordance with the evaluation and promotion policy. See policy for details.
VACATION LEAVE	All PG Levels ACGME and APA Accredited Programs	3 weeks per academic year <i>(see leave policy in House Staff Handbook for details)</i>
VACATION LEAVE	All Pharmacy Programs	14 days per academic year
SICK LEAVE	All PG Levels ACGME and APA Accredited Programs	5 days per academic year
SICK LEAVE	All Pharmacy Programs	10 days per academic year
BEREAVEMENT	All PG Levels	3 days for family member; 1 day for relative. The full list of family and relative relationships are provided in the House Staff Handbook.

EDUCATION DAYS	All PG Levels ACGME and APA Accredited Programs	7 days, maximum, per academic year
WELL-BEING DAYS	All PG Levels ACGME and APA Accredited Programs	3 days per academic year / 3 additional days during senior year for professional interviews
PROFESSIONAL/FLEX Days	All Pharmacy Programs	7 days, maximum, per academic year
MEDICAL, PARENTAL, AND CAREGIVER (PMPC) LEAVE	Six (6) weeks of paid medical, parental, and caregiver leave once during a residency/fellowship program.	
MATERNITY LEAVE	Maternity leave will be for a maximum of 6 weeks (non-FMLA eligible) or 12 weeks (FMLA eligible). Use Sick/Vacation/Short Term Disability if eligible or time off without pay.	
HEALTH CARE <i>(including pharmacy benefit)</i>	<p><u>*Offered through Blue Cross Blue Shield:</u></p> <p><u>PPO</u> (includes pharmacy plan) Employee premium per pay period per pay \$83.00 – Employee Only \$261.00 – Employee + Spouse \$178.00 – Employee + Children \$300.00 – Employee + Family</p> <p><u>HDHP</u> (high-deductible health plan) Employee premium \$42.00 – Employee Only \$135.50 – Employee + Spouse \$94.00 – Employee + Child \$156.00 – Employee + Family</p> <p>You must pay “first dollar” on any expenses incurred until you meet your deductible. Once the deductible is met, the plan begins to cost share with you on expenses. Tobacco users pay an additional \$40.00 per paycheck regardless if enrolled in the PPO or HDHP</p> <p>Note: If spouses are offered a health plan through their employer, then spouses are only eligible to enroll on CAMC’s plan as secondary coverage.</p>	
DENTAL	<p><u>*Offered through Guardian:</u></p> <p>Employee premium per pay period \$9.75 – Employee Only \$18.75 - Employee + Spouse \$19.25 – Employee + Children \$27.75 – Employee + Family</p>	
VISION	<p><u>*Offered through VSP:</u></p> <p>Employee premium per pay period \$1.77 – Employee Only \$3.61 – Employee + Spouse \$3.79 – Employee + Children \$6.01 – Employee + Family</p>	
HEALTH CARE SPENDING ACCOUNT	<p><u>*Tax deferred deductions from paychecks to pay for expenses not covered by a Health Care plan. Debit card system utilized for claims. Website and cell phone app available.</u></p> <p><u>Flexible Spending Account (PPO Plan Only)</u> Max. Contribution allowed \$3,200</p> <p><u>Health Saving Account (HDHP Only)</u> Employee Only - Max Contribution \$4,150 Employee + Spouse, Children, or Family coverage – Max Contribution \$8,300</p>	
DEPENDENT CARE SPENDING ACCOUNT	<p><u>*Tax deferred deductions from your paychecks to pay for child or elder care expenses.</u> Max. \$5,000</p>	
EMPLOYEE HEALTH SERVICES	Available at all CAMC hospitals.	
SHORT TERM DISABILITY	<u>*Offered through New York Life:</u>	

