M2 Emergency Department Ambassador Responsibilities

1. The Night Prior:
   Email the M3 or M4 you will be working with the following night to remind him/her that he/she has an M2 ED ambassador to work with, and to arrange meeting him/her at the ED patient check in desk at 6:30PM on the night of your shift.

2. Prior To Start of Shift:
   A. Pick up uniform and clipboard with pre-printed blank rounding forms
   The University of Wisconsin Emergency Department is located on the west side of the UW Hospital and Clinics, next to the American Family Children’s Hospital. Please report to the ED patient check in desk at 6:30PM, and let the staff know that you are the scheduled medical student ED ambassador, and that you will need access to the locker room (F2/223) adjacent to the ED. Ideally, your M3/M4 partner will meet you there at 6:30PM and you can proceed to the locker room together.

   Locker 18 (labeled GHHS) is in the first row of lockers, on the bottom. In this locker there are GHHS scrubs tops for you to wear, EDAP rounding forms to help you during your shift, and forms listing charitable Primary Care Providers you can give to uninsured patients. There are also copies of this EDAP Responsibilities document. When you are done with your shift, please fold your scrub top and place it neatly back into the locker. Shifts for the ED Ambassador Program are from 6:30PM until 10:30PM. Please remember to dress professionally, wear your ID badge, and wear either a GHHS scrub top or GHHS jacket.

   B. Prepare For Your Shift
   You will likely not have access to the hospital’s EPIC system (exceptions may exist if you had access during summer research or other work). If you do not have EPIC access, you will need to work with your M3 or M4 partner. Together you can log into EPIC in either the ED resident lounge or in the ED to quickly review the ED census in order to transcribe basic information to the blank rounding forms, a sample of which can be found in appendix B. If you do not have a M3/M4 partner, please ask your ED attending to help you access EPIC and the ED census. Alternatively, you can ask the ward clerk (HUC) to print the track board for you to use. Having a basic idea of who is in the ED prior to the start of your shift will make the initial meeting with your attending physician much more efficient.

3. Start of Shift
   The faculty and staff of the University of Wisconsin Hospital and Clinics are friendly, but very busy. Be respectful of their time. Please arrive early so that you may introduce yourself to the ED attending physicians and to your M3/M4 partner. Make your introduction at the beginning of the evening brief, as well as your rounds throughout the evening.
4. During your shift

Your M3/M4 partner is responsible for providing some mentoring and teaching opportunities for you. You will be working together for the first half hour, and you may continue to work together throughout the night, depending on your comfort level and how busy the ED is during your shift.

As an ED Ambassador, you will be working with all the attending physicians (including the pediatric attending) during your shift. You will round on all their patients and relay to them patient questions and concerns, and pertinent updates and changes when they arise. The physicians will then provide you with information to convey back to the patients. During your shift, you will round on all patients to convey an updated ED plan and course, relay appropriate test/procedure information, relay updates regarding admission status, inquire about comfort/pain, answer questions regarding ED logistics, record and relay to the physician any new questions, and provide patient education if the physician feels this is appropriate. You can also provide basic information regarding the patient’s ED course to the patient’s family in a private setting, if requested by the patient. We hope that you will be a friendly, comforting face for patients and their families during this stressful time. If the ED is slow, you can choose to ask an attending to shadow him/her until there are more patients to attend to as an ED Ambassador.

All medical students serving as ED Ambassadors must have completed HIPAA training and must abide by HIPAA regulations. When relaying patient information to family members, you will need to be respectful of your surroundings and convey information only in private. It is crucial NOT to overstep the boundaries of the ED while acting as an ED Ambassador. **The role of the ED Ambassador is not clinical in nature.** You will not obtain histories, perform physical examinations or perform procedures. While you can relay the interpretation of tests and imaging studies to the patient as directed from your attending, you will not personally interpret test results or imaging studies. You should only relay information provided by the ED attending to the patient, and not look up test result information or imaging studies on the computers in the ED by yourself. These computers are reserved for those performing clinical duties in the Emergency Department. You will be a friendly face and should be a comfort to the patient. As such, the patient may ask your opinion. It is important that you do not offer prognosis or treatment recommendations to the patient. It is also not your role to order any tests, or perform estimates regarding a timeline of when a patient can expect a result or treatment, unless you are specifically instructed to do so by your attending.

5. End of Shift

Make sure to let your patients know you will be leaving for the evening, and ask them if they have any final questions or concerns that you should convey to the attending physician before your leave. Also remember to thank the ED attending physicians and the M3/M4 partner you have been working with.
6. Student Feedback Evaluation

   The UWSMPH hopes to continually improve the ED Ambassador program and orientation. We ask that each volunteer send a summary e-mail to Madeline Duffy, MPH, (maduffy3@wisc.edu) including:
   - Date/Time of shift
   - Attending physicians worked with
   - Number of patients
   - What type of information did you provide or receive from patients (results, pain/comfort level, diagnosis information)?
   - How did your role as ambassador contribute to patient care?
   - Any suggestions to improve the process (orientation, logistics)?
   - Did you receive any feedback from ED physicians, staff or patients that would be helpful for others?
   - Did you notice any social determinants of health that may have affected your patients? If so, please list. Examples include poverty, healthy literacy, access to health care, etc.
   - How did this experience contribute to your medical education?

7. What if I have more questions?

   M2 Student EDAP Leaders: Kelley Kadunc, kkadunc@wisc.edu
                            Becky Mitchell, rlmitchell@wisc.edu
                            Liz Robinson, ecrobinson@wisc.edu
   ED contact: Dr. Mary Westergaard, mcwester@medicine.wisc.edu
   Medical School contact: Madeline Duffy, MPH, maduffy3@wisc.edu
Appendix A: ED Location Map

The star represents the location of the locker room (F2/223)
<table>
<thead>
<tr>
<th>Patient/Round Number:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>CC/Brief Summary of HPI:</td>
<td></td>
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</tbody>
</table>

**Patient Rounds:**
- Any family or friends in waiting room to update?
- Comfort/Pain Level:
- Patient questions:

<table>
<thead>
<tr>
<th>Attending Rounds (What would the ED physician like you to address with the patient?):</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Results:</td>
<td></td>
</tr>
<tr>
<td>Studies to be completed:</td>
<td></td>
</tr>
<tr>
<td>Education:</td>
<td></td>
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<tr>
<td>Other:</td>
<td></td>
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