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REGISTRATION

Q. Do I need to register both online and in person?

A. You only need to register online. Come to the Medical Education Office in person if you need a UHN pager. Access forms for UHN scrubs through your program coordinator.

Please note: You are not to be wearing scrubs when entering or exiting the hospital.

Q. What should I present to screeners upon hospital entry if I do not have a hospital ID?

A. You can present your UMLearns confirmation of registration email or your UMLearns placement confirmation email as well as complete the digital screening no earlier than 2 hours prior to hospital entry via the following link [UHNscreen.ca](#). Please refer to the COVID UHN PG Medical Education document for further details regarding hospital entry.

R. Can I register at UHN prior to registering at PGME?

B. You can create a placement on [UMLearns.uhn.ca](#) but it will not be approved unless you are fully registered at the University of Toronto and your registration is confirmed in [POWER](#). For questions on how to register at the University of Toronto contact the Postgraduate Medical Education Office (PGME):

Phone: 416-978-6976
 Address: 500 University Avenue, Suite 602
 Toronto, Ontario M5G 1V7, Canada
 Email: postgrad.med@utoronto.ca

Q. How will I know if my registration at PGME is complete?

A. You will be able to see and print out your *Confirmation of Registration* in [POWER](#).

Q. Is there any mandatory training required in order for me to work at UHN?

- A. UHN requires that all postgraduate learners complete the e-learning safety modules as required which is done through UHN MyLearning.

Once you submit your placement on UMLearns you will receive a TID, UPN & password located under the Network Login Tab of your profile (your UPN resembles an email but does not provide email functionality). This TID is temporary and will expire 2 weeks from the date of submission. Click on the link located at the bottom of the network login tab to be redirected to complete your UHN elearning modules, you will use your TID, UPN & password to login.

Upon completion of your UHN elearning modules, your TID will be extended to your placement end date after the submitted placement is approved in UMLearns. Please see PG registration instructions for further details.

Q. What do I do if I have a staff MyLearning account where I have already completed my mandatory modules?

- A. If you have previously completed your modules through UHN MyLearning using a staff username eg.UHN##### or UHNMD##### please email medicaleducation@uhn.ca to complete approval. You will be required to provide a transcript of modules completed via your staff access.

Q. How long will it take to have my placement approved on UMLearns.uhn.ca?

- A. If your registration at PGME is complete and you have completed all the required e-learning modules, it can take up to two business days to have your placement approved.

Q. How will I know if my registration on UMLearns.uhn.ca is approved?

- A. Upon approval in UMLearns.uhn.ca, you will receive an email confirming your registration.

Q. How do I add additional rotations to my profile after my placement is confirmed?

- A. You will have one opportunity to enter all your known rotations at the time you create your placement. If you need to make any changes or additions to rotations please send an email to medicaleducation@uhn.ca and we will update your profile. Please only submit **one** UHN placement per academic year.

Q. I need to get Mask Fit Testing done. What should I do?

- A. Please refer to the COVID UHN PG Medical Education document for further information regarding Mask Fit Testing. Update your Mask Fit information on UMLearns under "My Profile."

Q. Where can I get more information regarding PPE, IPAC, and Occupational Health?

- A. For further information regarding PPE, IPAC, and Occupational Health please refer to the COVID UHN PG Medical Education document.

Q. How will I receive UHN communication emails?

- A. You will receive UHN communication emails through the email provided on UMLearns under your My profile alongside your UHN email granted to you upon approval.

Q. How do I register for research at UHN?

- A. If you are doing research as part of your clinical placement at UHN, please make sure you register with the UHN Office of Research Trainees (ORT) through the following link <https://ortregistration.uhnresearch.ca/>. And for more information please to reach out to ORT via the follow email ort.admin@uhnresearch.ca.

EPR/UHN CLINICAL APPLICATION PORTAL/CORAL ACCESS

Q. How can I complete my EPR training?

A. The **EPR for Providers Course** is completed online:

http://www.uhn.ca/corporate/For_Staff/Digital_Education/Pages/EPR_physicians.aspx

- i. Once you have completed the Intro to EPR course, you must click the **“Continue to role-specific modules”** button to access the Medical Entry Order training. You can also access this page by clicking **“Role-specific modules”** on the left side of the page under *Next Steps*.
- ii. On the “Role-specific modules” page, please select **“Continue to Provider Modules (Prescribers, Clinical Learners, Nurse Practitioner audiences)”**

You must submit your UHN placement at <https://UMLearns.uhn.ca> prior to completing EPR training. This will allow for your knowledge test results to be uploaded into the registration database. Completion of the **Course Completion Declaration Form** are required for timely EPR access.