	Income protection at 60% or 75% coverage is available. If a resident elects coverage on day one, there is no waiting period. Certain exclusions, along with a six-month preexisting condition may apply. All employees must use five (5) days of leave before eligible to use short-term disability. 75% coverage may require evidence of insurability form and approval by New York Life. Visit: www.myNYLGBS.com to file a claim.	
LONG TERM DISABILITY	*Offered through New York Life: Long Term Disability (LTD) benefits will be provided to all benefit eligible employees at no cost to the employee. LTD insurance replaces 60% of your income if you become partially or totally disabled for an extended time. Certain exclusions, along with a 12-month pre-existing condition limitation, may apply.	
BASIC EMPLOYEE TERM LIFE	New York Life	1X annual salary (up to \$50,000) paid 100% by CAMC
OPTIONAL TERM LIFE	New York Life	Opportunity to purchase additional life insurance.
SPOUSE TERM LIFE INSURANCE	New York Life	Opportunity to purchase life insurance on spouse.
CHILD TERM LIFE INSURANCE	New York Life	Opportunity to purchase life insurance for children.
ACCIDENTAL DEATH AND DISMEMBERMENT		Opportunity to purchase.
HOSPITAL INDEMNITY INSURANCE	Opportunity to purchase.	
CRITICAL ILLNESS INSURANCE	Opportunity to purchase.	
ACCIDENT INSURANCE	Opportunity to purchase.	
EMPLOYEE PHARMACY	Payroll deduction and campus delivery service to some locations	
401(K) RETIREMENT PLAN	Managed by Fidelity Investments New beginning January 1, 2024, there is no waiting period for the match! Employees will be fully vested after two years of service with CAMC based on the date the employee was hired into a retirement-eligible position. Newly hired employees will be auto enrolled at 5%	
CREDIT UNION	One block east of Memorial Hospital	Direct checking/savings accounts, payroll deduct loans, Visa credit and debit cards.
PARKING	Free onsite parking.	
ON-SITE CAFETERIA	Discounts offered for all employees in all four hospital locations.	
GIFT SHOP	Payroll deduction available on purchases in all CAMC hospitals.	
SECURITY	Escort assistance available in all CAMC hospitals.	
PASTORAL CARE	Pastoral care assistance is available to employees in all CAMC hospitals.	
PRIDE CARD	Offers discounts at stores and for services in the Kanawha Valley. Please visit CAMnet for a full listing.	
HOUSING	CAMC offers affordable housing options near the Memorial and General hospital campuses.	
CALL ROOMS	Call rooms available at Greenbrier Valley Medical Center	
WELLNESS PROGRAM	Programs offered vary throughout the year. Participation is optional.	

Benefit effective dates



Benefit	Initial enrollment effective date
Medical Plan	Effective on date of orientation.
Vision Plan	First day of the month following 30 days after orientation.
Dental Plan	First day of the month following 30 days after orientation.
Short Term Disability	Effective date of your orientation.
Long Term Disability	Effective date of your orientation.
Supplemental Life Insurance	First of the month following 30 days after orientation.
Leave benefits	Varies based on type of leave.
Retirement	Automatically enrolled at orientation.

Educational Travel

Residents/fellows in a one-year training program are eligible to receive support toward the costs of local and/or regional meetings/conferences during the academic year. Reimbursement for travel expenses is capped at \$500. Residents/fellows at the PG2 level and above are eligible for travel support toward the costs of one (1) approved continuing medical education (CME) conference or board review course during the residency/fellowship program. Reimbursement for travel expenses for a single trip is capped at \$3,000.

Approved travel funds are not taxable. In order to request use of travel funds, residents/fellows must complete the "Education-Request for Travel" form and submit required paperwork at least sixty (60) days in advance. This form must be completed with an estimate of all required expenses, justification for travel, and the signatures of the Program Director and the Director of Education. Submitted travel requests must meet the following criteria:

Educational travel should be sponsored or hosted by the resident/fellow program's national organizations or societies or a board review course for PG2 residents/fellows and above. (A list of approved sponsors can be provided in advance by the program director.) One-year programs must consult with the program director regarding acceptable local and regional meetings/conferences.

Educational travel expenses are capped for a single trip at \$3,000 for PG2 residents/fellows and at \$500 for interns in one-year programs.

- Events must meet current CAMC travel guideline.
- Out of the country travel is not permissible unless explicit permission is obtained by the CAO or DIO.

In addition, the Program Director's signature will serve as confirmation of relevance of proposed meeting to the clinical, educational or research assignment at CAMC. All travel reimbursement is subject to Institutional Travel Policy 20DAA01939 specifying reimbursement and payment processing procedures. Residents/fellows will be held responsible for obtaining an updated travel policy upon making travel plans. Residents/fellows should contact the GME office in order to complete and process the "Request for Travel" forms and reimbursement forms. Travel reimbursement requests for all residents/fellows must be turned in no later than ten (10) days after the trip. Additionally, graduating residents/fellows must ensure that all travel reimbursement requests are submitted to the GME office no later than 30 days prior to the end of the residents/fellows' residency with CAMC to be eligible for reimbursement.

CAMC Professional Liability Protection

CAMC participates in an actuarially sound self-insurance trust fund dedicated to protecting the assets of the corporation, its employees, including House Staff and certain other individuals against expenses, fees, settlements, and judgments related to claims based on alleged negligence in the care of patients. The House Staff is protected by this trust fund while acting within the scope of employment as a Resident/Fellow at CAMC. The protection afforded to House Staff shall at all times be in an amount at least equal to the minimum amount required of CAMC medical staff members as a condition of staff membership.

Scope of Coverage

Because CAMC covers House Staff through the assets of the trust fund, the protection afforded to the House Staff is equivalent in scope to “occurrence” based insurance coverage. Accordingly, House Staff are protected by the self-insurance trust fund for liability arising with respect to events that occur while they are House Staff acting within the scope of their employment, regardless of when the claim is first asserted. While most malpractice claims are asserted within two years after the provision of the allegedly negligent medical care, under certain circumstances, malpractice claims may be made as long as twelve years following the provision of medical care. The financial protection herein continues to apply even after the Resident/Fellow is no longer employed by CAMC, as long as the event at issue occurred within the scope of the Resident/Fellow's former employment with CAMC.

CAMC's professional liability protection does not extend to activities outside the scope of employment or the scope of the training program (see also “Moonlighting” in this manual). The House Staff is advised to contain their practice of medicine, dentistry, pharmacy, or psychology to their assigned duties if they do not have their own personal malpractice insurance coverage and permanent licensure. Any House Staff who has questions about the scope of protection available through the trust fund should consult with CAMC's Office of the General Counsel. A copy of the professional liability insurance coverage details is available from the Office of the General Counsel to the resident/fellow upon request.

Obligations of House Staff

The extension of professional liability protection by CAMC to House Staff invokes certain obligations on the part of the House Staff. Although CAMC is not an insurance company and does not issue a “policy” to its employees, CAMC does expect cooperation from the House Staff in connection with reporting claims, settling claims, defending lawsuits, and related matters. By accepting the liability protection provided by CAMC, House Staff agree to make themselves available and participate in the defense of any professional liability claim in which they are involved in any manner, even after they have completed their residency training.

CAMC reserves the right to make all decisions with respect to the defense and settlement of claims and lawsuits involving CAMC and/or a member of the House Staff. CAMC may be obligated by law to report payments of malpractice settlements and judgments on behalf of physicians to the National Practitioners Data Bank and the West Virginia Board of Medicine and shall do so with respect to the House Staff as required by law.

House Staff are expected to adhere to all CAMC policies and procedures relating to reporting claims and incidents, whether or not the same are referred to in this manual. House Staff should report any direct knowledge of intent by any individual to pursue a claim against CAMC with respect to an alleged event of medical malpractice by contacting CAMC's Office of the General Counsel. Such contact shall be in addition to any other procedures applicable to the situation.

A House Staff employee who is served with a summons and complaint or any other legal document with respect to an alleged event of medical malpractice must contact CAMC's Office of the General Counsel immediately. Failure to do so could result in a default judgment against the House Staff member and a voiding of the protection of the House Staff member by CAMC.

House Staff are expected to cooperate fully in their own and CAMC's defense. While CAMC pays expenses associated with lawsuit defense, House Staff are expected to give whatever time is necessary to participate in the defense of a case that involves a House Staff employee, whether or not the House Staff employee is actually a named party in the lawsuit.

In-service training sessions are conducted periodically for House Staff with respect to insurance and liability matters. House Staff are required to attend such sessions as notified and directed by their Program Director or as directed by CAMC administration. These in-services will be designed to prevent and to protect House Staff members and CAMC from liability for alleged acts of medical malpractice.

Legal Consultations

Attorneys employed by CAMC are available for consultation with regard to matters involving potential professional liability and other patient care matters within the scope of the House Staff's employment. House Staff who seek legal advice in these matters are encouraged to contact the attorneys directly. Please call the CAMC Office of the General Counsel for a consultation.

Resident/Fellow Call Rooms

Call rooms are available at each hospital for the use of all Residents/Fellows while on call. Residents/Fellows are expected to remain on premises for call as dictated by departmental policies. The institution provides safe, quiet, clean, and private sleep/rest areas to accommodate on call assignments. All furnishings and equipment provided in the call room is for use by all Residents/Fellows and remains the property of the institution. Residents/Fellows who intentionally destroy equipment or furnishings in any of CAMC call rooms or other facilities shall be subject to disciplinary procedures. Lockers are available in resident/fellow work areas for use. To receive a locker assignment and lock, a resident/fellow should contact the GME office. Assigned locks must be used. Personal locks used are subject to removal. Lockers, per CAMC policy, are subject to inspection. Graduating/departing residents/fellows are expected to remove all of their personal belongings prior to their last workday and return lock to the GME office. Charleston Area Medical Center and the GME office is not responsible for locker items.