Q. How can I obtain my EPR log-in information?

A. If you have completed EPR training or used EPR within last 2 years, your EPR log-in information will become available once your placement is approved on UMLearns.uhn.ca. You can find it under the Network Log-In tab in your UMLearns.uhn.ca profile information.

Q. My UMLearns.uhn.ca registration was approved prior to me completing the EPR training. How can I get my EPR log-in?

A. Email medicaleducation@uhn.ca with *EPR Test Completed* in the subject line. Access will be granted within 2 business days.

Q. What about EPR access for PEAP (Pre-Entry Assessment Program) Residents and Fellows?

A. EPR access is given for your assessment period only. At the end of your assessment period or if this period ends earlier than expected, please update email medicaleducation@uhn.ca.

Q. How do I get remote access to EPR when I am doing home call?

A. All users requiring remote access to EPR only for the use of home call/ clinical care should now access this through the UHN Clinical Application Portal. This is available from the [Team UHN](#) page on UHN.ca

TIP: Bookmark this link for easier access to the Portal – <https://mydigitalapps.uhn.ca/Citrix/UHN-AppsWeb/>



MAC - Instructions PC - Instructions for
for Remote Access - ARemote Access - All U

Q. How can I access Coral Web Viewer?

A. Use your EPR ID to sign in using ‘password’ as the initial password. You will then be asked to change your password in Coral Viewer. For any technical difficulties please call the help desk at 416-340-4357.

CONFIDENTIAL EMAIL/T-ID/WIFI

Q. How can I obtain my T-ID?

A. Your T-ID will become available to you once your placement is approved on UMLearns.uhn.ca. You can find it under Network Log-In tab in your UMLearns.uhn.ca profile information.

Q. How do I get a UHN email?

A. Once your placement has been approved, you can now access your UHN email. In order to access your email, visit <https://Outlook.Office365.com>, and login using your email details and tID/network password. If you have an existing UHN email address (rmp, uhnresearch or uhn.ca) that is different from the email listed, your Program/Department will need to continue extending access manually. Please contact your Program/Department Coordinator for further details.

Q. How do I manage multiple emails?

A. Please visit the UHN Education page on the corporate intranet (link below) for detailed step by step instructions on how to manage multiple emails.
[https://intranet.remote.uhn.ca/cvprn/5VjJd4pwsS6F7xiY8BQGpA-TD3EHsI0/sites/UHN/Education at UHN/Learner%20Registration%20-%20Managing%20Multiple%20Email%20Accounts%20%20v1.0.pdf](https://intranet.remote.uhn.ca/cvprn/5VjJd4pwsS6F7xiY8BQGpA-TD3EHsI0/sites/UHN/Education%20at%20UHN/Learner%20Registration%20-%20Managing%20Multiple%20Email%20Accounts%20%20v1.0.pdf)

Q. Do I have access to WI-FI at UHN?

A. Learners can use their T-ID to log in to UHN Corporate WI-FI across UHN.

PAGER – STAT REQUESTS

Q. What are *911 or STAT requests heard in the overhead announcements?

A. STAT is a common medical term which means immediately.

Callers can make a request for a STAT page which includes an overhead announcement and the Operator will process the call with the highest sense of urgency.



STAT Calls UHN.pdf

LOUNGES & WELLNESS

Q. Are there Housestaff Lounges at UHN?

A. Resident Lounges at UHN include:

TGH - GNU 122 - Ground Floor Norman Urquhart Wing, Room G-122 (badge access)

TWH - 8MCL 419 – 8th floor McLaughlin Pavilion, Room 8-419 (punch code; contact Program Administrator for door code)

PMH - 14th floor, Room 14-619 (punch code; contact Program Administrator for door code)

TRI - University Campus: 4th floor, Room 4-131 (badge access)
Lyndhurst: Learner Lounge - TLC Room 206

For specific call room information, please contact your Education Site Lead/Director or Administrative Coordinator.

Q. Is there a designated area to breast feed/express milk at UHN?

A. There are rooms available within the Wellness Centres at TGH and PMH for privacy while expressing milk. Contact Wellness for locations and access information; via [email](#) or call 14-4486. There also may be specific spaces available within your department, please contact your site lead/director or administrative coordinator.

Q. Are there gyms at UHN?

A. The **Wellness VIP Membership** is available to learners allowing access to UHN Wellness spaces and Group Exercise Classes across various UHN sites for a modest monthly fee. To contact Wellness, please [email](#) or call 14-4486 for assistance.

Please note: UHN Wellness spaces are currently closed due to COVID-19

SAFETY

Q. What are the physical distancing guidelines at UHN?

A. While at work you are asked to maintain a 2 metre distance between yourself and any other staff member at all times. This rule applies to all areas of the hospital including our educational spaces. This can be challenging especially when working in close proximity in nursing stations, but staff are asked to try to do so. Please also be mindful of this 2 metre guideline while eating and drinking at UHN.