Safe Ride Home

Charleston Area Medical Center is committed to ensuring residents/fellows get home safely after extended shifts and anytime driving might be hazardous due to fatigue or illness. To support our commitment to resident/fellow safety, CAMC will provide residents/fellows safe rides home utilizing cab services provided by C&H Taxi Service. Residents/Fellows wishing to utilize the cab service must be picked up from the assigned duty location and dropped off at the local home address only. CAMC will also pay for the return trip to the hospital, when necessary. The cab company will provide written documentation to CAMC Graduate Medical Education stating the resident/fellow's pick up time, pick up address, drop off time, drop off address, total mileage and required resident/fellow signature.

CAMC is happy to provide this service to ensure resident/fellow safety. Residents/Fellows who try to abuse the taxi service program for purposes other than a safe ride home may be subject to disciplinary action.

If a resident/fellow is too tired or too ill to drive home safely and does not wish to sleep in the call room, the Resident/Fellow may utilize C&H Taxi Service for a safe ride home.

Residents/Fellows needing to use this service should call C&H at 304-344-4902. The Taxi Company and cab driver will need to know that CAMC has an account and they should bill the hospital for this service. The resident/fellow will be asked to provide name, pick up location, drop off location, and signature. The resident/fellow will have to tell the cab driver that they are a CAMC resident/fellow. If a resident/fellow encounters a driver unaware of the policy, the driver should contact the dispatcher. Cab vouchers are located in the main call room areas.

Meals

Residents/Fellows are provided access to meals in all hospital-based cafeterias/contracted food service vendors. In addition, the hospital maintains food-vending services at all hospitals for after hour use. CAMC on-call meal allowance is provided to Residents/Fellows and is based on analysis of overall duty hours; number of 12 plus hour shifts; and number of 24 plus hour shifts and frequency of call. Residents at GVMC may have a different policy at their facility.

Lab Coats

All CAMC residents/fellows will be provided with one monogrammed white coat upon admission into a CAMC residency or fellowship program. Additional coats may be ordered periodically at the resident/fellow's own expense. GVMC residents may have a different policy in place.

Pagers

CAMC provides the resident/fellows first pager at no charge. Residents/Fellows will be responsible for the replacement cost of lost or damaged pagers. Replacement batteries can be picked up from the registration desks at each hospital.

Upon completion or termination of training, each Resident/Fellow is responsible for returning their pager to the Graduate Medical Education office.

Email

CAMC provides all residents/fellows with a Vandalia Health email address. CAMC will use this email system to communicate with all residents/fellows. Every resident/fellow is expected to check email on a routine basis sufficient enough to be familiar with system messages, alerts, and other important communication distributed to employees on a regular basis. CAMC email accounts cannot be forwarded to a personal email account.

Counseling, Medical and Mental Health Services

Medical Services

Residents/Fellows have access to a variety of health plan options for medical coverage offered through CAMC (please see Benefits at a Glance document at camcmedicine.edu). If a Resident/Fellow does not have a health plan or insurance provider, they may go to a CAMC Employee Health Department (EHD), located at each hospital. The EHDs are available for the evaluation of illnesses and injuries, and offer appropriate treatment and/or referral. All needlesticks and blood or body fluid exposures are handled by EHD (24 hour call coverage).

Counseling and Mental Health Services

CAMC acknowledges that residency training requires sustained intellectual and physical effort throughout the training period. A successful balance of professional and personal needs is critical to the house staff's ability to fulfill training and patient care responsibilities. Recognizing that this balance can often be difficult, CAMC desires to encourage Residents/Fellows who are experiencing any type of personal problems to seek professional and confidential personal assistance as soon as possible. Personal problems that are identified at an early stage can often be successfully addressed if referred to an appropriate form of care.

Residents/Fellows are encouraged to seek assistance quickly for any personal problem affecting their residency training performance.

Residents/Fellows experiencing an urgent/emergency mental health need that require immediate attention are encouraged to use of CAMC's emergency rooms available 24 hours a day/7 days a week. CAMC's Urgent Care located in Cross Lanes is open 7 days a week and requires no appointment if there is an urgent/non-emergency need for services. You can reach urgent care at 304-388-7070. CAMC's Family Resource Center (FRC) is located next to Women and Children's Hospital and offers assistance with relationship issues, loss/crisis, depression, anxiety and other issues. The FRC is available by appointment at 304-388-2545.

Another private mental health facility in our community is Highland Hospital located at 300 56th Street East, Charleston/304-926-1600. While an option for care, Highland is a private facility not affiliated with CAMC but can provide services in an emergent situation. Coverage of services will vary depending on a resident/fellow's insurance plan. CAMC's Urgent Care located in Cross Lanes is open 7 days a week and requires no appointment if there is an urgent/non-emergency need for services.

CAMC provides coverage for mental health services predominantly through the health plan options offered to individual Residents/Fellows or through family plan selections. Residents/Fellows are encouraged to familiarize themselves with requirements for accessing services and seek assistance as needed on a voluntary basis. Residents/Fellows seeking assistance will be subject to conditions of coverage as defined in the plan option to which the Resident/Fellow subscribes. Unless the individual requests in writing that the institution be notified or if conditions relating to Exception to Confidentiality are met, all communication and interaction sought by the Resident/Fellow through the health plan will be held in confidence.

Dr. Susan Walker-Matthews with Medallion Psychological Associates is an external resource available for residents/fellows that have an emergent need for psychological support. Residents/fellows may reach out to Dr. Walker-Matthews directly by phone at 681-205-2431 or by email at swm.medallion@gmail.com. Up to three visits with Dr. Walker-Matthews are supported 100% by CAMC. After three visits, residents/fellows will work with Dr. Walker-Matthews to decide on next steps.

Employee Assistance Program – Residents can take advantage of Employee Assistance Programs offered through NY Life. Confidential guidance and resources for residents/fellows and members of their immediate

household include unlimited and confidential online/phone support 24/7; 3 free in-person sessions with a licensed professional counselor; work/life specialist that can assist with child/elder care, legal questions, identity theft, and financial service; and a licensed counselor that can help with stress, anxiety, depression; relationship issues/divorce; job stress/work conflicts; family/parenting problems; anger; and grief/loss. The EAP program is available by phone at 1-800-344-9752 or online at www.guidanceresources.com (web ID: NYLGBS)

CAMC's 24/7 Care Center provides 24 hour a day, 7 days a week, 365 days a year access to U.S. board-certified physicians and licensed physician assistants and nurse practitioners through secure video visits for non-emergency illnesses like the flu, ear infections, sinus infections and more. 24/7 Care providers can prescribe medications for a wide range of conditions when medically appropriate. 24/7 Care visits are always free for CAMC employees and their immediate family members (spouse and dependent children through age 25). Employees can download the 24/7 Care app and request a visit anytime. Specific instructions and frequently asked questions can be found on CAMNET.

CAMC's Employee Wellness Center is located at 3418 Staunton Avenue in Charleston. Residents/fellows can schedule appointment at 304-388-2130 between 8AM and 4:30PM weekdays. CAMC offers this service to make wellness more convenient and more affordable to residents/fellows and their families. The Employee Wellness Center provides convenient, no costs options for primary care who are enrolled in CAMC's PPO medical plan. The Center visits are free (sick visits, well visits, in-office screenings); there is not co-pay or co-insurance; there is easy appointment and scheduling; and there are some labs that can be provided at no or little cost.

Peer Support is offered to any employee during especially difficult events. CAMC's Peer Support Team can provide individual or group support to the workforce experiencing secondary trauma or to colleagues working through a crisis situation. The Peer Support Team's goals are to mitigate secondary trauma in the workplace; provide service with compassion; normalize responses that staff experience; and promote the continuation of productive careers. To initiate a confidential peer support process, a resident/fellow can call 304-388-SAFE and select option 2 to initiate a request for peer support.

Residents/Fellows who do not have access to mental health services through a CAMC offered health plan or through any other health plan, may seek services independently from the following internal providers: The WVU Department of Behavioral Medicine and Psychiatry and the CAMC Family Resource Center.

Unless the individual Resident/Fellow requests in writing that CAMC be notified, or if conditions relating to Exception to Confidentiality noted below are met, all communication and interaction sought by the Resident/Fellow through these services will be held in confidence.

All Residents/Fellows are encouraged to seek assistance for any personal problem as quickly as possible through any of these alternative provider choices. No Resident/Fellow will be denied appropriate counseling or support services because of financial concerns or lack of insurance coverage.