While at UHN, please follow these safety guidelines at all time

- Maintain physical distance (6 ft/2m) between yourself and others
- Do not share food
- Routinely perform hand hygiene
- Masks must be worn at all times except when eating, drinking, and going to the bathroom. While eating and drinking, please maintain physical distance (6ft/2m) between yourself and others.
- Masks must be worn in all areas of the hospital, including common areas and transit points
- In addition to masks, face shields are also required for all patient interactions

Q. What are the masking guidelines at UHN?

A. While at work you are asked to maintain a 2 metre distance between yourself and any other staff member at all times. This rule applies to all areas of the hospital including our educational spaces. This can be challenging especially when working in close proximity in nursing stations, but staff are asked to try to do so. Please also be mindful of this 2 metre guideline while eating and drinking at UHN.

UHN has a universal masking policy. Medical-grade masks must be worn at all times except when eating and drinking. Everyone who comes through a screening entrance will be given a medical-grade face mask. You will note that this mask is different than the ones that you will use for patient care as they adhere to different standards. You will discard the mask that you were given upon entry for one that is for use with patients once you enter the clinic/wards.

Note: Cloth masks are no longer permitted at UHN.

Q. Do I need to contact UHN Health Services before coming to UHN?

A. If you have traveled outside of Canada, you must follow federal guidelines for quarantine (you do not need to contact UHN Health Services).

If, within the last 14 days before the beginning of your placement at UHN, you have:

- 1) been in a facility or area where a COVID-19 outbreak has been declared in the past 14 days;
- 2) tested positive for COVID-19 yourself; or
- 3) been in contact or close proximity with someone who is COVID positive within the past 14 days

Then please contact UHN Health Services COVID-19 hotline

(<https://forms.uhn.ca/PublicForms/Form/Covid19Hotline>) before coming to UHN.

WHAT TO BRING ON DAY 1

Q. What should I bring on day 1 of my learning experience?

A. You should bring a few items on your first day:

- All members of TeamUHN including learners will be actively screened (in person or, with UHN ID badge, via this link: <https://www.uhnscreen.ca/>).
- Please bring your UMLearns confirmation email on day 1, as you will be asked to present it by screeners at the hospital entrance door until you receive your UHN photo ID badge.
- If you do not have a UHN photo ID badge, you will need to show proof of vaccination and provide valid identification.
- TeamUHN members will need to arrive at their site wearing their own mask. If you require a different mask level, then one will be given to you at a screening entrance or when you arrive to your unit.
- Bring a method of payment for deposits on pagers and scrubs, if necessary. The UHN Cashier Offices except all major methods of payment

LOCKERS/BIKES/PARKING

Q. Can I get a locker at UHN?

A. Lockers are available at TGH and the TWH West Wing Basement. Email medicaleducation@uhn.ca to inquire about availability.

Q. Is there a secure area to lock my bike at UHN?

A. There are many outdoor racks surrounding each UHN site, as well as City of Toronto Post and Ring available. Additionally, in-door and bike cage options are available at TGH and TWH. For further questions regarding locations and deposit amounts, please contact: UHNcycling@uhn.ca or the Energy & Environment Department at 416-340-4800 x 5130

Q. Is there a discounted parking at UHN?

A. Parking Value Cards are for residents on active rotations at UHN only. Email medicaleducation@uhn.ca to obtain a Parking Authorization form. You must present the form from Medical Education to the parking office. A \$50 refundable. Valid for parking at TGH and TWH only.

CONTACTING MEDICAL EDUCATION

Q. How can I get in touch with the Medical Education Office?

A. Medical Education at TGH

Phone: 416-340-4846

Address: Toronto General Hospital
200 Elizabeth Street, Eaton Wing, G-001
Toronto, ON M5G 2C4

Email: MedicalEducation@uhn.ca

Medical Education at TWH

Phone: 416-603-5924

Address: Toronto Western Hospital, the MedWest Building
399 Bathurst Street, 3rd Floor West Wing, Room 438
Toronto, ON M5T 2S8

Email: MedicalEducation@uhn.ca

NOTE: In light of COVID-19 the Medical Education office will be operating remotely via [email](#) and available in person some days of the week on flex hours (10 am to 2pm). During this time only the TGH office will be open with the TWH office closed, please email medicaleducation@uhn.ca for further details regarding which days of the week the TGH office will be open.

Q. Where can I get information about postgraduate learning at UHN?

A. Please visit our online resources for clinical learners of the Michener Institute for Education at UHN:

Fellows: <https://www.uhn.ca/Education/Clinical-Learners/Pages/Medical-Fellows.aspx>

Residents: <https://www.uhn.ca/Education/Clinical-Learners/Pages/Medical-Residents.aspx>