PROCEDURE FOR REFERRAL BY PROGRAM DIRECTOR OR ADMINISTRATION

- Referral to mental health services can be based on a decline in work performance on the part of the Resident/Fellow or a particular on-the-job incident that indicates the possible presence of a personal problem. If the Program Director believes there may be concerns that have the potential for impacting performance of the Resident/Fellow, the Program Director may recommend that the Resident/Fellow seek services. Residents/Fellows may also be referred for counseling or mental health services directly by the Program Director as part of a remediation or disciplinary action. The

Program Director is available to assist the Resident/Fellow in seeking services if the Resident/Fellow requests this.

- When issues of impairment are recognized, there may be Exceptions to Confidentiality. When Counseling or Mental Health Services are mandated as part of remediation or disciplinary action the compliance in attending services provided may be reported to the Program Director.

TIME OFF FOR MENTAL HEALTH SERVICES

- Residents/Fellows are provided sick leave time off to attend medical, dental, mental and other health services upon approval by the program director with advance notification and verification of appointment.

JOB SECURITY

- CAMC will not illegally discriminate against a Resident/Fellow who seeks mental health services.

RELEASE OF INFORMATION BY CONSENT ONLY

- All mental health services are conducted in confidence and no information will be provided to the Program Director, the Institute, CAMC, or another family member without the Resident/Fellow's written consent unless covered by the Exception to Confidentiality.

House Staff Council

The House Staff Council is a forum which allows residents/fellows from across CAMC residency programs to communicate and exchange information with each other relevant to their programs and their learning and working environments.

The House Staff Council in Charleston consists of two residents chosen by each core program (*Surgery, Internal Medicine, Family Medicine, Psychiatry, Emergency Medicine, Urology, Pediatrics, Obstetrics and Gynecology, Neurology, GVMC ONMM and GVMC Family Medicine*) and one resident/fellow chosen by each internship, fellowship or combined program (*Integrated Vascular Surgery, Vascular Fellowship, Cardiovascular Medicine fellowship, Interventional Cardiology, Gastroenterology, Hematology/Oncology, Internal Medicine/Psychiatry, Psychology Internship, Pulmonary/Critical Care, and Pharmacy*).

Representatives are peer selected and must be approved by the Program Director as residents/fellows in good standing. Core programs selecting two members to the Council are strongly encouraged to select two residents from different PG levels. While member selection will occur every year, representatives may serve up to two terms on the Council. A term is defined as one academic year from July to June. Greenbrier Valley Medical Center residents may attend Charleston House Staff Council meetings virtually and may also engage in House Staff activities on their GVMC campus.

The House Staff Council representatives shall serve at the discretion of the program director/institution and shall provide program level interaction and serve as liaison with program administration. Resident/Fellow members serving on the House Staff Council will be expected to attend the majority of House Staff Council meetings and attend a minimum of two to three assigned institutional committee meetings annually.

The House Staff Council is chaired by a House Staff President elected annually by the Council membership. Representatives serving on the Council may nominate themselves or others for the position of House Staff

President. Vote by ballot will determine the House Staff President which is a one year term. The House Staff President shall serve as the primary representative of the residents/fellows to administration for administrative and academic matters concerning the Residents/Fellows. The House Staff President shall provide minutes and reports on Council activities and issues to the President of the Institute and the Associate Vice President for Health Sciences. The House Staff President will attend and provide a standing report at the Graduate Medical Education Committee. The House Staff President will serve on the CAMC Medical Executive Committee.

The Council will meet at the discretion of the House Staff President or GME administration, or at least quarterly; and serve to facilitate communication with administration and faculty; and to provide an interdepartmental approach to appropriate Resident/Fellow issues regarding the quality of the educational experience or work environment. The House Staff Council meetings are open to all CAMC residents/fellows and any resident/fellow may raise a concern to the Council. The House Staff President may elect, at their discretion or by request, to convene an Executive Session during House Staff meetings allowing residents/fellows the opportunity to meet without the presence of GME administration. Residents/Fellows interested in attending that are not Council representatives are asked to notify the Graduate Medical Education office to ensure adequate materials and meals are provided.

Communicating Issues on the Educational Experience and/or Work Environment

CAMC wishes to promote a learning environment of open communication, performance improvement and opportunity for direct dialogue among Residents/Fellows, faculty and administration. CAMC and WVU uphold an environment of open communication where quality of care, patient safety and work safety are emphasized. As a member of House Staff, Residents/Fellows have a professional responsibility and are obligated to report issues of quality and safety concerns in a timely fashion.

Residents/Fellows should feel free to raise and resolve issues without fear of reprisal and with a spirit of improving quality of care, patient safety, the education experience, and the overall work environment. Residents/Fellows are strongly encouraged to report retaliatory actions and unprofessional behaviors using one of the many avenues for reporting concerns outlined in this policy.

Residents/Fellows should notify administrative staff or faculty immediately of any patient-related issues that require immediate attention. Administrative officials are on-call 24/7 and may be reached by contacting the hospital operator. Administration will schedule periodic forums or departmental-based forums for discussion with Residents/Fellows or meetings may be scheduled at the request of the Chief Resident or the House Staff Council.

Program directors or program chairs should always be a first source of communication contact. They should be able to address issues, route you to the appropriate officials, or speak to officials on your behalf. Residents/Fellows are also encouraged to report issues of non-compliance to regulatory requirements or issues contradictory to institutional policies or professional ethics. Residents/fellows are encouraged to report any such issues to any individual as named above or other individuals in CAMC or WVU administration, legal counsel or the compliance office.

Residents/fellows who wish to discuss issues or concerns in a confidential and protected manner may choose among options at their discretion depending on the nature of the situations as may arise. Residents/fellows must understand, however, that total confidentiality is not always possible. Residents/Fellows may provide information through a number of communication mechanisms:

- Residents/Fellows are encouraged to bring forth issues and concerns to department Chairs, Program

- Directors or Program Faculty of their choice and comfort level.
- Residents/Fellows may bring issues to staff in the Office of Graduate Medical Education who may serve to advise them for appropriate communication options.
- Residents/Fellows may bring issues to other program representatives including the Chief Resident, the program coordinator and other non-faculty program staff representatives.
- Residents/Fellows may bring issues to non-program based representatives including attending medical staff, clinical directors or any administrative or institutional officials.
- Residents/Fellows may bring issues to corporate representatives of the Human Resources Department or to the CAMC Office of General Counsel.
- The Resident/Fellow may at any time seek confidentiality and protection via the Associate Vice President for Health Sciences or the President of the Institute who may serve, at the request of the Resident/Fellow, as liaison between institution and program officials.
- A Resident/Fellow who discovers any event or behavior which is of a questionable, fraudulent or illegal nature or which appears to be in violation of the corporate Code of Ethical Conduct should report the event or behavior immediately to the Program Director or Graduate Medical Education Office. Also, a reporting hotline has been established for you to report these events called "Speak Up". There will be no retribution for asking questions or raising concerns about the Code of Ethical Conduct or any suspected instance of inappropriate conduct. Reports to the Speak Up hotline (1-877-777-0787) are identified only by a numeric code to assure the caller's anonymity. A resident/fellow can also file a report online at vandalihealth.ethicspoint.com.
- A safety hotline has also been established to encourage reporting of clinical or other practices that may be considered to place patients, medical staff, or employees at risk. A prompt response to safety issues requires prompt and accurate reporting and should be encouraged at all times and at any time of the day. It is our desire to create an environment of reporting that can result in optimal responsiveness; but anyone may choose to report issues to the confidential hot line at 1-877-777-0787
- CAMC takes employee safety seriously. In the event a resident/fellow were to feel unsafe within the hospital, CAMC has issued employees a Strongline Panic Button to wear on their badge. Once activated, this button quickly directs security personnel to the scene. Any resident/fellow feeling unsafe and wanting an escort to or from the parking lot or parking garage can stop by the security desk and request assistance or they may call Security directly with any concerns at 304-388-7200 at General Division; 304-388-5572 at Memorial; and 304-388-2171 at Womens and Children.
- All residents/fellows are responsible for reporting incidents of harassment, sexual harassment, or bullying to their program director or to human resources. A resident/fellow will not receive unfavorable treatment for presenting a claim of harassment. CAMC prohibits retaliation against any individual who reports discrimination or harassment or participates in an investigation of such reports. Incidents of harassment may be reported to the Speak Up hotline at 1-877-777-0787. It may also be used to report issues or concerns related to human resources/personnel issues. The Speak Up hotline is answered by HR staff who will record concerns and forward them to appropriate HR staff for investigation and follow-up. The hotline is available 8AM to 4PM, Monday through Friday.
 - A GME voice mail box is available 24 hours a day/7 days a week to report concerns regarding your educational experience and/or work environment at 304-388-4390. Messages will be reviewed routinely. Callers are urged to leave detailed messages with specific information related to their experience, issues or concerns. If a caller wishes to receive direct follow-up and response, the caller is asked to leave their name and number. Callers may also leave messages anonymously. While anonymous messages lacking identifying data are difficult to follow-up, GME staff will do their best to identify problems and address them.

Remember---what is most important is that your communication and concern is reported in a timely fashion as you think appropriate. You should select the most comfortable avenue for reporting individual issues.

Medical Library for Charleston-Based Residents and Fellows

West Virginia University's Charleston Campus features a full-service medical Library for Residents. The Charleston Campus' Library is connected to both the WVU Libraries global system and the WVU Health Sciences Library on the main campus in Morgantown. That connectivity allows the online publications and subscriptions to be shared between medical campuses and it provides access to accredited medical librarians/experienced staff. There is also on-site support for access and technical issues, and there are numerous personal computers available for direct connection to the Library's platforms.

The Library is located on the 1st floor of the West Virginia University education building on CAMC's Memorial Campus. After hours and on weekends, Residents and medical students have 24-hour access using their CAMC photo ID.

The Library web page can be accessed at <https://lib.wvu.edu/charleston/>. From the web page you can access Ebsco Host (full-text journals), the Cochrane Library (full-text), PubMed, Elsevier's ClinicalKey, UpToDate online, and a host of other digital resources. Through the Library's access to the National Library of Medicine and OCLC, a global library cooperative, all national medical libraries can be accessed for borrowing journal articles. Many times, the requested article can be sent directly to your email account. For questions about the WVU Charleston Campus Library or your access to resources as a CAMC resident, please contact: LibraryLoans@hsc.wvu.edu

Medical Library for Greenbrier Valley Residents

The WV School of Osteopathic Medicine (WVSOM) library provides the residency programs access electronically to library resources and has provided hardcopy reference textbooks for the Trainees at GVMC. The Mountain State OPTI is located on the WVSOM campus provided added resources for the graduate medical education program. WVSOM OPP and anatomy labs provide additional learning opportunities.

Housing

CAMC operates housing units in Dunlop Hall and Maier Village near Memorial; Jefferson Place near General; as well as a number of single-family homes near Memorial. Residents/Fellows may contact Charleston Medical Center Housing Corporation at (304) 345-0171 for housing information. Housing applications must be in the Housing Office by May 1. The application may be downloaded from www.camcmedicine.edu. Residents/Fellows utilizing CAMC housing options are subject to the policies and procedures as established by the institution.

Certificate of Service

At the successful completion of training/appointment, a certificate of service will be awarded to the resident or fellow. CAMC will provide one original certificate. Duplicate originals will be at the expense of the residents/fellows. The legal name of record, at the time the certificate is issued, will be the one printed on all official documents. If a resident/fellow has married or divorced, it is required that the name

change be processed through the CAMC Human Resources office and entered into the CAMC system before it will be printed on a certificate. If a name is changed after graduation, the new name will not be put on a reprinted certificate without legal proof of name change provided to CAMC GME office. Reprints of certificates may be at the expense of the former resident/fellow.

A resident or fellow who leaves the program prior to graduation will also receive a certificate outlining the total amount of credit awarded in a CAMC residency or fellowship program. The program will additionally provide a document outlining which rotations were completed satisfactorily.

Diploma/Transcripts

An official copy of a resident/fellow's diploma and final transcript showing the resident/fellow's professional degree with graduation date must be received by the GME office before the resident/fellow can commence training with CAMC. Under unusual circumstances, residents/fellows unable to obtain a transcript and diploma before the start date should consult the GME office for direction.

Residency Training Verifications

Physicians, pharmacists, and psychologists who trained with a Charleston Area Medical Center sponsored internship, residency, or fellowship program may request verification of training. Requests for verifications from third parties must be accompanied by a signed authorization from the former trainee. Official verification requests can be mailed, faxed or emailed to the Office of Graduate Medical Education for completion. Graduate Medical Education faculty and administrative staff cannot provide verbal confirmation, verification, or evaluative information on former trainees via telephone. Verification requests requiring confirmation of training years can be completed by the Office of Graduate Medical Education and can typically be completed in a few business days. However, requests requiring assessment of training and evaluative information must be forwarded to that specific training program and can take a few weeks to complete and return.

Employment Verification and Loan Deferment Paperwork

Residents/Fellows who need employment verification paperwork or loan deferment paperwork completed should contact the CAMC Human Resources Office for assistance.